



TỔNG HỢP 20 BÀI TOEIC PART 7 – KÈM GIẢI CHI TIẾT VÀ TỪ VỰNG

(Kèm bài tập minh họa và giải thích chi tiết)

1. Question 1 – 3 refer to the following review.

The City's Newest Restaurant

I had dinner last night at the KEG, the newest family restaurant in Fullerton. Having reviewed nearly all of the restaurants in Fullerton, I can truthfully say that the KEG is one of the most fantastic restaurants I've ever enjoyed visiting. The food served was excellent, the ambience was bright and pleasant, and the staff was well trained and friendly.

As part of its grand opening celebration, Maria Glavas, the owner, provided a free dessert for every entrée ordered. As you would expect at a family restaurant, the KEG has a variety of food items on its menu that will surely appeal to customers different tastes.

The entrées consist of delicious Italian pastas with meat, poultry, seafood, or vegetables. All the dishes are freshly cooked and are moderately priced.

From June 7 until June 14, the KEG will serve all kinds of entrées at discounted price. In addition, all daily specials will be served with fresh bread, salad, and juice, tea, or coffee. The KEG is located on Main Street in Fullerton. The restaurant is open daily from 11 A.M. to 11:00 P.M. Catering services for all occasions are also offered by the restaurant.

James Milton

Fullerton Daily News

1. Who most likely is James Milton?

- (A) An executive chef
- (B) A food critic
- (C) The owner of a restaurant
- (D) A newspaper reporter

2. What is indicated about the KEG?

- (A) It has been in business for a long time.
- (B) It only serves vegetarian meals.
- (C) It serves food at affordable prices.
- (D) It is only open on weekdays.

3. According to the review, what was included with an entrée at the opening?

- (A) Bread
- (B) Beverages
- (C) A dessert



(D) A salad

2. Question 4 – 6 refer to the following e-mail.

August 15

Mr. Dave Meltzer

Executive Director

Children with Disabilities Foundation

5500 Irvine Center Dr,

Irvine, CA 92618

Dear Mr. Meltzer,

The purpose of this letter is to formally invite you, on behalf of the board of directors, to be the closing speaker at the upcoming International Disabled Children Research Institute (IDCRD) Conference. — [1] —.

The theme of this conference is “Disabling Disabilities.” It will be held at the Newport Conference Facility in Monterey from December 3 to 5. — [2] —.

For your information, Jennifer Lee of the California Children’s Association will be the opening speaker. — [3] —. We will forward a complete list of the program to you in a couple of weeks to give you an idea of the specific subjects that will be covered by the other speakers. In closing, we would be pleased and honored if you would consent to be our closing speaker at the IDCRI Conference. — [4] —.

Yours sincerely,

Christopher McDonald

Executive Director

4. Why did Mr. McDonald write the letter?

(A) To ask Mr. Meltzer for a refund

(B) To ask Mr. Meltzer to make a speech

(C) To become a member of the California Children’s Association

(D) To invite Mr. Meltzer to a board meeting

5. What is indicated about the IDCRI Conference?

(A) It will be held in Irvine.

(B) It will last for three days.

(C) It will offer participants a free meal.

(D) Jennifer Lee will be the closing speaker.

6. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? “The provisional title of her presentation is “The Disabled Environment.”



(A) [1]

(C) [3]

(B) [2]

(D) [4]

3. Questions 7 - 9 refer to the following letter.

Bio Care Company, Inc.
218 Elm Drive
Los Angeles, California 90002
October 15
Mr. John Hong
Customer Service Representative
Furnisys, Inc.
87 Widget Street
Miami, Florida 33111

Dear Mr. Hong,

I am writing you concerning my recent purchase of office chairs. Approximately two weeks ago, on October 1, I ordered a total of 20 office chairs via the Furnisys Web page. I received an e-mail notification two days later confirming the receipt of payment and the shipment of the office chairs. According to your Web site, shipments should reach the destination within 5 business days of being sent, but I have yet to receive the office chairs. Do you have any information on what may have happened to delay the shipment or where the shipment is currently?

I have done business with Furnisys, Inc. in the past and have the greatest confidence in your products and customer service. We need the shipment of office chairs soon, and I hope you are able to provide me with an idea of when I can expect them. Thank you in advance for any help you might be able to offer. Sincerely, Sam Brown Purchasing Director, Bio Care Company, Inc. 305-871-3805 s.brown@biocare.com

7. Why did Mr. Brown send the letter?

- (A) To place an order for an upcoming conference
- (B) To schedule a meeting with clients
- (C) To invite Mr. Hong to his office
- (D) To ask about the status of an order

8. According to the letter, what is true about Mr. Brown?

- (A) He used to work for a delivery company.
- (B) He should determine whether to buy office chairs.
- (C) He has bought furniture from Furnisys before.
- (D) He redesigned the Furnisys Web page.

