

A. LÝ THUYẾT

I. VOCABULARY

1. VOCABULARY

No.	Word	Part of speech	Pronunciation	Meaning
1.	apprenticeship	(n)	/ə'prentɪʃɪp/	học việc
2.	bill	(n)	/bɪl/	hóa đơn
3.	bonus	(n)	/'bɒsnəs/	tiền thưởng
4.	candidate	(n)	/'kændɪ'deɪt/	ứng viên
5.	client	(n)	/'klaɪənt/	khách hàng
6.	commuter	(n)	/kə'mju:tə/	người tham gia giao thông
7.	department	(n)	/dɪ'pɑ:tmənt/	khoa
8.	order	(n)	/'ɔ:də/	gọi món
9.	qualification	(n)	/,kwɒlɪfɪ'keɪʃən/	trình độ chuyên môn
10.	quality	(n)	/'kwɒləti/	phẩm chất
11.	recipient	(n)	/rɪ'sɪpiənt/	người nhận
12.	reference	(n)	/'refrəns/	tham khảo
13.	regulation	(n)	/,regjə'leɪʃən/	quy định
14.	relationship	(n)	/rɪ'leɪʃənʃɪp/	mối quan hệ
15.	role	(n)	/rəʊl/	công việc, vị trí
16.	shift	(n)	/ʃɪft/	ca làm việc
17.	target	(n)	/'tɑ:ɡɪt/	mục tiêu
18.	vacancy	(n)	/'veɪkənsi/	vị trí công việc còn trống
19.	wage	(n)	/weɪdʒ/	tiền công
20.	accountant	(n)	/ə'kaʊntənt/	kế toán viên
21.	attendant	(n)	/ə'tendənt/	tiếp viên
22.	babysitter	(n)	/'beɪbɪ,sɪtə/	người trông trẻ
23.	receptionist	(n)	/rɪ'sepʃənɪst/	nhân viên lễ tân
24.	crawl	(v)	/krɔ:l/	bò
25.	employ	(v)	/ɪm'plɔɪ/	tuyển dụng
26.	endure	(v)	/ɪn'dʒʊə/	chịu đựng
27.	offer	(v)	/'ɒfə/	đề nghị
28.	quit	(v)	/kwɪt/	từ bỏ
29.	require	(v)	/rɪ'kwaɪə/	yêu cầu
30.	squeeze	(v)	/skwi:z/	nhét, co lại
31.	submit	(v)	/səb'mɪt/	nộp
32.	casual	(adj)	/'kæʒjuəl/	theo thời vụ, tạm thời
33.	challenging	(adj)	/'ʃælɪndʒɪŋ/	thách thức
34.	demanding	(adj)	/dɪ'mɑ:ndɪŋ/	yêu cầu cao
35.	desired	(adj)	/dɪ'zaɪəd/	mong muốn
36.	enthusiastic	(adj)	/ɪn.θju:zi'æstɪk/	nhiệt tình
37.	hourly	(adj)	/'aʊəli/	theo giờ
38.	nine-to-five	(adj)	/naɪn/-/tu:/-/faɪv/	giờ hành chính
39.	organised	(adj)	/'ɔ:gənaɪzd/	gọn gàng, có tổ chức
40.	overtime	(adj)	/'əʊvətaɪm/	thêm giờ
41.	relevant	(adj)	/'reləvənt/	liên quan
42.	retired	(adj)	/rɪ'taɪəd/	đã nghỉ hưu

43.	rewarding	(adj)	/rɪ'wɔ:dɪŋ/	xứng đáng
44.	stressful	(adj)	/'stresfʊl/	căng thẳng
45.	willing	(adj)	/'wɪlɪŋ/	sẵn sàng
46.	worth	(adj)	/wɜ:θ/	đáng giá
47.	preferably	(adv)	/'prefərəbli/	ưu tiên

2. COLLOCATIONS/ PHRASES

No.	Word	Part of speech	Pronunciation	Meaning
48.	factory worker	(np)	/'fæktɔ:ri/ /'wɜ:kə/	công nhân nhà máy
49.	scuba diver	(np)	/'sku:bə/ /'daɪvə/	thợ lặn có bình khí
50.	teaching assistant	(np)	/'ti:tʃɪŋ/ /ə'sɪstənt/	trợ giảng
51.	application letter	(np)	/,æplɪ'keɪʃən/ /'letə/	thư xin việc
52.	business trip	(np)	/'bɪznɪs/ /trɪp/	chuyến đi công tác
53.	computer programming	(np)	/kəm'pjʊ:tə/ /'prəʊgræmɪŋ/	lập trình máy tính
54.	hospitality industry	(np)	/,hɒspɪ'tæləti/ /'ɪndəstri/	ngành công nghiệp khách sạn
55.	on-the-job training	(adj-n)	/ɒn-/ðə-/dʒɒb/ /'treɪnɪŋ/	đào tạo tại chỗ
56.	time management	(np)	/taɪm/ /'mænɪdʒmənt/	quản lý thời gian
57.	window display	(np)	/'wɪndəʊ/ /dɪ'spleɪ/	đồ trưng bày trước cửa sổ
58.	check attendance	(v-n)	/tʃek/ /ə'tendəns/	điểm danh
59.	follow one's footsteps	(phrase)	/'fɒləʊ/ wʌn'z /'fɒtstɛps/	theo truyền thống gia đình
60.	interfere with	(v-prep)	/,ɪntə'fɪə/ /wɪð/	ảnh hưởng, can thiệp
61.	take order	(v-n)	/teɪk/ /'ɔ:də/	nhận gọi món
62.	wait on tables	(phrase)	/weɪt/ /ɒn/ /'teɪbʌlz/	phục vụ đồ ăn thức uống cho khách trong nhà hàng
63.	work overtime	(v-adv)	/wɜ:k/ /'əʊvətaɪm/	làm thêm giờ
64.	put up	(v-prep)	/pʊt/ /ʌp/	đề xuất, đưa ra (ý tưởng)
65.	give up	(v-prep)	/ɡɪv/ /ʌp/	bỏ cuộc
66.	look after	(v-prep)	/lʊk/ /'ɑ:ftə/	chăm sóc
67.	in person	(phrase)	/ɪn/ /'pɜ:sən/	trực tiếp
68.	on average	(phrase)	/ɒn/ /'ævərɪdʒ/	trung bình

3. WORD FORMATION

No.	Word	Part of speech	Pronunciation	Meaning
69.	applicant	(n)	/'æplɪkənt/	người xin việc
70.	application	(n)	/,æplɪ'keɪʃən/	hồ sơ xin việc
71.	attach	(v)	/ə'tæʃ/	gắn
72.	attachment	(n)	/ə'tæʃmənt/	sự gắn, sự buộc
73.	promote	(v)	/prə'məʊt/	lên chức
74.	promotion	(n)	/prə'məʊʃən/	sự lên chức
75.	responsibility	(n)	/rɪ'spɒnsɪ'bɪləti/	trách nhiệm, nhiệm vụ
76.	responsible	(adj)	/rɪ'spɒnsəbəl/	có trách nhiệm
77.	review	(n/v)	/rɪ'vju:/	bài đánh giá/ đánh giá
78.	reviewer	(n)	/rɪ'vju:ər/	người phê bình, người nhận xét
79.	reward	(n)	/rɪ'wɔ:d/	phần thưởng
80.	rewarding	(adj)	/rɪ'wɔ:dɪŋ/	xứng đáng

81.	supervise	(v)	/'su:pəvaɪz/	giám sát
82.	supervisor	(n)	/'su:pəvaɪzə/	người giám sát
83.	unpaid	(adj)	/ʌn'peɪd/	không được trả lương
84.	well-paid	(adj)	/wel/-/peɪd/	được trả lương cao

II. PRONUNCIATION

Trọng âm đối với trợ động từ và động từ khuyết thiếu

Trợ động từ và động từ khuyết thiếu thường không được nhấn trọng âm khi nói, tuy nhiên, chúng được nhấn mạnh trong các trường hợp sau:

Trường hợp nhấn mạnh	Ví dụ
Khi không có động từ chính kèm theo phía sau trong câu trả lời với câu hỏi Yes-No	- Was she qualified for the position? Yes, she was . (Cô ấy có đủ tiêu chuẩn cho vị trí đó không? Có, cô ấy có.) - Do you like a nine-to-five job? No, I don't . (Bạn có thích một công việc làm giờ hành chính không? Không, tôi không.)
Khi chúng ở thể rút gọn với not trong câu phủ định	- He doesn't want to give up his job although it is quite boring. (Anh ấy không muốn từ bỏ công việc của mình mặc dù công việc đó khá nhàm chán.) - She isn't interested in becoming an accountant. (Cô ấy không muốn trở thành kế toán.)
Khi chúng được sử dụng để nhấn mạnh sự bất đồng với phát biểu trước đó	- I didn't want to become a teacher but I do now. (Trước đây, tôi không muốn trở thành giáo viên nhưng bây giờ tôi lại muốn.) - He wasn't keen on working with numbers, but he is now. (Trước đây, anh ấy không thích làm việc với các con số, nhưng bây giờ anh ấy lại thích.)

III. GRAMMAR

Câu đơn, câu phức và câu ghép (ôn tập và mở rộng)

1. CÂU ĐƠN

Câu đơn là câu có chủ ngữ và có một động từ được chia (câu đơn bao gồm một mệnh đề độc lập)

- Câu đơn có một chủ ngữ và một động từ.

Ví dụ: I work. (Tôi làm việc.)

- Câu đơn có một chủ ngữ và nhiều hơn một động từ.

Ví dụ: She is working and studying. (Cô ấy đang học và làm việc.)

- Câu đơn có nhiều hơn một chủ ngữ và có một động từ.

Ví dụ: My friends and I are working. (Các bạn của tôi và tôi đang học.)

- Câu đơn có nhiều hơn một chủ ngữ và nhiều hơn một động từ.

Ví dụ: My friends and I are working and studying. (Các bạn của tôi và tôi đang học và làm việc.)

- Câu đơn có tân ngữ.

Ví dụ: I love my job. (Tôi yêu công việc của tôi.)

- Câu đơn có trạng ngữ.

Ví dụ: I sometimes work from home. (Thỉnh thoảng tôi làm việc ở nhà.)

2. CÂU GHÉP

Câu phức là câu bao gồm ít nhất một mệnh đề độc lập được nối bằng một liên từ kết hợp (*for, and, nor, but, or, yet, so*), liên từ *not only... but also* hoặc một cụm trạng từ (*as a result, moreover, in fact, on the other hand...*).

CÁCH LIÊN KẾT		VÍ DỤ
Liên từ kết hợp	<i>for, and, nor, but, or, yet, so</i>	I applied for many companies yet I have not found a job yet. (Mình đã nộp đơn xin việc ở nhiều công ty nhưng vẫn chưa tìm được việc làm.)
Liên từ tương quan	<i>not only... but also</i>	My job is not only demanding but it is also underpaid. (Công việc của tôi không chỉ đòi hỏi khắt khe mà còn bị trả lương thấp.)
Trạng từ liên kết	<i>as a result, moreover, in fact, on the other hand,...</i>	My brother quitted his job; as a result, he is jobless now. (Anh trai tôi đã nghỉ việc nên hiện tại anh ấy đang thất nghiệp.)

3. CÂU PHỨC

Câu phức bao gồm một (hoặc nhiều hơn một) mệnh đề độc lập và ít nhất một mệnh đề phụ thuộc được nối bằng liên từ phụ thuộc (*when, while, because, although, if, so that...*).

When	Khi Eg: When I was small, I wanted to become a doctor. (Khi tôi còn nhỏ, tôi muốn trở thành bác sĩ.)
While	Trong khi Eg: I was studying while my dad was working. (Tôi đang học trong khi bố tôi đang làm việc.)
Because	Vì Eg: He did not get promoted because he did not work hard. (Anh ấy không được thăng chức vì anh ấy không làm việc chăm chỉ.)
Although	Mặc dù Eg: Although the job was demanding, it was well-paid. (Mặc dù công việc vất vả nhưng lại được trả lương cao.)
If	Nếu Eg: If you work hard, you will be promoted. (Nếu bạn làm việc chăm chỉ, bạn sẽ được thăng chức.)
So that	Vậy nên Eg: You should hurry up so that you will be at work on time. (Bạn nên nhanh lên để đi làm đúng giờ.)

C. THỰC HÀNH

UNIT 5 WORLD OF WORK

I. PRONUNCIATION

Task 1. Find the word whose underlined part differs from the other three in pronunciation in each of the following questions.

- | | | | |
|---------------------------|-------------------------------|-----------------------|--------------------------|
| 1. A. cli <u>en</u> t | B. bi <u>ll</u> | C. shi <u>ft</u> | D. wi <u>ll</u> ing |
| 2. A. bo <u>nu</u> s | B. ro <u>le</u> | C. win <u>do</u> w | D. wo <u>rk</u> er |
| 3. A. stre <u>ss</u> ful | B. re <u>vi</u> ew | C. re <u>fe</u> rence | D. re <u>gu</u> lation |
| 4. A. ca <u>su</u> al | B. su <u>pe</u> rvis <u>e</u> | C. foot <u>st</u> ep | D. s <u>qu</u> eeze |
| 5. A. compu <u>t</u> er | B. commu <u>t</u> er | C. su <u>b</u> mit | D. en <u>thu</u> siastic |
| 6. A. qua <u>li</u> ty | B. cha <u>ll</u> enging | C. fa <u>ct</u> ory | D. app <u>li</u> cant |
| 7. A. app <u>li</u> cant | B. pro <u>mo</u> te | C. ta <u>rg</u> et | D. re <u>la</u> tionship |
| 8. A. vacan <u>y</u> | B. c <u>ra</u> wl | C. scu <u>b</u> a | D. ca <u>n</u> didate |
| 9. A. a <u>ss</u> istant | B. a <u>tt</u> ach | C. wa <u>g</u> e | D. a <u>tt</u> endance |
| 10. A. i <u>nte</u> rfere | B. i <u>nd</u> ustry | C. qu <u>i</u> t | D. di <u>v</u> er |

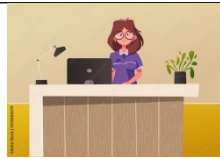
Task 2. Find the word that differs from the other three in the position of stress in each of the following questions.

