

## PRE-LISTENING

*Có một số từ mới xuất hiện trong file nghe dưới đây. Hãy đoán nghĩa từ mới bằng cách nối nghĩa với từ vựng thích hợp*

### Sort Elements

- to print more copies of a book, an article, etc. with few or no changes
- a number of people or things taken from a larger group and used in tests to provide information about the group
- to think or accept that something is true but without having proof of it
- to look quickly at something/somebody      • something that you need or want
- the act or process of repairing and painting an old building, piece of furniture, etc. so that it is in good condition again
- description (noun): a piece of writing or speech that says what somebody/something is like; the act of writing or saying in words what somebody/something is like
- closely connected with the subject you are discussing or the situation you are in
- the area inside the entrance of a hotel, an office building, etc. where guests or visitors go first when they arrive
- the outside of something, especially a building      • the inside part of something
- to recognize the good qualities of somebody/something
- a person who uses the services or advice of a professional person or organization

assume (verb):	
client (noun):	
exterior (adj):	
renovation (noun):	
reprint (verb):	
interior (adj):	
relevant (adj):	
reception (noun):	
sample (noun):	
appreciate (verb):	
requirement (noun):	
glance (at sth) (verb):	

*Nghe file nghe dưới đây và trả lời câu hỏi*

Write ONE WORD AND/ OR A NUMBER for each answer

## Revision Note

<b>Problem with:</b> the brochure sample	
<b>Company name:</b> 1	Hotel Chains
<b>Letters of the:</b> 2	should be bigger
<b>The information of the:</b> 3	should be removed
<b>Change the description under the top photo to:</b> 4	
<b>Use the picture with the:</b> 5	of the hotel.
<b>The:</b> 6	should be in red print.
<b>Translate into:</b> 7	
<b>Deadline:</b> by the end of: 8	
<b>Address:</b> No. 9 Green Drive, 9	, NY21300
<b>Telephone number:</b> 10	

*Nghe lại lần hai và hoàn thành các vị trí trống dưới đây*

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**Employee:** Good afternoon. Welcome to Matrix Printing. I'm John Smith. How can I help you?

**Customer:** Good afternoon. I'm here to 1 a brochure for our hotel. There are some pages that need revising.

**Employee:** Sure, how may I address you?

**Customer:** Oh, I'm Mary Jane from Central Hotel Chains. Nice to meet you. I've got 2 of the previous 3.

**Employee:** I 4 it is your company's advertising brochure?

**Customer:** Yes.

**Employee:** What exactly is the problem?

**Customer:** Well, it was printed the year before, so some of the information is already 5. There are also a couple of problems with the layout. Firstly, the letters of the address on the front page are far too small. It's hard to see when 6 at the cover.

**Employee:** How big do you need it to be?

**Customer:** Increase the letters by 3 font sizes.

**Employee:** Just a minute. Let me take notes of your 7 ... OK, what else needs changing?

**Customer:** The information regarding the pool should be deleted, because it is currently under 8 and is not available.

**Employee:** So all of the relevant 9 on page 2 should be removed? What do we replace it with? We can't just leave the whole page blank.

**Customer:** Just fill it in with the introduction of our newly-opened gym. I've included all the 10 information here in this flash drive.

**Employee:** Let me check...Um. I see. No problem then.

**Customer:** What is also bothering us is that the description under the top photo on page 4 is 11. The wore lounge needs to be replaced with 12.

**Employee:** Fully noted. Is that all?

**Customer:** No, there is more. Turn to page 5. We feel that showing merely the picture of our 13 and 14 decoration does not fully 15 the appeal of our hotel. On second thought, we've decided to use a 16 with the view of the hotel.

**Employee:** Do you have the 17 copy of the picture?

**Customer:** Yes, it is also enclosed in the flash drive.

Employee: OK, we'll reedit the whole layout of the 18 .

Customer: Great.

Customer: Let's turn to the next page.

Employee: Yes, what's wrong with that? It seems 19 fine to me.

Customer: At first sight, it seems fine. But according to the 20 of the customers, the prices do not stand out, so we want to change the print from black to red to make it pop out.

Employee: OK. I've made notes of all your 21 . Is there anything else?

Customer: I 22 it. Just one final request. Could you translate the whole brochure into Spanish? We have customers 23 , you know, especially those from Latin countries.

Employee: No problem. What about other languages, like Japanese, Chinese or German? These are our most popular target 24 .

Customer: I have to ask the manager about the Chinese version. There's been a surging number of Chinese 25 during recent years. However, we don't need German or Japanese 26 as we currently don't have many customers from those two countries.

Employee: Sure. Just keep me updated.

Customer: So roughly when could we get the revised print? We need it before the end of July.

Employee: It's late June now. Roughly it'll take 3 weeks to reedit, so it will definitely be ready before the 27 .

Customer: Great.

Employee: To where shall we send the samples?

Customer: The address is No. 9 Green Drive, Cliffton, NY21300.

Employee: How do you spell Cliffton?

Customer: C-L-I-double F-T-O-N, Cliffton.

Employee: And the 28 number?

Customer: It's 9-0-3-0-3-6-6-0-2. Also, if you have any further 29 , you can reach me through this number.

Employee: OK.