9. When was the shipment supposed to arrive?



- (A) By October 1
- (B) By October 3
- (C) By October 5
- (D) By October 7

4. Questions 10 – 12 refer to the following article.

Community Victory

After 'a Months-long battle to stop the development of a new shopping mall on the location of the former Rivervalley Courthouse, residents, local businesses, and civic groups are cheering the decision to keep the 150-year-old building intact. - [1] - "We're, disappointed," added Branford Construction's CEO. "We felt that the community could benefit and grow, but obviously, residents want to preserve their history, and I respect that."

Instead, efforts are being made to restore the old deserted courthouse to its former glory. - [2] - "The community is getting together for this and we are collecting donations to have the building renovated," said local resident Enid Tran. "We hope to make a public library or school out of the building."

- [3] - "It's been here for as long as I can remember. In fact, my grandfather worked s a clerk there," added a local business owner, Kevin Lamb. "It's an iconic symbol of ur community and we don't want it destroyed." The community has already raised, ever \$100,000 through an online petition and donations keep pouring in. - [4] - The community hopes that restoration of the building begins within the next couple of months.

10. What is indicated about the old courthouse?

- (A) Branford Construction wants to renovate the building.
- (B) The residents want to turn the building into a shopping mall.
- (C) It may become a public library or school.
- (D) It may be destroyed.

11. In which of the positions marked [1], [2], [3] and [4] does the following sentence belong?"Branford Construction, the development company that originally planned to build the shopping mall, is looking to build the mall outside of the Rivervalley Community."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

12. What is suggested about the fundraising efforts?

- (A) The community made a lot of money from the land.
- (B) It has been occuring online.
- (C) The city government has been helping.



(D) They haven't raised enough money.





5. Questions 13 – 15 refer to the following e-mail.

To Stacey Johnson <sjohnson@toplineelec.com>

From Josh Fleck <jfleck@toplineelec.com>

Date October 22

Subject Strategic Planning

Dear Ms. Johnson,

District Management at Topline Electronics would like to inform you about a new development that will be affecting your store. Another competing consumer electronics store will be opening in the Crayville area on November 12.

In order to ensure that Topline Electronics does not lose business to this new store, District Management is advising you to run a special sale on our new line of curved UHD televisions. These televisions provide state-of-the-art features at moderate prices. By showing your customers that Topline Electronics offers the best deals in the area, you will be able to maintain customer loyalty. We will be shipping the new televisions to your store within the next week. We suggest you prepare a prominent display space in your store to feature them. You should also update your website to advertise the sale.

Smooth communication between you and us is vital to effective operational practices. If you have any questions concerning the new televisions or the marketing campaign in general, please don't hesitate to contact District Management.

Sincerely,

Josh Fleck

District Manager,

Topline Electronics

13. Who most likely is Ms. Johnson?

- (A) A store manager
- (B) A customer
- (C) A product developer
- (D) A marketing specialist

14. What is indicated about Topline Electronics?

- (A) It recently opened a new store location.
- (B) It will be relocated to the Crayville area.
- (C) It is concerned about market competition.
- (D) It was nominated for an annual award.

15. What is Ms. Johnson NOT instructed to do?

- (A) Add new information to a website
- (B) Hire additional staff
- (C) Contact Management if necessary



(D) Arrange a sale display area

6. Questions 16 – 18 refer to the following text message chain.

Nickson, Harry 10:10

Any word yet from the distributors about the desks and office chairs we were supposed to get on Tuesday?

Jordan, Johnny 10:11

Monica is waiting to hear from them. Last I heard, there has been a bit of a delay due to problems at the manufacturing site. Apparently one of the conveyor belts is down.

Nickson, Harry 10:12

Have you told this to our clients at P&R Industries?

Jordan, Johnny 10:13

No, because I want to get a definitive answer from our manufacturers first before I relay any sort of a message about a delay. Hey Monica, have you gotten a response yet?

Stein, Monica 10:14

Yes, I just spoke with them. Great news, it looks like we can get the job done on Friday as originally scheduled. The desks and chairs will arrive directly at P&R Industries from the assembly lines on Thursday.

Nickson, Harry 10:15

That's great to hear. Please inform Mr. Kline about this. We can get started on the 5th-floor offices and work our way down once the furniture arrives.

