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| SỞ GD&ĐT ĐĂK NÔNG  **TRƯỜNG THPT CHUYÊN**  **NGUYỄN CHÍ THANH**  **ĐỀ ĐỀ XUẤT**  *(Đề thi gồm 15 trang)* | **KỲ THI CHỌN HSG DUYÊN HẢI VÀ ĐBBB**  **NĂM 2023**  **MÔN: TIẾNG ANH – KHỐI 10**  *Thời gian làm bài: 180 phút*  *(không kể thời gian giao đề)* |

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| --- | --- | --- | --- | --- |
| **Điểm bài thi** | | **Giám khảo 1**  (*Kí, ghi rõ họ tên*) | **Giám khảo 2**  (*Kí, ghi rõ họ tên*) | **Số phách**  (*Do chủ tịch HĐ chấm thi ghi*) |
| **Bằng số** | **Bằng chữ** |
|  |  |  |  |  |

* *Thí sinh không được sử dụng tài liệu, kể cả từ điển.*
* *Giám thị không giải thích gì thêm.*

**A. LISTENING (50 POINTS)**

**HƯỚNG DẪN PHẦN THI NGHE HIỂU**

* *Bài nghe gồm 4 phần; mỗi phần được nghe 2 lần, mỗi lần cách nhau 05 giây; mở đầu và kết thúc mỗi phần nghe có tín hiệu. Thí sinh có 20 giây để đọc mỗi phần câu hỏi.*
* *Mở đầu và kết thúc bài nghe có tín hiệu nhạc.*
* *Mọi hướng dẫn cho thí sinh (bằng tiếng Anh) đã có trong bài nghe.*

**Part 1. For questions 1-5, listen to the recording and complete the form below. Write *ONE WORD AND/ OR A NUMBER* for each answer.** **Write your answers in the corresponding numbered boxes provided. (10 pts)**

**NANO TECHNOLOGY AND ITS APPLICATION**

**About Nanotechnology**

+ It is a study on the scale of nanometre

+ The development in nanotechnology is the result of a new type of **(1)\_\_\_\_\_\_\_\_\_\_\_\_**

+ People are worried that nanotech products are **(2)** \_\_\_\_\_\_\_\_\_\_\_\_

**Food and household**

+ The availability of **(3)** \_\_\_\_\_\_\_\_\_\_\_\_\_\_in our diet ( e.g in potatoes) is great improved

+ The packaging cost **(4)** \_\_\_\_\_\_\_\_\_\_\_\_is particularly reduced

+ Nanotechnology can increase the **(5)** \_\_\_\_\_\_\_\_\_\_\_\_\_ of food.

+ Nanotechnology can be used to make new types of furniture. ***Your answers:***

|  |  |
| --- | --- |
| 1. | 4. |
| 2. | 5. |
| 3. |  |

## Part 2. For questions 6-10, listen to a talk about the trip to Arctic Circle and decide whether these statements are True (T) or False (F). Write your answers in the corresponding numbered boxes provided. (10pts)

1. The speaker saw an eagle ten minutes after they landed, which his colleagues pointed out to him from at least seven hundred meters away.   
   7. The yellow Arctic poppy, for example, has only a small tuft of leaves visible since the majority of the plant - a network of roots - remains underground.  
   8. Fish and small mammals are the primary source of nutrition for the majority of these birds.  
   9. We slept in the ice igloos built by the local Inuits, complete with small tunnels in the front with orange color.  
   10. Aside from the weather, the major danger is the wildlife.   
   **Your answer:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 6. | 7. | 8. | 9. | 10. |

**Part 3. For questions 11-15, listen to the recording and choose the answer (А, В, C** or **D) which fits best according to what you hear.** **Write your answers in the corresponding numbered boxes provided. (10pts)**

