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**PART 1: INCOMPLETE SENTENCES - one point for each correct answer.**

**There are 22 questions in this part.**

*A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.*

1. At the end of the party, we had a great selection of cheeses for the .....  
A. starter                      B. main course                      **C. dessert**                      D. appetizer
2. When he got home, his daughter ..... dinner.  
**A. was fixing**                      B. fix                      C. fixing                      D. fixes
3. When you ..... your loan application, please remember to sign and date the last page.  
A. completed                      B. had completed                      **C. complete**                      D. were completing
4. .... is an event that causes a lot of damage and problems.  
**A. A disaster**                      B. A well                      C. Poverty                      D. Fairtrade
5. Yesterday, Mrs. Green ..... Tom because he had done his homework very well.  
A. communicated                      **B. complimented**                      C. interrupted                      D. replied
6. .... she has worked very hard during the past year, Ms. Gomez has still failed to get a promotion.  
**A. Although**                      B. Because                      C. So                      D. In spite of
7. Please call the travel agent this afternoon to ..... your travel plans.  
A. confirmation                      **B. confirm**                      C. confirmed                      D. confirming
8. Mark: .....  
Anna: I'm afraid I don't like that idea.  
A. Do you have any suggestions for the New Year party?  
B. Any ideas on the New Year party?  
**C. Why don't we invite some friends for the New Year party?**  
D. You suggest inviting some friends for the New Year party.
9. Last night, Mr. Tony had ..... for the main course.  
A. red pepper                      **B. lamb cutlets**                      C. frozen yogurt                      D. pears
10. She ..... a talk show at her friend's apartment right now.  
A. aren't watching                      **B. is watching**                      C. watches                      D. was watching
11. Duncan: .....?  
Monique: Yes, Tuesday suits me fine.  
A. When would be convenient for you?                      C. When are you free?  
**B. Shall we say Tuesday?**                      D. What time would suit you on Tuesday?
12. Who is that girl ..... pink?  
**A. wearing**                      B. wears                      C. is wearing                      D. wore
13. Steve: .....  
Pat: I'm glad you enjoyed it.  
**A. Thank you for an excellent party.**  
B. Would you like to have dinner with me tonight?  
C. What do you recommend?

D. The beef is really excellent here.

14. All new staff members should become ..... with the standard office procedures.  
A. family                      B. **familiar**                      C. familiarly                      D. familiarize
15. They'd like to move to New York, but their children will never agree .....  
A. with going                      B. with go                      C. **to go**                      D. going
16. Mom: You should eat ..... fruit.  
Tom: Yes, mom.  
A. **a lot of**                      B. many                      C. much                      D. any
17. Fill out this form ..... before turning it in to your supervisor.  
A. completed                      B. complete                      C. completion                      D. **completely**
18. Your book is ..... than mine.  
A. thin                      B. more thin                      C. **thinner**                      D. thiner
19. I've tried to stop ..... several times, but I've never managed ..... it up.  
A. to smoke / to give                      C. to smoke / giving  
B. **smoking / to give**                      D. smoking / giving
20. Passenger A: Excuse me, what time is the first flight to London?  
Passenger B: Look at the ....., it shows you the information.  
A. overhead locker                      B. information desk                      C. aisle seat                      D. **arrivals screen**
21. Tomorrow we ..... submit the homework.  
A. **will**                      B. has                      C. did                      D. are
22. Mark ..... for the company since he graduated.  
A. worked                      B. **has worked**                      C. works                      D. is working

**PART 2: INCOMPLETE TEXTS - one point for each correct answer.**

**There are 8 questions in this part**

*Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.*

**Questions 23-26 refer to the following letter.**

To: [GraceBros@gracebro.com](mailto:GraceBros@gracebro.com)

From: misco@hotmail.com

Date: Sept. 23

Subject: Complaint

Dear Sirs,

As a regular (23) ..... at Grace Brothers Department Store, I feel compelled to complain about the recent increase in prices. I have always considered your store to be of a high quality, but with reasonable prices. However, in the past few months, I (24) ..... that your prices have been going up. This week I went to purchase a cosmetic product which I buy, on average, about 4 times a year. Of course, I like prices to remain static, but this time the price

(25) ..... by over 50%. I saw the same time on sale at a much (26) ..... price in another store. Needless to say, I bought the cheaper items. I am not sure what explanation you can offer, but I just wanted to let you know how I feel.

