

I. PRONUNCIATION

Question 1. Which word has the underlined part pronounced differently from that of the others?

- A. social B. delicious C. special D. receive

Question 2. Which word has the underlined part pronounced differently from that of the others?

- A. store B. detect C. mention D. artist

Question 3. Which word has a different stress pattern from that of the others?

- A. venom B. bargain C. reward D. challenge

Question 4. Which word has a different stress pattern from that of the others?

- A. business B. luxury C. exotic D. industry

II. Choose the answer (A, B, C or D) that best fits the space in each question.

Question 5. Millions of young women around the world have subscribed _____ her beauty channel.

- A. to B. as C. for D. with

Question 6. Owning a luxury car is considered a status _____ in wealthy communities.

- A. value B. brand C. symbol D. venom

Question 7. We decided to _____ a chocolate fountain for a day to decorate the party so that it looked brilliant and elegant.

- A. cost B. rent C. spend D. save

Question 8. Almost all stores in the shopping mall have Black Friday _____ offers on all items. You can buy any products at cheaper prices.

- A. famous B. special C. popular D. assistant

Question 9. The tech startup became a household name _____ after launching its digital marketing campaign.

- A. successful B. massively C. sometimes D. overnight

Question 10. It was such an expensive car that I couldn't afford _____ in full.

- A. pay B. paying C. to pay D. paid

Question 11. He has been given a lot of advertising appearance contracts _____ his popularity on social media.

- A. although B. since C. despite D. because of

Question 12. She sent a thank-you note to the doctor who had _____ her son.

- A. cared for B. checked out C. tried on D. found out

Question 13. Mr. Wilson insists on seeing the manager.

Mr. Wilson: I was wonder when I could see your manager to ask some questions about the terms of the contract. Secretary: He_____a staff meeting next Monday. You can meet him after that.

- A. is having B. would have C. has had D. will have

Question 14. Martha has just won first prize in the English eloquence contest.

Martha's friends: Congratulations! You've won first prize. Martha: " _____"

- A. Don't behave in such a bad manner! B. Better luck next time!
C. I'm glad to share this moment with you guys. D. I'd love to, but I can't.

III. Look at each sign or notice. Choose the best answer (A, B, C or D) that matches its meaning.



Question 15. What does the sign say?

- A. Keep the door clear.
B. Do not hang anything here.
C. Watch out for drones.
D. Plane is coming.

CUSTOMER PRICING NOTICE

A 4% non-cash charge is applied to all store sales.

CASH DISCOUNT

As an incentive for customers, we now provide a discount to pay with cash or in-store gift card by giving a 4% immediate discount.

PAY BY CASH AND SAVE

We thank you for your patronage and continued support. It is our pleasure to serve you!

Question 16. What does the notice say?

- A. In selected stores, there is a 4% surcharge on credit card users.
B. Consumers can receive a gift voucher if paying in full.
C. Cash payment methods are unacceptable at all stores.
D. Customers buy things at cheaper prices when paying in cash.

IV. Choose the word (A, B, C or D) that best fits each blank space in the following passage.

Running an advertisement in The New York Times on Black Friday telling people "Don't Buy This Jacket?" is quite difficult to understand at first. But, in fact, it is meaningful to our surroundings. First published in 2011, the advertising campaign encourages everyone to shy away from the shopping (17) _____, businesses to make (18) _____ things but of higher quality, and customers to think (19) _____ before they make any purchase.

Why? Each (20) _____ of clothing, whether it's organic or uses recycled materials, emits a certain amount of greenhouse gases, generates at least another half garment's (21) _____ of scrap, and draws (22) _____ copious amounts of freshwater now growing scarce everywhere on the planet.

(Adapted from *Don't Buy This Jacket, Black Friday and the New York Times* on www.patagonia.com)

Question 17. Choose the correct answer.

A. basket B. district C. frenzy D. window

Question 18. Choose the correct answer.

A. less B. more C. much D. fewer

Question 19. Choose the correct answer.

A. twice B. right C. straight D. otherwise

Question 20. Choose the correct answer.

A. piece B. straw C. change D. bolt

Question 21. Choose the correct answer.

A. cause B. worth C. value D. impact

Question 22. Choose the correct answer.

A. up B. out C. down D. from

V. Read the following and do as directed.

In recent years, business activities on e-commerce platforms have developed strongly. However, current legal regulations have not kept up with reality and have thus led to many consequences affecting consumer's trust and rights in cyberspace.

