

Thí sinh làm bài trên tờ giấy thi

Họ và tên thí sinh:..... Số báo danh

PART ONE: LISTENING (4.0 POINTS)

I. Listen to the audio and fill in the missing information in the numbered space. In each space, write NO MORE THAN THREE WORDS. (0.8 point)

People involved in (1) _____ are asking: Will universities require students to get the coronavirus vaccine before they come back to school? Many universities already request (2) _____ from new students. Schools like the University of Wisconsin, for example, do not require students to be vaccinated for many diseases, but (3) _____ them. But public (4) _____ say it is unlikely universities will be able to require it this fall. The University of Michigan is another large university, with over (5) _____ students. A University of Michigan spokesman answered (6) _____: "At this time, the university does not anticipate requiring a COVID vaccine for (7) _____, staff or students," he wrote. Limaye said it is likely universities will enter the 2020 - 2021 school year still using other methods "to control the spread" of the virus, even if some students and professors have received the vaccine. These methods include wearing a face covering, virus testing, (8) _____ and keeping groups of students together in small groups.

II. Listen to a conversation in a tourist information office in Guernsey. (1.6 points)

- There is a concert on Saturday night at _____.
A. at the castle
B. in the St. James concert hall
C. in the Candie Gardens
- The woman says that Hauteville House _____.
A. was the home of a famous writer
B. has an excellent café
C. has beautiful gardens
- The guided walk in St Peter Port _____.
A. starts at 1.30 and lasts two hours
B. starts at 2.00 and lasts 1.5 hours
C. starts at 5.00 and lasts 1.5 hours
- To join the guided walk, visitors must _____.
A. buy a ticket from the information office
B. meet outside the information office
C. phone the walk leaders in advance
- The man _____ the Autumn Walking Festival.
A. has missed
B. plans to take part in
C. is not interested in
- Tennerfest is a festival to celebrate _____.
A. history
B. food
C. sports

7. Tennerfest _____.
- A. has just finished B. is happening now C. will start soon
8. The man _____ the island of Jersey.
- A. is definitely interested in visiting
B. may visit
C. does not want to visit

III. Listen to the talk between a receptionist at a fitness center and her customer and decide if the statement is true (T) or false (F). (1.6 points)

1. The man has only recently decided to join the gym.
2. The woman says the gym will make sure it has the lowest price in the city.
3. The woman says that other gyms charge people when they leave.
4. The gym used to be open for 24 hours but it was too busy.
5. The man has ever worked with a personal trainer before.
6. The exercise plan your personal trainer provides will tell you what to eat.
7. The personal trainer doesn't cost anything at all.
8. The gym offers a sample visit.

PART TWO: PHONETICS (0.5 POINT)

I. Choose the word whose underlined part is pronounced differently from that of the others.

1. A. beloveded B. nakeded C. learneded D. determineded
2. A. devotion B. congestion C. suggestion D. question

II. Choose the word that has a different stress pattern from the others.

3. A. architecture B. comparison C. championship D. communism
4. A. dialect B. diagram C. diagonal D. diamond
5. A. conscience B. pension C. pleasure D. antique

PART THREE: VOCABULARY AND GRAMMAR (5.5 POINTS)

I. Mark the letter A, B, C, or D to indicate the correct answer to each of the following questions. (1.5 points)

1. Nathalie seems very tough at work. She's a different person at home, _____.

A. though B. although C. as though D. even though

2. Their research into the causes of cancer promises to break the new _____ in the field and possibly lead to a cure.

A. earth B. ground C. soil D. land

3. The dawn redwood appears _____ some 100 million years ago in northern forests around the world.

A. was flourished B. to flourish
C. to have flourished D. have flourished

4. The report urged that all children _____ to swim.

A. were taught B. taught C. be taught D. must be taught

5. **John:** This grammar test is the hardest one we've ever had this semester!
Mary: _____ but I think it's quite easy.

