Questions 181 through 185 refer to the following emails.

To: Office Depot <supplies@office.dept.co>
From: sunnys@pickfords.co
Subject: Order reference #002993
Date: February 7th

Dear Sirs,

I placed the above order, reference number 002993 on January 15th, but have yet to receive any of the items that I ordered. I was informed at the time of ordering that one of the items (black easy-click ball point pens, two boxes) were out of stock and would not be available until the end of January. However, I was assured that all other items in my order would be dispatched by January 18th. I telephoned your supplies department on January 20th and was told that the order would be delivered by January 25th. I had still received nothing by January 30th and telephoned again, only to be promised that the order was on its way.
It is now February 7th, and I am still without what are essential supplies for my business. I feel I have no choice but to cancel the order in its entirety and to inform you that I will no longer be using your services.

Sincerely,
Brenda Whitman.

To: Brenda Whitman <sunnys@pickfords.co>
From: Dustin Stone <supplies@office.dept.co>
Subject: Re: Order reference #002993
Date: February 9th

Dear Ms. Whitman.

Thank you for your email of February 7th. I am extremely sorry to learn of your difficulties. I have looked into your order and indeed, an order was dispatched on January 18th. However, this was returned to Office Depot as undeliverable. After receiving your telephone call, we confirmed your delivery address and the package was sent again, with the backordered pens on January 25th. Our records show this delivery as successful, so I am not sure what has happened here.

Again, I apologize for the inconvenience that you have suffered, and while it is regrettable, I understand your decision.

Sincerely,
Dustin Stone

LIVEWORKSHEETS

181. Why did Brenda Whitman send an email to Office Depot?

(A) To place an order
(B) To thank them for a delivery
(C) To make a complaint
(D) To amend an order

182. How long has Brenda Whitman been waiting for her items?

(A) About one week
(B) About two weeks
(C) About three weeks
(D) Over a month

183. What action is Brenda Whitman taking?

(A) She will stop using Office Depot.
(B) She will recommend Office Depot to her friends.
(C) She will place a new order.
(D) She will ask for an extension of her credit.

184. According to Dustin Stone, what happened?

(A) The items were dispatched twice.
(B) They have no records of Brenda Whitman.
(C) There was a computer glitch.
(D) They had stopped accepting orders by email.

185. What is Dustin Stone's reaction to Brenda Whitman's decision?

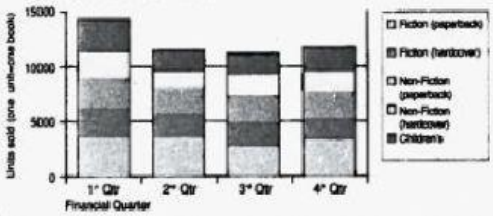
(A) He is sorry, but understands her reasons.
(B) He believes she is making a mistake.
(C) He expresses no opinion.
(D) He will try to change her mind.

Questions 186 through 190 refer to the following memos and tables.

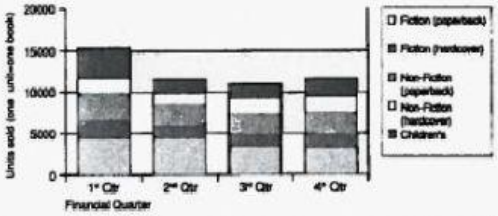
To: All sales staff
From: Marketing
Re: 2005 Sales Figures
Date: January 27, 2006

The fourth quarter's sales figures have now been tabulated. Please take a look at the attached chart before next Monday's meeting. The chart will form the basis of much of the discussion at the meeting. A copy of previous year's figures is also attached for your reference. Please be ready to give your opinion on the new figures and be prepared to offer ideas for sales campaigns for the coming year. Remember, we also welcome your ideas at any time. Don't be afraid to submit any thoughts you may have at any time during the year.