It is undeniable that e-commerce helps consumers buy and sell faster, easier, and more conveniently, but it also poses many risks to consumers, such as the leak of personal information for online fraud, the purchase of fake or counterfeit goods, and the extension of time in processing complaints. The main forms of violation are related to the sale of goods online, with sellers using the brands' official images and videos for advertising. However, the goods delivered to consumers are different or not as advertised, sometimes they have poor quality or have already been used. In these cases, asking for compensation from sellers is like looking for a needle in a haystack, because sellers don't list the store with a specific address or phone number.

Viet Nam is predicted to become the fastest growing e-commerce market in ASEAN by 2026. Consumer rights protection online is placed as a focus amid the e-commerce boom. First, it is important to develop and

complete regulations guiding the implementation of the Law on Protection of Consumer Rights, particularly in cyberspace. Moreover, it is also necessary to improve the consumers' capacity to get their rights protected through communication activities. **They** will know how to protect themselves against fraudsters and scammers. The active participation of businesses is also needed as they are a more important subject in the consumer protection process. Enterprises must be aware of their roles in protecting consumer rights and ensuring consumers access safe and affordable products and services. Last but not least, functional agencies need to strengthen coordination in order to enhance inspection, examination, and detection efforts and promptly handle those who produce, trade, advertise, and distribute counterfeit or low-quality goods, while also promoting institutional improvements to better protect consumer rights.

(Adapted from www.nhandan.vn)

a. Decide whether the following sentences are True or False:

Question 23. Current laws and policies have successfully earned the trust and confidence of consumers.

A. True B. False

Question 24. It is difficult to receive compensation for faulty products when shopping online.

A. True B. False

Question 25. Authorities need to launch communication campaigns to raise public awareness of their consumer rights.

A. True B. False

Question 26. It is important to perfect policies and the legal corridor to protect online shoppers.

A. True B. False

b. Choose the correct answer to each question:

Question 27. What serves as the best title for the passage?

- A. The Rise of Online Shopping B. Protecting Consumers in the Digital Marketplace
C. How to Become a Crafty Customer D. Advantages and Disadvantages of E-commerce

Question 28. What does the word "they" in paragraph 3 refer to?

- A. rights B. activities C. consumers D. businesses

VI. Supply the correct form of the word given in each sentence.

Question 29. It was a big disappointment to me when the shopping package was delivered. The product inside was a **rip-off** and not as good as advertised. (**RIP**)

Question 30. Retail stores are beginning to implement **facial** recognition technology to ensure that shopping packages are securely handed over to the correct recipient. (**FACE**)

Question 31. **Virtually** every lasting relationship is built on mutual trust, respect and understanding.

(**VIRTUAL**)

Question 32. The department head has tried to **equalize** the workload between the different agents. (**EQUAL**)

Question 33. Malware may go into your computer **undetected** when you open attachments from unknown senders. (**DETECT**)

Question 34. My schedule is so tight that I don't have much opportunity for leisure **pursuits** these days. (**PURSUE**)

VII. Look at the entry of the word "offer" in a dictionary. Use what you can get from the entry to complete the sentences with TWO words.

offer *noun*

  /'ɒfə(r)/  /'ʊfə(r)/

2  an amount of money that somebody is willing to pay for something

- **offer for something** I've had an offer of \$2500 for the car.
- The museum received an offer for the painting of \$19 million.
- They've decided to **accept our original offer**.
- The offer has been withdrawn.
- **offer (that)...** They made me an offer I couldn't refuse.
- The original price was £3000, but I'm **open to offers** (= willing to consider offers that are less than that).

3  a reduction in the normal price of something, usually for a short period of time

- This **special offer** is valid until the end of the month.
- See next week's issue for details of more free offers.
- **offer on something** They have an offer on new phones at the moment.

Question 35. I was given a **special offer** on clothing items on Black Friday.

Question 36. The company decided to make an **offer for** this product.

VIII. Rewrite each of the following sentences in another way so that it means almost the same as the sentence printed before it.

Question 37. Nursing is a rewarding career. It is also challenging. (**BOTH**)

☐ Nursing is a **both rewarding and challenging career**.

Question 38. Influencers have promoted the product on social media, so its sales have increased significantly because. (**INCREASE**)

☐ **Because of influencers promoting the product on social media, its sales have increased significantly.**

Question 39. I have the chance to work in a dynamic environment, which is thrilling.

☐ I'm thrilled **thrilled about having the chance to work in a dynamic environment**.

Question 40. I don't think you should buy the new model of this phone. (**WON'T**)

☐ If you ask me, I **won't buy the new model of this phone**.

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