A. I couldn't agree more B. I understand what you're saying
C. You're wrong D. I don't see it that way

6. She _____ modern art. She visits all the local exhibitions.

A. looks down on B. goes in for

- C. fixes up with
D. comes up against
7. I would appreciate _____ it a secret.
A. you to keep B. that you keep C. that you will keep D. your keeping
8. After so many years, it is great to see him _____ his ambitions.
A. realize B. get C. possess D. deserve
9. His personal problems seem to have been _____ him from his work lately.
A. disrupting B. disturbing C. distracting D. dispersing
10. He has been hit by a _____ of injuries since he joined the team.
A. success B. continuation C. repetition D. succession
11. **Peter:** 'Do you mind if I put the television on?'
Susan: '_____.'
A. It's no matter to me. B. Not mention it.
C. You are welcome. D. No, not in the least.
12. He was a generous friend, but as a businessman he drove a hard _____.
A. bargain B. affair C. contract D. deal
13. _____ passenger pigeon, one of several species of extinct birds, was hunted to extinction over _____ few decades.
A. The / Ø B. Ø / a C. The / a D. A / the
14. _____, let me know as soon as possible.
A. If you heard anything B. Should you hear anything
C. Had you heard anything D. Unless you hear anything
15. _____ better working conditions.
A. What's interesting the workers most is B. What's interested the workers most is
C. What interest the workers most is D. What interests the workers most is

II. Complete the following sentences with the correct form or tense of the verbs in brackets. (2.0 points)

- They (not, invent) _____ satellites, we couldn't watch live programmes on TV.
- I distinctly remember (pay) _____ him. I gave him two dollars.
- All the evidence suggests that he (steal) _____ the money before he left here.
- Mary isn't here – but she (not take) _____ the car because there's no petrol in it.
- This building (finish) _____ by the end of next month.
- There are just five awards, (consist) _____ of 50,000 Swiss Francs.
- (Leave) _____ uncovered, the balcony chairs will be ruined in this weather.
- I know you didn't want to upset me but I'd sooner you (tell) _____ me the whole truth yesterday.
- It is only recently that ballets have been based on the themes (reflect) _____ American life.
- I didn't do the test well. I (prepare) _____ it more carefully at home.

III. Supply the correct form of the word in capital letters. Write your answers on your answer sheet. (1.0 point)

SKIING HOLIDAYS IN COLORADO

To ski or snowboard in Colorado is to experience the pinnacle of winter sports. The state of Colorado is known for its spectacular scenery and (1. BREATH) _____ views, which inspire today's travelers as much as they spurred on the (2. SETTLE) _____ who first arrived in this part of the US over a century ago. And whether you're seeking the outdoor adventure of a (3. LIFE) _____ exciting nightlife or a great family getaway, Colorado has everything you need.

November through April, snow conditions are (4. **CONSIST**) _____ and reliable, featuring Colorado's (5. **LEGEND**) _____ “champagne powder” snow. Extensive snow making and grooming operations always keeps trails in top shape.

The mountain destinations in the Colorado Rockies can turn your wildest ski dreams into thrilling (6. **REAL**) _____. There, you'll find the best skiing and snowboarding resorts on (7. **PICTURE**) _____ slopes, as well as the finest ski schools in the US. Together, they present an (8. **PARALLEL**) _____ winter paradise. And the best part is that you'll enjoy friendly, (9. **CARE**) _____ service in resorts that are (10. **COMMIT**) _____ to delivering the highest quality amenities.

IV. Find and correct ONE error in each of the following questions. (1.0 point)

1. Things started to go wrongly as soon as we got to the hotel. We were all completely exhausted after our long journey and looking forward to a shower and a rest.	1. _____
2. However, we found that our room was not ready, which was very annoyed, although the manager was extremely apologetic.	2. _____
3. While we were waiting, we asked about the excursions to places of an interest which we had read about in the brochure.	3. _____
4. Imagine how we felt when we were told they had all been cancelled! Apparently, the person responsible for organizing them had left suddenly and had not been replaced. Then Sally saw a notice pinning to the door of the restaurant, saying it was closed for redecoration, and Peter discovered that the swimming pool was empty.	4. _____
5. When we eventually got to our room we were horrified to find that it was at the back of the hotel, and we had a view of a car park, which seemed to be used as a rubbish dump. We seriously began to wonder whether or not staying.	5. _____

PART FOUR: READING (5.0 POINTS)

I. Read the passage and choose the letter A, B, C or D to indicate the correct answer to each of the questions. (2.0 points)

The first animated film, *Humorous Phases of Funny Faces*, was made in 1906 by newspaper illustrator James Blackton. He filmed faces that were drawn on blackboards in progressive stages. In New York City, Winsor McCay exhibited his most famous films, *Little Nemo* (1910) and *Gertie the Dinosaur* (1914). His films featured fluid motion and characters with individual personalities. For the first time, characters drawn of life seemed to live on the screen. In 1914, John R. Bray streamlined the animation process, using assembly-line techniques to turn out cartoons.

