

ข้อสอบวัดระดับความสามารถทางภาษาอังกฤษ ตามมาตรฐาน (CEFR)  
ระดับปริญญาตรีสายเทคโนโลยีหรือสายปฏิบัติการ สถาบันอาชีวศึกษาภาคตะวันออกเฉียงเหนือ 1  
ประเพณีวิชา บริหารธุรกิจ

Choose the best answer.

1. Which item is not in resume information?
  - a. Education.
  - b. Personal detail.
  - c. Work experience
  - d. Job advertisement.
2. Which department is in charge of putting the product into boxes?
  - a. Training.
  - b. Packaging.
  - c. Advertising.
  - d. Customer Service.
3. Where can Anthony go in this company if he wants to apply for a new job?
  - a. Finance Department.
  - b. Marketing Department
  - c. Human Resources Department.
  - d. Production department
4. Who is in charge of recruiting people to work in an office?
  - a. The Sales Manager.
  - b. The Transport Manager.
  - c. The Marketing Manager.
  - d. The Personnel Manager.
5. Where can Mark go to claim that a product he bought cannot be used properly?
  - a. Engineering Support office
  - b. Production Control Office
  - c. Purchasing Office
  - d. Quality Control Office
6. We hire an accountant to \_\_\_\_\_ the company's financial records.
  - a. audit
  - b. audition
  - c. auditory
  - d. auditorium
7. We use email, sms, fax and letter to \_\_\_\_\_ people.
  - a. connect
  - b. contract
  - c. contrast
  - d. control

8. Which is office furniture ?
- printer, fax machine, computer.
  - office chair , scissors, stapler
  - chair, filing cabinet, desk. .
  - paper clip, cutter, binder.
9. Which is not type of equipment used in legal offices ?

Don Mueang - Mae Sot		
Flight	Dep	Arr
DD8108	08:00	09:15*
DD8116	10:30	11:45
DD8120	14:00	15:15*
DD8118	15:05	16:20
Mae Sot - Don Mueang		
Flight	Dep	Arr
DD8109	09:45	11:00*
DD8117	12:15	13:30
DD8121	15:35	16:50*
DD8119	16:00	17:15

- photocopiers
  - Shredders
  - facsimile machines
  - internet
10. What does the abbreviation “Dep” on the flight schedule stand for?
- Deposit
  - Departure
  - Depression
  - Department
11. I’ll \_\_\_\_\_ by showing you.
- parts
  - start off
  - realize
  - in charge of
12. Someone whose job is to welcome or deal with people arriving in a hotel or office building is .....
- a typist
  - secretary
  - a manager
  - a receptionist
13. The manager is .....the general running of the company.
- responsible for
  - waiting on
  - taking the duty of
  - waiting for

14. A person who owns or manages a shop usually a small one is a .....
- a. shop assistant
  - b. sales clerk
  - c. shopkeeper
  - d. clerk

**Raed the conversation and answer the question (Item 15-16)**

A: Good morning. Long time no see. Did you change a job?

B: Yes. I'm a purchasing officer now.

A: Really? What are you responsible for?

B: I'm responsible for .....15..... and you?

A: I'm a secretary. I'm in charge of .....16..... for the boss.

15.
  - a. checking daily appointments
  - b. administering the company
  - c. ordering office supplies
  - d. the marketing in the company
16.
  - a. checking daily appointments
  - b. administering the company
  - c. ordering office supplies
  - d. the marketing in the company
17. Our factory.....five departments.
- a. consists of
  - b. composes of
  - c. gathers together
  - d. organizes
18. A / An.....is a written agreement in which a company selling something promise to repair Or replace it if there is a problem within a particular period of time.
- a. warrant
  - b. warranty
  - c. service
  - d. delivery
19. Your order was shipped on July 10th by first class mail. The word "shipped" means.....
- a. sending goods to the customers
  - b. bringing goods from the customers
  - c. producing goods for the customer
  - d. providing goods for the customers

20. The word that can best replace “discount” is a .....
- a. reduction
  - b. construction
  - c. production
  - d. identification
21. Where can Lisa go in the company if she wants to order rims of paper to use in the office?
- a. Accounting Office
  - b. Quality Control Office
  - c. Manufacturing Office
  - d. Purchasing Office
22. 35.75 is read.....
- a. thirty-five comma seventy nine
  - b. thirty-five point seventy five
  - c. three five point seven five
  - d. thirty-five point seven five
23. £ 63.30 is read.....
- a. sixty – three pound and thirty pence
  - b. sixty – three pounds and thirty pence
  - c. sixty – three pounds and thirteen pence
  - d. sixty – three pounds thirty
24. 5,400,342 is read.....
- a. five hundred thousand, four hundred, three hundred and forty-two
  - b. five million ,four hundred thousand ,three hundred and twenty –four
  - c. five million, four hundred thousand ,three hundred and forty-two
  - d. five billion, four hundred thousand ,three hundred and twenty –four
25. 1979 is read.....
- a. nineteen seventy-nine
  - b. nineteen hundred seventy -nine
  - c. nineteen seven nine
  - d. one nine seven nine
26. Which is not in the group?
- a. a telephone
  - b. a ream of paper
  - c. a scanner
  - d. a computer printer
27. DOB stands for : .....
- a. Day of bouncing
  - b. Date of birth
  - c. Don’t over book
  - d. Date of Application

28. Your country of origin is : .....
- a. Where you were brought up
  - b. Where you were born
  - c. Where you go on holiday
  - d. where you would like to work
29. Gender means : .....
- a. Your sex - male or female
  - b. Children
  - c. Where you were born
  - d. Your nationality
30. Your dependents are : .....
- a. Your cousins
  - b. Your friends
  - c. People you provide for
  - d. your employer
31. Your occupation is : .....
- a. If you are married or single
  - b. Your work
  - c. Your work history
  - d. your experience
32. What does “restricted” refer to?
- a. effective
  - b. available
  - c. limited
  - d. reasonable
33. We boil water with the .....
- a. a wardrobe
  - b. a camera
  - c. a blouse
  - d. electric kettle
34. This camera is .....
- a. compact
  - b. save cost
  - c. cheaper
  - d. color
35. Salesperson : I would like to present this one. It is .....
- a. useless
  - b. plastic
  - c. cheapest
  - d. hand-made

36. I think this one will be good for you. It is made of the leather and ..... from the US.
- a. buy
  - b. imported
  - c. exported
  - d. sell
37. Customer : Can you ..... one? My hair's been very dry lately.
- a. recommend
  - b. confirm
  - c. comment
  - d. ask
38. When did you start your current \_\_\_\_\_ ( = job)?
- a. position
  - b. work
  - c. place
  - d. department
39. I've always been a team \_\_\_\_\_. ( = I've always worked well with other people)
- a. play
  - b. player
  - c. worker
  - d. coach
40. I believe I'm a good \_\_\_\_\_ for this position.
- a. fitness
  - b. man
  - c. fit
  - d. suit
41. Tell me a little about your \_\_\_\_\_ job ( = your last job).
- a. past
  - b. previous
  - c. finished
  - d. target
42. The word rescheduled is closest in meaning to.....
- a. cancel
  - b. attend
  - c. organize
  - d. postpone

43. The latest model camera comes.....with detachable 70 mm lens.

Leather case and carrying trap.

- a. completed
- b. completion
- c. completely
- d. complete

Fill in the blank with the words given. (For Item 44-48)

Ok, let's get started, good morning. On behalf of AAA Company. I would like to (44).....you all for coming here this morning. My name's Martin Twist and I'm (45).....for customers' .....(46)..... This morning I'd like to (47).....our new (48)..... for travel agents. If you have any question you'd like to ask. I'd be happy to answer them.

- |                |                |
|----------------|----------------|
| 44. a. present | c. responsible |
| b. thank       | d. service     |
| 45. a. present | c. responsible |
| b. thank       | d. service     |
| 46. a. present | c. responsible |
| b. thank       | d. service     |
| 47. a. welcome | c. packages    |
| b. present     | d. answer      |
| 48. a. welcome | c. packages    |
| b. present     | d. answer      |

Dear Sir:

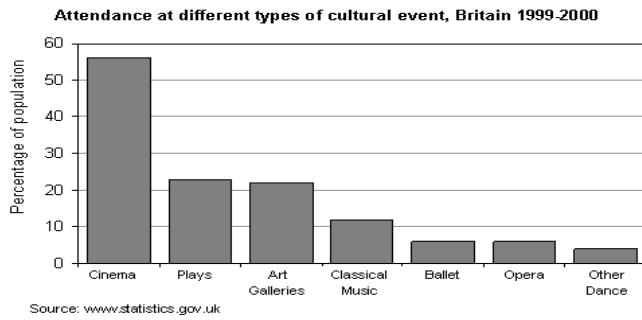
I am writing to express my .....49..... with the two-night stay I recently spent at your hotel. Although the hotel was located close to the agricultural machinery conference I was attending. There were a couple of issues that I have with the service.