- | | | | |
|--------------------|---------------|-----------------|----------------|
| 1. A. target | B. server | C. employ | D. casual |
| 2. A. diver | B. submit | C. offer | D. stressful |
| 3. A. scuba | B. letter | C. require | D. hourly |
| 4. A. attachment | B. relevant | C. vacancy | D. challenging |
| 5. A. candidate | B. commuter | C. quality | D. reference |
| 6. A. industry | B. business | C. management | D. rewarding |
| 7. A. promote | B. display | C. endure | D. window |
| 8. A. organised | B. department | C. accountant | D. attendant |
| 9. A. receptionist | B. recipient | C. relationship | D. preferably |
| 10. A. computer | B. factory | C. average | D. supervise |

II. VOCABULARY

Task 1. Write the name of the job under each picture.

shop assistant	server	teaching assistant	babysitter
bank accountant	scuba diver	factory worker	receptionist

 1. _____	 2. _____	 3. _____	 4. _____
 5. _____	 6. _____	 7. _____	 8. _____

Task 2. Match the words/ phrases on the left with their meanings on the right.

1. footstep	a. an additional payment or reward given for good performance at work
2. candidate	b. the route or journey a person takes to reach a place or to achieve something

3. shift	c. an amount of money that is paid to an employee for each hour worked
4. bonus	d. an ability, skill, or experience that makes you suitable for a particular job
5. application letter	e. a person who is competing to get a job
6. qualification	f. a job that no one is doing and is therefore available for someone new to do
7. wage	g. a scheduled period of work during the day or night
8. vacancy	h. a letter that you write to a company when you are applying for a job

Task 3. Fill in each blank with a suitable word/ phrase from Task 2. Change the verb and noun forms if necessary.

- Working the night _____ allowed him to pursue his studies during the day and gain valuable job experience.
- After a thorough interview process, they selected a highly qualified _____ to join the team.
- In her _____, she highlighted her achievements and explained why she was the perfect fit for the position.
- The organisation announced a new job _____ for an event volunteer, and several candidates have already applied.
- The company increased the minimum _____ for all employees, ensuring fair pay for their hard work.
- Anna decided to follow in her mother's _____ and pursue a career as a secondary teacher.
- With a degree in computer science and several years of experience, Mark has the perfect _____ for the IT specialist position.
- As a recognition of their excellent teamwork, the employees received a year-end _____ from the company.

Task 4. Match each word on the left with the word that has SIMILAR meaning on the right.

1. challenging	a. high-paying
2. reliable	b. voluntary
3. well-paid	c. demanding
4. unpaid	d. monotonous
5. repetitive	e. exhausting
6. tiring	f. responsible

Task 5. Match each word on the left with the word that has OPPOSITE meaning on the right.

1. flexible	a. indifferent
2. relevant	b. relaxing
3. casual	c. unrelated
4. part-time	d. permanent
5. stressful	e. fixed
6. enthusiastic	f. full-time

Task 6. Complete each sentence using the correct form of the word in brackets.

- Getting a _____ at work is a recognition of your hard work and dedication. (PROMOTE)
- As a product _____, my job involves testing and evaluating various items to provide detailed feedback. (REVIEW)
- Teaching can be a _____ profession, especially when you witness your students' growth and success. (REWARD)
- As a _____ in a busy restaurant, multitasking and communication skills are crucial for success. (SERVE)

5. The company received numerous _____ for the open position, each showcasing diverse skills and experiences. **(APPLICANT)**
6. As a shop assistant, I am _____ for welcoming guests and selling goods to them. **(RESPONSIBILITY)**

Task 7. Complete each sentence with one suitable phrase from the box. Change the form of the verb if necessary.

give up	apply for	look after
put up	open up	interfere with

- Working part-time may _____ students' academic performance so they need to maintain a good work-life balance.
- Learning a new language can _____ lots of opportunities for career prospects and international positions.
- Despite facing challenges, Trang decided to _____ her job to pursue her dream of starting her own business.
- The company offers flexible working hours, allowing parents to effectively _____ their children while still meeting job responsibilities.
- After gaining relevant experience, he felt confident to _____ the management position.
- John felt a little bit stressed when he _____ a presentation at the company meeting to share his innovative ideas.

Task 8. Complete each sentence with one suitable verb from the box. Change the form of the verb if necessary.

employ	submit	work	wait	check
take	build	attach	quit	go

- I would like to _____ my CV for your consideration for the open position in this email.
- The company decided to _____ three new software developers to enhance its technology team.
- I am ready to _____ my application for the advertised position and look forward to the opportunity to be interviewed.
- During peak seasons, employees may be required to _____ overtime to meet project deadlines.
- I had some experience in _____ on tables for six months at a Chinese restaurant last year.
- As a waiter, my responsibility is to _____ guests' order accurately and ensure they are delivered promptly.
- After careful consideration, I have decided to _____ my current position to pursue a new career path.
- _____ a positive relationship with clients is crucial for success in sales and customer-oriented roles.
- Sales representatives often _____ on business trips to meet clients and promote company products.
- As a teaching assistant, she is in charge of supervising classroom activities and _____ attendance.

Task 9. Choose the correct word to complete each sentence.

- New employees often undergo **nine-to-five** / **on-the-job** training to get familiar with company processes.
- Internships or volunteer opportunities may be **well-paid** / **unpaid** but provide valuable experience.
- I hope you will grant me an opportunity to meet you **in** / **on** person to discuss my application further.

4. Working on complex projects can be challenging but also highly **rewarding / tiring**.
5. As an employee, my primary focus is to consistently **require / achieve** performance goals set by the company.
6. Being an accountant is **stressful / organised** because working with numbers is quite challenging.
7. Our organisation is proud to **offer / endure** an apprenticeship program to support the development of young professionals.
8. **At / On** average, employees spend approximately eight hours a day at work.
9. The company sometimes hires **casual / repetitive** staff during peak seasons to deal with increased workloads.
10. **Flexible/ Challenging** working hours enable employees to balance work and personal life effectively.

III. GRAMMAR

Task 1. Choose the correct word/phrase to complete each sentence.

1. The server often works overtime, **so / yet** he receives a generous bonus for good performance.
2. The project is challenging **because / but** the team is enthusiastic about taking it on.
3. The job offers a high salary, **on the other hand / so that** it requires frequent travel.
4. The accountant has a nine-to-five job **while / when** the computer programmer has more flexible working hours.
5. The applicant is qualified for the vacant position **therefore / because** she has relevant qualifications.
6. The scuba diver has to endure challenging conditions underwater, **however / and**, he finds it rewarding.
7. The employee has a demanding role, **therefore / but** he is well-paid.
8. Employees can choose to attend workshops to enhance their skills, **nor / or** they can opt for online courses for professional development.

Task 2. Combine the following simple sentences, using the words in brackets.

1. The company invested in employee training. Overall performance and job satisfaction were improved. (**as a result**)

2. Working as a shop assistant allows me to improve money management skills. It allows me to improve communication skills. (**not only - but also**)

3. The company offers a flexible work policy. Employees can better balance their professional and personal lives. (**so that**)

4. Employees consistently achieve performance goals. They will get additional benefits. (**If**)

5. The applicant has a strong educational background. She has extensive practical experience. (**moreover**)

6. Working as a factory worker is tiring. He does not want to give up his job. (**although**)

7. She made a great contribution to the development of the company. She got promoted. (**because**)

8. He doesn't earn a high income. He doesn't work in a friendly environment. (**neither - nor**)

Task 3. Mark the letter A, B, C or D to indicate the mistake in each of the following sentences and correct it.

1. Although the fact that the work was repetitive, she found it enjoyable and rewarding.
 A. Although B. repetitive C. it D. rewarding
2. The company offers a good salary; moreover, it gives additional bonuses for employee who achieve their performance goals.

- A. offers B. moreover C. bonuses D. employee
3. You can submit your job application online nor you can deliver it in person to the company's HR department
- A. submit B. application C. nor D. in
4. I try my best to improve my English but acquiring good English skills can open up lots of job opportunities.
- A. improve B. but C. acquiring D. up
5. If you acquire additional qualifications, you will have a chance to apply about senior roles in our company.
- A. If B. qualifications C. will D. about
6. Becoming a scuba diver requires only good diving skills but also good physical strength.
- A. requires B. only C. but also D. strength

IV. READING

Task 1. Read the following passage and mark the letter A, B, C or D to indicate the correct option that best fits each of the numbered blanks.

Looking for a suitable babysitter is a (1) _____ task for every parent. A parent wants to employ a babysitter who is qualified, experienced and reliable to confidently leave her children under the babysitter's care. Babysitting duties (2) _____ an individual to be polite, punctual, flexible and patient.

Of all babysitter skills and responsibilities, a child's safety should be top priority. A parent is always worried about her child being safe, (3) _____ once in the house or with the child anywhere, a babysitter must protect the children from (4) _____ physical harm. A babysitter should also protect the children in her care from interacting with strangers.

A babysitter should expect to do light household chores. Taking care (5) _____ children can be messy, and babysitters need to regularly clean up. As a babysitter, it is your responsibility to keep the child clean and clean up utensils and baby bedding. Some parents may ask you to do some household chores when the children go to bed; (6) _____ may be available for such an arrangement.

Another task for a babysitter IS to provide children under her care with engaging activities. A babysitter should stimulate children's creativity and enhance their physical health through both indoor and outdoor activities. The babysitter should do research on activities and games suitable for the age group of the children they are babysitting, (7) _____ will help to build a bond between her and the children.

It is also a basic duty of a babysitter to ensure that the children she is babysitting (8) _____. In case of younger children, the parents will direct the babysitter on feeding times and meals, and the babysitter should observe the set rules. In cases of older children, it is often the babysitter's (9) _____ to prepare meals and feed the children. The babysitter must not only possess basic cooking skills (10) _____ have the knowledge to deal with different eating habits.

Adapted from <https://work.chron.com/qualifications-babysitters-22092.html>

- | | | | |
|-----------------|----------------|---------------------|-------------------|
| 1. A. casual | B. challenging | C. nine-to-five | D. rewarding |
| 2. A. employ | B. apply | C. require | D. offer |
| 3. A. because | B. moreover | C. yet | D. so |
| 4. A. any | B. many | C. one | D. some |
| 5. A. for | B. in | C. of | D. about |
| 6. A. wages | B. regulations | C. donations | D. bonuses |
| 7. A. what | B. which | C. that | D. who |
| 8. A. are fed | B. are feeding | C. feed | D. were fed |
| 9. A. response | B. responsible | C. irresponsibility | D. responsibility |
| 10. A. also but | B. but also | C. either also | D. and also |

Task 2. Read the following passage and mark the letter A, B, C or D to indicate the correct option that best fits each of the numbered blanks.

A shop assistant typically holds a high school diploma, with coursework in mathematics, communication, and basic computer skills being advantageous. (1) _____, classes in retail management, customer service, and business can provide a solid foundation for this role.

Shop assistants often enter the role with varied levels of experience, ranging from newcomers to those with some familiarity. On-the-job training is a common pathway, (2) _____ in customer service, product knowledge, and sales techniques. Experience in customer-facing roles can be beneficial, improving communication skills that are essential for (3) _____ in this position.

(4) _____. Dress codes are generally in place, ranging from casual to formal uniforms, reflecting the store's brand. The role (5) _____ constant interaction with customers and teamwork with colleagues, promoting a community like culture within the workplace.

A shop assistant can get promoted to a supervisor or store manager role by demonstrating excellent customer service, sales ability, and (6) _____. Besides, gaining experience in different departments within the store broadens one's understanding of the business, (7) _____. Showing initiative by taking on additional responsibilities and consistently meeting or exceeding sales targets can also pave the way for promotion.

Understanding the financial aspects of retail, such as budget management and sales analysis, positions a shop assistant for roles with greater responsibility. Excelling in these areas (8) _____, including regional management or corporate roles in buying and merchandising.

Adapted from <https://climbtheladder.com/shop-assistant/>

1. A. Because specific educational majors are not required
B. While specific educational majors are not required
C. When specific educational majors are not required
D. While specific educational majors are not requiring
2. A. equipping assistants with necessary skills B. equip assistants with necessary skills
C. equipping necessary skills with assistants D. equip necessary skills with assistants
3. A. its success B. our success C. their success D. his success
4. A. The typical nine-to-five can extend beyond weekends and holidays, including work hours.
B. The typical nine-to-five can extend beyond work hours, including the typical nine- to-five.
C. Work hours can extend beyond weekends and holidays, including the typical nine- to-five.
D. Work hours can extend beyond the typical nine-to-five, including weekends and holidays.
5. A. requires B. is required C. is requiring D. required
6. A. a deep store operation of understanding B. deeply understand store operations
C. a deep understanding of store operations D. understanding deep store operations
7. A. make them higher positions for an ideal candidate
B. making them higher positions for an ideal candidate
C. making them an ideal candidate for higher positions
D. make them an ideal candidate for higher positions
8. A. leads to store management beyond opportunities
B. leads to opportunities beyond store management
C. leads store management to opportunities
D. leads opportunities to store management

Task 3. Read the passage and decide whether the following statements are true (T), false (F) or not given (NG).