**11.How does Helena feel about the use of Jed's name for their joint business?**

A. occasionally frustrated that her contribution goes unnoticed.

B. amused that they have a name people tend to remember.

C. appreciative of the respect that the name has brought her.

D. irritated by the fact that Jed is more of a celebrity than she is.

**12. What is Jed's attitude to his public profile?**

A. He likes the fact that complete strangers often want to talk to him.

B. He's unhappy that it prevents him doing everyday activities.

C. He enjoys it more now than he did when he was younger.

D. He's proud of the way it reflects his achievements.

**13. What gave Jed the incentive to make a jewel garden?**

A. He wanted to realise a long-held ambition.

B. He had led people to believe that it already existed.

C. He wanted to show pictures of it at a gardening event.

D. He was inspired by the illustrations at a talk he attended.

**14. What explanation does Helena give for the name of the garden?**

A. It provided a useful framework for the project.

B. It was a response to the bright colours they wanted there.

C.It allowed them to experiment with a wide range of options.

D. It was meant to inspire them to embrace unconventional ideas.

**15. Jed says that, for him, the name 'jewel garden' is**

A. a reminder of the value of creativity.

B. an appropriate one for something so beautiful.

C. a positive way of combining both past and present.

D. a way of explaining his philosophy of design to people.

**Your answer:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 11. | 12. | 13. | 14. | 15. |

**Part 4. For questions from 16-25, you will hear someone called Karen Williams talking about her career. and complete the notes below which summarize what the speaker says. Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each gap. Write your answers in the corresponding numbered boxes provided. (20pts)**

At the end of her first work experience, Karen spent two days

(16)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and checking rooms with the floor housekeeper.

Her last work experience was spent in the hotel's (17) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The subject of Karen's next course was (18)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

During her HND course, the subjects she had to study were business studies, hotel management, human resource management and (19)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The optional subjects Karen took were conference and (20) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, advanced business and languages

The topic of her report was (21)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_in hotels

In her report, she wrote reviews of various (22)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

She joined an organisation with the initials (23)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

She got information from a magazine called (24)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In her present job, she has to deal with problems caused by the hotel being (25) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Your answers:***

|  |  |
| --- | --- |
| 16. | 21. |
| 17. | 22. |
| 18. | 23. |
| 19. | 24. |
| 20. | 25. |

**B. LEXICO - GRAMMAR (40 POINTS)**

**Part 1. For questions 26-45, choose one of the words marked A, B, C, or D which best completes each of the following sentences. Write your answers in the corresponding numbered boxes. (20 pts)**

26. Many children who get into trouble in their early teens go on to become \_\_\_\_\_\_\_\_\_\_.

A. persistent B. insistent C. inverted D. innate

27. You just sit in the office. You can afford to pay someone else to do all the\_\_\_\_\_\_\_\_\_\_ work.

A. dog B. horse C. cattle D. donkey

28. I was \_\_\_\_\_\_\_\_\_\_ by his lack of intelligence. I couldn’t believe anyone could be so stupid.

A. shattered B. staggered C. speechless D. startled

29. Fortunately, her parents were\_\_\_\_\_\_\_\_\_\_ unaware of what was going on.

A. rapturously B. exultantly C. bitterly D. blissfully

30. There are a lot of problems and we’re not \_\_\_\_\_\_\_\_\_\_ yet.

A. out of the woods B. down the ladder

C. back to the path D. into the lights

31. I think we’ve kept everybody in the \_\_\_\_\_\_\_\_\_\_ about the arrangements for far too long.

A. gloom B. dusk C. dark D. night

32. Egypt is a fantastic country for tourist. It’s absolutely \_\_\_\_\_\_\_\_\_\_ in industry.

A. soaked B. drenched C. steeped D. saturated

33. Close your eyes and try to \_\_\_\_\_\_\_\_\_\_ up a picture of a place where you feel at peace.

A. store B. eat C. stick D. conjure

34. If you \_\_\_\_\_\_\_\_\_\_ with the device in any way, the guarantee will no longer be valid.

A. inject B. transform C. consist D. tamper

35. Too many trees round a house \_\_\_\_\_\_\_\_\_\_ it of air and light.

A. deprive B. deprave C. deride D. derive

36.\_\_\_\_\_\_, Mrs. White went back to her room.