Sincerely,  
Cynthia Carter

- Question 23:** A. customer                      B. farmer                      C. shop-keeper                      D. boss  
**Question 24:** A. notice                      B. noticed                      C. **have noticed**                      D. was noticing  
**Question 25:** A. had gone                      B. **had risen**                      C. had leveled off                      D. had decreased  
**Question 26:** A. lower than                      B. **lower**                      C. lowest                      D. the lowest

**Questions 27-30 refer to the following letter.**

FROM:                      Mr. Kim  
SENT:                      Tuesday, August 13, 9:12 A.M.  
TO:                      Administrative staff  
CO:                      Mr. Choi; Mr. Sol  
SUBJECT:                      Meetings

I am writing to let you know that I will be out of town on Thursday and Friday attending a conference on human resources development (27) .....Vancouver.

That Wednesday is a holiday, so if you have anything urgent to discuss with me, please see me today or tomorrow. When I return, I want to meet with everyone on the staff, both individually and in groups, in order to fine-tune our planning strategy for next year. Since the fall is our least busy time of year, I want to concentrate more on future plans for the human resources department instead of the daily routine of office administration. In brief, let us get together and you can tell me what (28) ..... you have for better training, safety, dealing with work-related stress, or anything else that is on your mind.

(29) ..... for these meetings, would you please fill in the attached schedule and return it to me by e-mail before Monday, August 20, 1 P.M.

Please list all your committed time so I can compare schedules and come up with a (30) ..... time for all participants.

Thank you.  
Mr. Kim

- Question 27:** A. on                      B. **in**                      C. at                      D. for  
**Question 28:** A. ideas                      B. problems                      C. good                      D. should  
**Question 29:** A. Prepare                      B. **To prepare**                      C. To preparing                      D. Preparing  
**Question 30:** A. flexibility                      B. comfort                      C. **suitable**                      D. well

**PART 3: READING COMPREHENSION - one point for each correct answer.**

**There are 30 questions in this part.**

*In this part of the test, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C) or (D) on your answer sheet.*

**Questions 31 - 33 refer to the following article.**

**To:** Kandy Miller.

**From:** Vanessa Wendel

**Subject:** Marathon Brochures

Hi Kandy

Thank you for your letter. It was fun participating in the race last year. At first, when my co-workers decided to do the run, I wasn't interested. However, within a few weeks of their training, I noticed how much more energy they had. That's when I decided to join them. It was a good experience, but unfortunately, I will not be running this year's event. I pulled a muscle in my leg when I was golfing this summer. You should give this run a try, though. It took me about 6 months to train for the half marathon. It will probably take you half of that since you have some running experience already.

I sent some brochures to the Health Center today. Thank you for your support of our course. Last year, we raised \$400,000 in Toronto, and this year, our goal is to double that amount.

Thanks again,

Vanessa

Vanessa Wendel

Fundraising Supervisor.

**Question 31: What is the main purpose of Vanessa when she wrote this email?**

- |  |  |
|--|--|
| A. To request some money                 | <b>B. To send the requested brochure</b> |
| C. To ask for some advice about exercise | D. To introduce about the race           |

**Question 32. Why isn't Vanessa running at this year event?**

- |                              |                              |
|------------------------------|------------------------------|
| A. <b>She has a sore leg</b> | B. She has a golf engagement |
| C. She has low energy        | D. She is not interested     |

**Question 33. How much money do they want to raise at the Toronto running event this year?**

- |                     |                |
|---------------------|----------------|
| A. \$200,000        | B. \$400,000   |
| <b>C. \$800,000</b> | D. \$1,200,000 |

**Questions 34 - 36 refer to the following memo.**

## **Notice to all teachers!**

This memo is to inform you of the following situation. Last week, the office caught several students

cheating on exams. They were using their cell phones to text message answers to other students. I want all teachers to collect their students' cell phones before every exam. Cheating will not be tolerated! If students are caught with cell phones during a test, it will automatically be considered cheating. The student will receive an F and a two- day suspension from school. Thank you for your assistance.