Books and Books 4th Quarter Sales Figures



Books and Books Previous Year 4th Quarter Sales



LIVEWORKSHEETS

To: Marketing
From: Andy Hardacre, Sales Team
Re: Sales Figures and meeting
Date: 28th January

I'm afraid that I won't be able to attend the meeting as I will be on vacation next week. However, before I go, I just wanted to let you know some of my thoughts on the figures sent out yesterday.

I don't think that the figures contain too many surprises, but it appears that we sold a lot less fiction this year than last. In actual fact, I don't think this chart is a true reflection of sales because during the 4th quarter of the previous year, we held a promotional campaign. As you will recall, we ran a special offer on different types of fiction every week during that quarter. For every two books purchased within the featured genre, customers received a third free of charge. So the number of units does not represent true sales figures. I think we need to bear this in mind. We didn't run this kind of campaign last quarter. But I think that perhaps something like a buy two, get one 50% off campaign might be successful. Customers will feel they are saving money, and we will profit more than if we simply offer the third book for free.

What I would like to see is an increase in sales of children's books. Why don't we add a cushioned seating area with toys in some of our larger stores? It would allow parents to browse the kids' books while their children play. Furthermore, we could give away free notebooks or pens, or something like that with some of the less popular series to try to improve sales. Or, how about a sticker with each book in a series—collect five stickers and get a book free?

These are just some rough ideas. I'm sorry I won't be at the meeting, but I hope you will consider some of these thoughts.

186. What is the purpose of the first memo?
(A) To solicit ideas from sales staff
(B) To reprimand staff for poor sales
(C) To demand payment for the previous two years
(D) To inform staff of store closures

187. Why did Andy Hardacre send a memo to Marketing?
(A) He wants to resign.
(B) He will not be at the meeting.
(C) He does not want to speak at the meeting.
(D) He wants to complain about not being invited to the meeting.

188. What kind of books have sold the most over the past sales periods shown?
(A) Non-Fiction Paperback
(B) Non-Fiction Hardcover
(C) Fiction Paperback
(D) Fiction Hardcover

189. According to Andy Hardacre, why is the chart not an accurate reflection of book sales?
(A) It does not show books signed by the author.
(B) It includes books given away.
(C) It shows only five kinds of books.
(D) It reports sales of textbooks.

190. Which of the following ideas to increase sales of children's books is NOT mentioned?
(A) Play area in larger branches
(B) Free stationery
(C) Discount coupons
(D) Stickers to collect for free books

LIVEWORKSHEETS

Questions 191 through 195 refer to the following advertisement and reply.

One-Med is an emerging growth company that will reward your skills as a Field Sales Representative. One-Med develops and markets medications. Our substantial product line and great prospects for growth allow us to offer you an exciting career opportunity. You will benefit from:
- A strong compensation package
- A supportive management team
- A 'pay for performance' system that offers strong incentives

We are looking for candidates with:
- Bachelor's degree in business or life sciences
- Minimum three years of experience in pharmaceutical sales
- Proven track record of performance
- Strong work ethic and motivation for personal and professional growth

Please send your resume and salary requirements no later than September 2nd to:
Human Resources Dept.,
One-Med Pharmaceuticals, Inc.,
3745 Standard Ave.,
Reston, VA.
No phone calls or email applications please.
We are an equal opportunity/affirmative action employer.

190 Singlewell Road
Reston
VA 44091
September 3rd
Human Resources Dept.,
One-Med Pharmaceuticals, Inc.,
3745 Standard Ave.,
Reston, VA

Dear Sirs,

It is with great interest that I read your advertisement in the Reston Daily Herald.
Please find attached a copy of my resume, outlining my qualifications and experience.

As you will see from my resume, I was recently awarded an MBA from the University of Reston. Although I have not come from a background in business, I have been told many times that I have a natural ability to sell. At university, I was in charge of the Student Union Fund-raising committee and broke all previous records. I don't like to boast, but I am extremely proud to say that during my MBA, I was awarded the Business Department's Award for Excellence for my thesis. This is a prize awarded to one student in the department each year. This is my greatest achievement to date. While I do not have any experience working in sales, I believe that my studies have prepared me for a career in this field. I am looking for an opportunity to put into practice some of the theories I have learned, and to implement some ideas of my own. I am innovative, hard-working, and sure that I could be a great asset to One-Med Parmaceuticals. I am looking for a starting salary of $30,000.

