BÀI TẬP PART 7

Questions 1-2 refer to the following text message.

Chakia Brown [3:32 P.M.]
Hi, Ziva. I just met with the Han board of directors, and they're interested in our redesign proposal for their downtown office buildings. Amy Han asked for another work sample, but I didn't have the right portfolio with me. I'm heading to another meeting, so please have a messenger deliver a copy of the Grainger Centre files to her. Include the full set of plans. Thanks!

1. Where does Ms. Brown most likely work?

(A) At an accounting firm
(B) At an architectural firm
(C) At a Web design company
(D) At a market research company

2. What is Ziva asked to do?

(A) Reply to a text message
(B) Create a portfolio
(C) Set up a meeting
(D) Send a work sample

LIVEWORKSHEETS

Questions 3-4 refer to the following text-message chain.

Nicole Fernandez	**[12:23 P.M.]**
Tad, this is just to let you know I'll be in Amherst next Monday	
Tad Yates	**[12:25 P.M.]**
What's going on?	
Nicole Fernandez	**[12:26 P.M.]**
Our Amherst office requested a training session. Their instructor has to take an unexpected trip, and they need a substitute.	
Tad Yates	**[12:26 P.M.]**
Did you manage to book a flight?	
Nicole Fernandez	**[12:27 P.M.]**
Not on such short notice. I'll drive.	
Tad Yates	**[12:28 P.M.]**
OK, good luck!	

3. What will Ms. Fernandez do next Monday?

(A) Teach a training course

(B) Meet an instructor

(C) Go on a vacation

(D) Apply for a job

4. At 12:27 P.M., what does Ms. Fernandez mean when she writes, "Not on such short notice"?

(A) She will not arrive on time.

(B) She will not travel by plane.

(C) She cannot accept an invitation.

(D) She cannot make a payment

LIVEWORKSHEETS

Questions 5-6 refer to the following e-mail.

E-mail

To: Staff
From: Asta Lindstrom
Subject: Reminder
Date: 11 April

To All Staff:
This is a reminder that the water in the Tolliver building will be temporarily shut off tomorrow at 8 a.m. while repairs are completed. I understand that most employees who work in the building will be off-site at a software training session and will not be affected.

For those of you who will be working in Tolliver tomorrow, the Hillcrest Water Department has assured me that the water will be off for no more than four hours. We will provide complimentary bottled water in the lobby for all staff during this time. The cafeteria will remain closed until the water has been turned on again. At that point meal service and food sales will resume. I apologize for the inconvenience.

Sincerely,

Asta Lindstrom

Facilities Manager

5. What will happen tomorrow?

(A) New computers will arrive.

(B) Maintenance work will be done.

(C) A new employment policy will take effect.

(D) The location of a training session will be announced.

6. What will employees NOT be able to do in the Tolliver building in the morning?

(A) Use new software

(B) Drink bottled water

(C) Purchase food items

(D) Walk through the lobby

LIVEWORKSHEETS

Questions 7-8 refer to the following advertisement.

****

VACANCY

The Golden Lagoon has been serving Montego Bay for 18 years. We are an award-winning restaurant with a reputation that spans the Caribbean. Currently we have vacancies for the position of waitstaff. Duties include taking customers' orders, serving food and beverages, preparing itemized bills, and accepting payments. Experience is preferred but not required. We offer an excellent hourly rate and flexible work schedule. Apply in person, supplying a resume and three employment references.

The Golden Lagoon
Shahine Kincaid, Manager
135 Concertina Dr.
Montego Bay, Jamaica
Business hours: Monday- Friday, 11:00 A.M.-11:00 P.M.
Saturday and Sunday, noon-10:00 P.M.

****

7. What is stated about The Golden Lagoon?

(A) It is closed on Sundays.
(B) It regularly has positions available.
(C) It has been in business for over a decade.
(D) It was bought by Ms. Kincaid eighteen years ago.

8. What is mentioned about job applicants?

(A) They will be working on a fixed schedule.
(B) They must go to the restaurant to file their job request.
(C) They must have worked in a restaurant before.
(D) They will learn how to cook Jamaican dishes.

LIVEWORKSHEETS

Questions 9-10 refer to the following advertisement.

Sedwick Electronics Hiring Event
March 2,10 A.M.-5 P.M.
22 Myer Street, Hanover, PA 17331

Sedwick Electronics is opening a new manufacturing facility in Hanover, Pennsylvania, and we need to fill many positions. We offer a wonderful work environment and great benefits to our employees.

Come to the event and hear from employees from our Lancaster facility about their experience, learn about the open positions, and speak with our recruiters. No RSVP is necessary. Bring copies of your résumé.