Principal McMathews

**Question 34. Who is this memo directed at?**

- A. Teachers
- B. Students
- C. Students' parent
- D. Principal McMathews

**Question 35. What will the punishment be for cheating students?**

- A. Go to the principal's office
- B. Take away their cell phones
- C. An F and a two- day suspension
- D. Be sent to another school

**Question 36. What does the principal want the teachers to do?**

- A. Stop giving exams
- B. Give more difficult exams
- C. Teach students about honesty
- D. Take away all cell phones before each exam

**Questions 37 - 40 refer to the following article.**

**Running Start Program:**

**Giving Kids a Running Start towards Education**

**Take part in the Price/Bellhouse Corporation Running Start Program**

**When: Saturday, July 15 @ 9:00 a.m.**

**Where: State University Athletic Complex**

The Running Start Program is designed to supply children in need with a backpack, school supplies, and new clothing in order to prepare them for a successful school year. The money raised from the Price/Bellhouse Corporation's 5- kilometer run benefits the Running Start Program as well as other Combined Charities youth programs and services. Last year, with over 300 runners competing, more than \$10,000 was raised – making all the kids served by Combined Charities the real winners!

**Question 37. What information is NOT contained in the promotion?**

- A. The amount of money expected to be raised
- B. The names of the commercial sponsor
- C. The objectives of the Running Start Program

D. The scheduled distance of the run

**Question 38. How many people were there in the program last year?**

- A. 5                                      **B. 300**                                      C. 10,000                                      D. Nobody

**Question 39. When is the event scheduled to be held?**

- A. On a fall morning                                      C. On a spring afternoon  
**B. On a summer morning**                                      D. On a summer afternoon

**Question 40. What is the purpose of the program?**

- A. For fun only                                      **C. To raise money for charity**  
B. To help people be healthier                                      D. To ask the children to do exercise

**Questions 41 - 44 refer to the following letter.**

Dear Alice,

I trust that your meetings have been going well this week. This is just a short note to confirm the plans for Thursday evening. As I mentioned when we met to discuss the color scheme for your book, I have reserved two tickets for this Thursday's *Swan Lake* at the Sydney Arts Center. The performance begins at 7:30. As I suggested before, let's meet at the theater between 6:30 and 7:00. I will be sending the company's driver to meet you at your hotel at 6:00. Afterward, I hope you will be able to join me and our chief editor, Hank Rearden, for supper at La Mirage. Don't hesitate to contact me if there are any problems. This should be a nice relaxing evening before your departure on Friday morning.

Yours truly,  
Martina Hayes  
Sales Director

**Question 41. What is the purpose of the note?**

- A. To extend an invitation                                      B. To reply to an invitation  
**C. To confirm plans**                                      D. To cancel plans

**Question 42. What is the purpose of their latest meeting?**

- A. To confirm the plans for Thursday evening  
**B. To discuss the scheme of a book**  
C. To see a performance  
D. To meet each other

**Question 43. What are they going to do after the performance?**

- A. They are going to meet at the theater.  
B. They are going to join a party.  
**C. They are going to have dinner.**  
D. They are going to relax.

**Question 44. What is Alice going to do on Friday?**

- A. She is going to travel to other places.**  
B. She is going to meet Martina Hayes.  
C. She is going to join the chief editor.  
D. She is going to go to La Mirage.