By 1915, film studios began producing cartoon series. The Pat Sullivan studio produced the series featuring Felix the Cat. **He** became one of the most beloved characters of the silent-film era. The Max Fleischer studio produced series starring Ko-Ko the Clown and, later, Betty Boop and Popeye.

The first cartoon with sound was *Steamboat Willie* (1928), which introduced Mickey Mouse. This film was produced by Walt Disney, the most famous of American animators. His early success enabled Disney to train his animators in anatomy, acting, drawing and motion studies. The results of **this** are apparent in *Snow White and the Seven Dwarfs* (1937), the first full-length animated feature. It became an instant success, and still remains popular. Other important Disney films followed.

Warner Brothers' studio challenged Disney for leadership in the field with cartoons starring Bugs Bunny, Daffy Duck, and other characters. These films were faster-paced and featured slapstick humor. In the 1950s, a group of animators **splintered off from** Disney and formed United Production of America, which rejected Disney's realism and employed a bold, modernistic approach.

In the 1950s, children's cartoons began to be broadcast on Saturday morning television and, later, in prime time. Among the most successful were those made by William Hanna and Joseph Barbera, such as those featuring Yogi Bear and the Flinstones.

The full-length animated film became popular again in the 1980s and '90s. Producer Steven Spielberg released his first animated film, *An American Tail* (1986), and Disney began a series of remarkable annual hits with *The Little Mermaid* (1989). *Who Framed Roger Rabbit* (1988), a joint production of Spielberg and Disney, **blurred the lines** between live action and animation. Animation returned to prime-time television with the Fox Network's *The Simpsons*. Animators had experimented with computer animation as early as the 1950s, but *Toy Story* (1995) was the first-full-length film to be entirely computer animated. These developments promise to bring about the most exciting era in animation since its heyday.

1. What does the passage mainly discuss?
 - A. The history of animated film
 - B. The life of Walt Disney
 - C. The development of one animated cartoon
 - D. The use of computer in animation
2. It can be inferred from the passage that the characters in *Little Nemo* and *Gertie the Dinosaur* _____.
 - A. were first drawn on a blackboard
 - B. were part of cartoon series
 - C. seemed to have their own personalities
 - D. did not look as life-like as Blackton's characters.
3. The word '**this**' in the passage refers to _____.
 - A. the introduction of sound in cartoons
 - B. his early success
 - C. motion study
 - D. training his animators
4. The word '**He**' in the passage refers to _____.
 - A. Pat Sullivan
 - B. Felix the Cat
 - C. Max Fleischer
 - D. Ko-Ko the Clown
5. What can be inferred from the passage about animated films produced before 1928?
 - A. They were not very popular
 - B. They were longer than later movies
 - C. They were not drawn by hand
 - D. They were silent films
6. According to the passage, the film *Snow White and the Seven Dwarfs* _____.
 - A. showed the benefits of training the Disney animators
 - B. was the first movie produced by Walt Disney
 - C. was the last movie Disney made before his death
 - D. did not become successful until many years later
7. The phrase '**splintered off from**' in the passage is closest in meaning to _____.
 - A. competed with
 - B. broke away from
 - C. merged with
 - D. released from
8. The author did NOT specifically mention characters produced by _____.
 - A. Walt Disney
 - B. Hanna and Barbera
 - C. United Production of America
 - D. Warner Brothers

PART FIVE: WRITING (5.0 POINTS)

I. Finish each of the following sentences in such a way that it means exactly the same as the sentence before it. (2.0 pts)

1. You didn't think carefully enough before you decided.

✗ You ought _____

2. Don't conclude that learning English is easy.

✗ Don't come _____

3. The motorcyclist rounded the corner at a quite unbelievable speed.

✗ The speed _____

4. We can say that the leisure industry will be the money spinner of the future.

✗ The leisure industry _____

5. I only recognized him when he came into the light.

✗ It was not until _____

6. What Anna hates most about these school reunions is posing for photos.

✗ There is nothing _____

7. The collision didn't damage his car much.

✗ Not a great _____

8. Arguing with her won't get you anywhere.

✗ It won't do _____

9. We'll let you know as soon as we have received the information.

✗ The moment _____

10. Although he was exhausted, he agreed to join the activity.

✗ Exhausted _____

II. For each of the sentences below, write a new sentence as similar as possible in meaning to the original sentence, but using the word given. This word must not be altered in any way.