Firstly, your hotel advertises' a full English cooed breakfast each morning. However, I do not feel that a fried egg on toast really qualifies as such. ....50..... bacon, or sausages should be provided.

Secondly, the towels.....

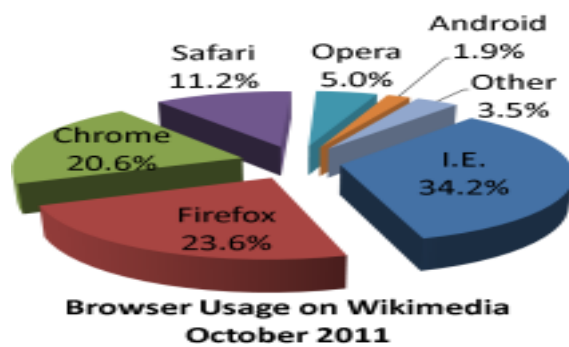
- |                     |              |
|---------------------|--------------|
| 49. a. satisfaction | c. interest  |
| b. disappointment   | d. confusion |
| 50. a. At least     | c. Lastly    |
| b. The most         | d. The worst |

51. What kind of chart is it?



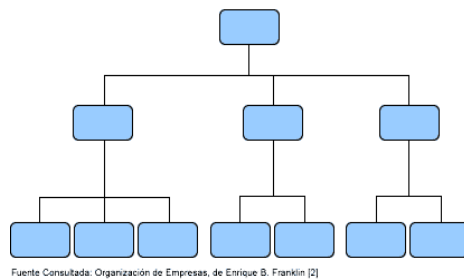
- a. Pie chart      b. Flow chart      c. Table      d. Bar chart      e. Map

52. What kind of chart is it?



- a. Pie chart      b. Flow chart      c. Map      d. Bar chart

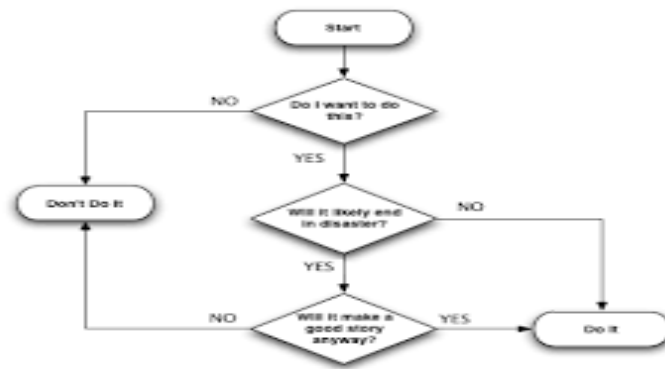
53. What kind of chart is it?



- a. Organigram      b. Flow chart      c. Table      d. Bar chart



54. What is this chart called?



- a. Organigram      b. Flow chart      c. Line graph      d. Bar chart

55. If you want to make a name list, activity and time for your company, what kind of chart is suitable?

- a. Organigram      b. Flow chart      c. Table      d. Bar chart

**For Item 56-58**

Dear Sir,

I need to ...(56).. about the behavior of a store clerk in the shopping mall. I bought hardware yesterday. The young man in your store was very ....(57).... and could not give me any information about the items I was interested in. I asked to speak to the manager , but he was not in the store.

I have been a ....(58).... at your store for many years, so I was surprised at the bad behavior of the store clerk. Do you not train your staff ?

I expect an apology and I won't enter your store again until I receive\_a new one.

Sincerely,

Roger J. Rock

- |     |               |                     |
|-----|---------------|---------------------|
| 56. | a. compliment | c. unhelpful        |
|     | b. complain   | d. apology          |
| 57. | a. compliment | c. unhelpful        |
|     | b. complain   | d. apology          |
| 58. | a. receive    | c. information      |
|     | b. surprised  | d. regular customer |

59. Before you buy the program, you can.....just to see how you like it.

- a. log on
- b. access
- c. upload
- d. download

60. ....allows users to access and check their balance accounts.

- a. Smartphone
- b. Internet banking
- c. Broadband connection
- d. Smart hub

61. Which statement is an opening of the job interview?

- a. Please introduce yourself.
- b. Do you have any experience?
- c. Can you use a photocopying machine?
- d. Please tell me about your educational background.

62. A : Can you give me a discount? It's quite expensive.

B : \_\_\_\_\_

- a. Please try on.
- b. Ok. I decide to have it.
- c. Thank you. I'm just looking.
- d. Our price is very reasonable.

63. Which one is asking information for the product?

- a. It comes with a one - year warranty.
- b. What is special about this model?
- c. Can you discount to 7,500 baht?
- d. I'm looking forward to seeing you.

64. Which one is bargaining price?

- a. It's made of stone.
- b. How much are these bags?
- c. Can you give me a discount?
- d. Hello. Please take a look inside.

65. Which is not a presentation opening?

- a. conclusion.
- b. self-introduction.
- c. welcoming audiences.
- d. say what the topic is.

**For Item 66-68**

Todd: Hello. I'd like to speak to Marisa, please.

Jim: I'm afraid she isn't here right now. ....( 66 ).....

Todd: Yes, this is her friend, Todd. I'm calling to invite her to the movie tonight.

Jim: Okay ..... ( 67 )..... as soon as she comes back.

Todd: Thanks.

Jim: ..... ( 68 ) .....

66. a. Can I call you later?

b. Can I take a message?

c. Will you wait for her?

d. Why don't you tell me your name?

67. a. I'll speak to her.

b. I'll return your call.

c. I'll call her right now.

d. I'll give her the message.

68. a. Never mind.

b. See you then.

c. You're welcome.

d. Have a good time.

69. Receiver : IT Shop Company, Good morning.

Caller : \_\_\_\_\_

a. Who's calling, please?

b. Hold the line, please.

c. Could I call you back?

d. Yes. Could I speak to Mr. Lee, please?

70. Caller: Good morning, I'd like to make an appointment with Mr. Frank on  
Monday at 10 a.m.

Receiver: I'm sorry, \_\_\_\_\_.

a. just a moment.

b. that would be fine.

c. will that be satisfactory?

d. he has an appointment with another customer.

71. What phrase is used to introduce you presentation?

a. The picture shows that...

b. Today, I'd like to talk about...

c. For example,...

d. Finally, I believe that...

72. What phrase is used to express main points and give an example?
- a. The picture shows that...
  - b. Today, I'd like to talk about...
  - c. For example,...
  - d. Finally, I believe that...
73. What phrase is used when you want to use illustrations during presentation?
- a. The picture shows that...
  - b. Today, I'd like to talk about...
  - c. For example,...
  - d. Finally, I believe that...
74. What phrase is used to make a conclusion?
- a. The picture shows that...
  - b. Today, I'd like to talk about...
  - c. For example,...
  - d. Finally, I believe that...
75. What phrase is used when you want to use a questionnaire?
- a. Okay, let's answer the questions now.
  - b. In conclusion,...
  - c. Let me use a graph to explain this.
  - d. The topic today is...
76. A: Would you like to leave a message?
- B: .....
- a. Certainly. Could you tell him to return me the call at 089-716-2143?
  - b. I'm sorry. Our sales manager is on a business trip.
  - c. I make sure he gets your message.
  - d. This is Peter Cornel from AUR speaking.
77. A: May I speak to Marketing Manager, please?
- B: .....
- a. I'll tell him that you called.
  - b. Thanks for waiting. I'm afraid he is not in at the moment.
  - c. Wait a minute, please. I'll connect you to his secretary now.
  - d. I've tried to get through several times, but it's always engaged.
78. A: I'm Peter Tunnel from SAP Corporation. I'm calling about placing an order.
- B: .....
- a. Would you like to leave a message?
  - b. Could you put me through to Sales Department, please?
  - c. Sorry. Please call again next week.
  - d. Hold on, please. I'll put you through to the sales department.

79. A: When will it be convenient for you?

B: .....

- a. What time would suit you?
- b. Friday afternoon would be fine.
- c. Shall we say 2.30 on Friday?
- d. Yes, I can make it on Friday.**

80. A: I'm afraid the managing director is not in at the moment.

B: .....

- a. Can I give him a message?
- b. Who's speaking, please?
- c. One moment please, I'll see if she is available.
- d. Could you put me through to the managing director, please?