**Questions 45 - 48 refer to the following passage.**

**Memorandum**

From: Eric Sato, Office Manager

To: All staff members

Re: New Photocopy Machine

Date: October 18

I know you will all be pleased to learn that the new photocopy machine has finally arrived. The new machine has more features and performs more functions than the old one. While this will make things more convenient for us in the long run, it can make it more complicated to learn how to run the machine initially. In addition, we all want to avoid the problem of constant breakdowns that we had with the old machine. Therefore, I ask that if you have any questions or problems with the machine, please ask my assistant, Ms. Ono, to help you. Similarly, please do not attempt to remove paper jams, add toner, or refill the paper bin until Ms. Ono has shown you how to do this. Ms. Ono has received training from the manufacturer of the machine and is fully knowledgeable about how to run it and how to troubleshoot it. Thank you for your cooperation, and enjoy the new machine.

**Question 45. What is the purpose of this memo?**

- A. To explain to the staff how to run photocopy machines
- B. To inform the staff that the old machine is broken
- C. To tell the staff about the new photocopy machine**
- D. To let the staff know that Ms. Ono will receive training

**Question 46. What should staff members do if they have a problem with the machine?**

- A. Speak to Ms. Ono**
- B. Ask the Office Manager for assistance
- C. Call the manufacturer
- D. Read the training manual

**Question 47. Why is the new machine complicated?**

- A. It needs toner.
- B. It's new
- C. It breaks down a lot.
- D. It has many features and functions.**

**Question 48. What can be inferred from the memo about the old machine?**

- A. It worked very well
- B. It is bigger than the new one.
- C. It usually broke down.**
- D. Ms. Ono broke it down.

**Questions 49 - 51 refer to the following article.**

Those old Movie Goer magazines in the basement may be worth more than you would imagine. A 152 copy featuring Clark Gable can be worth over \$750 and an old Lucille Ball is valued at \$900. But it's not just the oldies that are worth so much money. A collection of twenty-five Lost in Space covers from June 2001 sells for more than \$450 online. "The internet has been great for collecting and has made it a lot easier to find things", says George Boullis, 58, a Boston-based collector who has all the Movie Goer Magazine covers. They're worth about \$28000. And what do you think is the most valuable issue? The first one, of course: a mint-condition copy goes for more than \$1850.

**Question 49: What is this article about?**

- A. The literary value of Movie Goer Magazine
- B. How George Boullis became a very rich man
- C. The monetary value of old issues of Movie Goer Magazine
- D. The monetary value of old covers of Movie Goer Magazine**

**Question 50: Where does the writer assume the readers may have old issues of this magazine?**

- A. In the attic
- B. **In the basement**
- C. Under their beds
- D. In their garages

**Question 51: Which is the most valuable issue of this magazine?**

- A. **The premier issue**
- B. The ultimate issue
- C. The one with Lucille Ball
- D. The one with Clark Cable

**Questions 52 - 56 refer to the following letter.**

Every year, thousands of people successfully order goods from mail order catalogs. However, some more unfortunate individuals find that the goods they ordered look nothing like the pictures, arrive damaged, or don't arrive at all. Here are some tips to help protect yourself when you shop through the mail.

- Before placing your first order, ask around. Have your friends or family used this catalog before? How was their experience? Were they satisfied with the goods and service? Would they use the company again?
- Read all available information, including the return policy. Look for companies that offer a no-questions-asked return policy. Check whether you will have to pay postage if you need to return goods.
- Always include shipping costs and sales tax in the final price when comparing costs. In some cases, the shipping costs can really add up. Make sure you know exactly what you are paying for.
- How long will you have to wait for your order? If you need something in a hurry, shopping by mail might not be the best option.
- Keep records of your orders, including the catalog name, address, telephone number, and the date that you placed the order. Of course, you should also keep track of items ordered, operator name, and expected date of delivery.
- If you encounter any problems with a mail-order company, contact a consumer advocacy group. You can easily find telephone numbers for such groups in the telephone directory or on the Internet.