Finding work as a waiter is relatively simple as it requires no formal education or technical skills. However, it's important to know the pros and cons of working in a restaurant before taking this step.

As far as salary goes, most servers make around \$11 per hour plus tips. Depending on the location and type of establishment, you can earn more than \$20.65 per hour. Generally, hotels and other tourist accommodation establishments pay the highest wages, according to the BLS. The downside is that most restaurant operators are forcing waiters to rely on tips to make a living, states the Economic Policy Institute.

While it's true that restaurants and other dining establishments provide millions of jobs to fresh graduates, immigrants and other workers, waiting on tables is not all roses. As a server, you may deal with customers who are bossy or rude. You have to be prepared to spend a lot of time on your feet, work until early morning and pick up shifts at the last minute just to earn a little extra money.

On the positive side, being a waiter gives you the chance to meet interesting people and improve your soft skills. In the long run, you will learn how to deal with difficult customers and communicate more effectively. Plus, you may become more sociable and confident. These skills can add value to your resume and help you find a better job later on.

Formal education is not a requirement for waiters, bartenders and other hospitality professionals. Most workers receive on-the-job training and gain experience through practice, notes the BLS. Simply put, anyone over 18 years old can apply for a job as a waiter or waitress as long as they have the skills needed for this role. Candidates with strong communication and customer service skills have greater chances of finding work. Physical strength is important, too.

If you are a college student looking for side work, a part-time job as a waiter or waitress might be the right choice. You will not only gain experience but also enhance your interpersonal skills. Later, you may find it easier to get a higher-paying job in the hospitality industry.

Adapted from <https://work.chron.com/job-analysis-waiters-10951.html>

- _____ 1. A formal education is necessary to secure a job as a waiter or waitress.
- _____ 2. The salary for most servers consists of a fixed hourly rate plus tips.
- _____ 3. Most restaurant operators discourage waiters from depending on tips to make a living.
- _____ 4. Working as a server may involve dealing with customers who are impolite.
- _____ 5. Being a waiter may require more physical demands than mental ones.
- _____ 6. Working as a server allows you to enhance soft skills and boost your confidence.
- _____ 7. Being a waiter increases your chances of improving your career prospects in the future.
- _____ 8. Millions of server jobs are provided by restaurants and dining establishments to fresh graduates, immigrants, and other workers.
- _____ 9. Formal education is a compulsory requirement for individuals aspiring to work in the hospitality industry.
- _____ 10. Individuals over 18 years old without job-related skills can apply for a job as a server.

Task 4. Read the following passage and choose the correct answer to each of the following questions.

Recent research has highlighted that those in demanding jobs which do not offer control are more likely to become ill or to leave the labour market early. But a new study carried out in Sweden suggests the picture may be more complex than previously thought - for some workers, having a demanding job can be **associated with** good outcomes.

Governments across the developed world are interested in exploring how people can be enabled to extend their working lives. And a key part of that discussion has focused on how working conditions affect the likelihood that workers will stay on longer.

We studied all the 55-64 year-olds living and working in Sweden in December 2001. We followed up the same individuals 11 years later, in 2012, to see whether they were still working. We found that those who were in jobs with low levels of control in 2001 were less likely to be in paid work in 2012, while the reverse was true for those with a high level of control over their work tasks. But when it came to how demanding the job was, the picture was more **nuanced**. Overall, those with more demanding jobs were less likely to have old-age pension, sick-leave benefits, or social assistance, 11 years on, than those with less demanding jobs, while those with low-demand, low- control jobs were less likely than others to carry on working.

But there were significant differences between women and men. We found that women who had a high level of control over their work tasks were more likely to stay on in paid work. For men, this was only the case if their jobs were both high-demand and high-control. A possible explanation for these gender differences is that the jobs market in Sweden is highly gendered: perhaps the difference is in the type of jobs

men and women do, rather than in the level of control or stress **they** have. It could also be due to differences in other factors, such as family needs, income or health.

Why does this matter? Across the developed world we have falling birth rates and increasing life expectancy - so it's important to governments that people stay in jobs rather than retiring early.

Our research adds new depth to the picture. High-stress jobs are not necessarily bad; in fact, a demanding job can be a positive factor in older people's lives and keep US moving on in the labour market.

Adapted from <https://worklife-blog.org/2021/06/could-having-a-psychologically-demanding-job-actually-be-good-for-you/>

1. Which of the following can be the best title for the passage?
 - A. The Gendered Impact of Stressful Jobs
 - B. The Positive Side of Demanding Jobs
 - C. Sweden's Changing Job Market
 - D. The Relationship Between Control and Work Longevity
2. The phrase '**associated with**' in paragraph 1 is closest in meaning to _____.
 - A. linked to
 - B. separated from
 - C. resulted from
 - D. irrelevant to
3. According to paragraph 2, what was the outcome for individuals with low-demand, low-control jobs?
 - A. They were less likely to have benefits or social assistance.
 - B. They were less likely to stay in paid work in 2012.
 - C. They are paid the same as those with high-demand jobs.
 - D. They were more likely to continue working.
4. The word '**nuanced**' in paragraph 3 is closest in meaning to _____.
 - A. straightforward
 - B. obvious
 - C. simple
 - D. multi-faceted
5. According to paragraph 4, what is the main finding regarding women/ men and their control at work?
 - A. Women with low control are more likely to stay in paid work.
 - B. Women with high control are more likely to stay in paid work.
 - C. Men with low control are more likely to stay in paid work.
 - D. Men with high control are less likely to stay in paid work.
6. According to paragraph 4, which of the following is NOT mentioned as a factor affecting gender differences in job outcomes?
 - A. the type of jobs men and women do
 - B. gendered job market
 - C. level of control or stress
 - D. family needs
7. The word '**they**' in paragraph 4 refers to _____.
 - A. men and women
 - B. men
 - C. gender differences
 - D. work tasks
8. Which outcome is associated with low levels of control at work according to paragraph 5?
 - A. increased job satisfaction
 - B. higher likelihood of leaving the labour market early
 - C. lower life expectancy
 - D. fewer sick leaves
9. Which of the following can be inferred from the passage?
 - A. Demanding jobs generally bring about more positive outcomes than negative ones.
 - B. Men and women have different opinions about the impact of job demands.
 - C. The likelihood that workers will stay on their jobs depends on their gender.
 - D. Having control over work tasks is more crucial for men than for women.
10. Which of the following is NOT true according to the passage?
 - A. Low job control in 2001 was associated with less paid work in 2012.
 - B. High-stress jobs can leave beneficial impacts on older people's lives.
 - C. Less demanding jobs are associated with a higher likelihood of old-age pension.
 - D. That people retire early is essential because of low birth rate and high life expectancy.

V. WRITING

Task 1. Combine the following simple sentences, using the words in brackets.

1. Teaching can be a very tiring and stressful job. It is worth the effort. (yet)

2. The engineer possesses technical expertise. He has excellent problem-solving skills. **(not only-but also)**

3. I am interested in working part time as a teaching assistant. It enables me to gain valuable skills. **(since)**

4. He has a demanding job. He has little time to engage in community service activities. **(therefore)**

5. You consistently meet targets at work. You will be eligible for additional benefits. **(if)**

Task 2. Rearrange the following sentences to make a meaningful paragraph/ letter in each of the following questions.

1. a. Firstly, the position is part-time, requiring 15 hours per week, and offers flexible working hours.
- b. We are looking for an enthusiastic office assistant to join our team.
- c. Secondly, no prior experience is necessary; we welcome candidates with a positive attitude and willingness to learn. Basic computer skills are a plus.
- d. To apply, please send your resume to email@example.com. Feel free to include a brief note about your interest in the position.
- e. Besides, we offer a competitive hourly pay, a supportive work environment, and opportunities for growth within the company.

Your answer: _____

2. a. I worked at a local store in town, helping customers find what they needed and keeping things organised.
- b. Hi Anna,
- c. I'd love to catch up and share more details when we meet. Let me know when you're free for a coffee or a chat.
- d. I hope this email finds you well! I wanted to share some exciting news with you. Last summer, I took a part-time job as a shop assistant, which gave me a great fantastic experience.
- e. Best wishes,
- f. It was a great way to earn some extra cash and fill my days with something exciting.
- g. Moreover, the best part was the friendly team I got to work with, and I learned a lot about customer service and teamwork.

Your answer: _____

Task 3. Write a letter (180-200 words) applying for the position of a part-time receptionist, using the suggestions below.

Dear Sir or Madam,
I am writing to apply for...
I am... Last summer,...
I consider myself .../ I am ...
I would be delighted to...
I am available for an interview on ...
If my application is successful, I will be able to start work...
I look forward to hearing from you soon.
Yours faithfully,

This image shows a blank sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

C. BÀI KIỂM TRA

Mark the letter A, B, C or D to indicate the word whose underlined part differs from the other three in pronunciation in each of the following questions.

- Question 1:** A. shift B. client C. bill D. willing
Question 2: A. casual B. submit C. server D. footstep

Mark the letter A, B, C or D to indicate the word that differs from the other three in the position of primary stress in each of the following questions..

- Question 3:** A. vacancy B. candidate C. quality D. department
Question 4: A. order B. bonus C. endure D. diver

Mark the letter A, B, C or D to indicate the correct answer to each of the following questions.

- Question 5:** She is skilled in IT, _____ she decided to explore opportunities in hospitality.
 A. yet B. so C. or D. and
Question 6: _____ the work is challenging; the job offers excellent career growth.
 A. Therefore B. Despite C. Since D. Although
Question 7: _____ I have a passion for design, I decided to pursue a job in graphic arts.
 A. When B. If C. As D. When
Question 8: He is proficient in multiple languages; _____, he is considering a job in translation.
 A. but also B. on the other hand C. as a result D. not only
Question 9: The server is _____ our order. We would like some fish and chips.
 A. making B. taking C. setting D. doing

Read the following passage and mark the letter A, B, C, or D to indicate the correct option that best fits each of the numbered blanks from 10 to 15.

POSITION: SALES ASSISTANT

Responsibilities:

- Assist customers (10) _____ finding products
- Handle cash transactions and provide excellent customer service
- Maintain (11) _____ clean and organized store environment
- Monitor and restock inventory as needed

Qualifications:

- Previous retail experience preferred
- Strong communication and interpersonal skills
- Ability to work in a (12) _____ environment
- Flexibility in work schedule

- Question 10:** A. on B. of C. in D. from
Question 11: A. a B. an C. the D. Ø (no article)
Question 12: A. fast-pace B. fastpace C. fast-paced D. fast-pacing

POSITION: CUSTOMER SERVICE REPRESENTATIVE

Responsibilities:

- Respond to customer inquiries via phone and email
- Resolve issues and provide solutions in a timely manner
- Maintain accurate records of customer interactions
- Collaborate (13) _____ other team members to improve customer satisfaction

Qualifications:

- Excellent (14) _____ skills
- Problem-solving abilities
- Previous customer service experience preferred

- (15) _____ in using computer applications

- Question 13:** A. on B. to C. of D. with
Question 14: A. communicate B. communication C. community D. communicative
Question 15: A. Proficiently B. Proficient C. Procient D. Procifientation

Read the following passage and mark the letter A, B, c, or D to indicate the correct arrangement of the sentences to make a meaningful paragraph/ letter in each of the following questions.

Question 16:

- a. Firstly, the nature of the work itself plays an important role; individuals often find satisfaction in tasks that match their skills and interests.
 b. Finally, effective communication and recognition for contributions encourage a positive work atmosphere, which reinforces job satisfaction among employees.
 c. Moreover, fair and competitive compensation is a significant factor, as financial security contributes to overall job satisfaction.
 d. Secondly, the work environment is equally crucial, encompassing factors like workplace culture, interpersonal relationships, and organisational policies.
 e. Job satisfaction is influenced by a variety of factors that shape the overall work experience.
- A. e-a-d-c-b B. e-c-d-a-b C. e-c-a-d-b D. e-d-c-a-b

Question 17:

- a. Thank you for considering my application, and I look forward to the possibility of discussing how my skills can benefit your team in more detail.
 b. Firstly, with a degree in Marketing, I am confident in my ability to contribute effectively to your team.
 c. Yours faithfully,
 d. My skills in market research and advertising planning align well with the requirements of the role, and I am eager to bring my skills and experience to your organisation.
 e. Dear Sir/Madam, I am writing to express my strong interest in the marketing officer position advertised on your company's website.
 f. Secondly, I am impressed by your company's commitment to innovation and creativity, and I am excited about the opportunity to contribute to your continued success.
- A. e-f-d-b-a-c B. e-b-d-f-a-c C. e-b-f-d-a-c D. e-d-b-f-a-c

Read the following passage and mark the letter A, B, C, or D to indicate the correct option that best fits each of the numbered blanks from 18 to 23.

(18) _____, a hybrid work environment also has a significantly positive effect. Overall, those who worked both at the office and at home were most satisfied.

(19) _____, hybrid is a terrific solution, offering the opportunity for people to work where they work best whether they are focusing, collaborating, learning or socialising during their workday. (20) _____, hybrid allows for plenty of connection to colleagues and the broader purpose of the organisation.

With hybrid, best practice is to provide clear expectations and guardrails for why and when people should be in the office, (21) _____. Encourage awareness and planning so teams can coordinate (22) _____. Emphasise intentionality about the types of work which will optimise the office or home.