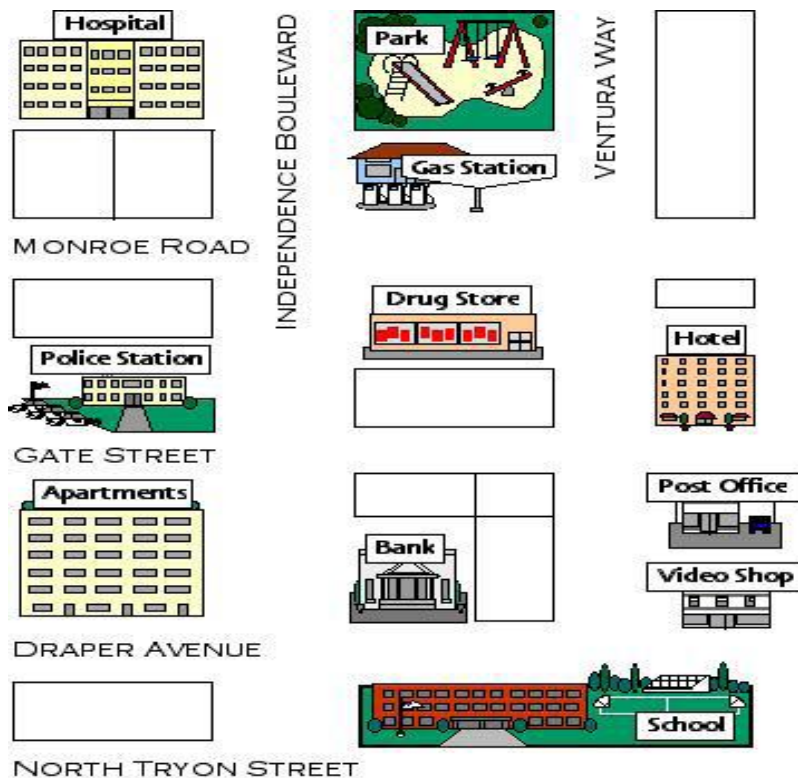
81. An announcer at the railway station is about to make an announcement. She begins by saying : " ....." "

- a. Attention, please.
- b. Everybody, please listen.
- c. This is important.
- d. Please listen to me.

82. Nick wants to exchange some money, but he cannot find the way. What should he say?

- a. Where can I deposit money?
- b. Where can I send this parcel?
- c. Is there any bank near here?
- d. Excuse me, I'm looking for an ATM.

83-84 Study the road map given.



83. A: Can you tell me how to get the drug store from the school?

B: Certainly. ....

- Go straight on Draper Avenue until you pass the bank, turn right to Independence Boulevard.
- Go straight on Draper Avenue until you pass the bank, turn left to Independence Boulevard.
- Go straight on Ventura Way until you pass the post office, turn left to Gate Street.
- Go straight on Ventura Way until you pass the hotel, turn right to Monroe Road.

84. On Independence Boulevard

A: Excuse me. Where is the hospital?

B: .....

- It's behind the bank on Gate Street.
- It's next to the park on Ventura Way.
- It's at the end of the street across from the park.
- It's on the corner of Independence Boulevard and Monroe road.

85. You're handing in your assignment to your teacher very late. You say "....."

- I'm so sorry.
- Better late than never.
- Never mind.
- How can I ever repay you ?

86. You spill your drink on the stranger sitting next to you. You say, "....."
- a. How wet you are !
  - b. It won't happen again.
  - c. Never mind.
  - d. How clumsy of me !
87. You are in your neighbor's house. You break a glass. Your neighbor say "....."
- a. You're welcome
  - b. Don't mention it.
  - c. How could you do such a thing!
  - d. Don't worry about it.
88. Teacher : "you came so late today." Student : "....."
- a. Pardon, I'm late.
  - b. It's terrible.
  - c. Oh, dear.
  - d. I'm sorry.
89. On the bus Man : "Oops ! I believe I stepped on your toe." Lady : "....."
- a. Think nothing.
  - b. It was nothing really.
  - c. Never mind your step.
  - d. You don't apologize.
- 90 . Situation : A foreigner asks you the way to his hotel. You don't know that hotel so you say, "....."
- a. Sorry. Don't know.
  - b. I'm afraid where is it.
  - c. I'm sorry. I don't know where it is.
  - d. Excuse me. I'm getting lost.
91. Salesperson : Good morning. ....?
- a. How can I do
  - b. May I help you
  - c. What do you do
  - d. One moment ,please.
92. Salesperson : ..... May I help you?
- a. Hi!
  - b. Hello.
  - c. Good morning.
  - d. Hey!

93. A: I want to check my e-mail but my PC doesn't work. What should I do?  
B :.....  
a. I am sorry to hear that.  
b. Why don't you call maintenance office.  
c. Let's go to a meeting.  
d. Well, you should check your e-mail every day.
94. Director:.....?  
Secretary: Of course, sir. Which airline do you prefer?  
a. I am going to have a meeting outside today.  
b. I am going to Hong Kong next week. Please book a flight ticket for me.  
c. Tell all managers that I would like to discuss about new project tomorrow morning.  
d. Give me a minute of a meeting, please.
95. When you receive a phone call from a customer:  
a. Hello. Who is speaking over there?  
b. Hello. This is Siam Company. How can I help you?  
c. Hello. What do you want?  
d. Hello. Please hold the line.
96. When the receptionist asks if you would like "to take a call" What does that mean?  
a. She is asking if you want to make a call.  
b. You have a phone call.  
c. You are given a new phone.  
d. You should reject a call.
97. When you are informed that you called the wrong department:  
a. I am sure I dialed the right number.  
b. You'd better check that I have the right number.  
c. How can I find out the right number to call?  
d. Could you please put me through to the person responsible?
98. When you end a call with your business partner:  
a. Let's call it a day . Sleep well.  
b. Let's wrap it up. Good bye.  
c. Be sure to contact me if you have any more questions.  
d. Do you want to go to the cinema with me tonight?

**For Item 99-101**

Robert is going out to visit his girlfriend. His Mom doesn't really like his girlfriend.

Mom : What are you going to do with her?

Robert: May be go to the party or to the movie. Our plans are still \_\_\_99\_\_\_.

Mom: I tell you, she is not exactly my \_\_\_100\_\_\_

Robert: Take it easy, Mom. We're not about to married. We just enjoy \_\_\_101\_\_\_ together.

Mom: Anyway, have a good time my son.

Robert: Thank you, Mum.



99. a. up in the air  
b. drop by  
c. hang around  
d. cup of tea
100. a. take it easy  
b. cup of tea  
c. a piece of cake  
d. green with envy
101. a. down in the dumps  
b. drop by  
c. hang around  
d. hanging out

**For Item 102-103**

Tea time at home: Jacky baked fruit cake for Jay .

Jacky: Jay, I baked special fruit cake for you.

Jay: Wow! That was so good of you, dear. \_\_\_\_102\_\_\_\_.

Jacky: Because I love you so much my dear. Is it delicious?

Jay: Yum-yum. \_\_\_\_103\_\_\_\_.

102. a. You make me sad.  
b. You've got a heart of gold.  
c. You make me in the bad mood.  
d. you are beautiful.
103. a. These are out of the space!  
b. These are nonsense!  
c. These are out of this world!  
d. These are shame!

Situation: At home, a son is only watching T.V. but doesn't want to do homework.

Mum : \_\_\_\_104\_\_\_\_ getting you to do homework .

Son: I don't like to do homework!

Mum: If you do homework, I will give you special rewards.

Son: \_\_\_\_105\_\_\_\_

Mum: O.K. I will make pizza for you and then bring you to swim in the afternoon.

Son: \_\_\_\_106\_\_\_\_ What I want to say is it possible if I want to go to the sea this summer.

Mum: \_\_\_\_107\_\_\_\_

Son: I want to go to Pattaya!

Mum: \_\_\_\_108 \_\_\_\_! But you have to do all your homework!

Son: O.K. Mum.

104. a. Too easy  
b. It's like pulling teeth.  
c. Could you expound on that?  
d. That sounds like a good idea.
105. a. Could I tell you on that?  
b. I don't believe it.  
c. Could you expound on that?  
d. That sounds like a good idea.
106. a. Too bad.  
b. It's interesting .  
c. Could you expound on that?  
d. That sounds like a good idea.
107. a. Clarifying.  
b. No way!  
c. Listen to me!  
d. That sounds like a bad idea.
- 108 a. I have no idea  
b. Let's make a deal  
c. It'd difficult to say  
d. That sounds like a good idea.

### Expersion / Question

If you are going to have a job interview, how will you answer these questions?  
(109-113)

109. Tell me about yourself.  
a. I got a diploma in Electrical Power.  
b. Yes, I can speak Chinese language.  
c. I think it's challenging job.  
d. My name is Sutee. I was born .....
110. What are your qualification?  
a. I got a diploma in Electrical Power.  
b. Yes, I can speak Chinese language.  
c. I think it's challenging job.  
d. My name is Sutee. I was born .....
111. Can you use a computer?  
a. I got a diploma in Electrical Power.  
b. Yes, I can speak Chinese language.  
c. I think it's challenging job.  
d. Yes, I can use Microsoft office.

