LETTER OF COMPLAINT

GIA SƯ CHUNG CƯ

Dear Sirs,

Your shipment of twelve thousand "Smart" watches was received by our company this morning. However, we wish to make a number of complaints concerning the serious delay in delivery and your failure to carry out our explicit instructions with regard to this order.

It was stressed from the outset that the delivery date had to be less than six weeks from the initial order, in order to comply with our own customers' requirements. While we appreciate that delays in production are occasionally inevitable, we must point out that the major reason why the order was placed with your company was because we were assured by you of its straightforwardness, and that your existing stocks were sufficiently high to ensure immediate shipment. Late delivery of the goods has caused us to disappoint several of our most valued customers, and is bound to have an adverse effect on potential future orders.

The second complaint concerns the discrepancy in colour between the watches we ordered and those delivered. It was stated clearly in the original order that watches in combinations of green/purple and orange/purple only were required. However, only half the watches in the delivery received are of the colours specified. Our Hong Kong agent assures us that she stressed to you the importance of following our instructions precisely, since we consider there to be only a limited market in this country for watches of other colours at the present time. Any watches that are not of the specified colours will, of course, be returned to you.

We are also somewhat concerned about the rather poor quality of the goods received, since it is apparent that the watches that finally arrived have been produced from inferior materials and have been manufactured to a lower standard than those in the sample. We have also found that a number of the watches do not appear to be functioning. Whether the latter problem is due to poor manufacture, damage in transit or defective batteries is not yet clear, but we should like to point out that we feel this matter to be entirely your responsibility.

As a result of the above problems, therefore, we feel that the most suitable course of action is to return to you unpaid any of the goods considered unsatisfactory, and to deduct any costs incurred from our final settlement. We shall also, of course, be forced to reconsider whether any further orders should be placed with your company.

We look forward to your prompt reply.

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1. How many of the watches will be returned to the manufacturers?
   A. 6,000
   B. less than 6,000
   C. more than 6,000
   D. the passage doesn't give enough information to answer

2. The manufacturers of "Smart" watches were given the order because _____ .
   A. they were assured and there was sufficient space for immediate shipment
   B. the watches would be easy to make and the designs were already prepared
   C. they promised they could produce enough stocks quite quickly
   D. they claimed the order would be easy since the watches were already in stock

3. Receiving watches in the wrong colours is a problem because ____ .
   A. the Hong Kong agent stressed the need to fulfil the order exactly
   B. these watches will be difficult to sell
   C. they will not be able to get into the limited market
   D. people will not buy the watches as presents

4. Which of the following does "the latter problem" in paragraph 4 refer to _____ .
   A. the poor quality of the goods
   B. the use of inferior materials
   C. the low standard of manufacture
   D. some of the watches not working

5. The last sentence of paragraph 5 has been included in order to suggest that _____ .
   A. the receiving company may cease trading with the watch manufacturers
   B. the company will probably reduce the number of watches it orders in future
   C. the writers are afraid their company might go out of business soon
   D. the company are probably willing to give the manufacturers another chance

6. Late delivery will have an "adverse effect on future orders" in paragraph 2 because _____ .
   A. the company will no longer place orders with the manufacturers
   B. future orders will have to be delivered sooner
   C. the company is sure to lose some of its business with its customers
   D. the company will certainly have to advertise itself more effectively in future

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7. "limited market in this country for watches of other colours" in paragraph 3 means _____ .
   A. not many shops are able to sell such watches
   B. other watch companies make it difficult for newcomers to enter the market
   C. market stalls don't seem to sell such watches here
   D. not many people are interested in buying such watches

8. "adverse" in paragraph 2 means the same as _____ .
   A. unfavourable
   B. positive
   C. reduced
   D. promotional

9. Which of the following does "this" refer to in paragraph 4 _____ .
   A. poor manufacture
   B. damage during transportation
   C. poor manufacture, damage during transportation and defective batteries
   D. the problem of watches not working

10. In the last sentence of paragraph 4 the writer implies that _____ .
   A. the watch manufacturers have tried to cheat the company
   B. his/her company does not intend to pay for damaged watches
   C. the manufacturers have behaved irresponsibly in this matter
   D. the company would prefer not to attach blame for the problem

11. In the last sentence of paragraph 3, "specified colours" refers to _____ .
   A. the wrong colours
   B. watches of other colours
   C. the colours originally ordered
   D. *none of the above*

12. Which of the following best describes the general tone of the letter _____ .
   A. angry and aggressive
   B. firm but polite
   C. reasonable but impolite
   D. polite and forgiving

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GIA SƯ CHUNG CƯ

101 REALITY TV

Chris Dufford gives us the scoop on reality shows.

There's a new kind of programme on television, and it's hardly like television at all. It's called reality TV and, as the name suggests, it is supposed to show us something very real. The participants aren't actors at all, but ordinary people in their daily lives. We, the viewers, might see them eating, sleeping, arguing or having a good time. We can hear all their conversations and watch their every move. Reality shows, therefore, are not regular television programmes at all. Instead they give us a close-up look into other people's lives.

Why have reality shows become so popular? What makes us want to watch reality shows on TV? To begin with, we feel that we get to know the participants. We know their names from the beginning and gradually we learn more about them. We might even come to like some of them. **Others**, we might not like at all! Reality shows take us inside the lives of other people. Mostly, people wonder what it's like to be someone else. Experiencing other people's lives can be a great escape from our own.

Some people say this has a very healthy effect on society and it's a harmless and entertaining way of passing the time. Other people, however, are not in favour of reality TV. Critics say that it is not really entertainment at all. What could be entertaining about two people doing their laundry or preparing the evening meal? Who wants to watch that? Who wants to hear all of their secrets and gossip? Some social scientists even say that reality TV could have damaging effects on society.