Stein, Monica 10:15

I'm on it.

Jordan, Johnny 10:16

Alright, and I'll get a large crew there so that the work can be finished by Friday as planned.

Nickson, Harry 10:17

Yes, please make sure that the job is done not only efficiently but also well. They have a couple of other buildings that they may want our services for.

Jordan, Johnny 10:18

I'll keep that in mind.

16. What kind of business do the online speakers work at?

- (A) A law firm
- (B) An office supply company
- (C) A furniture shop
- (D) A moving company

17. What will Johnny Jordan probably do next?

- (A) Contact the distributors
- (B) Organize a meeting
- (C) Gather a large crew
- (D) Call the client

18. What does Monica Stein mean by "I'm on it"?



(A) She'll organize the movers.
(B) She'll wait until she gets more information.

(C) She'll visit the manufacturers.
(D) She'll contact the client.

7. Questions 19 – 21 refer to the following business profile.

Fulton Stainless Steel Products

Fulton Stainless Steel Products is a large-scale manufacturer making stainless steel industrial kitchen appliances in factories in Germany and France. The company's products are trusted by chefs and bakers around the world to be durable, long-lasting, and of superb quality. The company produces kitchen stoves, ovens, microwaves, refrigerators, food processors, electric kettles, coffee makers, and other products.

After acquiring the Visor Home Products Company in a deal last month, the company expected its overall profits to increase 20% compared to the last fiscal year. As a result, to meet increased demand, the company will employ more than 300 full-time workers in our six factories and offer good pay with an excellent benefits package. The company considers all of its employees valuable members of the Fulton family. Additionally, the company continues to research and develop new products to satisfy its customers and compete with other companies.

19. Who is most likely to be a customer of Fulton Stainless Steel Products?

- (A) A car manufacturer
- (B) A restaurant
- (C) A real estate agency
- (D) A clothing store

20. What did Fulton Stainless Steel Products do last month?

- (A) It held a press conference.
- (B) It opened a new factory.
- (C) It obtained a company.
- (D) It laid off some workers.

21. What is mentioned about Fulton Stainless Steel Products?

- (A) It recently provided extra funding for research and development.
- (B) It has released a budget proposal for next year.
- (C) It offers a benefits package to its part-time employees.
- (D) It plans to hire additional employees to work in factories.



8. Questions 22 – 24 refer to the following letter.

Finance Weekly

April 30

Don Braid

709 Honey Creek Dr.

New York, NY 10028

Dear Mr. Braid, Don't miss any issues of Finance Weekly! Please note that your subscription expires on May 31. If you renew your subscription before that date, you will receive a copy of Modern Finance, the latest book by financial expert Kim Bolan.

Enclosed is the renewal application you need to complete and mail back to us. As you already know, Finance Weekly provides readers with a thorough analysis of the most significant news in business and finance. We hope that you have been satisfied with our timely reports, the investment tips from Bill Kaufmann, and the humorous columns of Eric Volmers.

Sincerely,

Sam Cooper

Circulation Manager

Enclosure

22. Why was the letter written?

- (A) To give a reminder
- (B) To introduce a new editor
- (C) To promote a book regularly
- (D) To offer a job

23. What is Mr. Braid requested to do?

- (A) Make suggestions about an article
- (B) Send back a renewal form
- (C) Buy a copy of a book
- (D) Place an advertisement in a magazine

24. What is suggested about Mr. Kaufmann?

- (A) He is a well-known editor.
- (B) He contributes to a magazine regularly.
- (C) He is in charge of the magazine's circulation
- (D) He usually contacts subscribers himself.



9. Questions 25 – 27 refer to the following e-mail.

To: James Newton

From: Bill Gyles

Date: June 12

Subject: Request to Expedite Payment – Contract VHP-0754

Attachment: Invoice.pdf

Dear Mr. James,

Due to circumstances beyond our control, we have been unable to complete the final delivery phase of the wharf retaining wall under the contract. — [1] —. All work has been completed except for the installation of the anchors, which have not yet been received from the manufacturer. These are expected to arrive within two weeks, and we plan to install them as soon as we receive them.

In the meantime, we are experiencing a serious cash flow problem, which is affecting our ability to complete a number of our other contracts, including the access road extension project (VHP-0820). — [2] —. As you know, any delay in the completion of the access road will have a negative impact on other Phase 2 contracts.

We therefore request that you immediately release payment for the above-noted wharf retaining wall contract, subject to a 10% holdback to be payable upon completion of the anchors. — [3] —.