A. There was no cause for alarm B. Without having a cause for alarm

C. There being no cause for alarm D. Being no cause for alarm

37. He was undoubtedly making progress, \_\_\_\_\_\_\_\_\_\_ rather slowly.

A. albeit B. notwithstanding C. however D. whilst

38. Brian gave \_\_\_\_\_\_ that the clients signed up immediately.

A. so a professional presentation B. such professional a presentation  
C. a such professional presentation D. so professional a presentation

39. Research has proved that \_\_\_\_\_\_\_ smart phones can be dangerous to use.

A. being manufactured poorly B. manufacturing the poor

C. poor manufacturing D. poorly manufactured

40. \_\_\_\_\_\_\_\_\_ their heads in his direction, he knew they were interested.

A. Seeing them both turn B. On seeing they both turn

C. When he saw them both to turn D. After seeing them both to have turned

41. She could \_\_\_\_\_\_\_\_\_ in the garage when we came round, which would explain why she didn’t hear the bell.

A. work B. be working C. have worked D. have been working

42. Round and round \_\_\_\_\_\_\_\_\_\_\_.

A. the wheels of the engine went B. did the wheels of the engine go

C. went the wheels of the engine D. going the wheels of the engine

43. Do you think there will be any chance of your brother \_\_\_\_\_\_\_\_\_\_\_\_\_\_ his job?

A. quit B. to quit C. quitting D. for quitting

44.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_is unimportant to her peers.

A.  If she passes  B.  Whether does she pass or not

C.  Whether she pass or not D.  Whether she passes or not

45. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ help me make this decision. I’m just so unsure of which direction to take for my future.

A. I’d sooner you will B. I wish you will C. If only you could D. I’d rather you

***Your answers:***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 26. | 30. | 34. | 38. | 42. |
| 27. | 31. | 35. | 39. | 43. |
| 28. | 32. | 36. | 40. | 44. |
| 29. | 33. | 37. | 41. | 45. |

**Part 2. For questions 46-55, complete each of the following sentences with suitable preposition(s) or particle(s). Write your answer in the boxes provided. (10 pts)**

46. She was very appreciative all the support she got from her friends.

47. I don’t like the way Dennis is trying to stir\_\_\_\_\_\_\_\_\_\_ trouble between us.

48. As you’ve arrived late, you’ll have to make \_\_\_\_\_\_\_\_\_\_the time you have lost.

49. Mary is jealous her sister because she is much more popular.

50. Your skirt needs taking ; it's too large.

51. Can you make the meaning of this passage?

52. He’s such a hard man to nail as he’s always flitting from one site to another.

53. Don't be put by his manner. He always acts that way.

54.You ought to stand your little brother when the others tease him.

55. He likes nothing better than to spend his Sunday mornings pottering\_\_\_\_\_\_\_ in the gardens.

***Your answers:***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 46. | 47. | 48. | 49. | 50. |
| 51. | 52. | 53. | 54. | 55. |

**Part 3. For questions 56-65, fill each gap with the correct form of the words in brackets. Write your answer in the boxes provided. (10 pts)**

56. Sally has just given birth yesterday so she is currently on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ leave. (**MOTHER**)

57. Opposition leaders said they would try to stage nationwide protests, but previous opposition rallies have met only \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ support. (**WARM**)

58. His was a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ youth, devoted only to pleasurable pastimes and pursuits. (**SPEND**)

59. Keeping the garden tidy all year round can be a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ task. (**LABOUR**)

60. The mayor and the city council are anxious to avoid getting \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in the controversy. (**TANGLE**)

61. Even eight years later, it was still\_\_\_\_\_\_\_\_\_\_to get into the Square with a television camera, but we managed it. **(PROBLEM)**

62. There are dogs, like guided dogs for people with partial or total blindness, trained to help sufferers deal with attacks by alerting parents or ­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_the victim is not in a position of danger. **(SURE)**

63. George said it was the worst film he had seen in ages, but it got an excellent\_\_\_\_\_\_\_\_\_\_in the press. I think we should go and see it. **(WRITE)**