(1.0 point)

1. My father persuaded me to learn another foreign language. **(TALKED)**

✗ _____

2. I find Harold's behavior quite incomprehensible. **(LOSS)**

✗ _____

3. I bought it without thinking about it first. **(SPUR)**

✗ _____

4. His smooth manner didn't deceive us. **(TAKEN)**

✗ _____

5. The President was impeached because of his financial misconduct. **(GROUNDS)**

✗ _____

III. Essay Writing (2.0 points)

“Teenagers should be allowed to make their own decisions on such things as what to wear, who to play with, and what career to choose.” Do you agree or disagree with the statement above?

Write an essay of about 250 words to express your idea.

-----The End-----

(Tổng điểm toàn bài 20 điểm)

PART ONE: LISTENING (4.0 POINTS)

I. Listen to the audio and fill in the missing information in the numbered space. In each space, write NO MORE THAN THREE WORDS. (0.8 point)

0.1 point for each correct answer

- | | |
|-----------------------|----------------------|
| 1. higher education | 5. 40,000 |
| 2. health information | 6. by email |
| 3. strongly recommend | 7. faculty |
| 4. health experts | 8. social distancing |

II. Listen to a conversation in a tourist information office in Guernsey. (1.6 points)

0.2 point for each correct answer

1. A 2. A 3. B 4. B 5. A 6. B 7. C 8. C

III. Listen to the talk between a receptionist at a fitness center and her customer and decide if the statement is true (T) or false (F). (1.6 points)

0.2 point for each correct answer

1. F 2. T 3. T 4. F 5. F 6. T 7. F 8. T

PART TWO: PHONETICS (0.5 POINT) 0.1 point for each correct answer

1. D 2. A 3. B 4. C 5. D

PART THREE: VOCABULARY AND GRAMMAR (5.5 POINTS)

I. Mark the letter A, B, C, or D to indicate the correct answer to each of the following questions. (1.5 points) 0.1 point for each correct answer

- | | | |
|------|-------|-------|
| 1. A | 6. B | 11. D |
| 2. B | 7. D | 12. A |
| 3. C | 8. A | 13. C |
| 4. C | 9. C | 14. B |
| 5. B | 10. D | 15. D |

II. Complete the following sentences with the correct form or tense of the verbs in brackets. (2.0 points) 0.2 point for each correct answer

- | | |
|--------------------------------|--------------------------|
| 1. Had they not invented | 6. consisting |
| 2. paying | 7. Left |
| 3. had stolen | 8. had told |
| 4. couldn't / can't have taken | 9. reflecting |
| 5. will have been finished | 10. should have prepared |

III. Supply the correct form of the word in capital letters. Write your answers on your answer sheet. (1.0 point) 0.1 point for each correct answer

- | | |
|-----------------|-----------------|
| 1. breathtaking | 6. reality |
| 2. settlers | 7. picturesque |
| 3. lifetime | 8. unparalleled |
| 4. consistent | 9. caring |
| 5. legendary | 10. committed |

IV. Find and correct ONE error in each of the following questions. (1.0 point)

0.2 point for each correct answer

MISTAKE	CORRECTION
1. wrongly	1. wrong
2. annoyed	2. annoying
3. an interest	3. interest
4. pinning	4. pinned
5. staying	5. to stay

PART FOUR: READING (5.0 POINTS)

I. Read the passage and choose the letter A, B, C or D to indicate the correct answer to each of the questions. (2.0 points) *0.2 point for each correct answer*

1. A 2. C 3. D 4. B 5. D 6. A 7. B 8. C 9. A 10. A

II. Read the following passage carefully and choose the option that best complete each of the blanks. (1.0 point)

0.1 point for each correct answer

1. C 2. B 3. D 4. A 5. C 6. B 7. A 8. D 9. B 10. C

III. Fill each blank space with ONE appropriate word. (2.0 points)

0.2 point for each correct answer

- | | |
|------------|------------|
| 1. Whoever | 6. kept |
| 2. matter | 7. what |
| 3. up | 8. with |
| 4. order | 9. without |
| 5. against | 10. a |

PART FIVE: WRITING (5.0 POINTS)

I. Finish each of the following sentences in such a way that it means exactly the same as the sentence before it. (2.0 pts) *0.2 point for each correct answer*

1. You **ought** to have thought more carefully before you decided.
2. **Don't come** to the conclusion that learning English is easy.
3. **The speed** at which the motorcyclist rounded the corner was quite unbelievable.
4. **The leisure industry** can be said to be the money spinner of the future.
5. **It was not until** he came into the light that I recognized him.
6. **There is nothing** Ann hates more about these school reunions than posing for photos.
7. **Not a great deal / amount of damage** was done/ caused to his car in/ by the collision
8. **It won't do** you (any) good to argue with her.
9. **The moment** we have received the information, we'll let you know.
10. **Exhausted** as/though he was, he agreed to join the activity.