Be creative about providing flexibility. (23) _____, ensure equity in how you're applying policies and practices for where and when people work.

Adopted from: <https://www.forbes.com/sites/tracybrower/2023/06/04/job-satisfaction-is-rising-whats-behind-the-surprising-tend/>

- Question 18:** A. On terms of job satisfaction B. On term of job satisfaction
 C. In terms of job satisfaction D. In term of job satisfaction
Question 19: A. When implemented effectively B. When implementing effectively
 C. Implementing effectively D. To implement effectively
Question 20: A. So done well B. If done well C. If doing well D. So doing well

- Question 21:** A. appropriate with autonomy combined B. appropriate with combined autonomy
C. combining with appropriate autonomy D. combined with appropriate autonomy
- Question 22:** A. despite collaborating in the office
B. although they're in the office in collaborating
C. when they're in the office to collaborate
D. because they're in the office in collaborating
- Question 23:** A. Since not all work can be done remotely
B. Due to not all work can be done remotely
C. Despite not all work can be done remotely
D. So not all work can be done remotely

Read the following passage and mark the letter A, B, C, or D to indicate the correct option that best fits each of the numbered blanks from 24 to 28.

Globalisation has turned the world economy into (24) _____ giant, interconnected web. This has made job markets fiercely competitive and talent and opportunities in the labour market more diverse and digitally accessible.

Jobs can be widely publicised and explored online and are no longer tied to your city of birth. We now live in a world (25) _____ the skills you learned yesterday might not be enough for today's job market.

The job market is transforming, with new careers emerging as automation and artificial intelligence (AI) (26) _____. Risks and price policies can be efficiently assessed using AI, making insurance underwriters redundant (27) _____ advanced software in banking and finance mean data analysis can be automated.

Online booking has reduced demand for travel agents and desktop publishers (28) _____ by user-friendly software, which allows people to create their own materials. These changes highlight the need for professionals to update their skills and adapt to a technologically evolving job market.

Adapted from: <https://theconversation.com/forget-about-a-job-for-life-todays-workers-need-to-prepare-for-many-jobs-across-multiple-industries-222753>

- | | | | |
|---------------------------------|-----------------|-------------|-------------------|
| Question 24: A. the | B. an | C. a | D. Ø (no article) |
| Question 25: A. who | B. which | C. whom | D. where |
| Question 26: A. advances | B. demands | C. careers | D. experience |
| Question 27: A. although | B. while | C. despite | D. so |
| Question 28: A. replace | B. are replaced | C. replaced | D. replacing |

Read the following passage and mark the letter A, B, C or D to indicate the correct answer to each of the following questions from 29 to 33.

EVERYBODY knows - or at least thinks he knows - that a millennial with one job must be after a new one. Today's youngsters are thought to have little loyalty towards their employers and to be prone to "job-hop". Millennials (ie, those born after about 1982) are indeed more likely to switch jobs than their older colleagues. But that is more a result of how old they are than of the era they were born in. In America at least, average job tenures have barely changed in recent decades.

Data from America's Bureau of Labour Statistics show workers aged 25 and over now spend a median of 5.1 years with their employers, slightly more than in 1983. Job tenure has declined for the lower end of that age group, but only slightly. Men between the ages of 25 and 34 now spend a median of 2.9 years with each employer, down from 3.2 years in 1983.

It is middle-aged men whose relationship with their employers has changed most dramatically. Partly because of a collapse in the number of semi-skilled jobs and the decline of labour unions, the median job tenure for men aged 45-54 in America has fallen from 12.8 years in 1983 to 8.4. That decline has been offset by women staying longer in their jobs and higher retirement ages, which is why the overall numbers have barely changed.

Adapted from: <https://jobs.economist.com/article/https-www-economist-com-news-finance-and-economics-21730440-millennials-it-turns-out-are-loyal-and-boring-previous>

Question 29: What would be the best title for the passage?

- A. Millennials: The Job-Hopping Generation
- B. Job Trends Among Different Age Groups
- C. Stability in Job Tenures Across Generations
- D. The Impact of Semi-Skilled Job Decline on Middle-Aged Workers

Question 30: The word “they” in paragraph 1 refers to _____.

- A. tenures
- B. jobs
- C. employers
- D. millennials

Question 31: According to the passage, who is more likely to switch jobs?

- A. millennials
- B. middle-aged men
- C. women
- D. retired people

Question 32: How has the median job tenure for men aged 45-54 changed from 1983 to the present?

- A. It has increased.
- B. It has remained the same.
- C. It has slightly decreased.
- D. It has significantly decreased.

Question 33: Which of the following is NOT true according to the passage?

- A. Millennials are more likely to switch jobs than their older colleagues.
- B. Average job tenures in America have significantly decreased in recent decades.
- C. The median job tenure for men aged 45-54 has increased from 1983 to the present.
- D. Women staying longer in their jobs has offset the decline in job tenure for middle-aged men.

Read the following passage and mark the letter A, B, C or D to indicate the correct answer to each of the following questions from 34 to 40.

There was a time, not too long ago, when employers were in such a rush to hire workers that they were doing anything they could to make it easier for people to apply. That time has passed.

Job hunting was becoming more miserable even before the pandemic, as the amount of time companies took to hire stretched out and as they asked candidates to undergo more and more interviews. Labour shortages during the pandemic gave a temporary relief, but now, as fears about a recession grow, companies are going back to their old habits of putting candidates through a **gruelling** process.

“It’s frustrating and tiring—job hunting has never been this hard,” says Michael Cook, who was **laid off** from a gaming company in December after more than a decade in the professional labour market, and who has applied to hundreds of jobs since. One company had him go through six rounds of interviews over multiple months; another asked him to create a project that they then used on their website but didn’t pay him for his work; others sent him take-home tests or asked him to record videos of himself answering pre-set questions. He has not received any offers.

Part of the difficulty comes from a tightening labour market especially in fields like tech that have had hundreds of thousands of layoffs in the last nine months. There is now, on average, one job opening for every two applicants on LinkedIn, a big change from early 2022, when there was one job opening per applicant on average.

But it’s not just the economy causing companies to change their hiring processes in ways that make them take longer, says Peter Cappelli, a management professor at the Wharton School of the University of Pennsylvania. The pandemic increased the use of one-way video interviews, in which applicants are asked to record a video of themselves answering a list of pre-set questions, because interviews couldn’t be done in person. But these interviews just give companies a lot more content to sort through.

Adapted from: <https://time.com/6287012/why-finding-job-is-difficult/>

Question 34: What would be the best title for the passage?

- A. The Job Market in Changing Times
- B. Evolution of Hiring Practices: A Challenging Shift
- C. The Job Hunt Problem: A Personal Perspective
- D. Job Hunting in the Technology Field

Question 35: What is one reason mentioned for the increased difficulty in job hunting even before the pandemic?

- A. lack of job opportunities B. long hiring processes
C. decreased number of applicants D. increased use of one-way video interviews

Question 36: The word “**they**” in paragraph 2 refers to _____.

- A. companies B. candidates C. interviews D. shortages

Question 37: The word “**gruelling**” in paragraph 2 is CLOSEST in meaning to _____.

- A. comfortable B. exhausting C. meaningful D. interesting

Question 38: The phrase “**laid off**” in paragraph 3 is CLOSEST in meaning to _____.

- A. fired B. accepted C. refused D. promoted

Question 39: How has the labour market changed in fields like tech in the last nine months?

- A. increased job openings B. one job opening for every two applicants
C. decreased layoffs D. job hunting becoming easier

Question 40: It can be inferred from the passage that _____.

- A. The pandemic led to a decrease in job opportunities.
B. The hiring process was challenging for applicants not too long ago.
C. The pandemic made the hiring process faster for companies.
D. The pandemic caused changes in the interview process.

ĐÁP ÁN

A. LÝ THUYẾT

I. VOCABULARY

1. VOCABULARY

No.	Word	Part of speech	Pronunciation	Meaning
85.	apprenticeship	(n)	/ə'prentɪʃɪp/	học việc
86.	bill	(n)	/bɪl/	hóa đơn
87.	bonus	(n)	/'bɒsnəs/	tiền thưởng
88.	candidate	(n)	/'kændɪdeɪt/	ứng viên
89.	client	(n)	/'klaɪənt/	khách hàng
90.	commuter	(n)	/kə'mju:tə/	người tham gia giao thông
91.	department	(n)	/dɪ'pɑ:tmənt/	khoa
92.	order	(n)	/'ɔ:də/	gọi món
93.	qualification	(n)	/'kwɒlɪfɪ'keɪʃən/	trình độ chuyên môn
94.	quality	(n)	/'kwɒləti/	phẩm chất
95.	recipient	(n)	/'rɪsɪpiənt/	người nhận
96.	reference	(n)	/'refrəns/	tham khảo
97.	regulation	(n)	/'regjə'leɪʃən/	quy định
98.	relationship	(n)	/'rɪleɪʃənʃɪp/	mối quan hệ
99.	role	(n)	/rəʊl/	công việc, vị trí
100.	shift	(n)	/ʃɪft/	ca làm việc
101.	target	(n)	/'tɑ:ɡɪt/	mục tiêu
102.	vacancy	(n)	/'veɪkənsi/	vị trí công việc còn trống
103.	wage	(n)	/weɪdʒ/	tiền công
104.	accountant	(n)	/ə'kaʊntənt/	kế toán viên
105.	attendant	(n)	/ə'tendənt/	tiếp viên
106.	babysitter	(n)	/'beɪbɪ,sɪtə/	người trông trẻ
107.	receptionist	(n)	/'rɪsepʃənɪst/	nhân viên lễ tân
108.	crawl	(v)	/krɔ:l/	bò
109.	employ	(v)	/ɪm'plɔɪ/	tuyển dụng
110.	endure	(v)	/ɪn'dʒʊə/	chịu đựng
111.	offer	(v)	/'ɒfə/	đề nghị

112. quit	(v)	/kwɪt/	từ bỏ
113. require	(v)	/rɪ'kwaɪə/	yêu cầu
114. squeeze	(v)	/skwi:z/	nhét, co lại
115. submit	(v)	/səb'mɪt/	nộp
116. casual	(adj)	/'kæʒjuəl/	theo thời vụ, tạm thời
117. challenging	(adj)	/'ʧælɪndʒɪŋ/	thách thức
118. demanding	(adj)	/dɪ'mɑ:ndɪŋ/	yêu cầu cao
119. desired	(adj)	/dɪ'zaɪəd/	mong muốn
120. enthusiastic	(adj)	/ɪn'θju:zi'æstɪk/	nhật tình
121. hourly	(adj)	/'aʊəli/	theo giờ
122. nine-to-five	(adj)	/naɪn-/tu:/'faɪv/	giờ hành chính
123. organised	(adj)	/'ɔ:gənaɪzd/	gọn gàng, có tổ chức
124. overtime	(adj)	/'əʊvətaɪm/	thêm giờ
125. relevant	(adj)	/'reləvənt/	liên quan
126. retired	(adj)	/rɪ'taɪəd/	đã nghỉ hưu
127. rewarding	(adj)	/rɪ'wɔ:dɪŋ/	xứng đáng
128. stressful	(adj)	/'stresfʊl/	căng thẳng
129. willing	(adj)	/'wɪlɪŋ/	sẵn sàng
130. worth	(adj)	/wɜ:θ/	đáng giá
131. preferably	(adv)	/'prefərəbli/	ưu tiên

2. COLLOCATIONS/ PHRASES

No.	Word	Part of speech	Pronunciation	Meaning
132.	factory worker	(np)	/ 'fæktəri/ / 'wɜ:kə/	công nhân nhà máy
133.	scuba diver	(np)	/ 'sku:bə/ / 'daɪvə/	thợ lặn có bình khí
134.	teaching assistant	(np)	/ 'ti:ʃɪŋ/ / ə'sɪstənt/	trợ giảng
135.	application letter	(np)	/ ˌæplɪ'keɪʃn/ / 'letə/	thư xin việc
136.	business trip	(np)	/ 'bɪznɪs/ /trɪp/	chuyến đi công tác
137.	computer programming	(np)	/kəm'pjʊ:tə/ / 'prəʊgræmɪŋ/	lập trình máy tính
138.	hospitality industry	(np)	/ ˌhɒsprɪ'tæləti/ / 'ɪndəstri/	ngành công nghiệp khách sạn
139.	on-the-job training	(adj-n)	/ɒn/-/ðə/-/dʒɒb/ / 'treɪnɪŋ/	đào tạo tại chỗ
140.	time management	(np)	/taɪm/ / 'mænɪdʒmənt/	quản lý thời gian
141.	window display	(np)	/ 'wɪndəʊ/ /dɪ'spleɪ/	đồ trưng bày trước cửa sổ
142.	check attendance	(v-n)	/tʃek/ / ə'tendəns/	điểm danh
143.	follow one's footsteps	(phrase)	/ 'fɒləʊs wʌn'z / 'fɒtsteps/	theo truyền thống gia đình
144.	interfere with	(v-prep)	/ ɪntə'fɪə/ /wɪð/	ảnh hưởng, can thiệp
145.	take order	(v-n)	/teɪk/ / 'ɔ:də/	nhận gọi món
146.	wait on tables	(phrase)	/weɪt/ /ɒn/ / 'teɪbʰlz/	phục vụ đồ ăn thức uống cho khách trong nhà hàng
147.	work overtime	(v-adv)	/wɜ:k/ / 'əʊvətaɪm/	làm thêm giờ
148.	put up	(v-prep)	/pʊt/ /ʌp/	đề xuất, đưa ra (ý tưởng)
149.	give up	(v-prep)	/gɪv/ /ʌp/	bỏ cuộc
150.	look after	(v-prep)	/lʊk/ / 'ɑ:ftə/	chăm sóc
151.	in person	(phrase)	/ɪn/ / 'pɜ:sən/	trực tiếp
152.	on average	(phrase)	/ɒn/ / 'ævərɪdʒ/	trung bình