Accordingly, please find attached an invoice for the payment of \$67,000 for contract VHC-0754.

If you have any questions, please contact me immediately at 250-298-6877. — [4] —.

On behalf of our entire company, I thank you in advance for your cooperation.

Sincerely,

Bill Gyles

Contracts Manager

Kinetic Construction Company

25. Why has the installation of the anchors been delayed?

(A) The Kinetic Construction Company is currently understaffed.

(B) A shipment has not arrived yet.

(C) The weather has been unfavorable.

(D) The anchors are too big to install.

27. What was sent with the e-mail?

(A) An application form

(B) A financial document

(C) A cost estimate



(D) A list of contracts

28. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "That arrangement will protect you while solving the problems caused by our current cash flow difficulties."

(A) [1]

(B) [2]

(C) [3]

(D) [4]

10. Questions 28 – 30 refer to the following advertisement.

Tour Guide

Escape Travel is an award-winning ecotourism group providing travelers with unique experiences in the Northern Territory. Our tailored tours offer amazing insights into the history of the land while exploring stunning Uluru-Kata Tjuta National Park.

We are currently looking for an experienced tour operator to join our team of professionals. You will be highly energetic with a strong sense of adventure and a sound knowledge of the area. A high level of communication, time management, and problem-solving skills are a must.

Responsibilities:

- Driving guests from accommodations to the tour site and back
- Preparing food and beverages in accordance with company guidelines
- Guiding guests through the national park
- Providing engaging and informative eco-focused guiding

Requirements:

- A minimum of 2 years' experience in a comparable role
- Excellent communication skills
- Passion for the outdoors
- Interest in an ability to interpret ecosystems and cultural history
- A high level of customer service and the ability to build rapport
- A current driver's license

This is a rewarding position based in one of Australia's most picturesque locations. If you love the environment as much as you love people, then we want to hear from you. Send your résumé and cover letter to Harrison Mooney at hmooney@escapetravel.com.au.



28. What is the purpose of the advertisement?

- (A) To announce a new promotion
- (B) To list new flight destinations
- (C) To introduce a revised policy
- (D) To publicize a job opening

29. What is NOT one of the requirements?

- (A) A driver's license
- (B) More than two years' experience
- (C) Experience in advertising
- (D) The ability to establish relationships

30. Where will the successful candidate possibly work?

- (A) Canada
- (B) Australia
- (C) China
- (D) New Zealand

Dare To Change



11. Questions 31 – 34 refer to the following memo.

Dow Chemical

To: All staff

From: Robert Allen

Date: May 2 - Subject: May 15-19

Dow Chemical would like to thank all of you on the occasion of our 25th anniversary. Everything we have achieved since our inception would not have been possible without your dedication and hard work. In recognition of your valuable contributions to the company's continuing success, we would like to invite you to participate in the following events, which we are putting together not only for our own benefit but also for that of the community. Please mark the following dates and activities.

DATE	EVENT	LOCATION	TIME
Monday, May 15	Thanksgiving Ceremony	8th Floor	10:00 A.M. to 12:00 P.M.
Tuesday, May 16	Dow Chemical Photo Exhibit Opening	Lobby	10:00 A.M. to 11:00 A.M.
Wednesday, May 17	Tree-Planting Ceremony	Maple Hills	07:00 A.M. to 10: 00 A.M.
Wednesday, May 17	Bowling Tournament	Metro Bowling Center	03:00 P.M. to 05:00 P.M.
Friday, May 19	Anniversary Dinner	Adabco Hotel	07:00 P.M. to 11:00 P.M.

Valued clients, government personalities, and media representatives have been invited to our thanksgiving ceremony. We would like to request that everyone come in semi-formal or smart casual attire. Please wear your company IDs.

T-shirts for those who are participating in the bowling tournament will be available on May 10. You may call Chester Carlson at extension 846 to specify your T-shirt size. Those who are not playing are encouraged to go there to show support for respective departments. I look forward to your active participation in these events. This is a milestone that we should celebrate together as a company. Again, thank you and congratulations, everyone! Robert Allen, HR Manager Dow Chemical

31. What is the purpose of this memo?

- (A) To inform the staff of activities
- (B) To announce the opening of a new facility
- (C) To invite the staff to a movie premier



(D) To encourage the staff to work

32. What special event will be held on May 19?

(A) A sports competition

(B) An evening banquet

(C) An opening ceremony

(D) A tree-planting event

33. On what date may bowlers pick up their T-shirts?

(A) May 10

(B) May 17

(C) May 18

(D) May 19

34. How are the workers asked to contact Chester Carlson?

(A) By meeting him at the Metro Bowling Center

(B) By seeing him in his office

(C) By sending him an e-mail

(D) By giving him a call

12. Questions 35 – 38 refer to the following notice.

For the attention of all academic staff members:

