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| TRƯỜNG ĐẠI HỌC VĂN LANG | **ĐỀ THI KẾT THÚC HỌC PHẦN** |
| **KHOA NGOẠI NGỮ** | Học kỳ: 1 | Năm học: | **2021 - 2022** |
| Mã học phần: **7NA0280** Tên học phần: Tiếng Anh Văn Phòng (ENGLISH FOR THE OFFICE)  |
| Mã nhóm lớp HP: | **211\_7NA0280\_01** |
| Thời gian làm bài: | 60 (phút) |
| Hình thức thi: | **Trắc nghiệm kết hợp tự luận** |
| **Lưu ý: Phần tự luận có file audio.****Cách thức nộp bài phần tự luận (Giảng viên ghi rõ):** ***Gợi ý:***- SV gõ trực tiếp trên khung trả lời của hệ thống thi; |

**PHẦN TRẮC NGHIỆM (8 điểm)**

**Chia nhỏ mỗi câu đạt 0.3 điểm**

I am currently working \_\_\_ human resources. I often deal with tasks such as finding, screening, recruiting, and training job applicants.

**A**. in

**B**. as

**C.** for

**D.** with

ANSWER: A

Tom is a general accountant at a consultant company. His job \_\_\_\_\_\_ checking the validity, following up on VAT invoices, and keeping a proper filing system.

**A.** consists of

**B**. deals with

**C.** specializes in

**D.** in charge of

ANSWER: A

Nowadays, more and more people \_\_\_\_\_\_ from home due to the COVID-19 pandemic.

**A.** are working

**B.** work

**C.** are staying

**D.** stay

ANSWER: A

A paid number of days each year that an employee is allowed to be away from work is the definition of

**A.** Annual leave

**B**. Additional leave

**C.** Maternity leave

**D.** Paternity leave

ANSWER: A

An official rate of salary according to legal regulations is the definition of

**A.** Statutory pay

**B.** Full pay

**C.** Overtime pay

**D.** Severance pay

ANSWER: A

The manager could not afford \_\_\_\_\_\_ a new printer due to lack of funds.

**A.** to buy

**B.** buying

**C.** to run

**D.** running

ANSWER: A

This software is quite \_\_\_\_\_\_ since it takes users a few time to learn on how they should use it.

**A.** easy-to-use

**B.** difficult-to-use

**C.** time-consuming

**D.** timesaving

ANSWER: A

It is widely believed that Kaspersky Antivirus is \_\_\_\_\_\_ more effective than BK Antivirus in term of malware protection because it can detects more types of malwares or viruses and then eliminates them completely at in a shorter time.

**A.** much

**B.** a bit

**C.** as

**D.** less

ANSWER: A

This new cloud storage platform seems to be \_\_\_\_\_\_ user-friendly \_\_\_\_\_\_ the previous one since it has the similar UI design and features although the cost of membership is more expansive than the previous platform.

**A**. as/as

**B.** more/than

**C.** less/than

**D**. much more/ than

ANSWER: A

Many customers become \_\_\_\_ to Apple products as they feel the company itself really care about their interests along with their \_\_\_\_\_\_ of the decent customer services.

**A.** loyal/ satisfaction

**B.** satisfied/ expectation

**C.** loyal/ expectation

**D.** hate/need

ANSWER: A

Having a for customer \_\_\_\_\_\_ center is vital for companies since it deals with unhappy customers whose \_\_\_\_\_\_ needed to be deal with.

**A**. service/ complaints

**B.** service/ problems

**C.** service/ orders

**D.** center/orders

ANSWER: A

Michael plans \_\_\_\_\_\_ his business partner Sollozzo at an Italian restaurant on Wednesday evening at six because he \_\_\_\_\_\_ the second partner at seven instead of eight.

**A.** to meet/ is meeting

**B.** meeting/ is meeting

**C.** to meet/ meet

**D.** meeting/ meet

ANSWER: A

A large room with rows of seats and often a stage that is used for performances and for public events or meetings is \_\_\_\_\_\_\_

**A.** an auditorium

**B.** an exhibition centre

**C.** a facility

**D.** a lounge

ANSWER: A

Are there any sightseeing trips for \_\_\_ employees during this month?

**A**. none of the above

**B.** the

**C.** an

**D**. a

ANSWER: A

The director is taking \_\_\_ hired IT specialist to the server room.

**A.** the

**B.** a

**C.** none

**D.** all

ANSWER: A

When we change electronic information or signals into a secret code that people cannot understand or use on normal equipment unless they have a password, we \_\_\_\_ it.

**A.** encrypt

**B.** hack

**C**. protect

**D.** decode

ANSWER: A

Employees \_\_\_\_ work overtime unless the supervisors order them to do it.

