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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 (7.5 điểm)**

I’m working \_\_\_ general administration at the moment. I always deal with tasks such as managing office machineries, server, internet, telephone.

**A.** in

**B.** as

**C.** for

**D.** with

ANSWER: A

Jill is an accountant at an insurance company. Her job \_\_\_\_\_\_ inputting all accounting transactions into company’s database and providing monthly financial statements.

**A.** consists of

**B.** deals with

**C**. specializes in

**D.** in charge of

ANSWER: A

These days, 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 period of time that a father is legally allowed to be away from his job so that he can spend time with his new baby is the definition of \_\_\_\_\_\_\_\_\_\_\_\_

**A.** Paternity leave

**B.** Additional leave

**C.** Maternity leave

**D.** Annual leave

ANSWER: A

The total amount of wages or salary is the definition of\_\_\_\_\_\_\_\_\_\_\_

**A.** Full pay

**B.** Statutory pay

**C.** Overtime pay

**D**. Severance pay

ANSWER: A

The manager could not afford \_\_\_\_\_\_ a car for the director due to lack of funds.

**A**. to purchase

**B.** purchasing

**C.** to run

**D.** running

ANSWER: A

This new accounting software is \_\_\_\_\_\_ because it takes users a little time to learn on how they should use it.

**A.** easy-to-use

**B.** difficult-to-use

**C**. time-consuming

**D**. time-saving

ANSWER: A

It is widely believed that ESET Nod32 Antivirus is \_\_\_\_\_\_ more effective than Window Defender in term of malware protection because it can detect more types of malwares or viruses and then removes them completely at in a shorter duration.

**A.** much

**B**. a bit

**C**. as

**D.** less

ANSWER: A

The new image designing software seems to be \_\_\_\_\_\_ user-friendly \_\_\_\_\_\_ the previous one since it has the familiar interface design and features although the cost of membership is more costly than the previous software.

**A.** as/as

**B.** more/than

**C.** less/than

**D.** much/than

ANSWER: A

Numerous customers become \_\_\_\_ to Samsung smartphones as they feel the company really care about their interests along with their \_\_\_\_\_\_ of the decent product warranty policies.

**A.** loyal/ satisfaction

**B.** satisfied/ expectation

**C.** loyal/ expectation

**D**. good/satisfaction

ANSWER: A

Founding a customer \_\_\_\_\_\_ center is important for companies because the it helps deal with customers whose \_\_\_\_\_\_ needed to be dealt with.

**A.** service/ complaints

**B.** service/ problems

**C.** service/ orders

**D.** call/comments

ANSWER: A

Tom plans \_\_\_\_\_\_ his business partner Jerry at the airport on Friday morning at seven because he \_\_\_\_\_\_ the second partner at eight instead of nine.

**A.** to meet/ is meeting

**B.** meeting/ is meeting

**C.** to meet/ meet

**D.** meeting/ meet

ANSWER: A

The venue where a conference or trade fair is held is \_\_\_\_\_

**A.** an exhibition centre

**B.** an auditorium

**C.** a facility

**D.** a call centre

ANSWER: A

Are there any salary promotions for \_\_\_ employees during this summer?

**A.** none of the above

**B**. the

**C.** an

**D.** a

ANSWER: A

The manager is taking \_\_\_new chef to the kitchen.

**A**. the

**B.** a

**C.** none

**D**. some

ANSWER: A

When our personal data are easily stolen by hackers, it means our personal data are \_\_\_\_ to them.

**A.** vulnerable

**B**. victim

**C**. weak

**D.** impregnable

ANSWER: A

Staffs \_\_\_\_ smoke in the office because it is harmful to others.

**A.** are not allowed to

**B.** do not have to

**C**. cannot

**D**. should

ANSWER: A

Although employees are not allowed to chat with others during working hours. They \_\_\_\_ discuss ideas related to work purposes with other employees.

**A.** can

**B.** must

**C.** have to

**D.** cannot

ANSWER: A

Money and possessions used for starting a new business is called

**A.** capital

**B**. dividend

**C.** shares

**D**. commissions

ANSWER: A

Which one of the following is the correct definition of budding entrepreneurs?

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

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

**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 person or a group of people who buy and sell shares in a company

ANSWER: A

It \_\_\_\_ be more costly to take on more employees than to give out more overtime. I’m certain of it.

**A**. will definitively

**B.** may

**C.** will not definitively

**D**. may not

ANSWER: A

A shipment is \_\_\_\_\_\_\_\_\_

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

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

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

**D.** a warehouse

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)**

**Colin needs to send some e-mails urgently. Listen to his boss, Margaret, explaining what she needs him to do.**

**As you listen, complete these notes that Colin makes. Use NO MORE THAN THREE WORDS OR A NUMBER. You will listen to the conversation TWICE.**

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| --- |
|  **To do today!**Send 5 e-mails! All of them are urgent.**First** - write to Max at **1. \_\_\_\_\_\_\_\_\_\_**. Tell him the invoice cost is **2. \_\_\_\_\_\_**% higher. We know about it and it's not a **3.\_\_\_\_\_\_\_\_\_****Second** - send e-mail to Donald Bronson in Manchester, UK. Tell him the **4. \_\_\_\_\_** has been confirmed - info pack behind reception. Hotel is called **5. \_\_\_\_\_\_\_\_** , off Hudson St.**Third** - write to Graham Winson, the person who makes the **6. \_\_\_\_\_\_\_\_\_\_** . Tell him we have decided to go with someone else. Make sure the e-mail is **7. \_\_\_\_\_\_** !!!**Fourth** - message to Food Monthly magazine. Thanks for media pack, but the **8. \_\_\_\_\_**is tight at this time of year, etc.**Fifth** - e-mail La Maison Rouge confirming dinner for **9. \_\_\_\_\_\_\_\_**. Get their address off the **10. \_\_\_\_\_\_\_\_\_**  |

Câu 1 (0.25 điểm): …………………..

**Đáp án Câu 1: catering**

Câu 2 (0.25 điểm): …………………..

**Đáp án Câu 2: 10/ten**

Câu 3 (0.25 điểm): …………………..

**Đáp án Câu 3: problem**

Câu 4 (0.25 điểm): …………………..

**Đáp án Câu 4: hotel**

Câu 5 (0.25 điểm): …………………..

**Đáp án Câu 5: The Three Seasons/ the three seasons**

Câu 6 (0.25 điểm): …………………..

**Đáp án Câu 6: websites**

Câu 7 (0.25 điểm): …………………..

**Đáp án Câu 7: polite**

Câu 8 (0.25 điểm): …………………..

**Đáp án Câu 8: budget**

Câu 9 (0.25 điểm): …………………..

**Đáp án Câu 9: next Friday**

Câu 10 (0.25 điểm): …………………..

**Đáp án Câu 10: web**

*Ngày biên soạn: 20/10/2021*

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

*Ngày kiểm duyệt: 24/10/2021*

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