

► Exercise 3. Choose the correct answer

Three-Bedroom Apartment for Rent!

A lovely three-bedroom apartment is in the Dumphries Building on Brighton Avenue.

Building facts:

- Recently renovated building with a repaved parking lot
- Eighth-floor unit
- Rent: \$1,300 on one- or two-year lease

Amenities included:

- The apartment comes partly furnished.
- There is a balcony attached to all units.
- 1 parking space is included in the rent, but additional parking spaces are available for a \$20 monthly fee.

Additional notes:

- Pets are not allowed.
- Utilities such as TV, phone, and Internet are paid separately.

Prospective tenants should contact Wes Norcross: norcross@dumphriesapartment.com.

To: Wes Norcross <norcross@dumphriesapartment.com>

From: Anna Groves <anna@sendmail.com>

Date: December 11

Subject: Apartment for rent

Dear Mr. Norcross,

I am writing to you about the three-bedroom apartment that you have listed online. I am interested in seeing the property. It's located exactly halfway between my office and my husband's and I prefer to live in units that are high in the building.

It's almost perfect, although the \$1,300 price is a little above my preferred budget. This isn't the only concern that I would like to discuss with you. For instance, we would need a second parking space, and I wonder if I'll be allowed to do that. My husband and I would like to look at the apartment and discuss a few matters. Would tonight be convenient for you? We are available anytime after 7 P.M.

Thank you in advance, Anna Groves

Ms. Anna Groves

Apt. 809

3057 Davis Court

Olney, IL 62450

Dear Ms. Groves:

I hope today's moving day has gone smoothly and this letter finds you well. I am so pleased to have you and your husband as the new tenants in unit 809. Enclosed with this letter is a copy of your rental agreement, a receipt for your \$1,200 first month's rent in January, and the weekly garbage pick-up schedule.

I also wanted to let you know that your parking spaces have been assigned and they are #14 and #15 on the second level of the parking garage. You can pick up your parking passes from someone in the building's office later today.

Please contact me if you have any questions or concerns as you get settled.

Sincerely, Wes Norcross Dumphries Apartment

186. What is NOT stated about the apartment building?

- A. It does not permit pets.
- B. All units have balconies.
- C. Cable fees are included in the rent.
- D. It recently fixed its parking lot.

187. Why does Ms. Groves say she likes the apartment?

- A. It is conveniently located.
- B. It is on the top floor.
- C. It is already fully furnished.
- D. It is similar to her previous one.

188. Why did Mr. Norcross send the letter?

- A. To request a housing payment
- B. To confirm an apartment viewing
- C. To welcome new tenants

D. To outline the available amenities

189. What can be inferred about Mr. Norcross?

- A. He agreed to allow pets in the building.
- B. He lowered the price of the unit.
- C. He requested a year's rent in advance.
- D. He is in the front office on weekdays.

190. What is true about Ms. Groves?

- A. She is going to move into the apartment in February.
- B. She will contact the office to sign a rental agreement.
- C. She is advised to throw garbage away every two days.
- D. She needs to pay an additional \$20 per month



Exercise 4. Choose the correct answer

MovieMania.com 1201 Bacharach Boulevard Atlantic City, NJ 08401

April 14

Dear Martin Garcia,

Recently, I purchased several movies through your online service. I was very pleased when I received my DVDs five days after I ordered them. The problem is that when I was checking the receipt inside the box, I realized that I was overcharged.

I followed the instructions on your Web site and called your customer service department to request a full refund. However, the person I spoke to advised me that I must submit a formal request in writing to you before I could be reimbursed. I was also told to attach a copy of the receipt, which I have done.

I hope that you can settle this issue quickly.

Thank you, Dianne Taylor

MovieMania.com
Order Receipt

QUANTITY	ITEM	PRICE
1	Chasing Sunflowers	\$15.00
1	The Hidden Staircase	\$16.98
1	Chasing Sunflowers	\$15.00
1	High School Dreams	\$20.57
1	Chasing Sunflowers	\$15.00
1	Rose-Colored Glasses	\$25.47
	Total	\$108.02

Date ordered: April 8

Order to ship on: April 10

Restrictions: Unopened items can be returned or exchanged within 30 days of delivery.

Refunds will be issued in full to the credit card used to make the purchase.

Dianne Taylor

375 Pennsylvania Avenue

Monmouth Junction, NJ 08852

April 16

Dear Ms. Taylor,

Thank you for your letter. I looked into your order and verified that you were in fact charged for multiple copies of the same movie. I apologize for this error. We are investigating the problem to ensure that something similar does not happen again in the future.

In the meantime, I have already issued you a refund for the two extra items you didn't request. If you contact your credit card company you should see the reimbursement reflected on your balance.

Lastly, enclosed with this letter is a pre-paid mailing label. Please attach it to a box and use it to return the two movies that you were sent incorrectly.

Sincerely, Martin Garcia

191. What is the purpose of the first letter?

- A. To correct the refund instructions
- B. To request further information
- C. To give a review of DVDs
- D. To ask for reimbursement

192. When did Ms. Taylor receive her order?

- A. On April 10
- B. On April 12
- C. On April 13
- D. On April 14

193. In the first letter, the word "settle" in paragraph 3, line 1 is closest in meaning to

- A. descend to
- B. straighten out
- C. dwell in
- D. relieve

194. How much did Mr. Garcia credit Ms. Taylor's account?

- A. \$15
- B. \$20
- C. \$30
- D. \$45

195. What is true about Mr. Garcia?

- A. He has received Ms. Taylor's returned items.
- B. He sent Ms. Taylor a postage sticker.
- C. He contacted Ms. Taylor's credit card company.
- D. He requested a copy of a receipt