# PHẦN 1

**UNIT 9: READING & VOCABULARY**

## VOCABULARY

|  |  |  |
| --- | --- | --- |
| advanced (a)  courteous (a) equip (v) express (a)  Express Mail Service (EMS) facsimile (n)  graphic (n)  Messenger Call Service (n) notify (v)  parcel (n) press (n) receive (v) recipient (n) secure (a) service (n) spacious (a) speedy (a) staff (n) subscribe (v) | [əd'vɑ:nst]  ['kə:tjəs]  [i'kwip] [iks'pres]  [iks'pres meil 'sə:vis] [fæk'simili]  [græfik]  ['mesindʒə kɔ:l 'sə:vis] ['noutifai]  ['pɑ:s(ə)l] [pres] [ri'si:v] [ri'sipiənt] [si'kjuə]  ['sə:vis] ['spei∫əs] ['spi:di]  [stɑ:f] [səb'skraib] | tiên tiến  lịch sự trang bị nhanh  dịch vụ chuyển phát nhanh bản sao, máy fax  hình đồ họa  dịch vụ điện thoại thông báo  bưu kiện báo chí nhận người nhận  an toàn, bảo đảm dịch vụ  rộng rãi nhanh chóng đội ngũ  đăng ký, đặt mua |

|  |  |  |
| --- | --- | --- |
| surface mail (n)  technology (n) thoughtful (a) transfer (n;v) transmit (v) well-trained (a) clerk (n) customer (n) document (n) fee (n)  Flower Telegram Service (n) greetings card (n)  install (v) registration (n) telephone line (n) | ['sə:fis'meil]  [tek'nɔlədʒi] ['θɔ:tfl]  ['trænsfə:] [trænz'mit] [wel 'treind] [klɑ:k] ['kʌstəmə] ['dɔkjumənt] [fi:]  ['flauə 'teligræm 'sə:vis] ['gri:tiηkɑ:d]  [in'stɔ:l] [,redʒi'strei∫n] ['telifoun lain] | thư gửi đường bộ, biển  công nghệ sâu sắc chuyển  gửi, phát, truyền lành nghề  thư ký khách hàng tài liệu  chi phí  dịch vụ điện hoa thiệp chúc mừng lắp đặt  sự đăng ký  đường dây điện thoại |

1. **Phrases and Structures**
2. **Be equipped with:** được trang bị với
3. **Advanced technology:** công nghệ hiện đại Thanh Ba Post Office is equipped with advanced technology: Bưu điện Thanh Ba được trang bị công nghệ tiên tiến
4. **A spacious and pleasant front office:** Sảnh phía trước rộng rãi, thoải mải.
5. **Well- trained staff who are always thoughtful and courteous to customers:** một đội ngũ nhân viên được đào tạo tốt, luôn chu đáo và lịch sự với khách hàng.
6. **Competitive rate:** mức giá cạnh tranh
7. **This speedy and secure service:** dịch vụ nhanh chóng và an toàn
8. **Transfer money:** chuyển tiền
9. **Notify Sb of Sth:** báo cho ai về điều gì Notify the recipient of the time: báo cho người nhận về thời gian…
10. **Bother to V:** phiền khi làm gì
11. **Have them delivered to your house:** Chúng sẽ được chuyển về tận nhà III.

Reading

( Gợi ý dịch bài)

### (Mở cửa hàng ngày từ 7 giờ sáng đến 9 giờ tối)

Bưu điện Thanh Ba được trang bị công nghệ tiên tiến và có sảnh phía trước rộng rãi, thoải mải. Chúng tôi cung cấp các dịch vụ với một đội ngũ nhân viên được đào tạo tốt, luôn chu đáo và lịch sự với khách hàng.

## Dịch vụ gửi thư và bưu phẩm.

Bạn có thể chọn gửi thư qua đường hàng không hay đường bộ. Chúng tôi cũng có dịch vụ chuyển phát thư nhanh và thư chuyển phát nhanh (EMS) của bạn sẽ được chuyển trong thời gian ngắn nhất có thể. Giới hạn trọng lượng tối đa của kiện hàng là 3l.5kg. Chúng tôi cung cấp một mức giá rất cạnh tranh cho bưu kiện dưới 15kg.

## Chuyển tiền nhanh

Hãy tưởng tượng người thân của bạn đang sinh sống cách bạn hơn 1000km và bạn muốn gửi cho họ một số tiền một cách nhanh chóng. Dịch vụ chuyển tiền nhanh và an toàn có thể có ích. Số tiền này sẽ được gửi đến người thân của bạn trong vòng chưa đầy 24 giờ.

## Gọi điện thoại và Fax

Bên cạnh dịch vụ cuộc gọi thoại thông thường, bưu điện của chúng tôi cung cấp dịch vụ cuộc gọi Messenger. Dịch vụ này giúp bạn thông báo cho người nhận về thời gian và địa điểm để nhận cuộc gọi. Nếu bạn muốn gửi một tài liệu và không muốn để mất đi định dạng ban đầu của nó, dịch vụ fax của chúng tôi sẽ giúp bạn. Truyền fax đã trở thành một hình thức khá rẻ và thuận tiện để truyền tài văn bản và biểu đồ từ nơi này đến nơi khác.

## Phát hành báo chí

Đừng bận tâm phải đi ra ngoài sớm để mua báo hằng ngày. Chi cần đăng kí tờ báo và tạp chí yêu thích của bạn và chúng tôi sẽ phát báo tận nhà bạn vào buổi sáng sớm.