3. WORD FORMATION

No.	Word	Part of speech	Pronunciation	Meaning
153.	applicant	(n)	/ˈæplɪkənt/	người xin việc
154.	application	(n)	/ˌæplɪˈkeɪʃn/	hồ sơ xin việc
155.	attach	(v)	/əˈtætʃ/	gắn
156.	attachment	(n)	/əˈtætʃmənt/	sự gắn, sự buộc
157.	promote	(v)	/prəˈməʊt/	lên chức
158.	promotion	(n)	/prəˈməʊʃn/	sự lên chức
159.	responsibility	(n)	/rɪˌspɒnsɪˈbɪləti/	trách nhiệm, nhiệm vụ
160.	responsible	(adj)	/rɪˌspɒnsəbəl/	có trách nhiệm
161.	review	(n/v)	/rɪˈvjuː/	bài đánh giá/ đánh giá
162.	reviewer	(n)	/rɪˈvjuːər/	người phê bình, người nhận xét
163.	reward	(n)	/rɪˈwɔːd/	phần thưởng
164.	rewarding	(adj)	/rɪˈwɔːdɪŋ/	xứng đáng
165.	supervise	(v)	/ˈsuːpəvaɪz/	giám sát
166.	supervisor	(n)	/ˈsuːpəvaɪzə/	người giám sát
167.	unpaid	(adj)	/ʌnˈpeɪd/	không được trả lương
168.	well-paid	(adj)	/wel-/peɪd/	được trả lương cao

II. PRONUNCIATION

Trọng âm đối với trợ động từ và động từ khuyết thiếu

Trợ động từ và động từ khuyết thiếu thường không được nhấn trọng âm khi nói, tuy nhiên, chúng được nhấn mạnh trong các trường hợp sau:

Trường hợp nhấn mạnh	Ví dụ
Khi không có động từ chính kèm theo phía sau trong câu trả lời với câu hỏi Yes-No	<p>- Was she qualified for the position? Yes, she was. (Cô ấy có đủ tiêu chuẩn cho vị trí đó không? Có, cô ấy có.)</p> <p>- Do you like a nine-to-five job? No, I don't. (Bạn có thích một công việc làm giờ hành chính không? Không, tôi không.)</p>
Khi chúng ở thể rút gọn với not trong câu phủ định	<p>- He doesn't want to give up his job although it is quite boring. (Anh ấy không muốn từ bỏ công việc của mình mặc dù công việc đó khá nhàm chán.)</p> <p>- She isn't interested in becoming an accountant. (Cô ấy không muốn trở thành kế toán.)</p>
Khi chúng được sử dụng để nhấn mạnh sự bất đồng với phát biểu trước đó	<p>- I didn't want to become a teacher but I do now. (Trước đây, tôi không muốn trở thành giáo viên nhưng bây giờ tôi lại muốn.)</p> <p>- He wasn't keen on working with numbers, but he is now. (Trước đây, anh ấy không thích làm việc với các con số, nhưng bây giờ anh ấy lại thích.)</p>

III. GRAMMAR

Câu đơn, câu phức và câu ghép (ôn tập và mở rộng)

1. CÂU ĐƠN

Câu đơn là câu có chủ ngữ và có một động từ được chia (câu đơn bao gồm một mệnh đề độc lập)

- Câu đơn có một chủ ngữ và một động từ.

Ví dụ: I work. (Tôi làm việc.)

- Câu đơn có một chủ ngữ và nhiều hơn một động từ.

Ví dụ: She is working and studying. (Cô ấy đang học và làm việc.)

- Câu đơn có nhiều hơn một chủ ngữ và có một động từ.

Ví dụ: My friends and I are working. (Các bạn của tôi và tôi đang học.)

- Câu đơn có nhiều hơn một chủ ngữ và nhiều hơn một động từ.

Ví dụ: My friends and I are working and studying. (Các bạn của tôi và tôi đang học và làm việc.)

- Câu đơn có tân ngữ.

Ví dụ: I love my job. (Tôi yêu công việc của tôi.)

- Câu đơn có trạng ngữ.

Ví dụ: I sometimes work from home. (Thỉnh thoảng tôi làm việc ở nhà.)

2. CÂU GHÉP

Câu phức là câu bao gồm ít nhất một mệnh đề độc lập được nối bằng một liên từ kết hợp (*for, and, nor, but, or, yet, so*), liên từ *not only... but also* hoặc một cụm trạng từ (*as a result, moreover, in fact, on the other hand...*).

CÁCH LIÊN KẾT		VÍ DỤ
Liên từ kết hợp	<i>for, and, nor, but, or, yet, so</i>	I applied for many companies yet I have not found a job yet. (Mình đã nộp đơn xin việc ở nhiều công ty nhưng vẫn chưa tìm được việc làm.)
Liên từ tương quan	<i>not only... but also</i>	My job is not only demanding but it is also underpaid. (Công việc của tôi không chỉ đòi hỏi khắt khe mà còn bị trả lương thấp.)
Trạng từ liên kết	<i>as a result, moreover, in fact, on the other hand,...</i>	My brother quitted his job; as a result, he is jobless now. (Anh trai tôi đã nghỉ việc nên hiện tại anh ấy đang thất nghiệp.)

3. CÂU PHỨC

Câu phức bao gồm một (hoặc nhiều hơn một) mệnh đề độc lập và ít nhất một mệnh đề phụ thuộc được nối bằng liên từ phụ thuộc (*when, while, because, although, if, so that...*).

When	Khi Eg: When I was small, I wanted to become a doctor. (Khi tôi còn nhỏ, tôi muốn trở thành bác sĩ.)
While	Trong khi Eg: I was studying while my dad was working. (Tôi đang học trong khi bố tôi đang làm việc.)
Because	Vì Eg: He did not get promoted because he did not work hard. (Anh ấy không được thăng chức vì anh ấy không làm việc chăm chỉ.)
Although	Mặc dù Eg: Although the job was demanding, it was well-paid. (Mặc dù công việc vất vả nhưng lại được trả lương cao.)
If	Nếu Eg: If you work hard, you will be promoted. (Nếu bạn làm việc chăm chỉ, bạn sẽ được thăng chức.)
So that	Vậy nên Eg: You should hurry up so that you will be at work on time. (Bạn nên nhanh lên để đi làm đúng giờ.)

C. THỰC HÀNH

I. PRONUNCIATION

Task 1. Find the word whose underlined part differs from the other three in pronunciation in each of the following questions.

- | | | | |
|---------------------------|-------------------------|-----------------------|--------------------------|
| 1. A. <u>cl</u> ient | B. b <u>i</u> ll | C. sh <u>i</u> ft | D. w <u>i</u> lling |
| 2. A. b <u>o</u> nus | B. r <u>o</u> le | C. w <u>i</u> ndow | D. <u>w</u> orker |
| 3. A. str <u>e</u> ssful | B. <u>r</u> eview | C. r <u>e</u> ference | D. r <u>e</u> gulation |
| 4. A. c <u>a</u> sual | B. s <u>u</u> pervise | C. f <u>oo</u> tstep | D. s <u>q</u> ueeze |
| 5. A. comp <u>u</u> ter | B. comm <u>u</u> ter | C. s <u>u</u> bmit | D. enth <u>u</u> siastic |
| 6. A. q <u>u</u> ality | B. ch <u>a</u> llenging | C. f <u>a</u> ctory | D. app <u>a</u> licant |
| 7. A. app <u>a</u> licant | B. prom <u>o</u> te | C. t <u>a</u> rget | D. r <u>e</u> lationship |
| 8. A. v <u>a</u> cancy | B. c <u>r</u> awl | C. sc <u>u</u> ba | D. c <u>a</u> ndidate |
| 9. A. <u>a</u> ssistant | B. <u>a</u> ttach | C. <u>w</u> age | D. <u>a</u> ttendance |
| 10. A. <u>i</u> nterfere | B. <u>i</u> ndustry | C. qu <u>i</u> t | D. <u>d</u> iver |

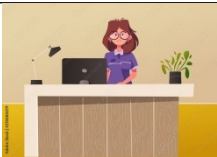
Task 2. Find the word that differs from the other three in the position of stress in each of the following questions.

- | | | | |
|--------------------------|---------------------|--------------------|-----------------------|
| 1. A. target | B. server | C. <u>e</u> mploy | D. casual |
| 2. A. diver | B. <u>s</u> ubmit | C. offer | D. stressful |
| 3. A. scuba | B. letter | C. <u>r</u> equire | D. hourly |
| 4. A. <u>a</u> ttachment | B. relevant | C. vacancy | D. challenging |
| 5. A. candidate | B. <u>c</u> ommuter | C. quality | D. reference |
| 6. A. industry | B. business | C. management | D. <u>r</u> ewarding |
| 7. A. promote | B. display | C. endure | D. <u>w</u> indow |
| 8. A. <u>o</u> rganised | B. department | C. accountant | D. attendant |
| 9. A. receptionist | B. recipient | C. relationship | D. <u>p</u> referably |
| 10. A. <u>c</u> omputer | B. factory | C. average | D. supervise |

II. VOCABULARY

Task 1. Write the name of the job under each picture.

shop assistant	server	teaching assistant	babysitter
bank accountant	scuba diver	factory worker	receptionist

 1. ____server____	 2. __teaching assistant	 3. ____receptionist____	 4. ____babysitter____
 5. ____shop assistant____	 6. ____factory worker____	 7. ____bank accountant____	 8. ____scuba diver____

Task 2. Match the words/ phrases on the left with their meanings on the right.

1. footstep b	a. an additional payment or reward given for good performance at work
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2. candidate e	b. the route or journey a person takes to reach a place or to achieve something
3. shift g	c. an amount of money that is paid to an employee for each hour worked
4. bonus a	d. an ability, skill, or experience that makes you suitable for a particular job
5. application letter h	e. a person who is competing to get a job
6. qualification d	f. a job that no one is doing and is therefore available for someone new to do
7. wage c	g. a scheduled period of work during the day or night
8. vacancy f	h. a letter that you write to a company when you are applying for a job

Task 3. Fill in each blank with a suitable word/ phrase from Task 2. Change the verb and noun forms if necessary.

- Working the night **shift** allowed him to pursue his studies during the day and gain valuable job experience.
- After a thorough interview process, they selected a highly qualified **candidate** to join the team.
- In her **application letter**, she highlighted her achievements and explained why she was the perfect fit for the position.
- The organisation announced a new job **vacancy** for an event volunteer, and several candidates have already applied.
- The company increased the minimum **wage** for all employees, ensuring fair pay for their hard work.
- Anna decided to follow in her mother's **footsteps** and pursue a career as a secondary teacher.
- With a degree in computer science and several years of experience, Mark has the perfect **qualifications** for the IT specialist position.
- As a recognition of their excellent teamwork, the employees received a year-end **bonus** from the company.

Task 4. Match each word on the left with the word that has SIMILAR meaning on the right.

1. challenging c	a. high-paying
2. reliable f	b. voluntary
3. well-paid a	c. demanding
4. unpaid b	d. monotonous
5. repetitive d	e. exhausting
6. tiring e	f. responsible

Task 5. Match each word on the left with the word that has OPPOSITE meaning on the right.

1. flexible e	a. indifferent
2. relevant c	b. relaxing
3. casual d	c. unrelated
4. part-time e	d. permanent
5. stressful b	e. fixed
6. enthusiastic a	f. full-time

Task 6. Complete each sentence using the correct form of the word in brackets.

- Getting a **promotion** at work is a recognition of your hard work and dedication. (PROMOTE)
- As a product **reviewer**, my job involves testing and evaluating various items to provide detailed feedback. (REVIEW)
- Teaching can be a **rewarding** profession, especially when you witness your students' growth and success. (REWARD)
- As a **server** in a busy restaurant, multitasking and communication skills are crucial for success. (SERVE)

5. The company received numerous _____ **applications** _____ for the open position, each showcasing diverse skills and experiences. (**APPLICANT**)
6. As a shop assistant, I am _____ **responsible** _____ for welcoming guests and selling goods to them. (**RESPONSIBILITY**)

Task 7. Complete each sentence with one suitable phrase from the box. Change the form of the verb if necessary.

give up	apply for	look after
put up	open up	interfere with

- Working part-time may _____ **interfere with** _____ students' academic performance so they need to maintain a good work-life balance.
- Learning a new language can _____ **open up** _____ lots of opportunities for career prospects and international positions.
- Despite facing challenges, Trang decided to _____ **give up** _____ her job to pursue her dream of starting her own business.
- The company offers flexible working hours, allowing parents to effectively _____ **look after** _____ their children while still meeting job responsibilities.
- After gaining relevant experience, he felt confident to _____ **apply for** _____ the management position.
- John felt a little bit stressed when he _____ **put up** _____ a presentation at the company meeting to share his innovative ideas.