64. Customers are willing to pay\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_for the anti-aging comestic products. **(HAND)**

65. There used to be a\_\_\_\_\_\_\_\_\_\_\_\_in Quang Tri, whose remains now become a historical site. **(HOLD)**

***Your answers:***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 56. | 57. | 58. | 59. | 60. |
| 61. | 62. | 63. | 64. | 65. |

**C. READING (60 POINTS)**

**Part 1. For questions 66-75, read the text below and decide which answer (A, B, C or D) best fits each gap. Write your answers in the corresponding numbered boxes provided.(15 pts)**

**Touchscreen teething problems**

The (66)\_\_\_\_\_ of touchscreen typing didn’t suit everyone initially. Some people who had grown (67)\_\_\_\_\_ to using a conventional keyboard, missed the physical feedback on whether they had hit the correct key or not. They found the touchscreen slow to use, whilst the text they produced was (68)\_\_\_\_\_ with errors, a situation that was (69)\_\_\_\_\_if the text was produced on the (70)\_\_\_\_\_ using a smartphone.

Researchers at Maryland University found that many of these errors resulted from (71)\_\_\_\_\_ in each individual’s typing style. For example, a user might be (72)\_\_\_\_\_to hitting the bottom of a key rather than the centre, increasing the likelihood that they would also hit the key below by mistake, (73)­­\_\_\_\_\_ producing so-called ‘fat finger’ errors. They also found that if typing and walking (74)\_\_\_\_\_, there was a tendency for people to hit a different part of the key if the tap coincided with their foot striking the ground. The data produced by the team eventually allowed designers to (75)\_\_\_\_\_ these very human characteristics into account in the next generation of touchscreen keyboards.

|  |  |  |  |
| --- | --- | --- | --- |
| 66. A.advent | B.onset | C.input | D.upshot |
| 67. A.familiar | B.accustomed | C.comfortable | D.proficient |
| 68. A.strewn | B.caked | C.stashed | D.clogged |
| 69. A.amplified | B.deteriorated | C.exacerbated | D.incensed |
| 70. A.haste | B.transit | C.foot | D.move |
| 71. A.whims | B.kinks | C.glitches | D.quirks |
| 72. A.prone | B.apt | C.inclined | D.liable |
| 73. A.therein | B.otherwise | C.thereby | D.likewise |
| 74. A.consequently | B.consecutively | C.simultaneously | D.contemporarily |
| 75. A.hold | B.take | C.put | D.bring |

**Your answers**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 66. | 67. | 68. | 69. | 70. |
| 71. | 72. | 73. | 74. | 75. |

**Part 2. For questions 76-85, fill each gap in the passage below with ONE appropriate word. Write your answers in the corresponding numbered boxes provided. (15 pts)**

**Social fitworking**

In common with many of life’s self-imposed hardships, fitness training is more fun if there’s a chance to share the experience with others. For anyone (76)\_\_\_\_\_\_\_\_\_\_\_\_\_ the most ardent fitness fans, however, there’s (77)\_\_\_\_\_\_\_\_\_\_\_\_\_\_ anything to be said in favour of a lonely workout at the gym on a cold winter’s night. (78)\_\_\_\_\_\_\_\_\_\_\_\_\_ wonder, therefore, that what are known as “social fitworking” events are taking off in a (79)\_\_\_\_\_\_\_\_\_\_\_\_\_ way across London. (80)\_\_\_\_\_\_\_\_\_\_\_\_\_ the domain of the serious athlete, group fitness competitions have been redesigned for general (81)\_\_\_\_\_\_\_\_\_\_\_\_\_, and young Londoners have been signing up (82)\_\_\_\_\_\_\_\_\_\_\_\_\_ their droves. With names like “Warrior Dash” and “Tough Mudder”, the events involve teams of runners racing over obstacles in rough terrain. Quite (83)\_\_\_\_\_\_\_\_\_\_\_\_\_ from the physical benefits, being part of a team is a motivating experience, (84)\_\_\_\_\_\_\_\_\_\_\_\_\_ it involves actually competing together, chatting in the bar or sharing photos online afterwards. The fact that the events attract men and women in roughly equal proportions could also (85)\_\_\_\_\_\_\_\_\_\_\_\_\_ for some of the appeal.