## UNIT 9: READING & VOCABULARY

**(Bài tập tự luyện)**

**Exercise 1: PRONUNCIATION**

**Choose the word that has the underlined part pronounced differently from that of the others.**

1. A. facsimile B. transfer C. spacious D. fax
2. A. ready B. friend C. telephone D. speedy
3. A. subscribe B. facsimile C. pride D. provide
4. A. spacious B. courteous C. document D. technology
5. A. commune B. security C. punctuality D. distribute

## Exercise 2: Complete these sentences with the correct form of the words from the box.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| compete | distribute | transmit | space | post |
| courteous | transfer | subscribe | deliver | satisfy |

1. All mail ...... were suspended during the strike.
2. It's only common ...... to thank someone when they help.
3. Do you wish to take out a full twelve-month ...... to the journal?
4. We offer a wide range' of goods at very ...... prices.
5. If you are ...... with our service, please write to the manager,
6. This ticket is only used by the person who bought it. It is not .......
7. Fax ...... has now become a cheap and convenient way to transmit texts over distances.
8. White walls can give a feeling of ......
9. The newspaper is ...... free.
10. How much was the ...... on that letter?

## Exercise 3: Fill in each blank with an appropriate preposition.

1. We take great pride ...... offering the best service in town.
2. This post office is equiped ...... advanced technology ...... transaction.
3. What is the Messenger Call Service used ......?
4. Let us take care ...... your postal and telecommunication needs for now and ever.
5. We subscribe ...... all the main medical journals.
6. This computer isn't capable ...... running this software.
7. She seemed satisfied ...... the results.
8. She was fiercely proud ...... family traditions and continuity.
9. I was useful ...... them because I could speak French.
10. I am living away ...... my family and my relatives.

## Exercise 4: Choose the word or phrase - a, b, c or d - that best fits the blank space in the following passage.

A major revolution for the automated office is electronic mail. The customary

(1) ...... system requires message written on paper to be (2) ...... physically from one location to another. With electronic mail, messages are converted (3) ..... electronic signals, tranmitted (4) ..... in the world, and then changed back into the original written form, all in several seconds and minutes at (5) .......

Through the use of video screens in company offices, a single (6) ...... can be transmitted to hundreds of people in dozens of branch offices at the same time. Thus, electronic mail, along with (7) ......, can be an important asset in teleconferences. Furthermore, the use of electric mail in the form of a 'mailbox' (8) ...... to a telephone is also of great value. Since in offices many telephone (9) ...... go uncompleted on the first attempt, with electronic mail, two-way conversion is not essential, so it (10) ...... telephone use and saves time.

|  |  |  |  |
| --- | --- | --- | --- |
| 1. A. post | B. postal | C. postage | D. posting |
| 1. A. transformed 2. A. from | B. transferred  B. by | C. transacted  C. into | D. transmitted  D. with |

|  |  |  |  |
| --- | --- | --- | --- |
| 1. A. wherever 2. A. most | B. anywhere  B. all | C. somewhere  C. least | D. everywhere  D. last. |
| 6. A. data | B. instrument | C. document | D. information |
| 1. A. programs 2. A. attached | B. graphics  B. transmitted | C. websites  C. extended | D. databases  D. spread |
| 9. A. bills | B. calls | C. uses | D. services |
| 10. A. increases | B. receives | C. reduces | D. transfers |

## Exercise 5: Read the passage carefully, then decide whether the following statements are true (T) or false (F).

**THE POSTAGE STAMP**

Before the invention of the postage stamp, it was difficult- to send a letter to another country. The sender paid for the letter to travel in his or her own country. Then the person in other country paid for that part of the trip. If the letter crossed several coutries, the problem was worse.

Rowland Hill, a British teacher, had the idea of a postage stamp with glue on the back. The British post office made the first stamps in 1840. They were the Penny Black and the Twopence Blue. A person bought a stamp and put it on a letter. The post office delivered the letter. When people received letters, they didn't- have to pay anything. The letters were prepaid.

Postage stamps became popular in Great Britain immediately.

Other countries started making their own postage stamps very quickly.

There were still problems with -international mail. Some countries did not want to accept letters with stamps from another country. Finally, in 1874 a German organized the Universal Postal System. Each country in the UPS agree to accept letters with prepaid postage from the other members. Today the offices of the UPS are in Switzerland, almost every country in the world is a member of this organization. It takes care of any international mail problems.

Today post offices in the every country sell beautiful stamps. Collecting stamps is one of the most popular hobbies in the world, and every stamp collector knows about the Penny Black and the Two pence Blue.

1. Before postage stamps, two people paid-for letters to travel in two countries.
2. A teacher invented the postage stamp.
3. The first two stamps were colored black and blue.
4. A stamp shows that the postage is prepaid.
5. Postage stamps solved all mail problems immediately.
6. Members of the UPS accept prepaid letters from other countries.
7. Stamp collecting is a popular hobby.

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4. A. wherever B. anywhere C. somewhere D. everywhere
5. A. most B. all C. least D. last.
6. A. data B. instrument C. document D. information
7. A. programs B. graphics C. websites D. databases
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1. Before postage stamps, two people paid-for letters to travel in two countries. **T**
2. A teacher invented the postage stamp. **T**
3. The first two stamps were colored black and blue. **T**
4. A stamp shows that the postage is prepaid. **T**
5. Postage stamps solved all mail problems immediately. **F**
6. Members of the UPS accept prepaid letters from other countries**. F**
7. Stamp collecting is a popular hobby. **T**

# PHẦN 2

**UNIT 9: SPEAKING AND LISTENING**

**(Tài liệu bài giảng)**

## Pronunciation.

Practice /sp/; /st/; /sk/. Examples on page 108 of your text book.