Task 8. Complete each sentence with one suitable verb from the box. Change the form of the verb if necessary.

employ	submit	work	wait	check
take	build	attach	quit	go

- I would like to _____ **attach** _____ my CV for your consideration for the open position in this email.
- The company decided to _____ **employ** _____ three new software developers to enhance its technology team.
- I am ready to _____ **submit** _____ my application for the advertised position and look forward to the opportunity to be interviewed.
- During peak seasons, employees may be required to _____ **work** _____ overtime to meet project deadlines.
- I had some experience in _____ **waiting** _____ on tables for six months at a Chinese restaurant last year.
- As a waiter, my responsibility is to _____ **take** _____ guests' order accurately and ensure they are delivered promptly.
- After careful consideration, I have decided to _____ **quit** _____ my current position to pursue a new career path.
- _____ **Building** _____ a positive relationship with clients is crucial for success in sales and customer-oriented roles.
- Sales representatives often _____ **go** _____ on business trips to meet clients and promote company products.
- As a teaching assistant, she is in charge of supervising classroom activities and _____ **checking** _____ attendance.

Task 9. Choose the correct word to complete each sentence.

- New employees often undergo **nine-to-five** / **on-the-job** training to get familiar with company processes.
- Internships or volunteer opportunities may be **well-paid** / **unpaid** but provide valuable experience.
- I hope you will grant me an opportunity to meet you **in** / **on** person to discuss my application further.

4. Working on complex projects can be challenging but also highly **rewarding** / **tiring**.
5. As an employee, my primary focus is to consistently **require** / **achieve** performance goals set by the company.
6. Being an accountant is **stressful** / **organised** because working with numbers is quite challenging.
7. Our organisation is proud to **offer** / **endure** an apprenticeship program to support the development of young professionals.
8. **At** / **On** average, employees spend approximately eight hours a day at work.
9. The company sometimes hires **casual** / **repetitive** staff during peak seasons to deal with increased workloads.
10. **Flexible** / **Challenging** working hours enable employees to balance work and personal life effectively.

III. GRAMMAR

Task 1. Choose the correct word/phrase to complete each sentence.

1. The server often works overtime, **so** / **yet** he receives a generous bonus for good performance.
2. The project is challenging **because** / **but** the team is enthusiastic about taking it on.
3. The job offers a high salary, **on the other hand** / **so that** it requires frequent travel.
4. The accountant has a nine-to-five job **while** / **when** the computer programmer has more flexible working hours.
5. The applicant is qualified for the vacant position **therefore** / **because** she has relevant qualifications.
6. The scuba diver has to endure challenging conditions underwater, **however** / **and**, he finds it rewarding.
7. The employee has a demanding role, **therefore** / **but** he is well-paid.
8. Employees can choose to attend workshops to enhance their skills, **nor** / **or** they can opt for online courses for professional development.

Task 2. Combine the following simple sentences, using the words in brackets.

1. The company invested in employee training. Overall performance and job satisfaction were improved. (**as a result**)
1. The company invested in employee training; as a result, overall performance and job satisfaction were improved.
2. Working as a shop assistant allows me to improve money management skills. It allows me to improve communication skills. (**not only - but also**)
2. Working as a shop assistant allows me to improve not only money management skills but also communications skills.
3. The company offers a flexible work policy. Employees can better balance their professional and personal lives. (**so that**)
3. The company offers a flexible work policy so that employees can better balance their professional and personal lives.
4. Employees consistently achieve performance goals. They will get additional benefits. (**If**)
4. If employees consistently achieve performance goals, they will get additional benefits.
5. The applicant has a strong educational background. She has extensive practical experience. (**moreover**)
5. The applicant has a strong educational background; moreover, she has extensive practical experience.
6. Working as a factory worker is tiring. He does not want to give up his job. (**although**)
6. Although working as a factory worker is tiring, he does not want to give up his job.
7. She made a great contribution to the development of the company. She got promoted. (**because**)
7. Because she made a great contribution to the development of the company, she got promoted.
She got promoted because she made a great contribution to the development of the company.
8. He doesn't earn a high income. He doesn't work in a friendly environment. (**neither - nor**)
8. He neither earns a high income nor works in a friendly environment.

Task 3. Mark the letter A, B, C or D to indicate the mistake in each of the following sentences and correct it.

1. Although the fact that the work was repetitive, she found it enjoyable and rewarding.
A. Although B. repetitive C. it D. rewarding => **Despite/ In spite of**
2. The company offers a good salary; moreover, it gives additional bonuses for employee who achieve their performance goals.
A. offers B. moreover C. bonuses D. employee => **employees**
3. You can submit your job application online nor you can deliver it in person to the company's HR department.
A. submit B. application C. nor D. in => **or**
4. I try my best to improve my English but acquiring good English skills can open up lots of job opportunities.
A. improve B. but C. acquiring D. up => **since/ as/ because**
5. If you acquire additional qualifications, you will have a chance to apply about senior roles in our company.
A. If B. qualifications C. will D. about => **for**
6. Becoming a scuba diver requires only good diving skills but also good physical strength.
A. requires B. only C. but also D. strength => **not only**

IV. READING

Task 1. Read the following passage and mark the letter A, B, C or D to indicate the correct option that best fits each of the numbered blanks.

Looking for a suitable babysitter is a (1) _____ task for every parent. A parent wants to employ a babysitter who is qualified, experienced and reliable to confidently leave her children under the babysitter's care. Babysitting duties (2) _____ an individual to be polite, punctual, flexible and patient.

Of all babysitter skills and responsibilities, a child's safety should be top priority. A parent is always worried about her child being safe, (3) _____ once in the house or with the child anywhere, a babysitter must protect the children from (4) _____ physical harm. A babysitter should also protect the children in her care from interacting with strangers.

A babysitter should expect to do light household chores. Taking care (5) _____ children can be messy, and babysitters need to regularly clean up. As a babysitter, it is your responsibility to keep the child clean and clean up utensils and baby bedding. Some parents may ask you to do some household chores when the children go to bed; (6) _____ may be available for such an arrangement.

Another task for a babysitter IS to provide children under her care with engaging activities. A babysitter should stimulate children's creativity and enhance their physical health through both indoor and outdoor activities. The babysitter should do research on activities and games suitable for the age group of the children they are babysitting, (7) _____ will help to build a bond between her and the children.

It is also a basic duty of a babysitter to ensure that the children she is babysitting (8) _____. In case of younger children, the parents will direct the babysitter on feeding times and meals, and the babysitter should observe the set rules. In cases of older children, it is often the babysitter's (9) _____ to prepare meals and feed the children. The babysitter must not only possess basic cooking skills (10) _____ have the knowledge to deal with different eating habits.

Adapted from <https://work.chron.com/qualifications-babysitters-22092.html>

1. A. casual B. challenging C. nine-to-five D. rewarding
2. A. employ B. apply C. require D. offer
3. A. because B. moreover C. yet D. so
4. A. any B. many C. one D. some
5. A. for B. in C. of D. about
6. A. wages B. regulations C. donations D. bonuses
7. A. what B. which C. that D. who
8. A. are fed B. are feeding C. feed D. were fed

9. A. response B. responsible C. irresponsibility **D. responsibility**
 10. A. also but **B. but also** C. either also D. and also

Task 2. Read the following passage and mark the letter A, B, C or D to indicate the correct option that best fits each of the numbered blanks.

A shop assistant typically holds a high school diploma, with coursework in mathematics, communication, and basic computer skills being advantageous. (1) _____, classes in retail management, customer service, and business can provide a solid foundation for this role.

Shop assistants often enter the role with varied levels of experience, ranging from newcomers to those with some familiarity. On-the-job training is a common pathway, (2) _____ in customer service, product knowledge, and sales techniques. Experience in customer-facing roles can be beneficial, improving communication skills that are essential for (3) _____ in this position.

(4) _____. Dress codes are generally in place, ranging from casual to formal uniforms, reflecting the store's brand. The role (5) _____ constant interaction with customers and teamwork with colleagues, promoting a community like culture within the workplace.

A shop assistant can get promoted to a supervisor or store manager role by demonstrating excellent customer service, sales ability, and (6) _____. Besides, gaining experience in different departments within the store broadens one's understanding of the business, (7) _____. Showing initiative by taking on additional responsibilities and consistently meeting or exceeding sales targets can also pave the way for promotion.

Understanding the financial aspects of retail, such as budget management and sales analysis, positions a shop assistant for roles with greater responsibility. Excelling in these areas (8) _____, including regional management or corporate roles in buying and merchandising.

Adapted from <https://climbtheladder.com/shop-assistant/>

1. A. Because specific educational majors are not required
B. While specific educational majors are not required
 C. When specific educational majors are not required
 D. While specific educational majors are not requiring
2. **A. equipping assistants with necessary skills** B. equip assistants with necessary skills
 C. equipping necessary skills with assistants D. equip necessary skills with assistants
3. A. its success B. our success **C. their success** D. his success
4. A. The typical nine-to-five can extend beyond weekends and holidays, including work hours.
 B. The typical nine-to-five can extend beyond work hours, including the typical nine- to-five.
 C. Work hours can extend beyond weekends and holidays, including the typical nine- to-five.
D. Work hours can extend beyond the typical nine-to-five, including weekends and holidays.
5. **A. requires** B. is required C. is requiring D. required
6. A. a deep store operation of understanding B. deeply understand store operations
C. a deep understanding of store operations D. understanding deep store operations
7. A. make them higher positions for an ideal candidate
 B. making them higher positions for an ideal candidate
C. making them an ideal candidate for higher positions
 D. make them an ideal candidate for higher positions
8. A. leads to store management beyond opportunities
B. leads to opportunities beyond store management
 C. leads store management to opportunities
 D. leads opportunities to store management

Task 3. Read the passage and decide whether the following statements are true (T), false (F) or not given (NG).

Finding work as a waiter is relatively simple as it requires no formal education or technical skills. However, it's important to know the pros and cons of working in a restaurant before taking this step.

As far as salary goes, most servers make around \$11 per hour plus tips. Depending on the location and type of establishment, you can earn more than \$20.65 per hour. Generally, hotels and other tourist accommodation establishments pay the highest wages, according to the BLS. The downside is that most restaurant operators are forcing waiters to rely on tips to make a living, states the Economic Policy Institute.

While it's true that restaurants and other dining establishments provide millions of jobs to fresh graduates, immigrants and other workers, waiting on tables is not all roses. As a server, you may deal with customers who are bossy or rude. You have to be prepared to spend a lot of time on your feet, work until early morning and pick up shifts at the last minute just to earn a little extra money.

On the positive side, being a waiter gives you the chance to meet interesting people and improve your soft skills. In the long run, you will learn how to deal with difficult customers and communicate more effectively. Plus, you may become more sociable and confident. These skills can add value to your resume and help you find a better job later on.

Formal education is not a requirement for waiters, bartenders and other hospitality professionals. Most workers receive on-the-job training and gain experience through practice, notes the BLS. Simply put, anyone over 18 years old can apply for a job as a waiter or waitress as long as they have the skills needed for this role. Candidates with strong communication and customer service skills have greater chances of finding work. Physical strength is important, too.

If you are a college student looking for side work, a part-time job as a waiter or waitress might be the right choice. You will not only gain experience but also enhance your interpersonal skills. Later, you may find it easier to get a higher-paying job in the hospitality industry.

Adapted from <https://work.chron.com/job-analysis-waiters-10951.html>

- _____ **F** _____ 1. A formal education is necessary to secure a job as a waiter or waitress.
- _____ **T** _____ 2. The salary for most servers consists of a fixed hourly rate plus tips.
- _____ **F** _____ 3. Most restaurant operators discourage waiters from depending on tips to make a living.
- _____ **T** _____ 4. Working as a server may involve dealing with customers who are impolite.
- _____ **NG** _____ 5. Being a waiter may require more physical demands than mental ones.
- _____ **T** _____ 6. Working as a server allows you to enhance soft skills and boost your confidence.
- _____ **T** _____ 7. Being a waiter increases your chances of improving your career prospects in the future.
- _____ **T** _____ 8. Millions of server jobs are provided by restaurants and dining establishments to fresh graduates, immigrants, and other workers.
- _____ **F** _____ 9. Formal education is a compulsory requirement for individuals aspiring to work in the hospitality industry.
- _____ **F** _____ 10. Individuals over 18 years old without job-related skills can apply for a job as a server.

Task 4. Read the following passage and choose the correct answer to each of the following questions.

Recent research has highlighted that those in demanding jobs which do not offer control are more likely to become ill or to leave the labour market early. But a new study carried out in Sweden suggests the picture may be more complex than previously thought - for some workers, having a demanding job can be **associated with** good outcomes.

Governments across the developed world are interested in exploring how people can be enabled to extend their working lives. And a key part of that discussion has focused on how working conditions affect the likelihood that workers will stay on longer.

We studied all the 55-64 year-olds living and working in Sweden in December 2001. We followed up the same individuals 11 years later, in 2012, to see whether they were still working. We found that those who were in jobs with low levels of control in 2001 were less likely to be in paid work in 2012, while the reverse was true for those with a high level of control over their work tasks. But when it came to how demanding the job was, the picture was more **nuanced**. Overall, those with more demanding jobs were less likely to have old-age pension, sick-leave benefits, or social assistance, 11 years on, than those with less demanding jobs, while those with low-demand, low- control jobs were less likely than others to carry on working.

But there were significant differences between women and men. We found that women who had a high level of control over their work tasks were more likely to stay on in paid work. For men, this was only the case if their jobs were both high-demand and high-control. A possible explanation for these gender differences is that the jobs market in Sweden is highly gendered: perhaps the difference is in the type of jobs men and women do, rather than in the level of control or stress **they** have. It could also be due to differences in other factors, such as family needs, income or health.

Why does this matter? Across the developed world we have falling birth rates and increasing life expectancy - so it's important to governments that people stay in jobs rather than retiring early.

Our research adds new depth to the picture. High-stress jobs are not necessarily bad; in fact, a demanding job can be a positive factor in older people's lives and keep US moving on in the labour market.