Please do not hesitate to contact me if I can provide any more information. I can be reached at the phone numbers listed on my resume.

Sincerely,
Kingston Churchill

LIVEWORKSHEETS

191. What type of advertisement is this?
(A) A job ad
(B) A pharmaceuticals sales ad
(C) An ad for political candidates
(D) An ad for a pharmaceutical catalog

192. What does the advertisement offer applicants?
(A) Good pay, managers, and opportunities
(B) On-the-job training
(C) International travel while working
(D) A low salary, but other compensations

193. Which of the following best describes Kingston Churchill?
(A) A college graduate with a BA and work experience in hospitals
(B) A person who wants to work hard and advance
(C) An MBA graduate with no sales experience
(D) A pharmacist with 20 years experience

194. What achievement is Kingston Churchill most proud of?
(A) Breaking fund-raising records at university
(B) Graduating from the University of Reston
(C) Winning a prize for his MBA thesis
(D) Being a hard worker

195. For which of the following reasons is Kingston Churchill unlikely to be offered a position?
(A) He has an MBA.
(B) He lacks the necessary experience.
(C) He is an over-achiever.
(D) He is not a motivated worker.

Questions 196 through 200 refer to the following notice and email.

Wanted: Volunteers
Help spread a happiness.
Greenberg Brothers is looking for volunteers for the annual Children's Christmas Charity Party to be held on December 12th.

Every year since Greenberg Brothers was founded in 1975, we have hosted a Christmas Charity Party for underprivileged children. These children are either resident in children's homes or are currently being monitored by social services due to an unstable home environment.

We need two basic kinds of volunteers:
1) people to collect money and gifts from local businesses
2) people who will be able to assist on the day (supervising games, preparing and serving snacks, and providing a happy, carefree environment)

In particular, we need volunteers for the party who are qualified to administer first aid. We are required by law to make this provision.

If you are interested in volunteering, please talk to your office manager or send an email to GBXmasparty@greenberg.co, stating in which capacity you would like to offer your services.

LIVEWORKSHEETS

To: GBXmasparty@greenberg.co
From: Sally Daysday@greenberg.co
Subject: Party Volunteers
Date: November 20th

I was very interested to read the notice posted in the staff room, and I'd like to offer my services as one of the Children's Party volunteers. I'd be happy to help out in both the planning and preparation stage, and at the party itself. I am a qualified first-aider with up-to-date certification. The parties have a special meaning for me because, before joining Greenberg Brothers, I worked for social services for fifteen years. Every Christmas, the children I worked with used to look forward to the parties for weeks in advance. One of my acquaintances is a balloon sculptor. He has said that he is willing to come along and do a 20-minute balloon toy making session for the kids. He'll demonstrate a few shapes such as dog, rabbit—that kind of thing, and teach the kids so that they'll all have a balloon toy to take home. He has spoken to Balloons For All, and they will be donating 300 balloons.

I look forward to learning more details.

Sally Day

196. What is the purpose of this notice?
(A) To invite employees to a company party
(B) To find volunteers
(C) To explain the history of Greenberg Brothers
(D) To ask employees to submit vacation requests

197. Who will be attending the party?
(A) All company employees
(B) Office managers
(C) Deprived children from the local community
(D) The children of Greenberg Brothers employees

198. What kind of people will be essential on the day of the party?
(A) Young, energetic people
(B) People with medical training
(C) Happy, caring people
(D) Social workers

199. Why is the party of special significance to Sally Day?
(A) She loves children.
(B) She is a big fan of Greenberg Brothers.
(C) She used to work with underprivileged children.
(D) The party will be held on her 15th birthday.

200. What will each child receive to take home?
(A) A pet dog
(B) A balloon toy
(C) A rabbit
(D) A piece of cake

LIVEWORKSHEETS

LIVEWORKSHEETS