## Speaking.

1. **Getting attention:**

A: Excuse me?

B: Yes? How can I help you?

Yes? What can I do for you, sir/ madam?

## Saying your demands.

Could you help me to do…?

Would you mind doing…? Will you please do…?

## Respond to requests.

- Of course/ Certainly/ Sure

* Ok
* Fine,..
* Alright,..
* No problem…
* Just a minute/ Just a second. Or I’m sorry…

I’m afraid… (tell the reasons you can not do the requests)

## Thank you and responses.

* Thank you (for N/ doing…)
* Thanks - Thanks a lot/
* Thanks a million
* Thanks a bunch

…

**Responses:** You’re welcome

Never mind. It’s the least I can do for you

## TASK 1.

A: Excuse me!

B: Yes? What can I do for you, sir?

A: Could you help me to send this document to my office by fax? B: Certainly. What's the fax number, please?

A: It’s 04.7621897.

B: OK. I’m sending it now.

A: Thank you. Oh. How much is that?

B: It’s five thousand dongs. You can see the rates on the table. A: Yeah. I see. Here you are. Thank you.

B: You’re welcome.

What service is the customer using in the dialogue?

=> The service the customer is using is the fax service

## LISTENING

|  |  |  |
| --- | --- | --- |
| advantage (n)  capacity (n) cellphone (n) commune (n) demand (n) digit (n) disadvantage (n) expansion (n) fixed (a)  on the phone (exp) reduction (n)  rural network (n) subscriber (n) upgrade | [əd'vɑ:ntidʒ]  [kə'pæsiti] [sel foun] ['kɔmju:n]  [di'mɑ:nd]  ['didʒit] [,disəd'vɑ:ntidʒ] [iks'pæn∫n] [fikst]  [foun] [ri'dʌk∫n]  ['ruərəl 'netwə:k] [səb'skraib] [ʌp'greid] | thuận lợi  công suất  điện thoại di động xã  nhu cầu chữ số bất lợi  sự mở rộng cố định  đang nói chuyện điện thoại sự giảm bớt  mạng lưới nông thôn thuê bao  nâng cấp |

**You will hear some information about the development of Vietnam's telephone system over the past few years. Listen and do the tasks that follow.**

**TAPESCRIPT**

Over the past few years. Vietnam has quickly developed its telephone system. Vietnam ranks second only to China for growth in the number of telephone subscribers.

It is among the 30 countries in the world that have more than two million telephone subscribers. In the early 1990s, there were only 140.000 telephones across Vietnam. At present, we have more than six million subscribers.

In 1996, Vietnam began upgrading its fixed telephone network and changing numbers from six to seven digits in Hanoi and Ho Chi Minh City as well as five to six digits in other provinces.

Five years later, the mobile phone system was upgraded to meet the growth of customer demand. Since 2000, Vietnam has reduced the price of several services, especially in the monthly fees for fixed and mobile telephones.

In the future, more attention will be paid to the rural areas. At present, 93

=> There are 6,014 communal post offices in Vietnam.

## After you listen

### Work in groups. Summarize the main ideas of the listening passage. Your summary should have the following points.

A: Over the past few years. Vietnam telephone system has quickly developed and ranks second to China in growth telephone numbers.

B: And in 1996, Vietnam upgraded its fixed telephone network by adding one digit in telephone system throughout the country.

C: In 2002, mobile phone system was introduced and upgraded.

D: And since 2000, Vietnam has reduced the monthly telephone fees for both fixed and mobile phones.

A: In the future Vietnam will expand the telephone networks to rural areas

## UNIT 9: SPEAKING AND LISTENING

**(Bài tập tự luyện)**

**Exercise 1: Choose the word or phrase, A, B, C, or D, that best completes the sentence or substitutes for the underlined word or phrase.**

1. You can subscribe to your favorite newspapers and magazines ...... the nearest post office. .
   1. in B. on C. from D. at
2. He is very capable ...... learning and understanding things.
   1. with B. of C. at D. about
3. Thanh Ba Post Office provides customers ...... the Messenger Call Services.
   1. with B. for C. of D. to
4. The post office offers the ...... Mail Service which is particularly fast.
   1. Secure B. Efficient C. Express D. Reliable
5. We are proud of our ...... staff, who are always friendly and efficient.
   1. well-done B. well-appointed

C. well-behaved D. well-trained

1. The hotel staff are always friendly and courteous.
   1. efficient B. polite C. helpful D. perfect
2. There was no mention of the incident in the national press.
   1. television B. newspapers C. Internet D. radio
3. I need to ...... £1,000 to my daughter's account.
   1. transfer B. transform C. transmit D. transact
4. ...... to the magazine can take advantage of this special offer.
   1. Subscribe B. Subscription C. Subscribing D. Subscribers
5. ...... is someone who works from home on computer and communicates with their office by telephone, fax, or e-mail.
   1. Telecomputer B. Telecommuter