***Your answers:***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 76. | 77. | 78. | 79. | 80. |
| 81. | 82. | 83. | 84. | 85. |

**Part 3. For questions 86-95, read the following passage and choose the best answer to each question. Write your answers in the corresponding numbered boxes provided. (15pts)**

***1*. No student of a foreign language needs to be told that grammar is complex. By changing word sequences and by adding a range of auxiliary verbs and suffixes, we are able to communicate tiny variations in meaning. We can turn a statement into a question, state whether an action has taken place or is soon to take place, and perform many other word tricks to convey subtle differences in meaning. Nor is this complexity inherent to the English language. All languages, even those of so-called 'primitive' tribes have clever grammatical components. The Cherokee pronoun system, for example, can distinguish between 'you and I', 'several other people and I' and 'you, another person and I'. In English, all these meanings are summed up in the one, crude pronoun 'we'. Grammar is universal and plays a part in every language, no matter how widespread it is. So the question which has baffled many linguists is - who created grammar?**

***2*. At first, it would appear that this question is impossible to answer. To find out how grammar is created, someone needs to be present at the time of a language's creation, documenting its emergence. Many historical linguists are able to trace modern complex languages back to earlier languages, but in order to answer the question of how complex languages are actually formed, the researcher needs to observe how languages are started from scratch. Amazingly, however, this is possible.**

***3*. Some of the most recent languages evolved due to the Atlantic slave trade. At that time, slaves from a number of different ethnicities were forced to work together under colonizer's rule. Since they had no opportunity to learn each other's languages, they developed a make-shift language called a pidgin. Pidgins are strings of words copied from the language of the landowner. They have little in the way of grammar, and in many cases it is difficult for a listener to deduce when an event happened, and who did what to whom. [A] Speakers need to use circumlocution in order to make their meaning understood. [B] Interestingly, however, all it takes for a pidgin to become a complex language is for a group of children to be exposed to it at the time when they learn their mother tongue. [C] Slave children did not simply copy the strings of words uttered by their elders, they adapted their words to create a new, expressive language. [D] It included standardized word orders and grammatical markers that existed in neither the pidgin language, nor the language of the colonizers. Complex grammar systems which emerge from pidgins are termed creoles, and they are invented by children.**

***4*. Further evidence of this can be seen in studying sign languages for the deaf. Sign languages are not simply a series of gestures; they utilize the same grammatical machinery that is found in spoken languages. Moreover, there are many different languages used worldwide. The creation of one such language was documented quite recently in Nicaragua. Previously, all deaf people were isolated from each other, but in 1979 a new government introduced schools for the deaf. Although children were taught speech and lip reading in the classroom, in the playgrounds they began to invent their own sign system, using the gestures that they used at home. It was basically a pidgin. Each child used the signs differently, and there was no consistent grammar. However, children who joined the school later, when this inventive sign system was already around, developed a quite different sign language. Although it was based on the signs of the older children, the younger children's language was more fluid and compact, and it utilized a large range of grammatical devices to clarify meaning. What is more, all the children used the signs in the same way. A new creole was born.**

***5*. Some linguists believe that many of the world's most established languages were creoles at first. The English past tense –ed ending may have evolved from the verb 'do'. 'It ended' may once have been 'It end-did'. Therefore it would appear that even the most widespread languages were partly created by children. Children appear to have innate grammatical machinery in their brains, which springs to life when they are first trying to make sense of the world around them. Their minds can serve to create logical, complex structures, even when there is no grammar present for them to copy.**