9. For whom is the advertisement intended?

(A) Recruiters
(B) Job seekers
(C) Local business owners
(D) Current Sedwick Electronics employees

10. What is stated about Sedwick Electronics?

(A) It is moving its headquarters.
(B) It offers a training program for new employees.
(C) It requires employees to wear uniforms.
(D) It will have more than one location

LIVEWORKSHEETS

Questions 11-12 refer to the following information.

Springfield Community School

Computer Courses

Internet Safety

This course teaches students everything they need to navigate the Web safely.

Course ID	Class Time	Instructor	Room
249800: 01	Tuesday 5:30-7:30 P.M	Patrick McCann	211
249800: 02	Saturday 1:00-3:00 P.M	Nora Farid	166

Spreadsheet Basics

This course teaches the basics of online spreadsheets. Students will learn how to create effective charts for calculating and analyzing data clearly and easily.

Course ID	Class Time	Instructor	Room
225810: 01	Thursday 5:30-8:30 P.M	Remi Sanders	118
225810: 02	Sunday 1:00-4:00 P.M	Nora Farid	315

11. Why would people enroll in the course taught by Ms. Sanders?

(A) To practice designing Web sites

(B) To improve their Internet searches

(C) To get tips on creating spreadsheets

(D) To learn how to advertise on the Internet

12. What is indicated about Ms. Farid?

(A) She also teaches children.

(B) She is Ms. Sanders' supervisor.

(C) She teaches twice a week.

(D) She used to work as a data analyst.

LIVEWORKSHEETS

Questions 13-15 refer to the following form.

Pernely Hotel

Thank you for choosing Pernely Hotel for your recent event! Please take a moment to fill out this survey. We hope you will share your positive experience with associates and friends. If we receive a booking based on your referral, we will give you a 5% discount on the cost of your next event.

Customer name and e-mail:			Aika Otani, a.otani@bipmail.com
Event date:			April 6
Event location:			Oakwood Dining Room

Please rate the following aspects of your experience with us. (N/A = not applicable)

	Poor	Fair	Good	Excellent	N/A
Quality of food				X	
Quantity of food			X		
Friendliness of staff				X	
Room setup/atmosphere	X				
Overnight accommodations					X

Comments/Suggestions:

The Pernely event coordinator provided excellent support in putting this annual event together. The food was delicious – the guests raved about the roast chicken! The dining room got quite noisy as it filled up. We will plan to use Pernely again next year, though we will definitely request a different room.

13. How can Ms. Otani become eligible for a discount?
(A) By booking an event before April 6
(B) By referring someone who books an event
(C) By reserving a block of hotel rooms
(D) By completing an online survey

14. What problem did Ms. Otani experience?
(A) There was too much noise.
(B) There was not enough food.
(C) The menu was limited.
(D) The room was small.

15. What is NOT indicated on the form?
(A) The guests enjoyed the food.
(B) The event was held in the Oakwood Dining Room.
(C) Many of Ms. Otani's guests stayed overnight.
(D) A Pernely Hotel staff member helped with planning.

LIVEWORKSHEETS

Questions 16-17 refer to the following text-message chain.

Sally Witham (4:47 P.M.) Hi Wakiko. I just finished up here at the Kyoto store. I'll be on the train that arrives in Tokyo at 11:35 tomorrow morning. How should I get to your location?
Wakiko Ohara (4:48 P.M.) I'll have an associate pick you up at the station. How do things look in Kyoto?
Sally Witham (4:49 P.M.) The Kyoto store is doing a great job. It has everything that we at the home office are looking for. Athletic shoes and sandals are displayed according to specifications, and sales associates are friendly and knowledgeable.
Wakiko Ohara (4:51 P.M.) You should like things here, too. Do you want to begin your visit after lunch, say at 2:00?
Sally Witham (4:52 P.M.) Sounds good. See you tomorrow.

16. Why did Ms. Witham contact Ms. Ohara?

(A) To review sales figures

(B) To arrange a store visit

(C) To discuss employee performance reviews

(D) To determine the most convenient train to take

17. At 4:51 P.M., what does Ms. Ohara most likely mean when she writes, "You should like things here, too"?

(A) The Tokyo store is being run according to corporate policy.

(B) Ms. Witham will find the athletic shoes she needs.

(C) Ms. Ohara's associate is always punctual.

(D) The Tokyo store is located next to a popular restaurant.

LIVEWORKSHEETS

Questions 18-19 refer to the following online chat discussion.