C. Telephonist D. Telemarketer

## Exercise 2: Choose the word or phrase, A, B, C, or D, that best completes the sentence.

1. My mother ...... enjoys hill walking.
   1. who is in her seventies B. that is in her seventies

C. which is in her seventies D. who is in her seventies

1. She's one of the kindest people .......
   1. that I know B. whose I know

C. who I know D. which I know

1. Where is the house ......?
   1. where they are living B. which they are living

C. where they are living there D. where they are living in

1. She lives in the house .......
   1. which has the red door B. has the red door

C. that with the red door D. with its red door

1. Mark Twain is an author ...... I like best.
   1. his books B. that books

C. the book of whom D. whose books

1. The problem ...... never occurred .
   1. I hadn't expected it B. that I had expected it

C. who I had expected D. I had expected

1. In 1850, Yale University established Sheffield Scientific School, .......
   1. engineers were educated there B. where engineers were educated

C. in which were engineers educated D. where were engineers educated

1. It was the ragtime pianist Scott Joplin ...... the Maple Leaf Rag, perhaps the best known of all ragtime tunes.
   1. wrote B. the writer of C. who wrote D. writing
2. A keystone species is a species of plants and animals ...... absence has a major effect on an ecological system.
   1. that its B. its C. whose D. with its
3. William Samuel Johnson, ...... helped write the Constitution, became the first president of Columbia College in 1787.
   1. whom he had B. who had C. and he had D. had

## Exercise 3: Choose word or phrase, A, B, C or D, that needs correcting.

1. Fred, who usually conducts the choir rehearsals, did not show up last night

A B

because he had an accident on his way to the practice.

C D

1. I think whatever was responsible for damaging the trees should be fined or sent to

A B C D

prison.

1. Now that I no longer have to wear uniform, I'll be able to wear which I want

A B C D

1. Ripe fruit is often stored in a place who contains much carbon dioxide so that the

A B C

fruit will not decay too rapidly.

D

1. The town we visited was a four-days journey from our hotel, so we took the train

A B C

instead of the bus.

D

### Exercise 4: Choose the word that has the main stress placed differently from the others.

1. A. technology B. competitive C. facsimile D. document
2. A. courteous B. subscribe C. service D. customer
3. A. transit B. transmit C. transact D. translate
4. A. capacity B. communal C. secure D. imagine
5. A. installation B. disadvantage C. dissatisfied D. disappointed

### Exercise 5: Choose the word or phrase - a, b, c or d -that best completes the sentence.

1. I suddenfy came ..... a very valuable book when we was in the bookshop.
   1. up B. into C. across D. down
2. Prices are going ..... in a worry way.
   1. up B. over C. away D. off
3. Does he tell you how he is getting ..... his new colleagues?
   1. on with B. on of C. away with D. out of
4. I'd like to send this parcel express. What's the ..... on it?
   1. cost B. price C. postage D. value
5. An extra copy of each document was supplied for onward ..... to head office.
   1. transmit B. transmitted C. transmitter D. transmission
6. We ..... to several sports channels on television.
   1. subscribe B. deliver C. offer D. notify
7. We offer a very ..... rate for parcels of under 15 kg.
   1. competing B. competent C. competitive D. competition
8. If you want to send a document and do not want to lose, its original shape, our ..... service will help you.
   1. express mail B. facsimile C. messenger call D. postal
9. ..... of all the staff, I would like to wish you a happy retirement.
   1. On behalf B. In place C. Instead D. On account
10. ' ..... send this document to my office by fax?' 'Certainly.'
    1. Would you like B. Would you mind

C. Could you D. Why not

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2. He is very capable ...... learning and understanding things.
   1. with B. of C. at D. about
3. Thanh Ba Post Office provides customers ...... the Messenger Call Services.
   1. with B. for C. of D. to
4. The post office offers the ...... Mail Service which is particularly fast.
   1. Secure B. Efficient C. Express D. Reliable
5. We are proud of our ...... staff, who are always friendly and efficient.
   1. well-done B. well-appointed

C. well-behaved D. well-trained

1. The hotel staff are always friendly and courteous.
   1. efficient B. polite C. helpful D. perfect
2. There was no mention of the incident in the national press.
   1. television B. newspapers C. Internet D. radio
3. I need to ...... £1,000 to my daughter's account.
   1. transfer B. transform C. transmit D. transact
4. ...... to the magazine can take advantage of this special offer.
   1. Subscribe B. Subscription C. Subscribing D. Subscribers
5. ...... is someone who works from home on computer and communicates with their office by telephone, fax, or e-mail.
   1. Telecomputer B. Telecommuter

C. Telephonist D. Telemarketer

## Exercise 2: Choose the word or phrase, A, B, C, or D, that best completes the sentence.

1. My mother ...... enjoys hill walking.
   1. who is in her seventies B. that is in her seventies

C. which is in her seventies D. who is in her seventies

1. She's one of the kindest people .......
   1. that I know B. whose I know

C. who I know D. which I know

1. Where is the house ......?
   1. where they are living B. which they are living

C. where they are living there D. where they are living in

1. She lives in the house .......
   1. which has the red door B. has the red door

C. that with the red door D. with its red door

1. Mark Twain is an author ...... I like best.
   1. his books B. that books

C. the book of whom D. whose books

1. The problem ...... never occurred .
   1. I hadn't expected it B. that I had expected it

C. who I had expected D. I had expected

1. In 1850, Yale University established Sheffield Scientific School, .......
   1. engineers were educated there B. where engineers were educated

C. in which were engineers educated D. where were engineers educated

1. It was the ragtime pianist Scott Joplin ...... the Maple Leaf Rag, perhaps the best known of all ragtime tunes.
   1. wrote B. the writer of C. who wrote D. writing
2. A keystone species is a species of plants and animals ...... absence has a major effect on an ecological system.
   1. that its B. its C. whose D. with its
3. William Samuel Johnson, ...... helped write the Constitution, became the first president of Columbia College in 1787.
   1. whom he had B. who had C. and he had D. had

## Exercise 3: Choose word or phrase, A, B, C or D, that needs correcting.

1. Fred, who usually conducts the choir rehearsals, did not show up last night

A B

because he had an accident on his way to the practice.