86. In paragraph 1, why does the writer include information about the Cherokee language?

A. To show how simple, traditional cultures can have complicated grammar structures

B. To show how English grammar differs from Cherokee grammar

C. To prove that complex grammar structures were invented by the Cherokees.

D. To demonstrate how difficult it is to learn the Cherokee language

87. What can be inferred about the slaves' pidgin language?

A. It contained complex grammar.

B. It was based on many different languages.

C. It was difficult to understand, even among slaves.

D. It was created by the land-owners.

88. All the following sentences about Nicaraguan sign language are true EXCEPT:

A. The language has been created since 1979.

B. The language is based on speech and lip reading.

C. The language incorporates signs which children used at home.

D. The language was perfected by younger children.

89. In paragraph 3, where can the following sentence be placed?

**It included standardized word orders and grammatical markers that existed in neither the pidgin language, nor the language of the colonizers.**

A. A B. B C. C D. D

90. **'From scratch**' in paragraph 2 is closest in meaning to:

A. from the very beginning B. in simple cultures

C. by copying something else D. by using written information

91. **'Make-shift'** in paragraph 3 is closest in meaning to:

A. complicated and expressive B. simple and temporary

C. extensive and diverse D. private and personal

92. Which sentence is closest in meaning to the bold sentence?

**Grammar is universal and plays a part in every language, no matter how widespread it is.**

A. All languages, whether they are spoken by a few people or a lot of people, contain grammar.

B. Some languages include a lot of grammar, whereas other languages contain a little.

C. Languages which contain a lot of grammar are more common that languages that contain a little.

D. The grammar of all languages is the same, no matter where the languages evolved.

93. All of the following are features of the new Nicaraguan sign language EXCEPT:

A. All children used the same gestures to show meaning.

B. The meaning was clearer than the previous sign language.

C. The hand movements were smoother and smaller.

D. New gestures were created for everyday objects and activities.

94. Which idea is presented in the final paragraph?

A. English was probably once a creole.

B. The English past tense system is inaccurate.

C. Linguists have proven that English was created by children.

D. Children say English past tenses differently from adults.

95. Look at the word '**consistent**' in paragraph 4. This word could best be replaced by which of the following?

A. natural B. predictable C. imaginable D. uniform

***Your answer***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 86. | 87. | 88. | 89. | 90. |
| 91. | 92. | 93. | 94. | 95. |

**Part 4. For questions 96-105, r*ead the following passage and choose the best answer to each question. Write your answers in the corresponding numbered boxes provided below the passage (15 pts)***.

**A.** The chief executive of a large hotel became aware that his company was experiencing annual employee turnover of about 60 percent, at an annual cost estimated between $10 to $15 million. This large amount of money was calculated based on three factors: the money spent hiring and training replacements; the cost to the business in lower productivity due to employees becoming familiar with the requirements of their new job; and reduced occupancy