After meeting with the university board and teachers' union, we have decided to make tentative changes to the teaching schedules of all lecturers, and we request your cooperation during this period. — [1] —. All academic staff members in the faculty of humanities now need to complete a 40- hour workweek, which includes 16-18 standard teaching hours, preparing for classes and doing administrative tasks. — [2] —. These hours should take place from Monday to Friday from 9:00 A.M. until 5:00 P.M., but individual times can vary depending on the activity required. Please complete one of the forms below and indicate your preference for teaching hours and additional activities. — [3] —. We can then assign timetables and increase productivity by creating an overall university schedule. We will evaluate the new system at the end of the second semester next year. — [4] —. Further details are available in the final report, which will be e-mailed to all staff members on June 9. Professor John McGonagall Vice Chairman

35. What is happening at the university?

(A) Lecturers should work a specific number of hours per week.

(B) Lecturers must teach 16 hours per week.

(C) Lecturers will be paid a different rate for overtime.



(D) Lecturers must work fewer days per week.

36. What are the university staff asked to do?

(A) To indicate a preference for meals

(B) To fill out the form

(C) To create a timetable

(D) To send the final report

37. How can lecturers obtain additional information?

(A) By accessing the website

(B) By receiving an email

(C) By contacting the administrator

(D) By referring to the university brochure

38. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "Please also mark your availability outside standard office hours."

(A) [1]

(B) [2]

(C) [3]

(D) [4]

13. Questions 39 – 42 refer to the following online chat discussion.

Angela Viceroy [10:40 A.M.]

I need to inform you all that the time of the meeting tomorrow has been changed from 1:00 to 2:00.P.M. Ms. Packer from Denver Consulting has called to let me know that she cannot make it until then.

Peter Costa [10:47 A.M.]

I have a morning meeting with a customer, so that actually works better for me because it means I will also be able to get some lunch. Thanks for letting me know.

Angela Viceroy [10:48 A.M.]

Okay, good to know. Thanks. Is the new time good for you David?

David Tolley [10:54 A.M.]

I took the train up to the Littleton plant this morning. There is a technical glitch on the production line that I need to deal with right away.

David Tolley [10:57 A.M.]

I was about to tell you that it looks like I will need to stay overnight as the production manager is off today, and I need to speak to her. I will not be able to leave until late tomorrow morning, so I think I will not be able to get there until 2.30 P. M.

Peter Costa [10:58 A.M.]

If I can push the meeting back to 3:00 P. M., would that be okay?

David Tolley [11:00 A.M.]



Yes, that's good for me.

Angela Viceroy [11:01 A.M.]

That sounds like a workable plan. I will give Ms. Packer a call and check if she can make that time. If it works, I will book the conference room for 3: 00 P. M.

39. What type of business do the writers probably work for?

- (A) A bank
- (B) A manufacturing firm
- (C) An accounting office
- (D) A hotel

40. What will Mr. Tolley most likely do tomorrow morning?

- (A) Arrange a meeting
- (B) Order office supplies
- (C) Confer with the manager
- (D) Visit a supplier

41. At 11:00 A.M., what does Mr. Tolley mean when he writes, "That's good for me"?

- (A) The fault at the Littleton site has been fixed.
- (B) He cannot make the suggested time and needs it to be changed.
- (C) He does not understand the proposal.
- (D) He can make the new time.

42. What does Ms. Viceroy indicate she will do?

- (A) E-mailing Ms. Packer with some details
- (B) Checking if a conference room is available at 3:00 P.M.
- (C) Speaking to her supervisor to approve a meeting change
- (D) Printing some paperwork before a meeting



14. Questions 43 – 46 refer to the following text message chain.

Penny Jones 3:27

I just got a call from Martin that his client Mr. Patrick would like to have his order two weeks earlier than originally planned. So, by next week Monday essentially. Do you think this is possible? I'd like your input.

Karen Norman 3:28

There's no problem on our end. Most of the leather has already been cut. We've already sent many of the pieces to be sewn. The rest of the work should take a couple of hours.

Neil Park 3:29

The handles are complete and about half the bags are near completion. I'll get them to Lauren soon. I think we should be able to finish sewing the bags by tomorrow evening.

Penny Jones 3:30

I'm glad to hear that most of the handbags are almost finished. Lauren, how long will it take to get the hardware attached or sewn in?