C (had had) D

1. I think whatever was responsible for damaging the trees should be fined or sent to

A (whoever) B C D

prison.

1. Now that I no longer have to wear uniform, I'll be able to wear which I want

A B C (what)D

1. Ripe fruit is often stored in a place who contains much carbon dioxide so that the

A B C (which)

fruit will not decay too rapidly.

D

1. The town we visited was a four-days journey from our hotel, so we took the train

A B (four-day) C

instead of the bus.

D

### Exercise 4: Choose the word that has the main stress placed differently from the others.

|  |  |  |  |
| --- | --- | --- | --- |
| 1. A. technology | B. competitive | C. facsimile | D. document |
| 1. A. courteous 2. A. transit | B. subscribe  B. transmit | C. service  C. transact | D. customer  D. translate |
| 1. A. capacity 2. A. installation | B. communal  B. disadvantage | C. secure  C. dissatisfied | D. imagine  D. disappointed |

### Exercise 5: Choose the word or phrase - a, b, c or d -that best completes the sentence.

1. I suddenfy came ..... a very valuable book when we was in the bookshop.
   1. up B. into C. across D. down
2. Prices are going ..... in a worry way.
   1. up B. over C. away D. off
3. Does he tell you how he is getting ..... his new colleagues?
   1. on with B. on of C. away with D. out of
4. I'd like to send this parcel express. What's the ..... on it?
   1. cost B. price C. postage D. value
5. An extra copy of each document was supplied for onward ..... to head office.
   1. transmit B. transmitted C. transmitter D. transmission
6. We ..... to several sports channels on television.
   1. subscribe B. deliver C. offer D. notify
7. We offer a very ..... rate for parcels of under 15 kg.
   1. competing B. competent C. competitive D. competition
8. If you want to send a document and do not want to lose, its original shape, our ..... service will help you.
   1. express mail B. facsimile C. messenger call D. postal
9. ..... of all the staff, I would like to wish you a happy retirement.
   1. On behalf B. In place C. Instead D. On account
10. ' ..... send this document to my office by fax?' 'Certainly.'
    1. Would you like B. Would you mind

C. Could you D. Why not

# PHẦN 3

**UNIT 9: GRAMMAR**

**(Tài liệu bài giảng)**

## Định nghĩa

* Mệnh đề quan hệ là mệnh đề phụ được nối với mệnh đề chính bởi các đại từ quan hệ (who, whom, whose, which, that ) hay các phó từ quan hệ như (where, when, why).

-Mệnh đề quan hệ đứng ngay đằng sau danh từ, đại từ trong mệnh đề chính để bổ sung ý nghĩa cho danh từ, đại từ ấy. Chức năng của nó giống như một tính từ do vậy nó còn được gọi là mệnh đề tính ngữ.

## CÁC ĐẠI TỪ QUAN HỆ

1. **Who**: Là đại từ quan hệ **chỉ người, làm chủ ngữ**, theo sau who là một **động từ**

## Nbody who+ V

Eg: *The man who lives next door is a singer*

*That is the boy who helped me to find your house.*

1. **Whom**: Là đại từ quan hệ **chỉ người, làm tân ngữ,** theo sau whom là một **mệnh đề: S+V Nbody whom+ S+ V**

Eg: *The woman whom you met yesterday is my sister.*

*The boy whom we are looking for is Tom.*

1. **Which:** Là đại từ quan hệ **chỉ vật**, làm **chủ ngữ hoặc tân ngữ**, theo sau which có thể là một *động từ hoặc một mệnh đề S+V.*

## Nthing which+ V/ S+V

Eg: *This is the book. I like it the best .*

*=> This is the book which I like the best The hat is red. It is mine.*

*=> The hat which is red is mine.*

1. **That:** Là đại từ quan hệ **chỉ cả người lẫn vật**, có thể được **dùng thay cho Who, Whom, Which** trong mệnh đề quan hệ thuộc loại Restricted Clause **(Mệnh đề xác định)**

Eg: *It is the book that I like the best.*

*My father is the person that I admire the most.*

*I can see the girl and her dog that are running in the park.*

1. **Whose:** Là đại từ quan hệ **dùng để chỉ sở hữu**. Whose cũng được dùng cho **of which**. Dùng chỉ sở hữu cho cả người và vật.

-Theo sau Whose luôn là 1 danh từ (trước nó không có mạo từ a/an/the/ tính từ sở hữu)

Eg1: *The boy is Tom. You borrowed his bicycle yesterday.*

*=> The boy whose bicycle you borrowed yesterday is Tom.*

Eg2: *John found a cat. Its leg was broken.*

*=> John found a cat whose leg was broken.*

## Chú ý:

* Khi whom, which, that thay thế cho danh từ đứng chức năng làm tân ngữ trong MĐQH thì ta có thể lược bỏ mà nghĩa của câu không thay đổi.