112. Can you speak other languages?
- a. I got a diploma in Electrical Power.
  - b. Yes, I can speak Chinese language.
  - c. I think it's challenging job.
  - d. Yes, I can use Microsoft office.

113. Why do you want to work with us?
- a. I got a diploma in Electrical Power.
  - b. Yes, I can speak Chinese language.
  - c. I think it's challenging job.
  - d. Yes, I can use Microsoft office.

114. A: Can we have a cheque please?
- B: .....
- a. Yes, of course. Would you like coffee?
  - b. Certainly, How would you like to pay?
  - c. Thank you. Here you are.
  - d. No, thanks.

115. A: What does a sale representative do?
- B: .....
- a. Check customer orders.
  - b. Demonstrate new product.
  - c. Manage the staff payroll.
  - d. Organize staff training.

116. A: .....?
- B: I am working in Marketing department.
- a. What do you do?
  - b. What can I do for you?
  - c. How can I do for her?
  - d. How do you do?

117. A:.....
- B: It's half past twelve.
- a. May I help you?
  - b. May I have the time?
  - c. What is a good time for breakfast?
  - d. When would you like to start working?

118. A:.....
- B: I think, on the fifteen of March.
- a. May I help you?
  - b. May I have the time?
  - c. What is a good time for breakfast?
  - d. When would you like to start working?

119. A: .....

B: Hold the line, please.

- a. Could I speak to Mr. James Smith?
- b. Do you need any help?
- c. What can I do for you?
- d. Can you say that again, please?

120. A: Good morning, CIPA company, can I help you?

B: Good morning, I am here to meet Mr. Thanasak.

A: One moment please.....?

B: Yes, I do.

- a. Could I have your name, please?
- b. Do you make an appointment with him?
- c. Do you have a phone number?
- d. Can you wait here for a moment?

**Question 121 -122** Read the job advertisement and choose the best answer.

**DK Publishing Company**  
**Urgently Required**

**Accountant**

**Qualification:**

- Female age 25 - 35 years old.
- Bachelor's degree in Accounting.
- Knowledge of all taxes.
- Good computer skill.
- Good command of written and spoken English.
- 1-2 years experience in accounting work.

Please send your resume and recent photo to  
DK Publishing Co. 119 Rama IV Road, Bangkok 10330

121. Which one is educational degree for this job?

- a. Accounting
- b. Good computer skill
- c. Bachelor's degree.
- d. Knowledge of all taxes

122. What should you send if you want to apply for this job?

- a. Money and application form.
- b. Resume and recent photo.
- c. Send only your photo.
- d. Application letter.

**Question 123-127 :** Read the following letter and choose the best answer.

Martin Tech Co.,Ltd.

25/123 Sukhumvit 24

Wattana, Bangkok 10110

20 May 2014

Dear Sir,

We saw your advertisement in the Bangkok Post of 10 May 2014. We would like to buy 10 printers (Canon PIXMA iP100) for our new office in Krabi.

We would like to have a catalogue and a price list of this model. Moreover, we would like to know your terms of payment including what kind of discount is available on the 10 printers we would like to order. Please send all details to me at the above address.

We look forward to hearing from you as we need the printers urgently.

Yours faithfully,

Jonathan Martin

(Jonathan Martin)

Manager

123. Which product does the writer want to buy?

- a. Printers.
- b. Fax machines.
- c. Office supplies.
- d. Photocopying machine.

124. How does the writer know about the goods?

- a. Receiving the brochure.
- b. Reading newspaper.
- c. Asking his friend.
- d. Watching T.V.

125. Where does the company send the product's information to?
- a. Jonathan Martin.
  - b. The Bangkok Post.
  - c. New office in Krabi.
  - d. Martin Tech Co.,Ltd.
126. What does the writer ask for?
- a. A catalogues, a price list and terms of payment.
  - b. Shipping cost.
  - c. A brochure.
  - d. A leaflet.
127. What kind of letter is it?
- a. A reply letter.
  - b. An order letter.
  - c. An inquiry letter.
  - d. A complaint letter.

Read the phone message form and choose the best answer. In (Item 128)

Phone Message Form	
<b>Date</b>	: April 23, 2014
<b>Time</b>	: 2 p.m.
<b>For</b>	: Mr. James Smith
<b>From</b>	: Mr. Edward Lim of Mitzui Co.,Ltd.
<b>Tel no.</b>	: 326-8750
<b>Message</b>	: Mr. Lim is unable to make the appointment on May 6, 2014 . Could you phone to arrange another time?
<b>Taken by</b> : Jury	

128. Which sentence is correct?
- a. Mr. Lim wanted to postpone the appointment time.
  - b. Mr. Lim is from Mizubisi Company.
  - c. The message was taken in the morning.
  - d. The message was taken by Mr. Smith.

For Item 129-131

Read the documents about the hotel then answer the questions.

<p style="text-align: center;"><b>Bangkok Palace Hotel</b></p> <p style="text-align: center;">----- <b>Booking hotel</b> -----</p> <p>Name : Isabelle Dussart</p> <p>Room : single/Double</p> <p>Dates : From 12 Jan. To: 15 Jan</p> <p>Price: 1,300 ₪per night</p>
--

129. What is this document ?

- a. An account.
- b. A memorandum.
- c. A booking form.
- d. An annual report.

130. Who books the room ?

- a. Bangkok Palace Hotel.
- b. The customer.
- c. Foreigner.
- d. Ms. Dussart.

131. How many nights will she stay in the hotel?

- a. 4 days.
- b. 3 nights.
- c. 4 night.
- d. 3 days.

**For Iteme 132-134**

Silverstone & Sons Co., Ltd.  
25/123 Sukhumvit 24  
Wattana, Bangkok 10110

Dear Sir,

We saw from your advertisement in the Bangkok Post of 4 May, 20XX that you are an agent for printers.

We would like to buy 8 printers for our new office in Phuket. We would therefore like to have a catalogue and a price-list of your whole range of products. Moreover, we would like to know your terms of payment, including what kind of discount is available on the 8 printers we would like to order. Please send all details to me at the above address.

We would greatly appreciate your prompt reply, as we need the printers urgently.

Yours faithfully,

Teddy Sinberg

Manager

132. What product does the writer want to buy?

- a. Printers
- b. Copiers
- c. Office supplies
- d. Printing paper

133. How does the writer know about the goods?

- a. Calling the company
- b. Asking his friend
- c. Reading a newspaper
- d. Receiving a brochure

134. Where does the writer prefer the company to send him the information about the product?

- a. Teddy Sinberg
- b. The Bangkok Post
- c. New office in Phuket
- d. Silverstone & Sons



**For item 135-136**

Read the following extract.

...On request of credit card companies, your flight attendant might ask you to present your passport as a general security measure. Thai Air Asia and credit card companies apologize for the inconvenience and thank you for your understanding. Supplies on board are limited and therefore some of the items might not be available. In accordance with government regulations, sales are **restricted** to those over 18 years of age. Kindly observe that the sale of alcoholic drinks and cigarettes must be discontinued when the Fasten Seat Belt sign is switched on. You can obtain information regarding the import of duty-free articles from your flight attendants. All Whisky, soft drinks and wine will be served free of charge to passengers on our regional and inter-continental routes.

135. Where will you find this information?

- a. In a plane.
- b. At the airport.
- c. At a duty-free shop
- d. At Thai Air Asia Company

136. What is the main idea of this extract?

- a. The sale in a duty-free shop.
- b. The credit card companies
- c. The regional and inter-continental routes.
- d. The passengers' sales service.

**For Item 137- 140**

Directions : Use the following choices (a, b, c or d) to identify each part in a sales letter

- a. Motivating action
- b. Gaining attention
- c. Reducing resistance
- d. Building interest

137. Any idea of having a flat screen TV in your living room? You haven't a choice but WEGA SUPERSLIM. Just switch it on and the world of enjoyment will be around you.

138. WEGA SUPERSLIM is made at our factory in Japan and imported directly to Thailand. Each set carries a full guarantee of one year.

139. WEGA SUPERSLIM is the best gift that your family or friends can enjoy together. Call us toll free at 02-393-5626 now and we will be with you in half an hour.

140. WEGA SUPERSLIM has clarity of pictures and sound. Compared to those old-fashioned TV sets, WEGA SUPERSLIM is much slimmer than you have ever seen.