rates, due to poor guest satisfaction levels.  
 **B.** The Chief Executive knew that in order to save his company, he had to reduce the high turnover costs. Making up for the lost income due to turnover is not an easy task and many companies have not declared war on unwanted employee turnover because they have not taken the time to work out the costs of lost revenues and productivity. But the hotel boss decided to tackle the issue head-on by implementing a 4 point plan, the hotel first took the time to calculate their turnover costs; secondly to evaluate the main causes for the staff turnover and; thirdly to discuss some of the solutions to the problems and lastly to prioritise actions and evaluate future returns following implemented changes.  
 **C.** Within a two-year period, the results were significant. The annual employee turnover was reduced by 78 percent and this impacted upon down time due to training and guest satisfaction. The result was a $10 million savings for the company.  
 **D.** Because most do not know the root causes of employee turnover and costs have often not been accurately estimated, causes are usually not known. As an result, solutions are commonly not targeted at a company’s individual, specific causes. The following is an examination of what the Chief Executive did to turn the hotel around.  
 **E.** Two factors were considered in relation to the calculation of costs: those departments who had the highest rates of turnover and those whose turnover had the greatest potential effect on profit. After some investigation it was shown that some of the positions with the highest turnover rates such as cleaners and gardeners did not carry with them high associated costs. In fact, what was revealed was that only’ 6 percent of employees accounted for 43 percent of the turnover. Positions that involved a substantial amount of time in training were the ones that attracted the highest costing. Analysis revealed that those positions within the hotel which had the greatest impact on profit were people like the front office receptionists and those working in accounts.  
 **F.** As unusual as it may sound, it is now a common understanding that offering employees more money is not necessarily a good solution to high employee turnover – often they leave because they simply dislike the work. Therefore, it was important to tackle the analysis from the perspective of what were the chief causes for staff leaving. A holistic approach was undertaken and several key findings emerged. The hotel found that fundamentally they adopted poor recruiting and selection practices. For example, it was shown that almost 35 percent of the cleaning staff left after the first week and a further 25 during the first month. Candidates were being over-sold the job by recruiters and left soon after they encountered unrealistic job expectations.  
 **G.** Devising solutions to these issues was the other half of the equation. As far a recruiting was concerned, they changed their approach by getting personnel from the hotel to handle it. Once this change was made, the attrition rates decreased substantially. To add to employee motivation, new staff were made aware of the mission and goals of the organisation and how they would be paid above industry standard for striving to attain to hotel values. New staff were shown where the hotel was heading and how they would have a guaranteed, stable employment situation with a major force in the hotel industry’ – it was even suggested that after a period of employment, new staff might be given the opportunity to contribute to organisational goal setting. They had been losing many of their employees during the first month or two of employment, so they made new staff aware that bonuses would be offered to newly-hired employees at the end of their first three months which greatly assisted in goal setting. Staff luncheons and the in-house volleyball and basketball competitions remained an effective part of staff unity and development and a support program was also introduced to help all staff with any job-related issues which gave employees a heightened sense of being cared for by the establishment.  
 **H.** Another area of change which proved successful was the introduction of the Valuable Employee Program (VEP). When a person was employed in the past they were assigned a senior member of staff who assisted them with getting used to their new job. Due to the limitations of the senior member’s position however, they were often not in a position to explain any details regarding future advancement. Now, when staff are employed, they are clearly told what is expected in the job and where it might lead for the right candidate. Hotel surveys revealed that over 30 percent of employees were not satisfied with the career opportunities in their current jobs so the articulation of the definite and realistic opportunity for advancement through the VEP led to a major decrease in employee attrition.  
 **I.** Once the ship had been righted and the relative returns on human resource investments had been calculated, setting priorities became a formality. Although at first a daunting task, the enormous cost of employee turnover offered an excellent opportunity for the hotel to improve profitability.

**Question 96-98**

**Complete the summary below of paragraphs A-D of Reading Passage. Choose ONE or TWO WORDS from the passage for each answer. Write your answers in boxes 31-33 on your answer sheet.**

|  |
| --- |
| Training new employees; down time as new employees get used to their new job; and unfavourable guest satisfaction levels all led to a large (**96)**……………. for a large hotel. It was determined that the solution to these problems, was in the reduction of the company’s turnover costs.The hotel addressed these issues in 4 ways through the (**97)**….………... of a plan. The efforts of the hotel chief executive decreased down time and reduced employee turnover which, in turn resulted in improvements in  guest satisfaction.  The company position was improved by $10 million. It is not common for big companies to experience such (98**)**……………. |

**Question 99-101**

**Do the following statements reflect the claims of the writer in Reading Passage? In boxes 34-36 on your answer sheet write:**

**YES** if the statement reflects the claims of the writer  
 **NO** if the statement contradicts the claims of the writer  
 **NOT GIVEN**          if it is impossible to say what the writer thinks about this

**99.**    It was surprising that positions with the highest turnover were not connected to high costs.  
**100.**   There was a clear connection between high costs and length of training.  
**101.**   New employees were given an incorrect description of their job.