Lauren Nichols 3:31

We're currently working on the Jenk and Cenk twin's orders...

Penny Jones 3:32

We have more than enough time to complete the twin's orders so I can authorize your workers to put aside that project for now. How long will Mr. Patrick's order take?

Lauren Nichols 3:33

The zippers need to be sewn in but the studs will be glued, which makes the work easier. I think we need about a day.

Kevin Harding 3:34

It'll take us only a couple of hours to have the order packaged safely to be shipped.

Penny Jones 3:35

Thank you so much. I'll let our client know.

43. What kind of business does the client most likely own?

- (A) A clothing shop
- (B) A furniture company
- (C) A shoe store
- (D) A handbag business

44. According to the conversation, whose department must complete the work first?

- (A) Karen Norman's
- (B) Neil Park's
- (C) Lauren Nichols'
- (D) Kevin Harding's

45. At 3:31, why does Lauren Nichols say "We're currently working on the Jenk and Cenk twin's orders"?

- (A) To inform everyone that they have their own clients
- (B) To explain why they refuse to help
- (C) To imply that they are busy with another project



- (D) To make everyone speed up their work
46. What will Penny Jones most likely tell Mr. Patrick?
- (A) That his order will be finished two weeks later
- (B) That his request can be fulfilled
- (C) That his order will cost him extra money
- (D) That there may be a delay to his order

15. Questions 47 – 50 refer to the following letter.

Travel & Recreation
123 Gilmore Street
Orange County, CA 48857
November 15

Mr. Peter Kang
3820 Rivervalley Heights .Seattle, WA 19387

Dear Mr. Kang,

We at Travel & Recreation thank you for your subscription to our magazine. As you have been a long time subscriber, I am excited to inform you about our new subscription plan for our VIP members. - [1] - As a member, you will continue to receive monthly editions of our magazine and access to our new online e-magazine services. You can simply download a digital version of the print magazine to any mobile device at no extra cost.

- [2] - Furthermore, you can access background information about our authors, journalists, and guest writers, as well as detailed information about the locations and places that are covered in the magazine. In addition, you can access the recipes to the most popular restaurants around the world and, most exciting of all, we will hold an exclusive competition for our VIP members with a chance to win a trip for two to Hawaii.

- [3] - Our regular subscribers, as well as VIP members, will have a chance to win a dining experience at 5-star restaurant Bellissimo.

Again we thank you for your continued support and we hope you enjoy the many changes we have made to our services as we strive to entertain and educate our loyal subscribers. -

[4] - Please fill out the application form that is attached to this letter. Please check which subscription plan you wish to join. If you send in a \$100 fee, you will • receive the regular subscription plan. If you send in a \$200 fee, you will become a VIP member.

We appreciate your support and hope to hear from you soon.

Sincerely,

Victoria Adams

47. Why was a letter sent to Mr. Kang?
- (A) To remind him to send in his travel journals
- (B) To explain about a new subscription plan
- (C) To inquire about his travel plans
- (D) To determine his qualifications for a position



48. What did Ms. Adams send with the letter?

- (A) A travel itinerary (C) An application form
(B) A new contract (D) A revised schedule

49. In the middle of the first paragraph of the letter, the term "at no extra cost" is closest in meaning to:

- (A) For a small fee
(B) With a donation
(C) Quite easily
(D) For free

50. In which of the positions marked [1], [2], [3] and [4] does the following sentence belong?
"Your subscription expires next month, but we invite you to consider joining our VIP membership."

- (A) [1]
(B) [2]
(C) [3]
(D) [4]

16. Questions 51 – 54 refer to the following invoice and e-mail.

Taylor Fabrics Invoice			
Ordered by: Tammy Fleck Order date: August 11 Delivery address: 628 Green Circle Drive, Austin, TX 78701 E-mail: tfleck@capnet.com		Order taken by: Craig Dell Estimated delivery date: August 14-16 Mobile phone: (512) 555-9782	
Quantity	Item	Description	Price
4 yards	Fabric 10	Solid white	\$28.00
5 yards	Fabric 38	Floral pattern	\$50.00
6 yards	Fabric 41	Checkered pattern	\$48.00
2 yards	Fabric 48	Leopard pattern	\$30.00
			Tax \$15.60
			Shipping \$12.00
			Total \$183.60
Payment method: Billed to credit card account ending in 4680 . If you have questions about your order, please e-mail us at customerservice@taylorfabrics.coi All of our packages sent within the United States are guaranteed to arrive within 10 days of			



order confirmation. If they don't arrive on time, we promise to reimburse you for 30% of your total purchase

To: customerservice@taylorfabrics.com

From: Tammy Fleck <tfleck@capnet.com>

Date: August 25

Subject: Delivery Delay

Dear Customer Service,

I received my order from Taylor Fabrics yesterday that I placed two weeks ago. Not only was the package delivered later than promised, but one of my orders was incorrectly shipped. The invoice correctly reflects my wish to receive 5 yards of the floral pattern fabric, but only 2 yards of it were delivered. Because of this error, I won't be able to complete the dress I was making for my friend's birthday. I am very disappointed.