What kinds of people take part in reality programmes? Well, since the participants may win a prize, they might be doing it for the money. There could be other reasons as well. For example, the participants on these shows become well known to the viewers. They may even become famous and find more work in TV after the reality show ends. Not only that, but some people may really like the attention of millions of eyes on them every day and night. Clearly, reality TV is not for shy people!

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New reality shows appear all the time. They can take place on a farm, in an apartment or even on an island. Each time a new show begins, it seems to be even more daring than the previous one. What do you think the future holds for reality TV? Could the next show take place in your city, neighbourhood or school? Eventually, the day may come when we are all part of reality TV!

1. What does the writer say about reality TV?
   A. It's like ordinary television.
   B. The participants are professional actors.
   C. It gives us an idea of what other people's lives are like.
   D. It shouldn't be shown on TV.

2. The writer thinks reality shows have become popular because _____.
   A. we learn the names of the participants.
   B. viewers are curious about other people's lives.
   C. we like to watch famous people.
   D. they have a healthy effect on society.

3. What does "**Others**" in paragraph 2 refer to?
   A. people on reality shows
   B. reality shows
   C. different kinds of TV programme
   D. the ways some people live

4. Some people are against reality TV because they say _____
   A. people might learn dangerous secrets.
   B. it wastes people's time.
   C. it is uninteresting.
   D. gossip can hurt people's feelings.

5. Which of these reasons for going on a reality show does the writer NOT mention?
   A. making money
   B. attracting attention
   C. working in the media
   D. developing your personality

6. What does the writer predict about the future of reality TV?
   A. They will make programmes on a farm.
   B. Reality TV will become less popular.
   C. Everybody may get the chance to take part.
   D. They will make programmes in fewer areas.

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The Surgeon of Crowthorne tells the fascinating story of how one of the most important reference works in the English language, the Oxford English Dictionary, came into being and of two men who devoted much of their lives to the Herculean task of its production. It is also a study of the human condition, and particularly, of madness.

The story begins on a cold, dark winter's night in Lambeth, which was a seedy London slum in the year 1871. The peace that night was suddenly broken when gunshots were fired in the still, quiet air. A police constable heard the shots and went running to see what had taken place. George Merritt, a young Irish labourer who had been on his way to work had been shot dead and William Chester Minor, an American doctor who was living in London at the time, freely admitted that he was the perpetrator of the crime. In the confusion of his tortured mind, Minor had been convinced that Merritt was tormenting him. Minor was tried and sentenced to be detained for life in Broadmoor, an asylum which had been specially built to house the criminally insane.

James Murray was the brilliant and mainly self-taught scholar who had been appointed to take over the immense task of writing the Oxford English Dictionary at a time when there were fears that the dictionary would never be completed. Murray knew that it was a task far too great for one man to complete alone and so, on being given the assignment, he had leaflets printed inviting members of the public to contribute entries to the dictionary.

One of these leaflets found its way to Broadmoor, and Doctor Minor read it avidly. Books had become a way of life for him and they lined the walls of his cell. Minor became one of Murray's most productive contributors, supplying him with thousands of illustrative quotations for the dictionary. A long correspondence and friendship developed between the two men whose common bond was their love of books and words. However, Murray had no idea that his devoted friend and contributor was a lunatic and murderer, as Minor gave his address as simply "Broadmoor, Crowthorne, Berkshire." Not unnaturally, Murray assumed that his friend was the governor of Broadmoor or a doctor

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working with the inmates. He invited Minor to visit him on numerous occasions, but Minor pleaded poverty and an indisposition to travel. Since, in those days, travelling around the country was exhausting and expensive and correspondence was a much more common and natural way for people to communicate, these reasons were accepted by the learned scholar.

Nevertheless, Murray was naturally eager to meet his star contributor and so he finally set out for Broadmoor one day in 1897, nearly twenty years alter their correspondence had begun. When he arrived there, he was astonished to discover that Doctor William Minor was not the Governor or a senior member of staff, as he had supposed, but an inmate himself.

The sad and often harrowing story of how Minor ended up in Broadmoor, and the unhappy circumstances of his life before that fateful morning in 1871, is recounted in gripping detail; as is that of James Murray, a scholar and linguist who had at least a working knowledge of virtually every language that exists. Their stories, and that of the undertaking of the colossal work of scholarship that is the Oxford English Dictionary, are bound together in this fascinating work by Simon Winchester.

1. *The Surgeon of Crowthorne* is _____
   A. a detective novel.
   B. a medical textbook.
   C. a reference book.
   D. a biography.
2. In the 19th century, Lambeth _____
   A. was a very run-down area.
   B. had poor street lighting.
   C. was a dangerous place to live.
   D. was not part of London.
3. William Minor _____
   A. claimed he was being tortured.
   B. denied being involved in the murder.
   C. was found to be mentally ill.
   D. was on a visit to England.
4. James Murray _____
   A. was the first person to work on the new dictionary.
   B. knew he would need help to finish the dictionary.
   C. doubted whether it was possible to write a dictionary.
   D. printed leaflets asking people to send him money.

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5. William Minor and James Murray became friends because _____
   A. they were both fascinated by language.
   B. both of them enjoyed writing long letters.
   C. they shared an interest in illustrations.
   D. they came from similar backgrounds.

6. Why did it take so long for Minor and Murray to meet each other?
   A. Travel in the 19th century was too costly and tiring.
   B. Meeting people was not considered to be important.
   C. Murray was unaware of Minor's circumstances.
   D. William Minor did not like going on long journeys.

7. According to the writer, Simon Winchester _____
   A. has written an absorbing and remarkable account.
   B. did a lot of work on the Oxford English Dictionary.
   C. is the author of several interesting books.
   D. can be expected to produce more books in the future.

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