**For Item 141-144**

**Read the memorandum then answer questions.**

TO : All employees .....DATE : June 15, 1998

FROM : S. Ross

SUBJECT: Monthly meeting

Because most of the department managers will be attending the Manager's Training Seminar next Monday, the monthly meeting has been rescheduled for the following Monday at 10:00 a.m. The agenda includes last quarter's returns, staff absenteeism, production levels, management/staff relations and the updating of the computer systems. If there is anything else that you feel should be added, please contact Ms. Sheila Lawson at ext. 522.

***S.Ross***

Executive Director

141. For whom is the memo intended?
- a. All employees.....
  - b. Management staff
  - c. Production workers.....
  - d. The Executive Director
142. Which of the following is an agenda item?
- a. Work conditions.....
  - b. Stress management
  - c. Production levels.....
  - d. The department party
143. Who is responsible for changes to the agenda?
- a. S. Ross.....
  - b. Sheila Lawson
  - c. One of the managers.....
  - d. The Executive Director
144. Why has the meeting been rescheduled?
- a. Monday is a national holiday.
  - b. Managers and staff are on vacation
  - c. The conference room was already in use.
  - d. Many of the managers are attending a training uses

(For Item 145-147) Choose the best answer.

**Student Volunteers Needed!**

On Saturday, December 12th, from 10 A.M. until 4 P.M., Carverton Middle School will be holding a music festival in the school gymnasium. The special event will feature a variety of professional musicians and singers.

Task	Time	Date
Make posters	1 P.M.-4 P.M.	December 5th
Set up gym	11 A.M.-4 P.M.	December 11th
Help performers	9 A.M.-4 P.M.	December 12th
Welcome guests	10 A.M.-2 P.M.	December 12th
Clean up gym	4 P.M.-7 P.M.	December 12th

Interested students should speak with Ms. Braxton, the music teacher. Students who would like to help at the festival must have written permission from a parent or guardian.

145. What time does the festival begin?

- a. 10 a.m.
- b. 1 p.m.
- c. 11. a.m.
- d. 2 p.m.

146. In line 2, the word feature is closest in meaning to....

- a. look
- b. include
- c. keep
- d. entertain

147. What job will be done the day before the festival begin?

- a. Making posters
- b. Setting up the gym
- c. Cleaning up the gym
- d. Helping the performers

**Read the passage and Choose the best answer (For Item . 148 -155 )**

To: All employees

From: Janet Moore, Assistant Director Subject: Employee parking

A number of complaints have been received from the local residents concerning employee parking on the streets surrounding our building. Residents are complaining that they are unable to find parking spaces near their homes because of our employees. One particular resident has threatened to let the air out of the tires of any car he finds parked in front of his house.

In the interest of maintaining good relations with our neighbors, and to protect your property, we are requesting all employees who drive to work to park their vehicles in the

designated parking areas behind the building.

Obviously, there are not enough spaces for everyone, which is why many of you are parking on the surrounding streets. We therefore strongly encourage you to carpool or use public transportation.

We have approached the city government and asked for discount subway and bus passes, but they have not yet responded. Should they agree to sell us discount passes, we would sell them to employees for half of what we paid for them. Our hope is that this would encourage employees to make use of public transportation.

148. What complaint do residents have?

- a. The company's employees are taking up area parking spaces.
- b. Employees are disregarding traffic signs in the neighborhood.
- c. Employees are driving through the neighborhood at dangerous speeds.
- d. The company's expansion plan will take away residential parking spaces.

149. How does the company propose to solve the problem?

- a. By expanding existing facilities
- b. By posting signs in the neighborhood
- c. By discussing the matter with the city government
- d. By offering employees discounted bus and subway passes

150. Where is this sign most likely displayed?

- a. Near a quarry
- b. Near a lake
- c. Near a swimming pool
- d. Near a fish shop

151. Which of the following are permitted?

- a. lead weights
- b. radio
- c. swimming
- d. dogs

152. What do you write in the salutation if you don't know an exact name?

- a. Take your best guess.
- b. Write Dear and follow with person's name.
- c. Write Dear Sir or Madam.
- d. Leave it blank.

153. Which part of a business letter comes after the body?

- a. Complimentary close
- b. salutation
- c. heading
- d. signature

154. When fill in a formal form you should use...

- a. a pencil
- b. a blue pen
- c. a red pen
- d. a green pen

155. You should use capital letters for your name and address because ...

- a. They are quicker to write.
- b. They are easier to write.
- c. They are easier to read.
- d. They are quicker to read.

**For Item 156-158**

3519 Front Street

Mount Celebres, CA 65286

\_\_\_\_156\_\_\_\_, 2016

Ms. Betty Johnson

Accounts Payable

The Cooking Store

765 Berliner Plaza

Industrial Point, CA 68534

\_\_\_\_157\_\_\_\_:

It has come to my attention that your company, The Cooking Store has been late with paying their invoices for the past three months.

In order to encourage our customers to pay for their invoices before the due date, we have implemented a discount model where we'll give you 2% off your invoice if you pay us within 10 days of receiving the invoice.

I hope that everything is going well for you and your company. You are one of our biggest customers, and we appreciate your business. If you have any questions, feel free to contact me at (555) 555-5555.

\_\_\_\_158\_\_\_\_

*Signature*

Bob Powers

Accounts Receivable

156. a. Dear Ms. Johnson  
b. Dear Mr. Bob  
c. Dear Ms. Betty  
d. Dear all

157. a. November 27,  
b. Dear  
c. Signature  
d. Address
158. a. Signature  
b. Address  
c. Date/Month  
d. Sincerely,
159. What is the purpose of the writer?  
a. To complain about the product.  
b. To ask for information.  
c. To remind the payment.  
d. To order product.
- 160 . David is looking for a new job. He graduated a Bachelor's degree of Marketing, He is a leader and good human relationship. What position should he apply for?  
a. receptionist  
b. salesperson  
c. retailer  
d. marketing manager
161. What is the purpose of Binding machine used ?  
a. It is used to cut either single sheets or stacks of paper.  
b. It is used to enter, process and store information.  
c. It is used to dispose of confidential documents.  
d. It is used to collate papers together.
162. What is the purpose of Photocopier used ?  
a. It is used to produce multiple copies of the same document.  
b. It is used to provide protection for important documents and keepsakes.  
c. It is used to take pictures or videos and can easily be transferred to the computer.  
d. It is used to transmit and receive exact copies of documents to and from other machines using a phone line.
- 163 What is this instruction for ? . "First, put in the correct money. Then press the button for the one you want. After that take it out of the machine." You are.....  
a. cashing a traveler's cheque  
b. using a computer  
c. checking in at the airport  
d. using a vending machine

164. "First, put in your card. Then, enter your PIN. After that, enter the amount."

You are .....

- a. sending a fax
- b. using an ATM card
- c. getting a bank draft
- d. using an answering machine

165. Which one is correct order about sending file attachment?

1. Browse your hard drive to locate the file you want to attach.
2. Compose your message.
3. Click the attachment icon.
4. The message will appear that the file has been attached.
5. Click it to highlight the name and click insert button.
6. Finally, click the send button.

- a. 2, 3, 1, 4, 5, 6
- b. 2, 3, 1, 5, 4, 6
- c. 3, 2, 1, 4, 5, 6
- d. 4, 2, 3, 1, 5, 6

166. "First, we process your order and then we fax it to our main factory. Next, we transfer the merchandise to our local warehouse. The fourth step is for us to contact your company and make delivery." You are .....

- a. contacting a customer
- b. using photocopying machine
- c. Sending ordering form
- d. Transfer the merchandise

167. " First, Buy the card that fits you needs. Second, get your PIN number and access codes. Then, dial the 800-number and listen to the voice instructions After that, enter your PIN number. Finally, the prompt will tell you the balance and the minutes left

- a. Using international phone card
- b. Using AYM card
- c. Using phone card
- d. Using Member card

168. How much will she pay for her staying in ?

<p style="text-align: center;"><b>Bangkok Palace Hotel</b></p> <p style="text-align: center;">----- <b>Booking hotel</b> -----</p> <p>Name : Isabelle Dussart</p> <p>Room : single/Double</p> <p>Dates : From 12 Jan. To: 15 Jan</p> <p>Price:    1,300 ฿per night</p>
--

- a. 3,900 baht
- b. 1,300 baht
- c. 5,200 baht
- d. 2,600 baht

169. What do we use a photocopier for?

- a. We use it for sending papers.
- b. We use it for scanning photos.
- c. We use it for recording voice.
- d. We use it for making a copy of papers.

170. What do we use a typewriter for?

- a. We use it for checking a message.
- b. We use it for typing a message.
- c. We use it for sending a message.
- d. We use it for editing a message.

171. What is a phone answering machine used for?

- a. It is used for making a phone call.
- b. It is used for recording phone messages.
- c. It is used for transferring a call.
- d. It is used for Internet connection.

172. What is a fax machine used to?

- a. It is used to send data.
- b. It is used to make a data link.
- c. It is used to take a message.
- d. It is used to install a program.