Once this issue has been resolved and the additional fabric has been sent, please send a text message to my mobile phone.

Thank you,

Tammy Fleck

51. Who most likely is Mr. Dell?

- (A) A designer
- (B) A salesperson
- (C) A customer
- (D) A manufacturer

52. What is implied about Ms. Fleck?

- (A) She is a long-term customer of Taylor Fabrics.
- (B) She is a professional fashion designer.
- (C) She is a former employee of Taylor Fabrics.
- (D) She will be partially paid back for her purchase.

53. Why did Ms. Fleck send the e-mail?

- (A) Her credit card was incorrectly charged.
- (B) She wants to return an item.
- (C) She received the incorrect quantity of an item.
- (D) One of her orders had the wrong pattern.

54. Which fabric will Ms. Fleck need more of to make a dress?

- (A) Fabric 10



- (B) Fabric 38
- (C) Fabric 41
- (D) Fabric 48

17. Questions 55 – 58 refer to the following article.

BINH DUONG, VIETNAM, FEBRUARY 20

— Atlantic Travel Goods Co. intends to move its manufacturing facility to Binh Duong province in Vietnam. — [1] —. It will be investing \$8 billion to set up its new bag manufacturing plant. The project is expected to create 2,000 new jobs for the province.

Leading bag companies that are exporting bags made in China are starting to show interest in getting bags from Vietnam. The new project is the first investment made by the well-known bag company in Vietnam. The company operates a production facility in China but plans to make the Vietnamese plant its main production facility once it is set up. — [2] —.

According to the company's CEO, Richard Coleman, the new facility will be highly advantageous to the company, given the presence of skilled workers in bag and leather production. — [3] —. He also revealed that the latest bag designs will be produced at the site.

Lan Kiet; head of the Bag and Footwear Association in Binh Duong, said that its members are optimistic about this venture.

— [4] —. Operations at the new production facility are scheduled to start in October.

55. What is stated about the new plant?

- (A) It will be larger than the company's plant in China.
- (B) It will be operational in March.
- (C) It will provide new jobs for 2,000 people.
- (D) It will manufacture a wide variety of shoes.

56. What is indicated about Atlantic Travel Goods Co.?

- (A) It will export leather footwear to China.
- (B) It will be investing in Vietnam for the first time.
- (C) It will sell bags made in Vietnam in February.
- (D) It will be managed by local citizens.

57. According to the article, why is Binh Duong a good manufacturing site for the company?

- (A) The community has experienced workers.
- (B) It offers significant incentives to foreign companies.



(C) It already has an established distribution network for bags.

(D) Major bag companies are relocating their operations to the province.

58. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? “This means new jobs for local residents as well as numerous business opportunities for the province.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

18. Questions 59 – 62 refer to the following information.

Paper Industry Regulations: Manager Guidelines Smithson Paper Co.

Overview: All operations managers have full responsibility for managing their facilities and for ensuring operations are fully compliant with the legal guidelines detailed below.

Regulations: The national and international regulations pertaining to the safety, production, and transportation of materials are issued and modified by the relevant authorities on a regular basis. Details of all new and updated regulations are distributed to the production managers. — [1] —. These employees are responsible for reviewing all updates, regardless of the extent of the impact they have on the operation.

INSPECTIONS

Inspectors are legally permitted to visit any production facilities without prior notice. Such inspectors may be from the Ministries of Health, Labor, or Manufacturing. All operations and production managers have to provide the inspectors with the requested information and ensure they are satisfied with our production practices. — [2] —.

PRODUCTION LINE CHANGES

Sometimes changes to regulations require us to cease producing a certain brand or product. — [3] —. It will normally be done within 24 hours of receiving news of the new regulations.

TRAINING SESSIONS

Managers are required to complete quarterly online training sessions. — [4] —. Those who are unable to watch the live sessions due to work duties can do so later from our video archive.