Eg: *The woman you met yesterday is my sister.*

*This is the book I like the best.*

*The girl he falls in love with has gone away.*

* Giới từ có thể đứng sau động từ trong M ĐQH hoặc đứng trước ĐTQH whom và which (that không theo sau giới từ).

Eg: *The girl whom he falls in love with has gone away*

*=> The girl with whom he falls in love has gone away. The company which he works for produces car,*

*=> The company for which he works produces car*

## CÁC TRẠNG TỪ QUAN HỆ

1. **When:** là phó từ quan hệ **chỉ thời gian**, đứng sau cụm từ chỉ thời gian, dùng thay cho **at, on, in + which, then**

Eg:

*May Day is the day when people hold a meeting. (= on which) I’ll never forget the day when I met her. (=on which)*

*That was the time when he managed the company. (= at which)*

*Do you remember the day when we first met?*

1. **Where:** là phó từ quan hệ **chỉ nơi trốn**, thay cho **at, on, in + which; there**

Eg: *That is the house where we used to live. (= in which) Do you know the country where I was born?*

*Hanoi is the place where I like to come.*

receive mail.

* 1. that B. which C. where D. in which

1. Do you know the date ...... we have to hand in the essay?
   1. which B. in which C. on that D. when
2. My uncle ...... you met yesterday is a lawyer.
   1. which B. who C. whose D. to whom
3. The council is in discussion with Lord Thomas, ...... land most of the village is built on.
   1. who B. whom C. whose D. that
4. These adults, ...... come to my night class, are very eager to learn.
   1. whose B. who C. that D. when
5. Regina, ...... you have never met before, is a genius in painting.
   1. that B. whose C. whom D. whoever
6. The paintings Mr. Flowers has in his house are worth around $ 100,000.
   1. which B. whose C. what D. whom
7. Oxford, ...... attracts many tourists, is often crowded in the summer.
   1. that B. which C. whose D. where
8. It's the best film ...... has ever been made about madness.
   1. which B. whom C. whose D. that
9. She cycled from London to Glasgow, .... is pretty good for a woman of 75.
   1. that B. what C. which D. where
10. Most folk songs are ballads ...... have simple words and tell simple stories.
    1. what B. when C. where D. that
11. ...... wins will go on to play Barcelona in the final.
    1. Who B. Whoever C. Which D. Whichever
12. I think the reason ...... we get on so well is that we both enjoy talking.
    1. why B. which C. that D. what
13. Children ... diets contain high levels of protein do better in examination.
    1. who B. who C. whose D. Ø
14. I'm sure that Keith will do well at university, ...... one he goes to.
    1. which B. whichever C. where D. wherever

## Exercise 2: Write all the pronouns possible to complete each sentence. Write Ø if the sentence is correct without adding a pronoun.

1. We talk about the party ...... Sarah wants to organize for my birthday.
2. To get to Frank's house, take the main road ..... bypasses the village.
3. The paintings ...... Mr. Flowers has in his house are worth around £100,000.
4. Mrs. Richmond, ...... is 42, has three children,
5. Don is a friend ...... I stayed with in Australia.
6. She was probably the hardest working student ...... I've ever taught.
7. Stevenson is an architect ...... designs have won international praise.
8. The Roman coins, ...... a local farmer came across in a field, are now displayed in the National Museum.
9. Dorothy said something ...... I couldn't hear clearly.
10. There was a little ...... we Gould do to help her.
11. He received a low mark for his essay; ...... was only one page long.
12. We need to learn from companies ...... trading is more healthy than our own.
13. Professor Johnson, ...... I have long admired, is visiting the University next week.
14. The man ...... I introduced to you last night may be the next president of the university.
15. These walls are all ...... remain of the city

## Exercise 3: Fill in each blank with an appropriate preposition.

1. We take great pride ...... offering the best service in town.
2. This post office is equipped ...... advanced technology ...... transaction.
3. What is the Messenger Call Service used ......?
4. Let us take care ...... your postal and telecommunication needs for now and ever.
5. We subscribe ...... all the main medical journals.
6. This computer isn't capable ...... running this software.
7. She seemed satisfied ...... the results.
8. She was fiercely proud ...... family traditions and continuity.
9. I was useful ...... them because I could speak French.
10. I am living away ...... my family and my relatives.

## UNIT 9: GRAMMAR

## (Đáp án bài tập tự luyện)

**Exercise 1: Choose the best answer.**

1. Post office is a place ...... you can buy stamps, mail letters and packages, and receive mail.
   1. that B. which C. where D. in which
2. Do you know the date ...... we have to hand in the essay?
   1. which B. in which C. on that D. when
3. My uncle ...... you met yesterday is a lawyer.
   1. which B. who C. whose D. to whom
4. The council is in discussion with Lord Thomas, ...... land most of the village is built on.
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3. The paintings which/ that/ ØMr Flowers has in his house are worth around

£100,000.

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7. She seemed satisfied with the results.
8. She was fiercely proud of family traditions and continuity.
9. I was useful to them because I could speak French.
10. I am living away from my family and my relatives.

