

Reading Part 1: Reading Correspondence	Time: 11 minutes
Read the following message: Dear Hiring Manager, Are you looking for an experienced Travel Director who can also help your business in other ways? I am a recent college graduate with extensive experience in the hospitality and customer service industries. Now I'd like to bring my experience and passion to work with you and your company. My background in customer service has provided me with the excellent communication skills necessary to succeed in the fast paced and exciting travel industry. I am adept at arranging and managing schedules, coordinating multiple activities, and maintaining the highest levels of customer service at all times. In addition, I am also skilled in working closely with clients to determine their specific needs, and meeting them in an efficient manner. My background includes working with multicultural personnel and customers, and I also possess well-developed business and sales skills. I am a team player who is highly organized and able to handle multiple tasks simultaneously. My customer service skills are outstanding, and bring to the table unmatched enthusiasm as well as knowledge. My enclosed resume will serve to provide you with greater details of my background and what I have to offer. I will call your office in a few days to inquire about the possibility of a meeting. Thank you for your time and consideration. Sincerely yours, Angela Job	Using the drop-down menu (□), choose the best option according to the information given in the message.
	- Angela has an experience in (□) - Previous work history enhanced the (□) - Angela is very confident (□) - Her background includes (□) - Angela can (□) - She would call the office (□)
	Here is a response to the message. Complete the response by filling in the blanks. Select the best choice for each blank from the drop-down menu(□). Dear Angela, Thank you for showing interest in our company. I am the Vice President of the marketing department and luckily your profile was sent to me. The requirements for a marketing manager are exactly the same as yours. Your previous experiences and 7. _____ are the same which I was looking for. It's my great honour to inform you that you have been appointed as the manager of the marketing section, the post which needed exactly the person like you. 8. _____ with the Head of the Department before you join the office. It will include a 9. _____ on some necessary norms of the company and how to take over the work. Hope you 10. _____ to reach great heights in the future! I hope my team feels delighted to work 11. _____. Congratulations once again! Team, Atlantic