Katie Milerre: (10:36 A.M.) Mr. del Mar, I'm finalizing the catering order for next month's client-appreciation banquet. We haven't received responses from our clients at Hartford and Mason Law Firm. Should I call to confirm with them?
Alberto del Mar: (10:38 A.M.) No, that's not necessary. I spoke with Mr. Hartford yesterday, and he told me they won't be able to make it. They'll be traveling out of state for an appointment that day.
Katie Milerre: (10:39 A.M.) I see. Would you like me to have a gift basket sent to their office since they won't be attending?
Alberto del Mar: (10:41 A.M.) Yes. Please also include a gift card to the restaurant where the banquet is being held and an invitation to attend lunch with me there at a later date.
Katie Milerre: (10:42 A.M.) Certainly. I will bring the card to your office this afternoon for a signature.
Alberto del Mar: (10:42 A.M.) Thank you, Katie.

18. What is indicated about Mr. Hartford?

(A) He is unable to attend an upcoming event.

(B) He will contact Ms. Milerre in the afternoon.

(C) He is organizing a conference.

(D) He has not made travel plans yet.

19. At 10:39 A.M. what does Ms. Milerre most likely mean when she says, "I see"?

(A) She is looking at some information about a client.

(B) She understands an explanation provided by Mr. del Mar.

(C) She is currently viewing some photographs of gift baskets.

(D) She knows that Mr. del Mar wants her to purchase a card.

LIVEWORKSHEETS

Questions 20-23 refer to the following text-message chain.

Gary Park (10:23 A.M.) I e-mailed you the cover design for our September issue a few minutes ago. Did you receive it?
Jill Riley (10:26 A.M.) Yes, but is this the latest version? I thought we agreed that the background color should be lighter so the article titles are more visible.
Gary Park (10:28 A.M.) I forgot sorry about that! I'm just now sending the file with the most recent version.
Jill Riley (10:30 A.M.) Opening it now ... That's more like it. I'll forward it to Graphics and request a sample printout.
Jill Riley (10:35 A.M.) Good morning, Mr. Ojeda. Our new cover design is ready. When do you think you'll have a chance to work on it?
Frank Ojeda (10:38 A.M.) Send it to me now. I'll have a print copy ready for your approval after lunch.

20. Where do the people most likely work?

(A) At a bookstore

(B) At a public library

(C) At a television studio

(D) At a magazine publisher

21. Why does Mr. Park apologize?

(A) He sent the wrong file.

(B) He used an old e-mail address.

(C) He missed a project deadline.

(D) He lost an important document.

22. At 10:30 A.M., what does Ms. Riley most likely mean when she writes, "That's more like it"?

(A) The budget is more reasonable.

(B) The color looks better.

(C) The story is more interesting.

(D) The schedule is more realistic.

23. What will Mr. Ojeda do by the afternoon?

(A) Approve a marketing plan

(B) Produce a sample

(C) Repair a printer

(D) Make copies of an agreement

LIVEWORKSHEETS

Questions 24-25 refer to the following notice.

Aguni Plumbing Supply Returns

Beginning March 1 at all Aguni Plumbing Supply locations, customers will be able to come to our stores to return purchases made online. For a complete refund, the return must be made within 30 days of purchase and must be accompanied by a receipt. In addition, the merchandise must be returned in the original packaging, and all components must be included. After 30 days, refunds will be limited to in-store credit only. Defective items may be exchanged for the same item only.

24. What will happen on March 1?

(A) A shipment will be returned.

(B) A new policy will go into effect.

(C) A promotional sale will take place.

(D) A customer survey will be published

25. What is NOT a requirement for a complete refund?

(A) The return must be made at the original purchase location.

(B) The return must be made within a certain time frame.

(C) The item must be returned with all its components.

(D) The item must be returned in the original packaging.

LIVEWORKSHEETS

Questions 26-28 refer to the following report.

Structure: Blaine River Drawbridge **Main span material**: Steel girder **Age of structure**: 30 years	**Location**: Ridgeline Highway, KM 147 **Owner**: State Highway Agency **Report completed by**: Vivian Tulia **Date**: October 17

Notes:

The bridge is overall structurally sound. Inform Department of Transportation about small cracks in asphalt.

Bridge component	Rating	Key to ratings
Support elements	4	**1** Failed; immediate closure required
Towers	4	**2** Deteriorated; may fail soon
Road surface	3	**3** Shows deterioration but still functions within acceptable parameters
Drainage features	4	**4** Shows minor wear
Safety barriers	5	**5** New condition
Sidewalk or walkway	6	**6** Not applicable

26. What did Ms. Tulia most likely do?

(A) Make repairs

(B) Hire a contractor

(C) Perform an inspection

(D) Authorize a construction plan

27. What part of the structure is in most need of maintenance?

(A) The support elements

(B) The road surface

(C) The drainage features

(D) The safety barriers

28. What is probably true about the Blaine River Drawbridge?

(A) It was not designed for pedestrian use.