# PHẦN 4

**UNIT 9: WRITING**

**(Tài liệu bài giảng)**

## I. VOCABULARY

|  |  |  |
| --- | --- | --- |
| arrogant (a) | ['ærəgənt] | kiêu ngạo |
| attitude (n) | ['ætitju:d] | thái độ |
| describe (v) | [dis'kraib] | mô tả |
| director (n) | [di'rektə] | giám đốc |

|  |  |  |
| --- | --- | --- |
| dissatisfaction (n)  pick pocket (n) price (n) punctuality (n) quality (n) reasonable (a) resident (n) satisfaction (n) security (n) | [di,sætis'fæk∫n]  ['pikpɔkit] [prais] [,pʌηkt∫u'æləti] ['kwɔliti] ['ri:znəbl] ['rezidənt] [,sætis'fæk∫n] [si'kjuərəti] | sự không hài lòng  kẻ móc túi giá cả  tính đúng giờ chất lượng hợp lý  người dân sự hài lòng an ninh |

**After a year in the job, the director of Thanh Ba Post Office has invited residents in the neighborhood to write letters to him describing the quality of the services they have received. Write such a letter, using the ideas you discussed in the Task I.**

**Useful language.**

I am writing to ***respond to/ in response to*** your call for customers ***to express their satisfaction or dissatisfaction towards*** the post office's services.

- a ***well-equipped and reliable*** address

***- spacious place*** for transaction.

### - in good/ bad working condition

***- minor drawbacks***

* need mentioning/ repairing
* too late, too early
* ***punctual/*** on time Dear Sir/ Madam,

I have been using the services provided by Thanh Ba Post Office for years and I am writing in response to your call for customers to express their satisfaction or dissatisfaction towards the post office's services.

Like any other customers, I find your post office a well-equipped and reliable address for our postal and telecommunication needs. I am impressed by your spacious place for transaction. The seats in the lobby are pretty and always clean. The fax machines are always in good working condition and my colleagues and customers in Ho Chi Minh City have no complaints about the quality of the documents I send them.

However, there are some minor drawbacks that need mentioning here. Although the parking area is large, it has no security guards and sometimes I feel insecure when leaving my motorcycle there. Moreover, it would be much better if the post office opens until 11 p.m so that customers can have more access to your services.

I know that making everyone satisfied is a hard work and sometimes seems impossible. What you and your staff have done so far for the development of the post office is encouraging and this letter is written in the hope that your post office will be a better place.

Yours faith fully

…

## UNIT 9: WRITING

**(Bài tập tự luyện)**

**Exercise 1: From the four words or pbrases (A, B, C, or D)choose the one that best completes the sentence.**

1. After seeing a movie based on a novel, .........
   1. the book was read by many people
   2. the book made many people want to read it
   3. many people want to read the book.
   4. the reading of the book interests many people
2. Once known as the 'Golden State' because of its gold mines, ....
   1. North Carolina today mines few metallic minerals
   2. few metallic minerals are mined in North Carolina today
   3. there are few metallic minerals mined in North Carolina today
   4. today in North Carolina few metallic minerals are mined
3. .... are considered humorous is mainly to his characters' use of slang.
   1. Damon Runyan's stories
   2. Damon Runyan's stories, which
   3. That Damon Runyan's stories
   4. Because Damon Runyan's stories
4. In order to grow vegetables properly, gardeners must know .........
   1. that the requirements for each vegetable
   2. what the requirements for each vegetable are
   3. what are each vegetable's requirements
   4. that is required by each vegetable
5. ........, methane can be used as a fuel.
   1. It is produced by the fermentation of organic matter
   2. The fermentation of organic matter is produced
   3. The production by the fermentation of organic matter
   4. Produced by the fermentation of organic matter

## Exercise 2: Choose the sentence - a, b, c or d – which is closest in meaning to the printed one.

1. If he had hurried, he would have caught the train.
   1. He had to catch the train, so he was in a hurry.
   2. He missed the train because he didn't hurry.
   3. He doesn't hurry, so he won't catch the train.
   4. The train was delayed, so he wouldn't have to hurry.
2. 'Sorry madam, looking after the garden is not my duty.'
   1. He apologized for not looking after the garden.
   2. He promised to look after the garden.
   3. He said that he was not responsible for looking after the garden.
   4. He asked me if looking after the garden was his duty.
3. Although she has less teaching experience than the other staff member, she is one of the best teachers.
   1. She is one of the best teachers because she has taught longer.
   2. Other members of the staff teach less than she does.
   3. She has the best experience of all the teachers on the staff.
   4. She is one of the best teachers in spite of her having less experience.
4. It's thought that the accident was caused by human error.
   1. The accident took place because of thoughtlessness.
   2. Humans' thoughlessness caused the accident.
   3. The accident is thought to have been caused by human error.
   4. The accident is thought to cause human error.
5. Scientists say forests are being destroyed by air pollution.
   1. Scientists blame air pollution for the destruction of forests.
   2. Scientists are blamed for destroying forests.
   3. Forests are being destroyed by scientists.
   4. Forests account for air pollution. ,.