II. For each of the sentences below, write a new sentence as similar as possible in meaning to the original sentence, but using the word given. This word must not be altered in any way. (1.0 point)

1. My father **talked** me into learning another foreign language.
2. I find myself at a **loss** to understand/ comprehend Harold's behavior.
3. I bought it on the **spur** of the moment.
4. We were not **taken** in by his smooth manner.
5. The President was impeached on the **grounds** of his financial misconduct.

III. Essay Writing (2.0 points)

"Teenagers should be allowed to make their own decisions on such things as what to wear, who to play with, and what career to choose." Do you agree or disagree with the statement above?

Write an essay of about 250 words to express your idea.

The mark given to this part is based on the following criteria:

1. **Content (0.7 pt): (35% of total mark)**
 - a. Providing all main ideas and details as required (0.35 pt)
 - b. Communicating intentions sufficiently and effectively (0.35 pt)
2. **Organization & Presentation (0.6 pt): (30% of total mark)**
 - a. Ideas are well organized and presented with coherence, cohesion, and clarity (0.3 pt)
 - b. The composition is well-structured (0.3 pt)
3. **Language (0.6 pt): (30% of total mark)**
 - a. Demonstration of a variety of vocabulary and structures appropriate to the level of English language gifted upper-secondary school students (0.3 pt)
 - b. Good use and control of grammatical structures (0.3 pt)
4. **Punctuation, spelling and handwriting (0.1 pt): (5% of total mark)**
 - a. Good punctuation and no spelling mistakes (0.05 pt)
 - b. Legible handwriting (0.05 pt)

TRANSCRIPT

Part I.

People involved in higher education are asking: Will universities require students to get the coronavirus vaccine before they come back to school?

Many universities already request health information from new students. Most, especially those from the U.S., already receive vaccines as children.

Schools like the University of Wisconsin, for example, do not require students to be vaccinated for many diseases, but strongly recommend them. Vaccines are recommended for diseases like hepatitis and measles. A form asks students to check with their doctors and “make arrangements to get any missing immunizations before you come to campus.”

As the coronavirus vaccine becomes more available, students may someday be required to prove that they have received the coronavirus vaccine before coming to school. But public health experts say it is unlikely universities will be able to require it this fall.

The University of Michigan is another large university, with over 40,000 students. VOA asked whether the school will require a coronavirus vaccine in the near future. A University of Michigan spokesman answered by email: “At this time, the university does not anticipate requiring a COVID vaccine for faculty, staff or students,” he wrote.

Rupali Limaye is scientist at Johns Hopkins University in Baltimore, Maryland. She is an expert in vaccines and public health. She studies how people make decisions about vaccines.

Limaye said it is likely universities will enter the 2021-2022 school year still using other methods “to control the spread” of the virus, even if some students and professors have received the vaccine.

These methods include wearing a face covering, virus testing, social distancing and keeping groups of students together in small groups.

Part II.

Woman: Hello, can I help?

Man: Well, I’m just looking for things to do here in Guernsey.

Woman: Sure, well, I can show you a few things. Here’s a map of the capital, St. Peter Port. This is Castle Cornet. It’s over 800 years old. Once, the sea went all around it, but now you can walk there. In fact, there’s a concert at the castle on Saturday night. Do you like classical music?

man: Yes, I do.

Woman: Well, a symphony orchestra is performing Beethoven’s 9th symphony. It’s a great place to hear it. A great atmosphere.

Man: Sounds good. I’ll think about that. What else is there to see?

Woman: If you’re interested in history, go to the St James concert hall. You can see an interesting tapestry which shows the history of the island.

Man: Sounds interesting.

Woman: It is. The Candie Gardens are *here*, and this is Hauteville House. The French writer Victor Hugo lived here. Did you know that?

Man: No, I didn’t.

Woman: Of course, there are lots of shops, here, and there are lots of lovely cafes next to the harbour where you can relax with a coffee.

Man: Where’s the best place to go walking?

Woman: Oh, there are super places to go walking. Cliff paths, country lanes... You can join a guided walk if you like, or explore the island by yourself.

Man: A guided walk? That sounds like a good idea.