(B) It will be closed for the month of October.

(C) It does not have the required signage.

(D) It is the oldest bridge on the Ridgeline Highway.

LIVEWORKSHEETS

Questions 29-31 refer to the following e-mail.

To:	All Staff
From:	Selene Hong
Date:	March 25
Subject:	Reminder

Dear Staff,

I would like to draw your attention to several new procedures regarding business trip expense reports. - [1] -. Beginning next month, business-related dining receipts must be accompanied by a listing of each dinner attendee. Also, please make sure that you do not include receipts for any non-work-related items or activities with your report. - [2] - Finally, note that our accounting software will now automatically calculate for you the total to be reimbursed. You need only to upload images of your receipts for the software to do this.

I will be happy to respond to your questions. - [3] -. However, I will be flying to Tokyo this Friday to meet clients, so I will not be checking e-mail that day. - [4] -

Sincerely,

Selene Hong

Assistant Director, Human Resources Department

Datoric Systems

29. What is indicated about Datoric Systems?

(A) It has increased the spending amount allowed for business dinners.

(B) It will adopt new procedures for filing travel expense reports.

(C) It has office locations in several countries.

(D) It plans to hold a company celebration.

30. Why is the accounting software mentioned?

(A) To highlight a special capability it has

(B) To encourage staff to install it

(C) To help employees log on to it

(D) To point out that it will be replaced

31. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"Following these steps will enable us to quickly issue your reimbursement payment."

(A) [1]

(B) [2]

(C) [3]

(D) [4]

LIVEWORKSHEETS

Questions 32-33 refer to the following e-mail.

To:	Pedro Alamilla
From:	Emma Golding
Date:	16 April
Subject:	Labels

Dear Pedro,

Per your request, below is the text for the labels for the new "Think Green Paper" line. The labels will be placed on the edge of the packaged reams of paper, so their size should not exceed 3 cm by 8 cm. The design should include the tree graphic we discussed yesterday. The text should be read as follows:

- Think Green Paper
- 100% from recycled products
- 90 g/m2 bond
- Bright white

Please create a true-to-size and true-to-color sample version of the label by Wednesday, 21 April, and send it to the attention of my assistant, Dora Kensington. I will be out of the office on Wednesday, but I will review the sample and approve it as soon as I am back in the office on Thursday morning.

Emma

32. Who most likely is Mr. Alamilla?

(A) An administrative assistant

(B) A graphic designer

(C) An accountant

(D) A store manager

33. What is indicated about the sample?

(A) It will include an image

(B) It will be larger than its final version

(C) It will be printed with green ink.

(D) It will require Ms. Kensington's approval.

LIVEWORKSHEETS

Questions 34-37 refer to the following e-mail.

To:	jgonzalez@centralavemarketing.com
From:	pamison @dantonpubliclibrary.org
Subject:	Library update
Date:	May 10
Attachment:	Volunteer opportunities

Dear Ms. Gonzalez,

Thank you for your generosity in donating to the Danton Public Library once again last year. Because of donations from you and others, we were able to purchase twenty new computers for our patrons' use. - [1] -. We also acquired a new collection of nonfiction books for our children's room.

At this time, I would like to tell you about another project we hope to complete with additional funds: converting many of our old, worn-out books into electronic files to help preserve their content for future use. This is a costly endeavor. - [2] -. If you are able to contribute even a small amount toward this new goal, it would be greatly appreciated.

If you are unable to make another monetary donation, please consider helping us complete some small renovation projects that we have scheduled for this year. - [3] -. A list of those projects is attached. We hope you will find one that interests you. - [4] -. We look forward to working alongside enthusiastic and engaged community members like yourself to ensure the library's future success.

Sincerely,
Peter Amison, Community Outreach Coordinator
Danton Public Library

34. Why did Mr. Amison send the e-mail to Ms. Gonzalez?

(A) Because she has a history of helping the library

(B) Because she is overseeing a new project

(C) Because she wrote a book about the town of Danton

(D) Because she is a frequent user of the library's computers

35. What is most likely true about Ms. Gonzalez?

(A) She is a retired librarian.

(B) She has applied for a job at the library.

(C) She owns a book scanner.

(D) She is a resident of Danton.

36. What current project is the Danton Public Library trying to complete?

(A) Purchasing new books

(B) Replacing old computers

(C) Transferring books to electronic format

(D) Reorganizing the nonfiction section

37. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"It will require both financial resources from dedicated patrons and additional staff hours."

(A) [1]

(B) [2]

(C) [3]

(D) [4]

LIVEWORKSHEETS