Adapted from <https://worklife-blog.org/2021/06/could-having-a-psychologically-demanding-job-actually-be-good-for-you/>

- Which of the following can be the best title for the passage?
 - The Gendered Impact of Stressful Jobs
 - The Positive Side of Demanding Jobs**
 - Sweden's Changing Job Market
 - The Relationship Between Control and Work Longevity
- The phrase '**associated with**' in paragraph 1 is closest in meaning to _____.
 - linked to**
 - separated from
 - resulted from
 - irrelevant to
- According to paragraph 2, what was the outcome for individuals with low-demand, low-control jobs?
 - They were less likely to have benefits or social assistance.
 - They were less likely to stay in paid work in 2012.**
 - They are paid the same as those with high-demand jobs.
 - They were more likely to continue working.
- The word '**nuanced**' in paragraph 3 is closest in meaning to _____.
 - straightforward
 - obvious
 - simple
 - multi-faceted**
- According to paragraph 4, what is the main finding regarding women/ men and their control at work?
 - Women with low control are more likely to stay in paid work.
 - Women with high control are more likely to stay in paid work.**
 - Men with low control are more likely to stay in paid work.
 - Men with high control are less likely to stay in paid work.
- According to paragraph 4, which of the following is NOT mentioned as a factor affecting gender differences in job outcomes?
 - the type of jobs men and women do
 - gendered job market
 - level of control or stress**
 - family needs
- The word '**they**' in paragraph 4 refers to _____.
 - men and women**
 - men
 - gender differences
 - work tasks
- Which outcome is associated with low levels of control at work according to paragraph 5?
 - increased job satisfaction
 - higher likelihood of leaving the labour market early**
 - lower life expectancy
 - fewer sick leaves
- Which of the following can be inferred from the passage?
 - Demanding jobs generally bring about more positive outcomes than negative ones.
 - Men and women have different opinions about the impact of job demands.
 - The likelihood that workers will stay on their jobs depends on their gender.**
 - Having control over work tasks is more crucial for men than for women.
- Which of the following is NOT true according to the passage?
 - Low job control in 2001 was associated with less paid work in 2012.
 - High-stress jobs can leave beneficial impacts on older people's lives.
 - Less demanding jobs are associated with a higher likelihood of old-age pension.
 - That people retire early is essential because of low birth rate and high life expectancy.**

V. WRITING

Task 1. Combine the following simple sentences, using the words in brackets.

1. Teaching can be a very tiring and stressful job. It is worth the effort. (yet)
1. Teaching can be a very tiring and stressful job, yet it is worth the effort.
2. The engineer possesses technical expertise. He has excellent problem-solving skills. (not only-but also)
2. The engineer not only possesses technical expertise but he also has excellent problem-solving skills.
3. I am interested in working part time as a teaching assistant. It enables me to gain valuable skills. (since)
3. I am interested in working part time as a teaching assistant since it enables me to gain valuable skills.
4. He has a demanding job. He has little time to engage in community service activities. (therefore)
4. He has a demanding job; therefore, he has little time to engage in community service activities.
5. You consistently meet targets at work. You will be eligible for additional benefits. (if)
5. If you consistently meet targets at work, you will be eligible for additional benefits.
You will be eligible for additional benefits if you consistently meet targets at work.

Task 2. Rearrange the following sentences to make a meaningful paragraph/ letter in each of the following questions.

1. a. Firstly, the position is part-time, requiring 15 hours per week, and offers flexible working hours.
b. We are looking for an enthusiastic office assistant to join our team.
c. Secondly, no prior experience is necessary; we welcome candidates with a positive attitude and willingness to learn. Basic computer skills are a plus.
d. To apply, please send your resume to email@example.com. Feel free to include a brief note about your interest in the position.
e. Besides, we offer a competitive hourly pay, a supportive work environment, and opportunities for growth within the company.

Your answer: _____ 1. b-a-c-e-d _____

2. a. I worked at a local store in town, helping customers find what they needed and keeping things organised.
b. Hi Anna,
c. I'd love to catch up and share more details when we meet. Let me know when you're free for a coffee or a chat.
d. I hope this email finds you well! I wanted to share some exciting news with you. Last summer, I took a part-time job as a shop assistant, which gave me a great fantastic experience.
e. Best wishes,
f. It was a great way to earn some extra cash and fill my days with something exciting.
g. Moreover, the best part was the friendly team I got to work with, and I learned a lot about customer service and teamwork.

Your answer: _____ 2. b-d-a-f-g-c-e _____

Task 3. Write a letter (180-200 words) applying for the position of a part-time receptionist, using the suggestions below.

*Dear Sir or Madam,
I am writing to apply for...
I am... Last summer,...
I consider myself .../ I am ...
I would be delighted to...
I am available for an interview on ...
If my application is successful, I will be able to start work...
I look forward to hearing from you soon.*

Yours faithfully,

Dear Sir or Madam,

I am writing to apply for the part - time receptionist position at your organisation, as advertised on 10th December. I think that working part - time offers me a great chance to gain valuable skills and experience.

I am in my final year of high school. Last summer, I worked as a receptionist at a local hotel where I gained valuable experience in handling front desk responsibilities. My main duties included greeting guests, managing phone calls, and organising appointments.

I consider myself an organised and responsible individual who has crucial qualities for the role of a receptionist. My experience has enhanced my communication skills and ability to multitask effectively in a fast - paced environment. I would be eager to bring my skills and enthusiasm to your team, ensuring a professional and welcoming atmosphere for both staff and guests.

I would be delighted to discuss my application further in an interview. I am available for an interview on weekdays after 3:00 p.m. If my application is successful, I will be able to start work immediately and contribute to the smooth operation of your front desk.

Thank you for your consideration. I look forward to hearing from you soon.

Yours faithfully,

Kính gửi Ông / Bà,

Tôi viết thư này để ứng tuyển vào vị trí lễ tân bán thời gian tại tổ chức của ông/bà, như được quảng cáo vào ngày 10 tháng 12. Tôi nghĩ rằng công việc bán thời gian mang lại cho tôi cơ hội tuyệt vời để đạt được những kỹ năng và kinh nghiệm có giá trị.

Tôi đang học năm cuối ở trường trung học phổ thông. Mùa hè năm ngoái, tôi làm lễ tân tại một khách sạn địa phương, nơi tôi đã học được những kinh nghiệm quý báu trong việc thực hiện các nhiệm vụ của một lễ tân. Nhiệm vụ chính của tôi bao gồm chào đón khách, quản lý các cuộc gọi điện thoại và sắp xếp các cuộc hẹn.

Tôi cho rằng mình là một cá nhân có tổ chức và có trách nhiệm, có những phẩm chất quan trọng cho vị trí lễ tân. Kinh nghiệm của tôi đã nâng cao kỹ năng giao tiếp và khả năng làm việc đa nhiệm trong môi trường có nhịp độ nhanh. Tôi rất mong muốn được mang những kỹ năng và sự nhiệt tình của mình đến với đội nhóm của ông / bà, đảm bảo bầu không khí chuyên nghiệp và thân thiện cho cả nhân viên và khách hàng.

Tôi rất vui được thảo luận thêm về đơn xin việc của mình trong một cuộc phỏng vấn. Tôi sẵn sàng phỏng vấn vào các ngày trong tuần sau 3 giờ chiều. Nếu đơn đăng ký của tôi thành công, tôi sẽ có thể bắt đầu công việc ngay lập tức và góp phần giúp quầy lễ tân của ông/bà vận hành trơn tru hơn.

Cám ơn ông/ bà. Tôi mong sớm nhận được hồi âm từ ông / bà.

Trân trọng,

VI. LISTENING

Task 1. Listen to a recording about Anna's job and decide if the following statements are true (T) or false (F). You can listen to the recording TWICE.

- ☐ F ☐ 1. Anna is in charge of selecting topics of her interest and writing articles for the magazine.
- ☐ T ☐ 2. Anna works with a team of writers who are outgoing and willing to give help.
- ☐ T ☐ 3. Anna builds a good relationship with all of her colleagues in her office.
- ☐ F ☐ 4. The company provides benefits like one week of paid vacation per year and a good income.
- ☐ F ☐ 5. A typical day for Anna begins with some research on her topic, then a writer meeting.
- ☐ T ☐ 6. Anna occasionally goes to a bar to relax with her co-workers after work.

SCRIPT

Anna is the lead article writer for a lifestyle magazine based in Germany. She is responsible for selecting topics of interest to the magazine's readers and for writing high-quality, engaging articles for the

magazine. She has to work carefully in order to meet her deadlines. This isn't normally a problem because she works with a fantastic team of other writers, who are all very approachable and always available to support. Anna enjoys the atmosphere in her office. She gets along with all of her colleagues and thinks that they all work well together. Anna has been working for this company for three years. She originally decided to apply to work for this company as the company offered very attractive benefits, such as two weeks of paid vacation per year, a competitive salary and a company car. A typical day for Anna begins with a writer meeting, where the latest topics to be covered are discussed. In the meeting, each writer chooses their topic for the day. After the meeting, she goes to do some research on her topic, then meets with her photographer to describe what kinds of photos she will need. After this, she begins to research and write her article. At the end of the day, Anna sometimes goes to a bar for a drink and to unwind with her co-workers, fostering strong bonds with them.

Task 2. Listen to a conversation about a job inquiry and fill in each blank with NO MORE THAN TWO words/ numbers. You can listen to the recording TWICE.

JOB INQUIRY

Position:	Shop Assistant
Working Time:	Monday to Saturday, from (1) <u>10</u> a.m. to <u>6</u> p.m.
Responsibilities:	<ul style="list-style-type: none"> - Assist customers in finding products and provide (2) <u>excellent</u> customer service. - Handle (3) <u>cashier</u> operations and manage transactions. - Restock shelves and ensure the store is well-organized and (4) <u>tidy</u>.
Job Requirements:	<ul style="list-style-type: none"> - No previous experience required; training will be (5) <u>provided</u>. - Must have good (6) <u>communication</u> skills and be friendly. - Ability to work in a (7) <u>busy</u> environment and multitask.

SCRIPT

Alex: Hey Taylor, I heard you're looking for a summer job. There's an opening for a shop assistant at the local bookstore.

Taylor: Really? What are the working hours?

Alex: It's Monday to Saturday, from 10 a.m. to 6 p.m.

Taylor: Sounds doable. What would I be doing?

Alex: You'd help customers find books, provide excellent customer service, handle cashier duties, and keep the store tidy and well-stocked.

Taylor: Do I need any experience?

Alex: No, they'll provide training. They're mainly looking for someone with good communication skills, who's friendly and can handle a busy environment.

Taylor: That sounds like something I'd enjoy. How do I apply?

Alex: Just drop by the store with your resume and talk to the manager. They're eager to meet candidates.

Taylor: Awesome, thanks for letting me know, Alex. I'll check it out tomorrow.

VII. SPEAKING

Task 1. Answer the following questions.

1. Which part-time job do you like? Why?

I enjoy the role of an event volunteer. It allows me to take part in various exciting activities and communicate with different people. The experience provides opportunities to not only learn new skills, but also expand my network. Moreover, being a volunteer contributes to supporting our society, bringing a sense of community. Although it was unpaid, it is an enjoyable and rewarding part-time job for me.

Tôi thích làm công việc của một tình nguyện viên sự kiện. Nó giúp tôi tham gia vào nhiều hoạt động thú vị khác nhau và giao tiếp với nhiều người khác nhau. Trải nghiệm này mang lại cơ hội không chỉ để học các kỹ năng mới mà còn mở rộng mạng lưới quan hệ của tôi. Hơn nữa, làm tình nguyện viên còn góp phần

hỗ trợ xã hội, mang lại ý thức cộng đồng. Mặc dù không được trả lương nhưng đây là một công việc bán thời gian thú vị và xứng đáng đối với tôi.

2. What qualities and skills are required as a teaching assistant?

As a teaching assistant, important qualities include being patient, supportive and responsible. Also, being organised is necessary to manage tasks efficiently. Moreover, it's essential to have good communication skills to communicate to both teachers and students. A good understanding of educational concepts and the ability to offer support in certain subjects are also key qualifications.

Là một trợ giảng, những phẩm chất quan trọng bao gồm kiên nhẫn, tốt bụng và có trách nhiệm. Ngoài ra, kỹ năng làm việc có tổ chức là điều cần thiết để quản lý công việc một cách hiệu quả. Bên cạnh đó, điều cần thiết là phải có kỹ năng giao tiếp tốt để giao tiếp với cả giáo viên và học sinh. Hiểu biết tốt về các khái niệm liên quan đến giáo dục và khả năng hỗ trợ trong những lĩnh vực nhất định cũng là những phẩm chất quan trọng.

Task 2. Talk about benefits and drawbacks of getting a part-time job for students in 2 minutes.

Doing a part-time job offers various benefits and drawbacks for students. On the positive side, a part-time job allows them to gain essential skills and practical work experience. They can develop skills such as time management and communication skills. Moreover, they have opportunities to earn extra income. They can become more financially independent and cover a part of living costs. Finally, it can enhance one's resume and increase job opportunities in the future. Those who have practical experience and skills are more attracted to employers. However, there are disadvantages to consider. Balancing work with studies can be challenging. It may lead to increased stress and tiredness. Another drawback is it may have negative effects on academic performance. If the job demands excessive time and effort, it will distract students from studying. In short, working part-time brings both the pros and cons to students. Each person needs to consider carefully to make informed decisions about their employment choices.