59. The word “modified” in paragraph 2, line 3, is closest in meaning to

(A) assembled

(B) revised

(C) stipulated

(D) translated

60. According to the information, who may visit the facilities without advance notice?

(A) Facility inspectors

(B) Overseas customers

(C) Cleaning personnel

(D) The chief executive officer



61. What is suggested about the training sessions?

- (A) They are stored in video archives.
- (B) They take place twice a year.
- (C) They are created to train new managers.
- (D) They are held at the company headquarters.

62. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "When this happens, the chief operating officer will inform the line managers."

- (A) [1] (B) [2] (C) [3] (D) [4]

19. Questions 63 – 66 refer to the following online chat discussion.

Frank Zapperossi [10:10 A.M.]

Hello, everyone. Can anyone make it into work early this morning to help me? We just received a reservation for a group of 12 people at the last minute.

Sussie Parcola [10:15 A.M.]

I am on my way, but I am stopping to pick up some ingredients from the market on the way.

Zoe Small [10:35 A.M.]

Sorry, but I just woke up. I don't think I'll be able to make it before 11 A.M.

Paula Vardy [10:45 A.M.]

It is my day off, but I take it no one else can make it; I will go in as soon as possible.

Sussie Parcola [10:54 A.M.]

Hi, Paula. How long will it take you to get here?

Paula Vardy [10:54 A.M.]

Not long as I only live around the corner. I'm about 10 minutes away.

Sussie Parcola [10:55 A.M.]

Great. Thank you, Paula. Please preheat the oven for me, and I will get there as soon as I can.

Frank Zapperossi [10:57 A.M.]

That's a relief. Thanks, everyone I am nearly there. Can you let me know what the customers ordered?

Frank Zapperossi [10:59 A.M.]

Pizza for most of the group, but there are a few other orders. Please come around the back as the front door is locked. I am waiting in the kitchen

63. Where most likely does Mr. Zapperossi work?

- (A) At a restaurant
- (B) In an office
- (C) At a sports shop
- (D) In a grocery store

64. At 10.45 A.M., what does Ms. Vardy mean when she writes, "I take it no one else can make it"?



- (A) She has realized that no one else is available.
- (B) She can make it only if the other staff members are unable to get in early.
- (C) She thinks that she is the only one who has the skills to help.
- (D) She is highlighting the lack of space.

65. What is suggested about Ms. Vardy?

- (A) She had other plans that she had to cancel.
- (B) She lives close to her workplace.
- (C) She is a supervisor.
- (D) She has another job.

66. What are Mr. Zapperossi's instructions to Ms. Vardy?

- (A) To wash her hands
- (B) To use the back door
- (C) To greet the guests when they arrive
- (D) To get in touch with the suppliers

20. Questions 67 – 70 refer to the following article and form.

A Concert and Art Festival for Children TALLAHASSEE, FL – The yearly concert and art festival for the benefit of the Children's Charity Foundation will begin on Friday, August 25, and end on Sunday, August 27. The event is intended to raise funds for the foundation's various activities to promote awareness regarding children's health and education. The festival will include a two-day concert by local bands as well as art exhibits by local artists. Tickets, which are priced at \$15 per person, are sold at the main office of the charity foundation. They will also be sold at the entrance gate. Raffle prizes, including free trips to Disneyland and the Safari Zoo for the whole family, will be given away to ticketholders. Winners will be announced at the end of the festival. Various booths, including food, toys and activity booths, will be found on the festival grounds. Children can try out their artistic skills at the activity booths. Interested vendors may register at the charity foundation's office or call Mr. Adam McPherson at (850) 488-4735 or e-mail him at adam@ccf.org. The deadline for registration is on August 19. The foundation is also in need of event volunteers. Interested volunteers can fill out an application form available at the foundation's main office. They can also apply online at www.childrencharity.org. Volunteers can attend the event for free.





67. What is suggested about the event?

- (A) It was launched for senior citizens.
- (B) It will showcase performances by local entertainers.
- (C) It is held every two years.
- (D) It will last until the end of the month.

68. What must participants do to have a chance to win raffle prizes?

- (A) Buy a ticket to the event
- (B) Purchase an item from any booth
- (C) Give a solo concert in front of the audience
- (D) Go to one of the activity booths

69. When will the raffle prizes be distributed?

- (A) On August 17
- (B) On August 19
- (C) On August 25
- (D) On August 27

70. What is indicated about the volunteers?

- (A) They all need to mail event brochures.
- (B) They will receive discounted tickets.
- (C) They need to register by August 25.
- (D) They can register online.

Dare To Change