Questions 9–12 refer to the following letter.

March 19

Dear Ms. Graham,

I am writing this letter to confirm that Elizabeth Owens _____ at Giga Engineer for the
9.

last 8 years. In addition, I will state that she has performed an exceptional job while working at Giga Engineering. Last year, _____ was promoted to technical supervisor and received a
10.

performance bonus for her excellent work. _____ She has always _____ our expectations
11. **12.**

and has never been late or absent from work since she started working here. If you have any further questions, please feel free to contact me at (055) 987-0987.

Sincerely,

Jane Dunn
Director, Engineering Department
Giga Engineering

9. (A) has worked
(B) have worked
(C) works
(D) used to work

10. (A) she
(B) her
(C) hers
(D) herself

11. (A) Therefore, she has been a great communicator.
(B) In addition, she has displayed great work ethics.
(C) It is my pleasure to provide this letter of recommendation.
(D) Last summer, she took a year off from work.

12. (A) exceeded
(B) overlooked
(C) exaggerated
(D) disregarded

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Questions 13–14 refer to the following e-mail.

To: Customer Service <bestservice@shill.com>
From: Martin Russell <MRussell90@zzamil.com>
Date: July 14
Subject: Inquiry

Hi, Customer Service Staff.

I have a question about the bill from the Shin Hill Hotel. I stayed there from July 5 to July 9 during the Agriculture & Food Conference. I looked at the bill closely before I submitted it to the Finance Department, and I think you have overcharged me. The details are as follows.

1 Room×5 Nights	USD	920.67
Room Service	USD	55.00
Internet	USD	30.00
Taxes	USD	92.07
Total	USD	1,097.74

First of all, I do not understand why I was charged for the Internet. I definitely used the Internet service. However, I clearly remember that the Wi-Fi service is free of charge. In addition, I did not order any food to my hotel room. I used the café downstairs with my co-workers. Can you please review the charges and get back to me this week?

Regards,

Martin Russell

13. Why did Mr. Russell write the e-mail?
(A) To dispute some charges
(B) To complain about some food
(C) To give feedback
(D) To reserve a room

14. What is suggested about Mr. Russell?
(A) He went on a business trip.
(B) He ordered room service.
(C) He stayed at the hotel for 3 nights.
(D) He did not use the Internet.

Overview/Gist questions

Overview/Gist questions are those which ask you to identify the topic or purpose of a reading passage. Most often, you can find the topic or purpose of a passage at the beginning of the passage and one of the answers given may be the paraphrased statement.

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