**Question 52: What should be included in the final price?**

- A. Shipping and insurance costs
- B. Sales tax and insurance
- C. Sales tax and shipping costs**
- D. Return cost and taxes

**Question 53: What should a buyer keep record of?**

- A. Return policy
- B. Fine print
- C. Shipping costs
- D. Operator name**

**Question 54: When could it be a bad idea to buy something through the mail?**



A. correct

B. attract

C. handle

D. regulate

**Question 59: According to the article, why do so many attempts to change fail?**

A. Soft change and hard change are different.

B. Executives are interested only in profits.

**C. The best methods are often not clear.**

D. Employees usually resist change.

**Question 60: What is soft change based on?**

**A. Changes in the corporate culture**

B. Reductions in company size

C. Relocating businesses

D. Financial markets

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*Ghi chú: Cán bộ coi thi không được giải thích đề thi.*

<b>Chuẩn đầu ra của học phần (về kiến thức)</b>	<b>Nội dung kiểm tra</b>
[CĐR 1.1]: Lựa chọn chính xác các thì và cấu trúc cơ bản trong tiếng Anh.	Câu 1 đến Câu 30
[CĐR1.2]: Tái hiện kiến thức ngôn ngữ cơ bản về từ vựng để giao tiếp trong các tình huống đơn giản.	Câu 1 đến Câu 30
[CĐR 1.3]: Thể hiện kiến thức cơ bản về văn hóa giao tiếp trong các tình huống đơn giản.	Câu 1 đến Câu 30
[CĐR 2.2]: Có khả năng đọc hiểu các đoạn văn ngắn, mẫu tin ngắn, bảng khảo sát.	Câu 31 đến Câu 60

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Ngày      tháng      năm

**Thông qua bộ môn**

HCMC UNIVERSITY OF TECHNOLOGY & EDUCATION FACULTY OF FOREIGN LANGUAGES  SECTION: GE & ESP		<b>FINAL TEST OF ENGLISH 2</b> <b>(ENGL230537)</b>  TERM II – SCHOOL YEAR: 2015-2016  Date of test: <b>06/06/2016</b> The paper has <b>60</b> questions, on <b>12</b> pages. Duration: <b>60</b> minutes. Paper code: <b>E230537B</b> <b>No materials are allowed.</b>
Invigilator 1	Invigilator 2	Student's name:.....  Student ID No.:.....  Ordinal No.:..... Room:.....
Marker 1	Marker 2	
Raw score:	Raw score:	
<b>Converted score</b>	<b>Converted score</b>	

## ANSWER SHEET

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	
<b>A</b>																					
<b>B</b>																					
<b>C</b>																					
<b>D</b>																					

	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	
<b>A</b>																					
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	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	
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- |                     |                 |                      |                    |              |
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| <b>Question 23:</b> | A. on           | <b>B. in</b>         | C. at              | D. for       |
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To: [GraceBros@gracebro.com](mailto:GraceBros@gracebro.com)  
From: misco@hotnet.com  
Date: Sept. 23  
Subject: Complaint

Dear Sirs,

As a regular **(27)** ..... at Grace Brothers Department Store, I feel compelled to complain about the recent increase in prices. I have always considered your store to be of a high quality, but with reasonable prices. However, in the past few months, I **(28)** ..... that your prices have been going up. This week I went to purchase a cosmetic product which I buy, on average, about 4 times a year. Of course, I like prices to remain static, but this time the price **(29)** ..... by over 50%. I saw the same time on sale at a much **(30)** ..... price in another store. Needless to say, I bought the cheaper items. I am not sure what explanation you can offer, but I just wanted to let you know how I feel.