Woman: Yes, we have guided walks on lots of different topics. The leaders are experts in subjects like history or nature. Here’s a list of the guided walks available.

Man: What’s on today?

Woman: Let’s see. Well, there’s a guided walk around St Peter Port today. It’ll take you around the major sites and the guide will give you a potted history lesson! It costs 5 pounds and lasts an hour and a half.

Man: Sounds good. What time’s that?

Woman: Two o’clock.

Man: Can I buy tickets here?

Woman: No, but you'll meet your guide right here, outside the door of the information centre. You can pay then.

Man: Great. Are there any others?

Woman: Well, sadly it was our Autumn walking week last week. We had lots of different tours all over the island, to the reservoir, the wine region, along the canal - but that's all finished now.

Man: What a shame. I would have enjoyed that.

Woman: But you can buy our booklet of self-guided walks and visit these places by yourself.

Man: This one?

Woman: Yes, it costs £7.50. There you are. I'd really recommend this walk *here* - along the west coast. The cliff path is really dramatic here.

Man: Okay. This looks good. I'll buy it. Another thing, I keep seeing signs for *Tennerfest* - what's that?

Woman: *Tennerfest*? Oh, that's our food festival! It's great. Lots of restaurants offer really good meals for just ten pounds.

Man: Oh, is that why it's called *Tennerfest*, because everything costs a tenner?

Woman: Yes, that's it.

Man: Is it on now?

Woman: It starts on Saturday - in two days time.

Man: Sounds as if I've come just at the right time then. How long is it on?

Woman: It lasts a full six weeks. Here's a list of the participating restaurants.

Man: Wonderful. Any recommendations?

Woman: Oo, well they're all good, but last year I had crab at the Atlantic Hotel. It was excellent.

Man: Mmm!

Woman: The ten pound menus aren't available all day though, so make sure you check the leaflet.

Man: Oh yes, the menu at the Atlantic is only available from midday until two.

Woman: Yes. They'll all be like that. But it's really worth it. And ferry trips to Jersey are cheaper during *Tennerfest*, so if you're interested in visiting that island too, you've come at the right time.

Man: Well, I wasn't planning it. I went there last year. It was a bit busy for my liking.

Woman: Okay, well, if you change your mind you can get times and prices from the Condor Ferries office, on the quay. Is there anything else I can help you with?

Man: Er, no thanks. I think that's everything thank you. Can I just pay for this book?

Part III.

Receptionist: Hello, welcome to Shake it Off Fitness. How can I help you?

Customer: Yes, thanks. I've been meaning to come in and find some information about here for some time. I was wondering if you could help me?

Receptionist: Sure, of course. What would you like to know?

Customer: I saw on the sign outside that you have the best budget membership in the city. Is that right?

Receptionist: You've got that right, yes. If you find a better rate, then we'll match it. Also, we don't have any sign-up fees or cancellation fees.

Customer: Sorry, what was that last bit?

Receptionist: Cancellation fees. Some gyms charge you money if you leave before a minimum number of months or something like that. We don't do that.

Customer: That's useful to know. Ummm, what times do you have?

Receptionist: We open at 5 a.m. and close at midnight.

Customer: Not 24 hours then, I see.

Receptionist: No. Almost, though! We tried doing the 24-hour thing, but there really weren't a lot of people who wanted to do exercise at 2 in the morning.

Customer: Makes sense. Another question: do you have trainers? Like, will you do a personalised evaluation of me?

Receptionist: Sure we do. As we say on our brochure, we can show you what to do, how to do it and why you're doing it. Have you worked with a personal trainer before?

Customer: Err, no. No, I haven't. No.

Receptionist: So, it's very easy. For your first visits we'll assign you one of our expert personal trainers. He or she will design an exercise plan that's just right for you and show you exactly what to do. We even include nutrition advice in the plan.

Customer: Let me get this straight. All of this is included in the price?

Receptionist: Yes, it is. If you want to continue with your trainer after the first few classes, we can talk about that. It does cost extra though. OK?

Customer: Yeah. Sounds ... great.

Receptionist: Do you have any other questions?

Customer: Hmmm, yeah. Um, OK. Why should I choose here instead of any of the other gyms in the city?

Receptionist: What, you mean apart from our competitive rates and personalised attention?

Customer: Yeah, I guess.

Receptionist: Listen, here's a free day pass. Why don't you drop by and see for yourself? That way you can talk to other members, see the facilities and our staff.

Customer: OK, I'll do that. Thanks very much!