**A.** are not allowed to

**B.** do not have to

**C.** cannot

**D.** has to

ANSWER: A

Although it is prohibited for employees to access the internet for personal purposes during working hours. They \_\_\_\_ use the internet for work purposes.

**A.** can

**B.** must

**C.** have to

**D.** should do

ANSWER: A

A system of payment based on a percentage of the value of sales or other business done, or a payment to someone working under such a system is called\_\_\_\_\_\_\_\_\_\_

**A.** commission

**B.** dividend

**C.** shares

**D.** capital

ANSWER: A

Which one of the following is the correct definition of “potential investor”?

**A.** a person or a group of people who put money into a business or other organization to make profit

**B.** people who makes money by starting their own business, especially when this involves seeing a new opportunity and taking risks

**C.** a person or a group of people who owns shares in a company and therefore gets part of the company's profits and the right to vote on how the company is controlled

**D.** a regular guest or client of a shop

ANSWER: A

It \_\_\_\_ be less expensive to take on more employees than to give out more overtime depending on the upcoming status report.

**A.** may

**B.** will definitively

**C.** may not

**D**. will not definitively

ANSWER: A

An inventory is \_\_\_\_\_\_\_\_\_\_\_\_\_

**A.** the amount of goods and materials owned by a company at a particular time, including parts, products being made and finished products

**B.** a large amount of goods sent together to a place

**C.** a retail outlet in which people are encouraged to look at the goods that are on sale before purchasing them

**D**. the place where the products are kept \_\_\_\_\_\_\_\_\_\_\_\_\_

ANSWER: A

A series of processes and people or companies involved in the production and distribution of a product is called a (an) \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

**A.** supply chain

**B.** distribution network

**C.** supply network

**D.** distribution chain

ANSWER: A

People who purchase goods from the company that has produced them and make a profit by selling them to a shop or a user are called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**A.** middlemen

**B.** distributors

**C**. potential investors

**D.** commissioners

ANSWER: A

Which one of the following is the correct context of using this question: I was wondering If I could get some information on the consultant who previously communicated with you about this real estate?

**A.** One of the customers is calling again with a complaint on a house that they have decided to buy. You need to know which of your co-workers the customer spoke to last time.

**B.** One of the customers is calling again with a complaint on a property that they have decided to buy. You need to know which of your co-workers the customer spoke to last time.

**C.** One of the real estate consultants is calling again with information on a real estate that you have decided to buy. You need to get some information about the land from this consultant.

**D.** One of the real estate consultants is calling again to bargain on a real estate that you have decided to buy.

ANSWER: A

**PHẦN TỰ LUẬN (2.5 điểm)**

**Listen to the conversation and fill in the blanks with NO MORE THAN ONE WORD**. **You will listen to the conversation TWICE.**

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| Location: **1.\_\_\_\_\_\_\_\_**Weather: **2.\_\_\_\_\_\_!**Hotel: It was too **3.\_\_\_\_\_\_\_** during the night. There was a **4. \_\_\_\_\_\_\_** on the second floor and people were shouting until 2 a.m. We were lost on the underground and asked a **5.\_\_\_\_\_\_\_\_\_\_** for help. **Conference:**Terrible **6.\_\_\_\_\_\_\_.** Even sending email was difficult.**7. \_\_\_\_\_\_\_\_\_\_**speaker didn't come! We paid a lot for that. Big confusion with the different **8.\_\_\_\_\_\_\_\_** on the earphones.**Plus Points:**Some **9. \_\_\_\_\_\_\_\_** people there.I ate a lot of **10.\_\_\_\_\_\_\_\_\_!** |

Câu 1 (0.25 điểm): …………………..

**Đáp án Câu 1: London**

Câu 2 (0.25 điểm): …………………..

**Đáp án Câu 2: fine**

Câu 3 (0.25 điểm): …………………..

**Đáp án Câu 3: noisy**

Câu 4 (0.25 điểm): …………………..

**Đáp án Câu 4: party**

Câu 5 (0.25 điểm): …………………..

**Đáp án Câu 5: policeman**

Câu 6 (0.25 điểm): …………………..

**Đáp án Câu 6: wifi/wi-fi**

Câu 7 (0.25 điểm): …………………..

**Đáp án Câu 7: keynote**

Câu 8 (0.25 điểm): …………………..

**Đáp án Câu 8: languages**

Câu 9 (0.25 điểm): …………………..

**Đáp án Câu 9: interesting**

Câu 10 (0.25 điểm): …………………..

**Đáp án Câu 10: cheese**

*Ngày biên soạn: 20/10/2021*

**Giảng viên biên soạn đề thi:** **Cao Thị Xuân Tú**

*Ngày kiểm duyệt: 22/10/2021*

**Phó trưởng Bộ môn kiểm duyệt đề thi: Lê Quang Thảo**