Sincerely,  
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- |                     |                    |                     |                        |                  |
|---------------------|--------------------|---------------------|------------------------|------------------|
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**Question 31. What information is NOT contained in the promotion?**

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- B. The names of the commercial sponsor
- C. The objectives of the Running Start Program
- D. The scheduled distance of the run

**Question 32. How many people were there in the program last year?**

- A. 5
- B. 300**
- C. 10,000
- D. Nobody

**Question 33. When is the event scheduled to be held?**

- A. On a fall morning
- B. On a summer morning**
- C. On a spring afternoon
- D. On a summer afternoon

**Question 34. What is the purpose of the program?**

- A. For fun only
- B. To help people be healthier
- C. To raise money for charity**
- D. To ask the children to do exercise

**Questions 35 - 38 refer to the following letter.**

Dear Alice,

I trust that your meetings have been going well this week. This is just a short note to confirm the plans for Thursday evening. As I mentioned when we met to discuss the color scheme for your

book, I have reserved two tickets for this Thursday's *Swan Lake* at the Sydney Arts Center. The performance begins at 7:30. As I suggested before, let's meet at the theater between 6:30 and 7:00. I will be sending the company's driver to meet you at your hotel at 6:00. Afterward, I hope you will be able to join me and our chief editor, Hank Rearden, for supper at La Mirage. Don't hesitate to contact me if there are any problems. This should be a nice relaxing evening before your departure on Friday morning.

Yours truly,  
Martina Hayes  
Sales Director

**Question 35. What is the purpose of the note?**

- A. To extend an invitation
- B. To reply to an invitation
- C. To confirm plans
- D. To cancel plans

**Question 36. What is the purpose of their latest meeting?**

- A. To confirm the plans for Thursday evening
- B. To discuss the scheme of a book
- C. To see a performance
- D. To meet each other

**Question 37. What are they going to do after the performance?**

- A. They are going to meet at the theater.
- B. They are going to join a party.
- C. They are going to have dinner.
- D. They are going to relax.

**Question 38. What is Alice going to do on Friday?**

- A. She is going to travel to other places.
- B. She is going to meet Martina Hayes.
- C. She is going to join the chief editor.
- D. She is going to go to La Mirage.

**Questions 39 - 41 refer to the following article.**

**To:** Kandy Miller.

**From:** Vanessa Wendel

**Subject:** Marathon Brochures

Hi Kandy

Thank you for your letter. It was fun participating in the race last year. At first, when my co-workers decided to do the run, I wasn't interested. However, within a few weeks of their training, I noticed how much more energy they had. That's when I decided to join them. It was a good experience, but unfortunately, I will not be running this year's event. I pulled a muscle in my leg when I was golfing this summer. You should give this run a try, though. It took me about 6 months

to train for the half marathon. It will probably take you half of that since you have some running experience already.

I sent some brochures to the Health Center today. Thank you for your support of our course. Last year, we raised \$400,000 in Toronto, and this year, our goal is to double that amount.

Thanks again,

Vanessa

Vanessa Wendel

Fundraising Supervisor.

**Question 39: What is the main purpose of Vanessa when she wrote this email?**

- A. To request some money  
B. To send the requested brochure  
C. To ask for some advice about exercise  
D. To introduce about the race

**Question 40. Why isn't Vanessa running at this year event?**

- A. She has a sore leg  
B. She has a golf engagement  
C. She has low energy  
D. She is not interested

**Question 41. How much money do they want to raise at the Toronto running event this year?**

- A. \$200,000  
B. \$400,000  
C. \$800,000  
D. \$1,200,000

**Questions 42 - 44 refer to the following memo.**

## Notice to all teachers!

This memo is to inform you of the following situation. Last week, the office caught several students cheating on exams. They were using their cell phones to text message answers to other students. I want all teachers to collect their students' cell phones before every exam. Cheating will not be tolerated! If students are caught with cell phones during a test, it will automatically be considered cheating. The student will receive an F and a two- day suspension from school. Thank you for your assistance.