Làm một công việc bán thời gian mang lại nhiều lợi ích và hạn chế khác nhau cho học sinh. Về mặt tích cực, công việc bán thời gian giúp họ có được những kỹ năng cần thiết và kinh nghiệm làm việc thực tế. Họ có thể phát triển các kỹ năng như quản lý thời gian và kỹ năng giao tiếp. Ngoài ra, họ còn có cơ hội kiếm thêm thu nhập. Họ có thể trở nên độc lập hơn về tài chính và trang trải một phần chi phí sinh hoạt. Cuối cùng, nó có thể làm đẹp bản sơ yếu lý lịch của một người và tăng cơ hội việc làm trong tương lai. Những người có kinh nghiệm và kỹ năng thực tế sẽ thu hút nhà tuyển dụng hơn. Tuy nhiên, có những nhược điểm cần xem xét. Việc cân bằng giữa công việc và học tập có thể là một thách thức. Nó có thể dẫn đến nhiều sự căng thẳng và mệt mỏi hơn. Một nhược điểm khác là nó có thể có ảnh hưởng tiêu cực đến kết quả học tập. Nếu công việc đòi hỏi quá nhiều thời gian và công sức, học sinh sẽ sao nhãng việc học. Tóm lại, công việc bán thời gian mang lại cả ưu và nhược điểm cho học sinh. Mỗi người cần cân nhắc kỹ lưỡng để đưa ra quyết định sáng suốt về lựa chọn việc làm của mình.

C. BÀI KIỂM TRA

Mark the letter A, B, C or D to indicate the word whose underlined part differs from the other three in pronunciation in each of the following questions.

Question 1: A. shift B. client C. bill D. willing
Question 2: A. casual B. submit C. server D. footstep

Mark the letter A, B, C or D to indicate the word that differs from the other three in the position of primary stress in each of the following questions..

Question 3: A. vacancy B. candidate C. quality D. department
Question 4: A. order B. bonus C. endure D. diver

Mark the letter A, B, C or D to indicate the correct answer to each of the following questions.

Question 5: She is skilled in IT, _____ she decided to explore opportunities in hospitality.
A. yet B. so C. or D. and

Question 6: _____ the work is challenging; the job offers excellent career growth.

- A. Therefore B. Despite C. Since **D. Although**

Question 7: _____ I have a passion for design, I decided to pursue a job in graphic arts.

- A. When B. If **C. As** D. When

Question 8: He is proficient in multiple languages; _____, he is considering a job in translation.

- A. but also B. on the other hand **C. as a result** D. not only

Question 9: The server is _____ our order. We would like some fish and chips.

- A. making **B. taking** C. setting D. doing

Read the following passage and mark the letter A, B, C, or D to indicate the correct option that best fits each of the numbered blanks from 10 to 15.

POSITION: SALES ASSISTANT

Responsibilities:

- Assist customers (10) _____ finding products
- Handle cash transactions and provide excellent customer service
- Maintain (11) _____ clean and organized store environment
- Monitor and restock inventory as needed

Qualifications:

- Previous retail experience preferred
- Strong communication and interpersonal skills
- Ability to work in a (12) _____ environment
- Flexibility in work schedule

Question 10: A. on B. of **C. in** D. from

Question 11: **A. a** B. an C. the D. Ø (no article)

Question 12: A. fast-pace B. fastpace **C. fast-paced** D. fast-pacing

POSITION: CUSTOMER SERVICE REPRESENTATIVE

Responsibilities:

- Respond to customer inquiries via phone and email
- Resolve issues and provide solutions in a timely manner
- Maintain accurate records of customer interactions
- Collaborate (13) _____ other team members to improve customer satisfaction

Qualifications:

- Excellent (14) _____ skills
- Problem-solving abilities
- Previous customer service experience preferred
- (15) _____ in using computer applications

Question 13: A. on B. to C. of **D. with**

Question 14: A. communicate **B. communication** C. community D. communicative

Question 15: A. Proficiently **B. Proficient** C. Procient D. Procifientation

Read the following passage and mark the letter A, B, c, or D to indicate the correct arrangement of the sentences to make a meaningful paragraph/ letter in each of the following questions.

Question 16:

- a. Firstly, the nature of the work itself plays an important role; individuals often find satisfaction in tasks that match their skills and interests.
- b. Finally, effective communication and recognition for contributions encourage a positive work atmosphere, which reinforces job satisfaction among employees.
- c. Moreover, fair and competitive compensation is a significant factor, as financial security contributes to overall job satisfaction.

d. Secondly, the work environment is equally crucial, encompassing factors like workplace culture, interpersonal relationships, and organisational policies.

e. Job satisfaction is influenced by a variety of factors that shape the overall work experience.

A. e-a-d-c-b

B. e-c-d-a-b

C. e-c-a-d-b

D. e-d-c-a-b

Question 17:

a. Thank you for considering my application, and I look forward to the possibility of discussing how my skills can benefit your team in more detail.

b. Firstly, with a degree in Marketing, I am confident in my ability to contribute effectively to your team.

c. Yours faithfully,

d. My skills in market research and advertising planning align well with the requirements of the role, and I am eager to bring my skills and experience to your organisation.

e. Dear Sir/Madam, I am writing to express my strong interest in the marketing officer position advertised on your company's website.

f. Secondly, I am impressed by your company's commitment to innovation and creativity, and I am excited about the opportunity to contribute to your continued success.

A. e-f-d-b-a-c

B. e-b-d-f-a-c

C. e-b-f-d-a-c

D. e-d-b-f-a-c

Read the following passage and mark the letter A, B, C, or D to indicate the correct option that best fits each of the numbered blanks from 18 to 23.

(18) _____, a hybrid work environment also has a significantly positive effect. Overall, those who worked both at the office and at home were most satisfied.

(19) _____, hybrid is a terrific solution, offering the opportunity for people to work where they work best whether they are focusing, collaborating, learning or socialising during their workday. (20)

_____, hybrid allows for plenty of connection to colleagues and the broader purpose of the organisation.

With hybrid, best practice is to provide clear expectations and guardrails for why and when people should be in the office, (21) _____. Encourage awareness and planning so teams can coordinate (22) _____. Emphasise intentionality about the types of work which will optimise the office or home.

Be creative about providing flexibility. (23) _____, ensure equity in how you're applying policies and practices for where and when people work.

Adopted from: <https://www.forbes.com/sites/tracybrower/2023/06/04/job-satisfaction-is-rising-whats-behind-the-surprising-trend/>

Question 18: A. On terms of job satisfaction

B. On term of job satisfaction

C. In terms of job satisfaction

D. In term of job satisfaction

Question 19: A. When implemented effectively

B. When implementing effectively

C. Implementing effectively

D. To implement effectively

Question 20: A. So done well

B. If done well

C. If doing well

D. So doing well

Question 21: A. appropriate with autonomy combined

B. appropriate with combined autonomy

C. combining with appropriate autonomy

D. combined with appropriate autonomy

Question 22: A. despite collaborating in the office

B. although they're in the office in collaborating

C. when they're in the office to collaborate

D. because they're in the office in collaborating

Question 23: A. Since not all work can be done remotely

B. Due to not all work can be done remotely

C. Despite not all work can be done remotely

D. So not all work can be done remotely

Read the following passage and mark the letter A, B, C, or D to indicate the correct option that best fits each of the numbered blanks from 24 to 28.

Globalisation has turned the world economy into (24) _____ giant, interconnected web. This has made job markets fiercely competitive and talent and opportunities in the labour market more diverse and digitally accessible.

Jobs can be widely publicised and explored online and are no longer tied to your city of birth. We now live in a world (25) _____ the skills you learned yesterday might not be enough for today's job market.

The job market is transforming, with new careers emerging as automation and artificial intelligence (AI) (26) _____. Risks and price policies can be efficiently assessed using AI, making insurance underwriters redundant (27) _____ advanced software in banking and finance mean data analysis can be automated.

Online booking has reduced demand for travel agents and desktop publishers (28) _____ by user-friendly software, which allows people to create their own materials. These changes highlight the need for professionals to update their skills and adapt to a technologically evolving job market.

Adapted from: <https://theconversation.com/forget-about-a-job-for-life-todays-workers-need-to-prepare-for-many-jobs-across-multiple-industries-222753>

- Question 24:** A. the B. an C. a D. Ø (no article)
Question 25: A. who B. which C. whom D. where
Question 26: A. advances B. demands C. careers D. experience
Question 27: A. although B. while C. despite D. so
Question 28: A. replace B. are replaced C. replaced D. replacing

Read the following passage and mark the letter A, B, C or D to indicate the correct answer to each of the following questions from 29 to 33.

EVERYBODY knows - or at least thinks he knows - that a millennial with one job must be after a new one. Today's youngsters are thought to have little loyalty towards their employers and to be prone to "job-hop". Millennials (ie, those born after about 1982) are indeed more likely to switch jobs than their older colleagues. But that is more a result of how old they are than of the era they were born in. In America at least, average job tenures have barely changed in recent decades.

Data from America's Bureau of Labour Statistics show workers aged 25 and over now spend a median of 5.1 years with their employers, slightly more than in 1983. Job tenure has declined for the lower end of that age group, but only slightly. Men between the ages of 25 and 34 now spend a median of 2.9 years with each employer, down from 3.2 years in 1983.

It is middle-aged men whose relationship with their employers has changed most dramatically. Partly because of a collapse in the number of semi-skilled jobs and the decline of labour unions, the median job tenure for men aged 45-54 in America has fallen from 12.8 years in 1983 to 8.4. That decline has been offset by women staying longer in their jobs and higher retirement ages, which is why the overall numbers have barely changed.

Adapted from: <https://jobs.economist.com/article/https-www-economist-com-news-finance-and-economics-21730440-millennials-it-turns-out-are-loyal-and-boring-previous>

Question 29: What would be the best title for the passage?

- A. Millennials: The Job-Hopping Generation
 B. Job Trends Among Different Age Groups
 C. Stability in Job Tenures Across Generations
 D. The Impact of Semi-Skilled Job Decline on Middle-Aged Workers

Question 30: The word "they" in paragraph 1 refers to _____.

- A. tenures B. jobs C. employers D. millennials

Question 31: According to the passage, who is more likely to switch jobs?

- A. millennials B. middle-aged men C. women D. retired people

Question 32: How has the median job tenure for men aged 45-54 changed from 1983 to the present?

- A. It has increased.
 B. It has remained the same.
 C. It has slightly decreased.
 D. It has significantly decreased.

Question 33: Which of the following is NOT true according to the passage?

- A. Millennials are more likely to switch jobs than their older colleagues.
- B. Average job tenures in America have significantly decreased in recent decades.
- C. The median job tenure for men aged 45-54 has increased from 1983 to the present.
- D. Women staying longer in their jobs has offset the decline in job tenure for middle-aged men.

Read the following passage and mark the letter A, B, C or D to indicate the correct answer to each of the following questions from 34 to 40.

There was a time, not too long ago, when employers were in such a rush to hire workers that they were doing anything they could to make it easier for people to apply. That time has passed.

Job hunting was becoming more miserable even before the pandemic, as the amount of time companies took to hire stretched out and as **they** asked candidates to undergo more and more interviews. Labour shortages during the pandemic gave a temporary relief, but now, as fears about a recession grow, companies are going back to their old habits of putting candidates through a **gruelling** process.

"It's frustrating and tiring—job hunting has never been this hard," says Michael Cook, who was **laid off** from a gaming company in December after more than a decade in the professional labour market, and who has applied to hundreds of jobs since. One company had him go through six rounds of interviews over multiple months; another asked him to create a project that they then used on their website but didn't pay him for his work; others sent him take-home tests or asked him to record videos of himself answering pre-set questions. He has not received any offers.

Part of the difficulty comes from a tightening labour market especially in fields like tech that have had hundreds of thousands of layoffs in the last nine months. There is now, on average, one job opening for every two applicants on LinkedIn, a big change from early 2022, when there was one job opening per applicant on average.

But it's not just the economy causing companies to change their hiring processes in ways that make them take longer, says Peter Cappelli, a management professor at the Wharton School of the University of Pennsylvania. The pandemic increased the use of one-way video interviews, in which applicants are asked to record a video of themselves answering a list of pre-set questions, because interviews couldn't be done in person. But these interviews just give companies a lot more content to sort through.

Adapted from: <https://time.com/6287012/why-finding-job-is-difficult/>

Question 34: What would be the best title for the passage?

- A. The Job Market in Changing Times
- B. Evolution of Hiring Practices: A Challenging Shift
- C. The Job Hunt Problem: A Personal Perspective
- D. Job Hunting in the Technology Field

Question 35: What is one reason mentioned for the increased difficulty in job hunting even before the pandemic?

- A. lack of job opportunities
- B. long hiring processes
- C. decreased number of applicants
- D. increased use of one-way video interviews

Question 36: The word "**they**" in paragraph 2 refers to _____.

- A. companies
- B. candidates
- C. interviews
- D. shortages

Question 37: The word "**gruelling**" in paragraph 2 is CLOSEST in meaning to _____.

- A. comfortable
- B. exhausting
- C. meaningful
- D. interesting

Question 38: The phrase "**laid off**" in paragraph 3 is CLOSEST in meaning to _____.

- A. fired
- B. accepted
- C. refused
- D. promoted

Question 39: How has the labour market changed in fields like tech in the last nine months?

- A. increased job openings
- B. one job opening for every two applicants
- C. decreased layoffs
- D. job hunting becoming easier

Question 40: It can be inferred from the passage that _____.

- A. The pandemic led to a decrease in job opportunities.
- B. The hiring process was challenging for applicants not too long ago.

C. The pandemic made the hiring process faster for companies.

D. The pandemic caused changes in the interview process.