## Exercise 3: Choose the best sentence - a, b, c or d –made from the given cues.

1. According/ Cook/ whose/ book/ published/ Thursday/ most/ disasters/ avoidable//
   1. According to Cook, whose book was published on Thursday, most disasters are avoidable.
   2. According to Cook, whose book was published on Thursday, is the most disasters is avoidable..
   3. According to Cook whose book was published on Thursday most disasters are avoidable.
   4. According to Cook, whose book was published on Thursday, most disasters is avoidable.
2. He/ not allow/ us/ go out/ boat/ yesterday/ as/ strong wind/ blow//
   1. He didn't allow us to go out in the boat yesterday as strong wind blows.
   2. He didn't allow us to go out on the boat yesterday as strong wind blows.
   3. He didn't allow us to go out on the boat yesterday as strong wind was blowing.
   4. He didn't allow us to go out on the boat yesterday as strong wind had blown.
3. I/ regret/ inform/ you/ not approved/ the loan//
   1. I regret informing that you have not been approved for the loan.
   2. I regret to inform you that you have not been approved for the loan.
   3. I regret to inform that you have not approved for the loan.
   4. I regret to inform you that you wasn't approved for the loan.
4. We/ polluted/ air/ be/ smoke/ factories/ fumes/ motor vehicles//
   1. What we have polluted the air with is smoke of factories and fumes of motor vehicles.
   2. We are polluted the air which is smoke from factories and fumes from motor vehicles.
   3. What we have polluted the air is smoke from factories and fumes from motor vehicles.
   4. We polluted the air with smoke of factories and fumes of motor vehicles.
5. Provided/ legible/ examiner/ accept/ handwriting answer//
6. Provided it is legible, the examiner accepted your handwriting answer.
7. Provided it is legible, the examiner will accept your handwriting answer.
8. Provided it is legible, the examiner is accepted your handwriting answer.
9. Provided legible, the examiner is accepted your handwriting answer.

## Exercise 4: If necessary, correct or make improvements to these sentences. If they are already correct, write √

* 1. He just said anything which came into his head.
  2. Yesterday was the hottest day I can remember.
  3. There isn't much can go wrong with the machine.
  4. Thieves whom stole paintings from Notfort art gallery have been arrested in Paris.
  5. It may be the most important decision which you will ever take.
  6. The boy took the photograph was paid £100.
  7. The Southham Chess Club, that has more than 50 members, meets weekly on Friday evenings
  8. The clock makes a noise what keeps me awake at night.
  9. I heard many different accents in the room, but none which I could identify as British.
  10. She is one of the kindest people who I know

## UNIT 9: WRITING

**(Đáp án bài tập tự luyện)**

**Exercise 1: From the four words or pbrases (A, B, C, or D)choose the one that best completes the sentence.**

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   4. today in North Carolina few metallic minerals are mined
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   1. Damon Runyan's stories
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   2. what the requirements for each vegetable are
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   4. She is one of the best teachers in spite of her having less experience.
4. It's thought that the accident was caused by human error.
   1. The accident took place because of thoughtlessness.
   2. Humans' thoughlessness caused the accident.
   3. The accident is thought to have been caused by human error.
   4. The accident is thought to cause human error.
5. Scientists say forests are being destroyed by air pollution.
   1. Scientists blame air pollution for the destruction of forests.
   2. Scientists are blamed for destroying forests.
   3. Forests are being destroyed by scientists.
   4. Forests account for air pollution. ,.

## Exercise 3: Choose the best sentence - a, b, c or d –made from the given cues.

1. According/ Cook/ whose/ book/ published/ Thursday/ most/ disasters/ avoidable//
   1. According to Cook, whose book was published on Thursday, most disasters are avoidable.
   2. According to Cook, whose book was published on Thursday, is the most disasters is avoidable..
   3. According to Cook whose book was published on Thursday most disasters are avoidable.
   4. According to Cook, whose book was published on Thursday, most disasters is avoidable.
2. He/ not allow/ us/ go out/ boat/ yesterday/ as/ strong wind/ blow//
   1. He didn't allow us to go out in the boat yesterday as strong wind blows.
   2. He didn't allow us to go out on the boat yesterday as strong wind blows.
   3. He didn't allow us to go out on the boat yesterday as strong wind was blowing.
   4. He didn't allow us to go out on the boat yesterday as strong wind had blown.
3. I/ regret/ inform/ you/ not approved/ the loan//
   1. I regret informing that you have not been approved for the loan.
   2. I regret to inform you that you have not been approved for the loan.
   3. I regret to inform that you have not approved for the loan.
   4. I regret to inform you that you wasn't approved for the loan.
4. We/ polluted/ air/ be/ smoke/ factories/ fumes/ motor vehicles//
   1. What we have polluted the air with is smoke of factories and fumes of motor vehicles.
   2. We are polluted the air which is smoke from factories and fumes from motor vehicles.
   3. What we have polluted the air is smoke from factories and fumes from motor vehicles.
   4. We polluted the air with smoke of factories and fumes of motor vehicles.
5. Provided/ legible/ examiner/ accept/ handwriting answer//
6. Provided it is legible, the examiner accepted your handwriting answer.
7. Provided it is legible, the examiner will accept your handwriting answer.
8. Provided it is legible, the examiner is accepted your handwriting answer.
9. Provided legible, the examiner is accepted your handwriting answer.

## Exercise 4: If necessary, correct or make improvements to these sentences. If they are already correct, write √

* 1. He just said anything which came into his head. (that)
  2. Yesterday was the hottest day I can remember. **√**
  3. There isn't much can go wrong with the machine. (much that can)
  4. Thieves whom stole paintings from Notfort art gallery have been arrested in Paris. (who)
  5. It may be the most important decision which you will ever take. (that/ Ø)
  6. The boy took the photograph was paid £100. (theboywho)
  7. The Southham Chess Club, that has more than 50 members, meets weekly on Friday evenings(which)
  8. The clock makes a noise what keeps me awake at night. (which/ that)
  9. I heard many different accents in the room, but none which I could identify as British. (that)
  10. She is one of the kindest people who I know.(that/ Ø)