

Questions 191–195 refer to the following announcement, memo, and e-mail.

VP to Retire Soon

Chamberlain Savings Bank wishes to announce the retirement of Sebastian Brown, our vice president, on Friday, November 28. Mr. Brown has been an employee here for the past 43 years. Starting as a bank teller straight out of college, he swiftly showed his value and was promoted to manager. He was appointed to three other positions here until being named vice president 14 years ago. During Mr. Brown's tenure as vice president, Chamberlain Savings Bank has transitioned from a small local bank to one of the largest privately owned banks in the Midwest, with 34 branches in 7 states. Mr. Brown is a beloved employee, noted philanthropist, and loving father, and his presence will be missed. There will be a retirement ceremony for him at 3 P.M. on his final day of work. It will be held at the Chamberlain Savings Bank branch in St. Louis at 56 Cutler Street.

To: All Employees, Chamberlain Savings Bank
From: Kelly Rudolph, Director, 56 Cutler Street Branch
Re: Retirement Party
Date: November 7

You are invited to attend the retirement party being held for Sebastian Brown. Please note that due to the Thanksgiving holiday, which takes place one day prior to Mr. Brown's retirement date, the party for Mr. Brown has been moved up by one week. It will therefore take place the Friday before Thanksgiving. The time and location of the event, however, have not changed.

While David Chamberlain, our bank's owner, intends to give Mr. Brown a present, some employees think we should give him something ourselves. So we're taking up a collection for him. Since Mr. Brown loves golfing, we're hoping to buy him a new set of clubs. You can give your donations to me or your manager, who will make sure that I get them. All of the donated funds will be used for Mr. Brown's gift. I'm going to order the clubs on the 16th, so if you're planning to donate, please do so by then.

TO: Kelly Rudolph <krudolph@chamberlainsavings.com>
FROM: Susan Walters <susan_walters@redbirdsportinggoods.com>
DATE: November 17
SUBJECT: Order #204-KL-505

Dear Ms. Rudolph,

We received the order you placed on our website yesterday. We are pleased to have you as a new customer and hope you continue to buy from us in the future.

I would like to let you know that the Delmar's Deluxe Golf Club set (item number 59505594) that you ordered is being prepared for shipping. Unfortunately, the Delmar's Black Golf Bag (item number 68586965) that you ordered is not currently in stock and will not arrive for 7 more days. You requested express shipping, so we assume you need your order in a hurry. May I suggest that you substitute the missing item by getting either item number 69658494 or 23420534? Simply click on each number to see a description of the item. While they are slightly more expensive, we will not charge you the extra cost, so the price of your order will remain \$3,500.

Sincerely,

Susan Walters, Redbird Sporting Goods

191. For whom is the announcement most likely intended?
- (A) Residents of St. Louis
 - (B) Bank employees
 - (C) Bank customers
 - (D) Mr. Brown's family
192. What is NOT mentioned about Mr. Brown?
- (A) The employees at the bank like him.
 - (B) He has worked at the bank for four decades.
 - (C) He founded the branch in St. Louis.
 - (D) The bank has done well since he became vice president.
193. According to the memo, when will the retirement party be held?
- (A) On November 7
 - (B) On November 21
 - (C) On November 27
 - (D) On November 28
194. Why did Ms. Walters write the e-mail?
- (A) To suggest using express shipping
 - (B) To offer a discount on an ordered item
 - (C) To discuss a problem with an item
 - (D) To note that some items have been shipped
195. What is suggested about the employees at the bank?
- (A) They donated \$3,500 for Mr. Brown's gift.
 - (B) They will all attend Mr. Brown's retirement party.
 - (C) They suggested what to buy to Ms. Rudolph.
 - (D) They are eager to meet their new vice president.

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Questions 196–200 refer to the following information and e-mails.

The Sussex Salad-Mixing Bowl

Thank you for purchasing a Sussex Salad-Mixing Bowl. We expect you to enjoy many healthy and nutritious meals mixed with it. Before using your new appliance, please read the following instructions carefully.

- * Wash the bowl and make sure it is completely dry before adding anything to it.
- * Make sure you only use fresh vegetables that have been cut into small pieces. Large pieces will block the mixing mechanism and could result in a mechanical failure.
- * Place the cover over the bowl and grasp the handle of the mixing mechanism. Then, gently turn the handle counterclockwise up to ten times.
- * Lift the cover and inspect the salad. If it requires more mixing, repeat the process.
- * When your meal is complete, clean the bowl, lid, and mixing mechanism with hot water and dishwashing detergent. Do not place the bowl in a dishwasher.

For questions, please contact information@sussex.com. Not following the instructions voids all warranties.

TO: information@sussex.com
FROM: trussell@sunmail.com
DATE: June 12
SUBJECT: Sussex Salad-Mixing Bowl

Dear Sir/Madam,

One week ago, I purchased a Sussex Salad-Mixing Bowl from my local department store. A salesclerk there convinced me that it would be great for all the summer salads I intend to make. I paid \$45 and left the store with one. When I arrived home that night, I decided to make a delicious salad for my family. So I added some lettuce, carrots, peppers, and tomatoes to the bowl and poured some dressing on it. Then, I tried mixing everything together. Imagine my surprise when not only did the bowl fail to mix the vegetables, but it also did not cut them. To top it off, the bowl won't even work anymore. I'm very disappointed with my purchase and would like my money back. Since the department store does not offer refunds, I believe you should return my money. I have attached a copy of the receipt so that you can verify my purchase.

Regards,

Tina Russell

TO: trussell@sunmail.com
FROM: mmartin@sussex.com
DATE: June 13
SUBJECT: RE: Sussex Salad-Mixing Bowl

Dear Ms. Russell,

We at Sussex received the e-mail that you wrote regarding your Sussex Salad-Mixing Bowl. According to the description of how you used the bowl, you failed to follow the instructions that should have been included in the bowl. As a result, we are unable to either refund your money or repair the bowl at no cost.

However, we at Sussex take pride in helping our customers, and we don't want you to be disappointed with one of our products. So I am including a downloadable coupon for \$30. You can use it to purchase anything we sell on our website. Just go to www.sussexinc.com, and you can see all of the items that we have for sale.

Please feel free to contact me again if you have any questions. I would be glad to be of assistance to you.

Sincerely,

Matthew Martin
Customer Service Representative
Sussex, Inc.

196. What is the purpose of the instructions?
- (A) To describe how to repair a product
 - (B) To show how to assemble the product
 - (C) To demonstrate how to take apart a product
 - (D) To explain how to use a product
197. According to the first e-mail, how did Ms. Russell use the bowl improperly?
- (A) She turned the handle the wrong way.
 - (B) She washed the bowl in her dishwasher.
 - (C) She added vegetables that were not cut.
 - (D) She failed to clean the bowl properly.
198. What does Ms. Russell send along with her e-mail?
- (A) A copy of a receipt
 - (B) A picture of the bowl
 - (C) A completed customer survey
 - (D) A copy of the instruction manual
199. Why does Mr. Martin refuse to refund Ms. Russell's money?
- (A) She did not buy the item from Sussex's website.
 - (B) Her use of the bowl voided the warranty.
 - (C) Sussex has a policy banning giving refunds.
 - (D) She bought the item more than one month ago.
200. What does Mr. Martin suggest that Ms. Russell do?
- (A) Call him if she has any future problems
 - (B) Use a coupon to purchase another item
 - (C) Visit the store and request a refund
 - (D) Attempt to repair the bowl herself

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.