## How to Use a Photocopier

First, you need to turn on the photocopier.

Then .....(173).....

Next, .....(174).....

After that, .....(175).....

Finally, .....(176).....

- a. you get the papers that you want.
- b. you put the face of the paper that you want to copy, on the screen of the copier.
- c. you need to select the paper size and how many number you want.
- d. you push the start button and the copier starts working.

### For Item 177-180

Read the following extract.

...On request of credit card companies, your flight attendant might ask you to present your passport as a general security measure. Thai Air Asia and credit card companies apologize for the inconvenience and thank you for your understanding. Supplies on board are limited and therefore some of the items might not be available. In accordance with government regulations, sales are **restricted** to those over 18 years of age. Kindly observe that the sale of alcoholic drinks and cigarettes must be discontinued when the Fasten Seat Belt sign is switched on. You can obtain information regarding the import of duty-free articles from your flight attendants. All Whisky, soft drinks and wine will be served free of charge to passengers on our regional and inter-continental routes.

177. What is this kind of information?

- a. An instruction.
- b. An article.
- c. An announcement.
- d. An official regulation.

178. Which statement is not correct?

- a. The passport is needed for security measure.
- b. Passengers are unable to buy some listed items.
- c. The flight attendants will provide the information of how to import duty-free articles.
- d. All drinks are served without any additional charges.

179. What kind of the business letter is it?

- a. Order letter
- b. Inquiry letter
- c. Complain letter
- d. Follow up letter

180. Which of the following is essential when taking a message?

- a. customer mailing address
- b. complete explanation of the problem
- c. customer last name
- d. Accurate contact phone or address

181. Which is the earliest flight from Maesot to Don Mueang?

Don Mueang - Mae Sot		
Flight	Dep	Arr
DD8108	08:00	09:15*
DD8116	10:30	11:45
DD8120	14:00	15:15*
DD8118	15:05	16:20
Mae Sot - Don Mueang		
Flight	Dep	Arr
DD8109	09:45	11:00*
DD8117	12:15	13:30
DD8121	15:35	16:50*
DD8119	16:00	17:15

- a. DD8108
- b. DD8118
- c. DD8109
- d. DD8119

182. What does this sign mean ?



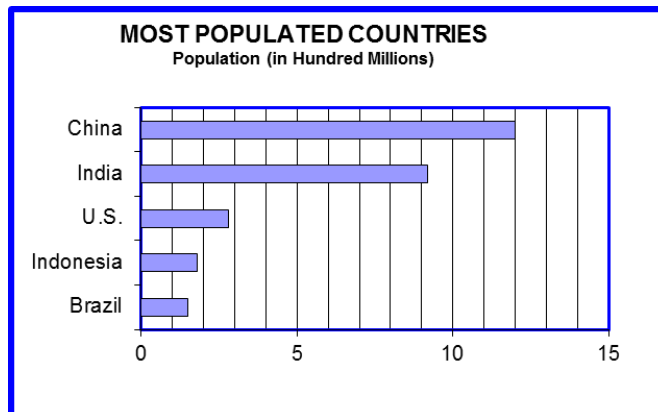
- a. There's one airplane here.
- b. Airplane may flyover here.
- c. A truck that carries airplane will drive through here.
- d. Mean nothing just a joke.

183. Which is the incorrect statement?



- a. The ticket cost 20 pounds.
- b. It was the ticket for adult use.
- c. The ticket was for traveling to Boston.
- d. The expiry date was on 18 Augus2010.

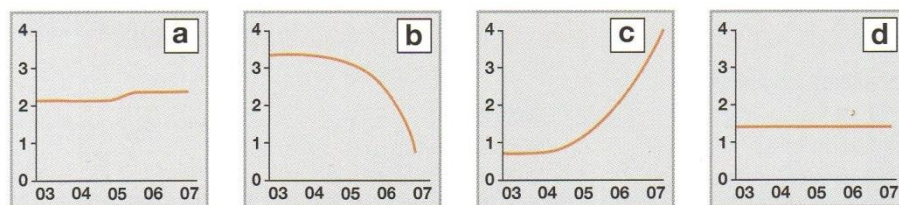
184. Which two countries have the closest population?



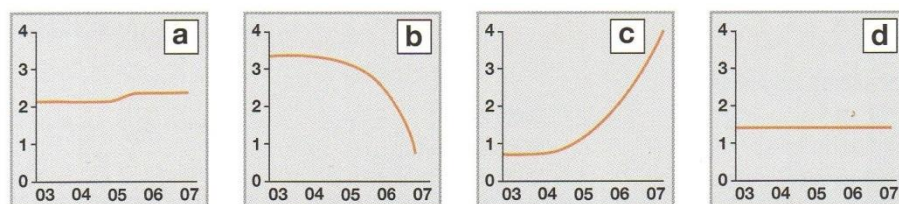
- a. China and Brazil
  - b. U.S. and Indonesia
  - c. Indonesia and Brazil
  - d. India and China
185. About how many more people live in India than in the U.S.?
- a. 250,000,000
  - b. 650,000,000
  - c. 100,000,000
  - d. 80,000,000

186-190 Match the graphs with the correcting sentences.

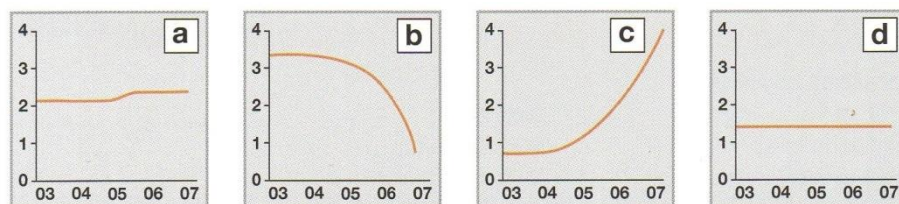
186. The figure increased dramatically.



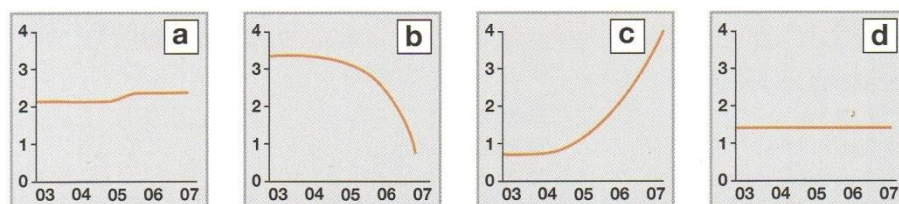
187. The situation was stable.



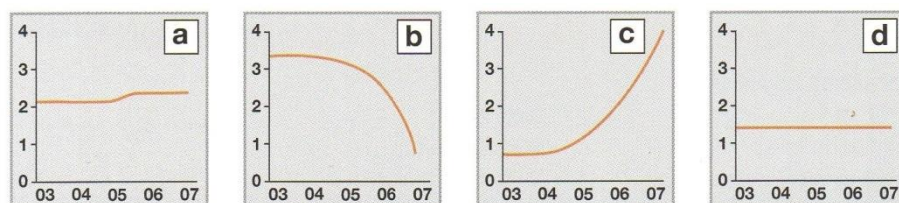
188. The figure showed a little change.



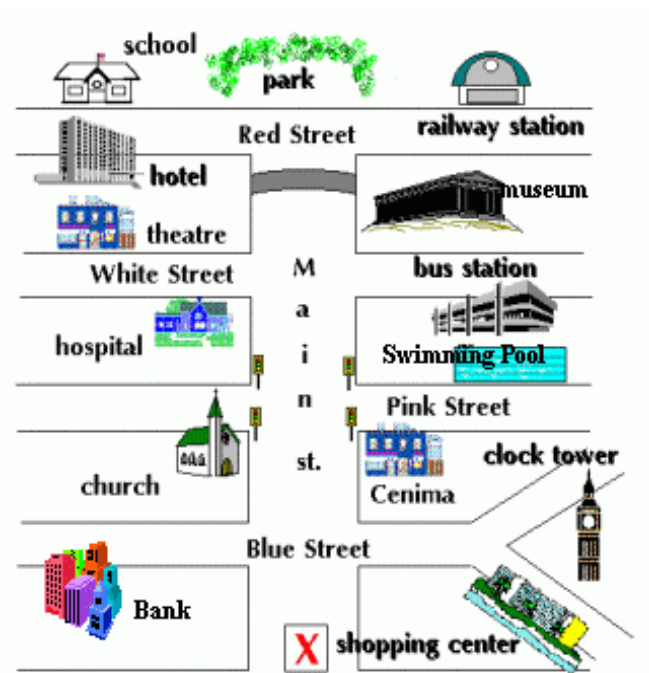
189. The figures increased slightly.