Principal McMathews

**Question 42. Who is this memo directed at?**

- A. Teachers  
B. Students  
C. Students' parent  
D. Principal McMathews

**Question 43. What will the punishment be for cheating students?**

- A. Go to the principal's office  
B. Take away their cell phones  
C. An F and a two- day suspension  
D. Be sent to another school

**Question 44. What does the principal want the teachers to do?**

- A. Stop giving exams  
 B. Give more difficult exams  
 C. Teach students about honesty  
 D. Take away all cell phones before each exam

**Questions 45 - 47 refer to the following article.**

Those old Movie Goer magazines in the basement may be worth more than you would imagine. A 152 copy featuring Clark Gable can be worth over \$750 and an old Lucille Ball is valued at \$900. But it's not just the oldies that are worth so much money. A collection of twenty-five Lost in Space covers from June 2001 sells for more than \$450 online. "The internet has been great for collecting and has made it a lot easier to find things", says George Boulis, 58, a Boston-based collector who has all the Movie Goer Magazine covers. They're worth about \$28000. And what do you think is the most valuable issue? The first one, of course: a mint-condition copy goes for more than \$1850.

**Question 45: What is this article about?**

- A. The literary value of Movie Goer Magazine  
 B. How George Boulis became a very rich man  
 C. The monetary value of old issues of Movie Goer Magazine  
 D. The monetary value of old covers of Movie Goer Magazine

**Question 46: Where does the writer assume the readers may have old issues of this magazine?**

- A. In the attic  
 B. In the basement  
 C. Under their beds  
 D. In their garages

**Question 47: Which is the most valuable issue of this magazine?**

- A. The premier issue  
 B. The ultimate issue  
 C. The one with Lucille Ball  
 D. The one with Clark Cable

**Questions 48 - 52 refer to the following letter.**

Every year, thousands of people successfully order goods from mail order catalogs. However, some more unfortunate individuals find that the goods they ordered look nothing like the pictures, arrive damaged, or don't arrive at all. Here are some tips to help protect yourself when you shop through the mail.

- Before placing your first order, ask around. Have your friends or family used this catalog before? How was their experience? Were they satisfied with the goods and service? Would they use the company again?
- Read all available information, including the return policy. Look for companies that offer a no-questions-asked return policy. Check whether you will have to pay postage if you need to return goods.
- Always include shipping costs and sales tax in the final price when comparing costs. In some cases, the shipping costs can really add up. Make sure you know exactly what you are paying for.
- How long will you have to wait for your order? If you need something in a hurry, shopping by mail might not be the best option.
- Keep records of your orders, including the catalog name, address, telephone number, and the

date that you placed the order. Of course, you should also keep track of items ordered, operator name, and expected date of delivery.

- If you encounter any problems with a mail-order company, contact a consumer advocacy group. You can easily find telephone numbers for such groups in the telephone directory or on the Internet.

**Question 48: What should be included in the final price?**

- A. Shipping and insurance costs      B. Sales tax and insurance  
C. Sales tax and shipping costs      D. Return cost and taxes

**Question 49: What should a buyer keep record of?**

- A. Return policy      B. Fine print  
C. Shipping costs      D. Operator name

**Question 50: When could it be a bad idea to buy something through the mail?**

- A. At busy times      B. If you need something quickly  
C. Because the goods are damaged      D. If you don't like the catalog

**Question 51: Who should you contact if you have problems?**

- A. Family or friends      B. The post office  
C. A consumer advocacy group      D. The telephone directory

**Question 52: Which is the best title for the passage?**

- A. Order goods from mail      B. Shopping through the mail  
C. Tips for order goods from mail      D. Tips for shopping through the mail

**Questions 53 - 56 refer to the following passage.**

The new economy has created great business opportunities as well as great turmoil. Not since the Industrial Revolution have the stakes of dealing with change been so high. Most traditional organizations have accepted, in theory at least, that they must make major changes. Even large new companies recognize that they need to manage the changes associated with rapid entrepreneurial growth. Despite some individual successes, however, this remains difficult, and few companies manage the process as well as they would like. Most companies have begun by installing new technology, downsizing, restructuring, or trying to change corporate culture, and most have had low success rates. About 70 percent of all change initiatives fail.