**Question 102-105**

**Reading Passage gives FOUR effective changes that the hotel introduced for staff. Choose these changes from the list A-K below. Write the appropriate letters A-K in boxes 102-105 on your answer sheet.**

**CHANGES**

**A.**     discussed future plans  
 **B.**     introduced regular staff luncheons  
 **C.**      started a regular sports program  
 **D.**     did their own staff recruiting  
 **E.**     built new sporting facilities  
 **F.**       involved new staff in goal setting  
 **G.**    offered bonuses to proven, committed new staff  
 **H.**    began meeting regularly with new staff  
 **I.**     implemented a support program  
 **J.**       began recruiting through an employment service

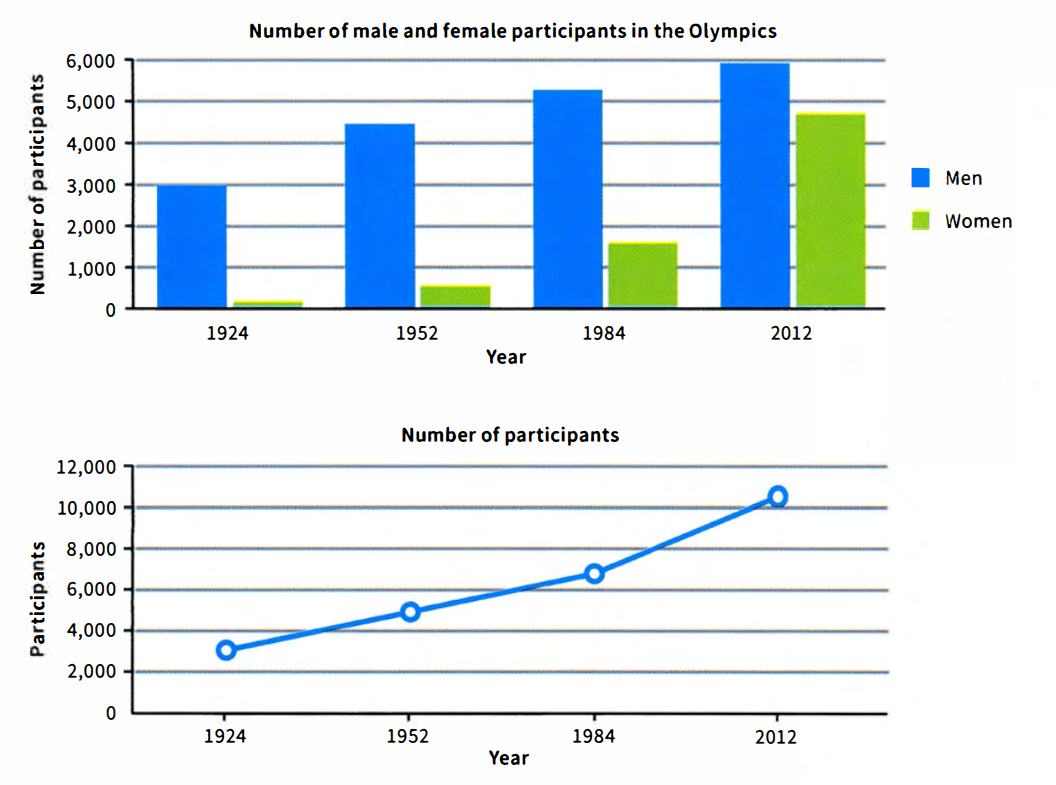
**Your answer**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 96. | 97. | 98. | 99. | 100. |
| 101. | 102. | 103. | 104. | 105. |

**D. WRITING (50 POINTS)**

**Part 1. (20 pts)**

***The chart and graph below give information about participants who have entered the Olympics since it began.  
Summarise the information by selecting and reporting on the main features, and make comparisons where relevant.*** Write at least 150 words.

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**Part 2.** **Write an essay of 250 words about this topic. (30 pts)**

***It is unacceptable that people who work in certain professions, e.g. media, entertainment and sport, are paid such high salaries while others, who do important jobs in society, are underpaid.***

*To what extent do you agree or disagree?*

**Write an essay of about 250 words to express your opinion with** relevant details to support your viewpoint**.**

**THE END!**

**Người ra đề: DƯƠNG THỊ THÙY TRANG**

**Chữ ký:**

**Số điện thoại: 0935441984**