190. This was a significant drop.



Study the Map and answer question (Item 191-194)



191. "Where is the cinema?" "It is on ....."
- Blue Street
  - Red Street
  - White Street
  - Main Street and Pink Street
192. Where is the hotel?
- It is opposite the school.
  - It is next to the church.
  - It is near the bus station.
  - It is front of the hospital.
193. How do I get to the railway station?
- Turn right on Red Street
  - Go ahead and turn right on Red Street
  - Take the fourth left
  - Take the fourth right
194. Do you know where the museum is?
- It is opposite the bus station.
  - It is on the right of the bus station.
  - It is opposite the railway on Red Street.
  - It is between the railway and the bus station.

(Item 195- 196) Look at the picture, suppose you are driving a car in the picture to your friend's house.



195. When you drive to the intersection, .....

- a. turn on
- b. turn off
- c. turn over
- d. turn right

196. After turning in go straight past the two buildings on your right and then turn right.

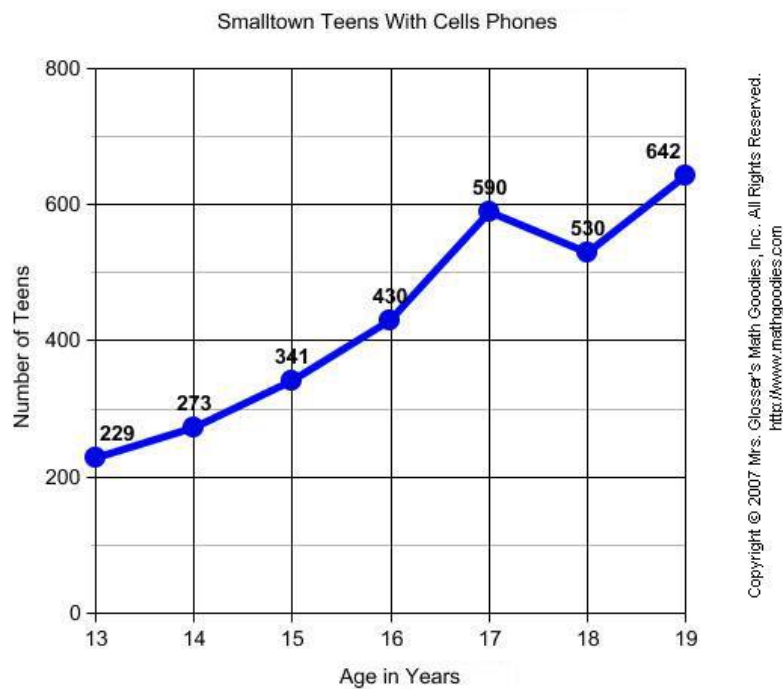
Your friend's house is .....

- a. on the left
- b. at the back
- c. at the front
- d. near the intersection

For Item 197-199

Read the given graph below than answer questions.

The graph below shows the number of teens ages 13 through 19 in Smalltown that have cell phones.



197. What is the graph about?

- a. Number of teen in Smalltown.
- b. The number of teens ages 13 through 19 in Smalltown.
- c. The number of Smalltown teens have cell phones.
- d. The number of cell phone that teens have.

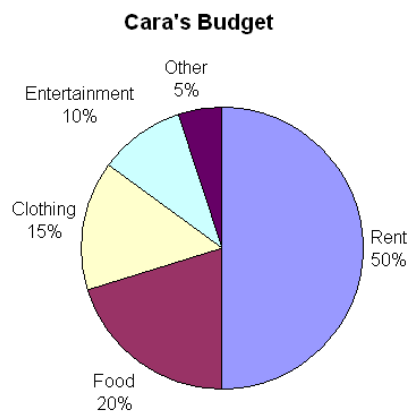
198. At what age do teens have the greatest number cell phones?

- a. 13
- b. 19
- c. 229
- d. 642

199. About how many cell phones do  $16\frac{1}{2}$  year-olds have?

- a. 400
- b. 430
- c. 500
- d. 590

For Item 200-201



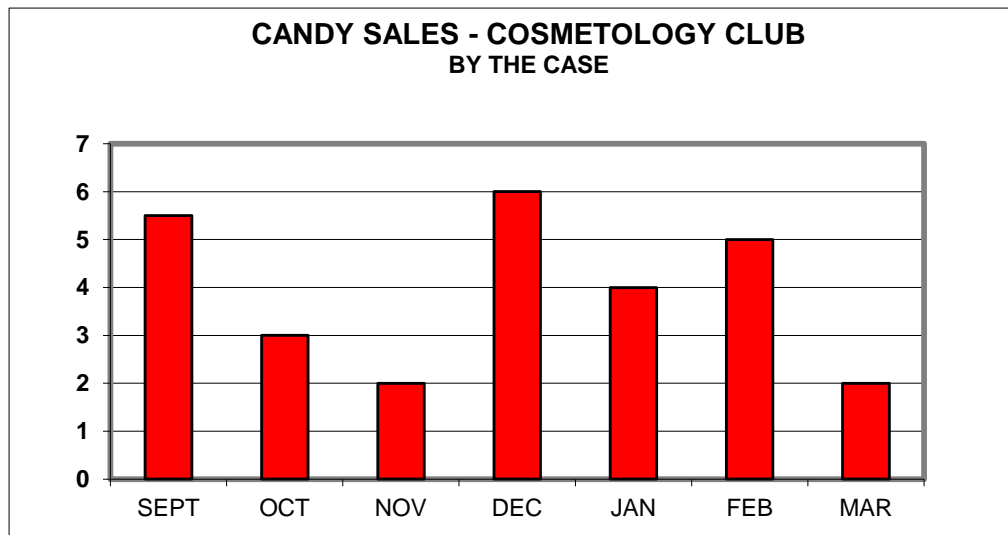
200. How many sectors are in this circle graph?

- a. Cara's Budget
- b. 10% on Entertainment
- c. 20 % on Food
- d. 5

201. If Cara had 500 dollars, than how much she spent on clothing?

- a. 50
- b. 75
- c. 100
- d. 250

For item 202-206



202. What does the scale on the left beginning with 0 and ending with 7 represent?

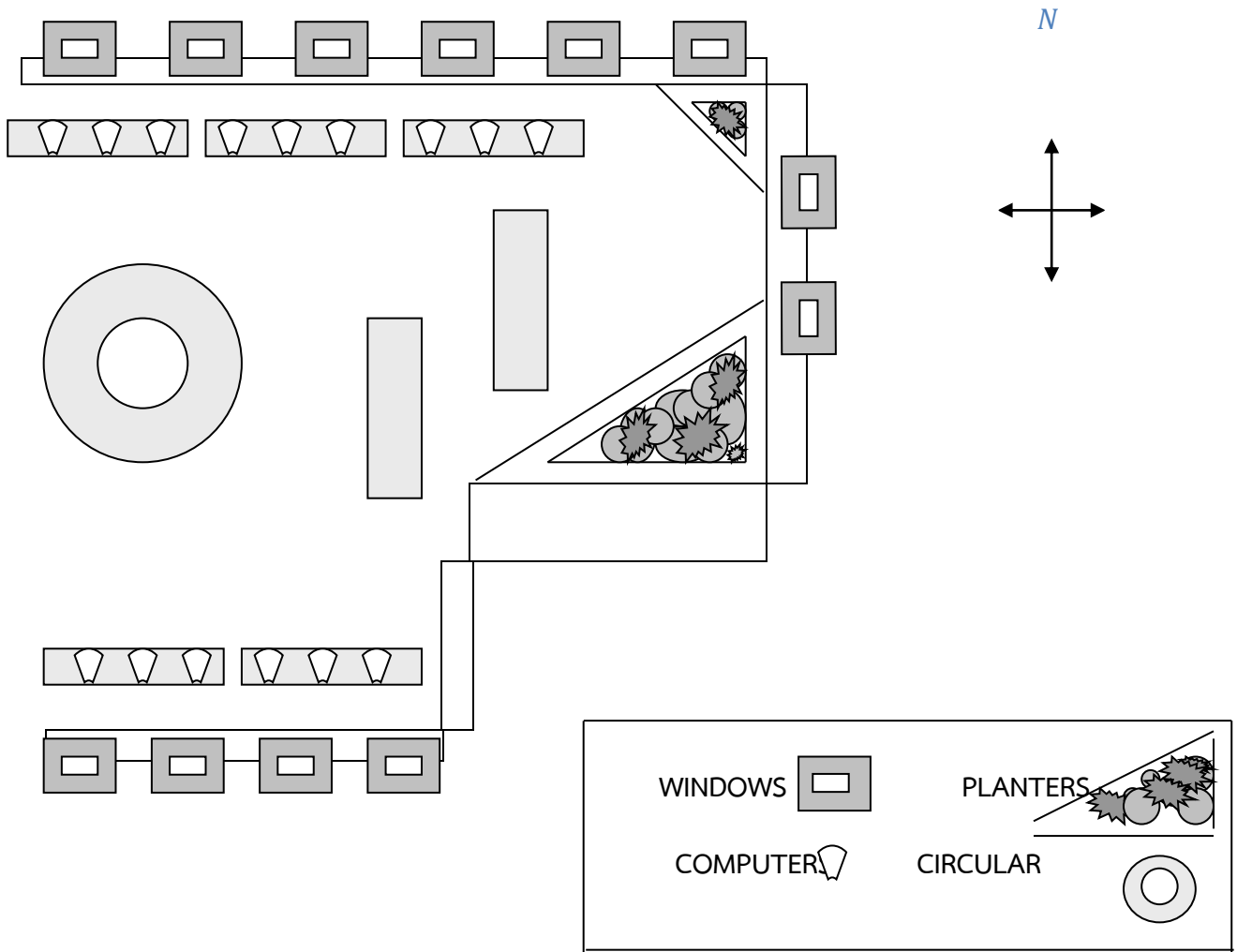
- a. Number of students selling candy
- b. Number of cases of candy sold
- c. Number of candy in each case
- d. Number of days each month that candy was sold