The reason for most of these failures is that in their rush to change their organizations, managers become mesmerized by all the different, and sometimes conflicting, advice they receive about why companies should change, what they should try to accomplish, and how they should do it. The result is that they lose focus and fail to consider what would work best for their

own company. To improve the odds of success, it is imperative that executives understand the nature and process of corporate change much better.

Most companies use a mix of both hard and soft change strategies. Hard change results in drastic layoffs, downsizing, and restructuring. Soft change is based on internal organizational changes and the gradual development of a new corporate culture through individual and organization learning. Both strategies may be successful, but it is difficult to combine them effectively. Companies that are able to do this can reap significant payoffs in productivity and profitability.

**Question 53: What is the article mainly about?**

- A. Corporate marketing plans
- B. New developments in technology
- C. Ways for companies to increase profits
- D. How companies try to adapt to new conditions**

**Question 54: The word “manage” in paragraph 1, line 6, is closest in meaning to?**

- A. correct
- B. attract
- C. handle**
- D. regulate

**Question 55: According to the article, why do so many attempts to change fail?**

- A. Soft change and hard change are different.
- B. Executives are interested only in profits.
- C. The best methods are often not clear.**
- D. Employees usually resist change.

**Question 56: What is soft change based on?**

- A. Changes in the corporate culture**
- B. Reductions in company size
- C. Relocating businesses
- D. Financial markets

**Questions 57 - 60 refer to the following passage.**

**Memorandum**

From: Eric Sato, Office Manager

To: All staff members

Re: New Photocopy Machine

Date: October 18

I know you will all be pleased to learn that the new photocopy machine has finally arrived. The new machine has more features and performs more functions than the old one. While this will make things more convenient for us in the long run, it can make it more complicated to learn how to run the machine initially. In addition, we all want to avoid the problem of constant breakdowns that we had with the old machine. Therefore, I ask that if you have any questions or problems with the

machine, please ask my assistant, Ms. Ono, to help you. Similarly, please do not attempt to remove paper jams, add toner, or refill the paper bin until Ms. One has shown you how to do this. Ms. Ono has received training from the manufacturer of the machine and is fully knowledgeable about how to run it and how to troubleshoot it. Thank you for your cooperation, and enjoy the new machine.

**Question 57. What is the purpose of this memo?**

- A. To explain to the staff how to run photocopy machines
- B. To inform the staff that the old machine is broken
- C. To tell the staff about the new photocopy machine**
- D. To let the staff know that Ms. Ono will receive training

**Question 58. What should staff members do if they have a problem with the machine?**

- A. Speak to Ms. Ono**
- B. Ask the Office Manager for assistance
- C. Call the manufacturer
- D. Read the training manual

**Question 59. Why is the new machine complicated?**

- A. It needs toner.
- B. It's new
- C. It breaks down a lot.
- D. It has many features and functions.**

**Question 60. What can be inferred from the memo about the old machine?**

- A. It worked very well
- B. It is bigger than the new one.
- C. It usually broke down.**
- D. Ms. Ono broke it down.

*Ghi chú: Cán bộ coi thi không được giải thích đề thi.*

<b>Chuẩn đầu ra của học phần (về kiến thức)</b>	<b>Nội dung kiểm tra</b>
[CDR 1.1]: Lựa chọn chính xác các thì và cấu trúc cơ bản trong tiếng Anh.	Câu 1 đến Câu 30
[CDR1.2]: Tái hiện kiến thức ngôn ngữ cơ bản về từ vựng để giao tiếp trong các tình huống đơn giản.	Câu 1 đến Câu 30
[CDR 1.3]: Thể hiện kiến thức cơ bản về văn hóa giao tiếp trong các tình huống đơn giản.	Câu 1 đến Câu 30
[CDR 2.2]: Có khả năng đọc hiểu các đoạn văn ngắn, mẫu tin ngắn, bảng khảo sát.	Câu 31 đến Câu 60

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Ngày          tháng          năm

**Thông qua bộ môn**