203. Which two MONTHS had approximately the same amount of candy sold?
- a. September & February
  - b. October & March
  - c. November & March
  - d. September & December
204. The amount of candy sold in December is twice the amount of candy sold in which other month?
- a. October
  - b. March
  - c. January
  - d. September
205. What was the total amount of candy sold during the school year shown in the graph?
- a. 27.5 Cases
  - b. 43 Cases
  - c. 35.5 Cases
  - d. 23 Cases
206. Which month showed a 100% increase in sales over the month of November?
- a. March
  - b. January
  - c. December
  - d. April

For Item 207-211

Study the diagram below then answer the following questions.



SITTING AREA

207. Each window for the new lab takes about 7 minutes to clean. About how long will it take to clean all the windows on the north and south walls of the building?

- a. 50 minutes
- b. 1 hour and 10 minutes
- c. 60 minutes
- d. 1 and  $\frac{1}{2}$  hours

208. What fractional part of the windows is located on the south side of the building?

- a.  $\frac{4}{6}$
- b.  $\frac{1}{3}$
- c.  $\frac{2}{3}$
- d.  $\frac{4}{10}$

209. The largest planter is located on what wall of the room?

- a. North
- b. Northwest
- c. South
- d. Southeast

210 .Most of the computers are located on which wall of the room?

- a. North
- b. South
- c. West
- d. East

211. What fractional part of the total number of computers is located on the south side of the building?

- a.  $\frac{1}{2}$
- b.  $\frac{2}{3}$
- c.  $\frac{2}{5}$
- d.  $\frac{6}{9}$

212. What does this sign mean?



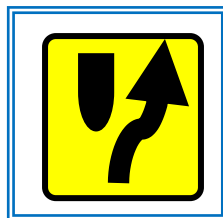
- a. No “U” turn.
- b. Do not enter.
- c. You’re driving in the wrong direction.
- d. No right turn.

213. What does this sign mean?



- a. Slow down. Be prepared to stop for left-of-way pedestrians
- b. No cars allowed.
- c. Slow down and watch for schoolchildren.
- d. This sign is for pedestrians.

214. What does this sign mean?



- a. Be prepared to stop for right-of-way drivers.
- b. You are driving in the wrong direction.
- c. This sign means the opposite of “Go”
- d. Drivers should keep to the right of an obstruction.

215. When you buy something, there is this sign on it. It means .....



- a. We can use it again.
- b. We can use it forever.
- c. We can recycle it.
- d. We can use it for a long time.

For item 216-217



216. What does this sign mean?

- a. Stand near the bin.
- b. Throw your trash here.
- c. Buy this kind of basket here.
- d. This bin is useful.

217. Where can you see this sign?

- a. In a public park.
- b. In a conference room.
- c. In the kitchen of a house.
- d. In a hotel room.





218. What does this notice mean?



- a. All students must not miss a class.
- b. All students must present a note if they miss a class.
- c. Parents must come to school to explain their children's absence.
- d. Students can't attend class if they haven't got a note.

219. According to the passage, which sign is it?

A substance that can cause people or animals to die or to become very sick if it gets into their bodies especially by being swallowed.

- a. 
- b. 
- c. 
- d. 

For item 220 - 221



220. What does this sign say?

- a. No one is in the room.
- b. No one will disturb you.
- c. Do not knock on the door or go inside.
- d. People are not allowed in this area.

221. Who might put up this sign?

- a. A hotel guest wanting to relax.
- b. A librarian warning users not to annoy others
- c. A teacher telling her students to keep quiet
- d. A manager leaving his office

222. What is the meaning of this notice ?

# No Littering

- a. Don't leave paper, food etc here.
- b. Don't park here.
- c. This place is private.
- d. Don't have picnics here.

223. What is this notice about?

## History of Microsoft

From Wikipedia, the free encyclopedia

Jump to: [navigation](#), [search](#)



Microsoft logo since August 23, 2012

[Microsoft](#) is a multinational computer technology corporation. The **history of Microsoft** began on April 4, 1975, when it was founded by [Bill Gates](#) and [Paul Allen](#) in [Albuquerque](#).<sup>[1]</sup> Its current best-selling products are the [Microsoft Windows operating system](#) and the [Microsoft Office](#) suite of productivity software.

- a. It advertises the computer manufacturer.
- b. It is about the background of the computer manufacturer.
- c. It is a free encyclopedia.
- d. It is a new software.

224. What does this company do?

**TOSHIBA**  
Leading Innovation >>>

- a. It sells fast food.
- b. It provides banking.
- c. It produces sport wear.
- d. It develops electronic equipment.

225. Where can you find this sign?



- a. At a cafeteria.
- b. At car park.
- c. At fast food restaurant.
- d. At a laboratory.

226. Where can you find this sign?



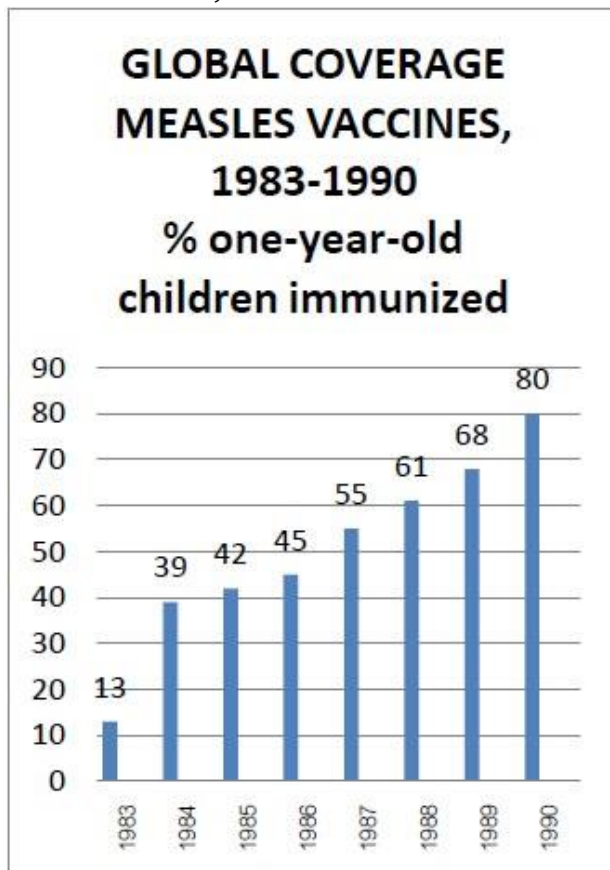
- a. At school.
- b. At a theater.
- c. At a workshop.
- d. At a night bazar.

227. What should you do if you don't want to follow warning?



- a. Select "NO."
- b. Select "Yes."
- c. Log off.
- d. Do not thing.

Directions: Study the bar charts and answer the questions that follow. (Item 228-230)



228. What does this bar chart display?

- a. the percentage of children who are immunized in one year
- b. the number of one-year-old children immunized against measles
- c. the percentage of the one-year-olds all over the world who were vaccinated against measles
- d. the percentage of measles vaccine used on one year-old-children between 1989-1990.

229. This bar chart shows that \_\_\_\_\_

- a. more one-year-old children should be vaccinated against measles.
- b. measles cases in one-year-olds are gradually increasing.
- c. measles cases in one-year-olds are worsening.
- d. more and more one-year-olds have had a measles immunization each year.

230. What year shows the biggest increase of immunized one-year-olds compared to the previous year?

- a. 986
- b. 1989
- c. 1984
- d. 1983