

Questions 189-193 refer to the following notice, letter, and schedule

Community Art Program

The Stapleton Arts Association plans to hold a fundraising flea market on Saturday, November 15 from 11 A.M. to 3 P.M. This event aims to raise money for the Stapleton Arts Center, which runs programs designed to engage youth in the arts.

We are asking the community to donate flea-market items. They can be delivered to the Stapleton Arts Center at 2059 Sarall Drive. Staff members will be there to receive donations between the hours of 9 A.M. and 8 P.M. on weekdays and 11 A.M. to 4 P.M. on Saturdays. Donations will be collected until November 14. For inquiries about what types of items we need, please contact Marilyn Ramer—who is the staff member in charge of donations—at the center.

Furthermore, if you are interested in volunteering for the event, we still have positions available. We need individuals to help organize items, set up tables, and work as salespeople during the event. To volunteer, please contact Harry Bolen at 555-3830-8759.

Thank you in advance for your support. We hope to see you all on November 15!

Sincerely,

Veronica Pitt
Fundraising Coordinator

Marilyn Ramer
2059 Sarall Drive
Lake Charles, LA 70601

Dear Ms. Ramer:

I am contacting you on behalf of Telltale Books. I wanted to inform you that we will be giving about two dozen books to your event. There are a variety of subjects included, ranging from children's picture books to adult fiction titles. Someone will drop them off at the Arts Center during the morning of November 3. I hope this will be a useful contribution to your fundraiser.

In addition to the donated books, I also have several employees who have expressed interest in volunteering at the flea market. A representative from Telltale Books will call later this week to talk about the options for volunteers.

I look forward to participating in this event.

Regards,

Tim Carter
Telltale Books

Final Flea Market Volunteer Schedule

Below are your assigned areas for the day. If you wish to take a break at any point, please ensure that you find someone to cover your section.

Section	Morning Shift	Afternoon Shift
Books	Malcolm Wallace	Madeline Shannon
Clothing	Peter Cameron	Malcolm Wallace
Electronics	Madeline Shannon	Nathaniel Taylor
Furniture	Leah Marcos	Drake Brady

Thank you again for signing up to help today, especially since we had to postpone the event by a full week. We couldn't have done this without you!

189. What is the main purpose of the notice? 192. When is the event taking place?

(A) To promote an upcoming festival (A) On November 3

(B) To request neighborhood assistance (B) On November 14

(C) To advertise employment openings (C) On November 15

(D) To distribute an event schedule (D) On November 22

190. Who will the Telltale Books representative contact?

(A) Marilyn Ramer (B) Harry Bolen

(C) Tim Carter (D) Veronica Pitt

193. What is indicated about the schedule?

(A) The duration of each shift is two hours

(B) Some people have been assigned to work all day

(C) Volunteers are scheduled with a partner

(D) The furniture section has the largest number of items

191. Why did Mr. Carter write the letter?

(A) To provide information about a contribution

(B) To announce the change of an event date

(C) To thank a business for a donation

(D) To congratulate a volunteer on their efforts

Questions 194 -198 refer to the following Web site, notice, and e-mail

The screenshot shows a web browser window with the URL www.ceramicgoods.org/shippinginfo in the address bar. The page content is as follows:

FAQ: SHIPPING AND HANDLING OPTIONS

Where do you deliver?
Ceramic Goods began as a U.K. business, but has expanded to many parts of the world. We currently ship all throughout Europe, Australia & New Zealand and into North America as well. We eventually hope to sell to the Asian market starting early next year.

Is it possible to receive my order overnight?
Most purchases are delivered within two days after being ordered. By using express services for an additional charge, however, 24-hour delivery is possible. Tracking numbers are automatically assigned to all 24-hour deliveries. An express shipping fee will be charged to your credit card at the time of checkout.

How do I check the status of my order?
You can track your package by visiting our Web site and signing into your account. Click on "My orders" and then "Track package" next to your order number.

Can I return my order after it has arrived?
Yes, you can return any order within 30 days by mailing it back to us. A refund will be processed within 14 days from when you return your order. If you haven't received your refund after this time, please contact us by phone at 555-260-3478 or e-mail at info@ceramicgoods.org.

DELIVERY NOTICE

Your package could not be delivered. Please pick it up at the post office at 123 King Street.

Present this card, along with a piece of government-issued photo ID, within 15 calendar days to pick up your item.

Delivery notice prepared on:	DATE	TIME
	10 24	14:50

Devin Lannert

Recipient Name: _____

Recipient Name: Devin Lannert

Parcel Letter

Tracking Number: _____

Tracking Number: 27461538

Your item will be available:

Today after 17:00

Tomorrow after 13:00

To: Ceramic Goods <info@ceramicgoods.org>
From: Devin Lannert <devin@usernet.com>
Date: November 14
Subject: Delivery number 27461538

To whom it may concern,

I am writing to inquire about the refund for a purchase I made on your Web site. My package arrived on time, and I went to the post office to pick it up as instructed. However, when I looked at it, it was obvious that someone had opened it. Therefore, I decided to return it. I followed the instructions online and paid the shipping fees to have it sent back to the store. However, the purchase amount has not been refunded to my credit card yet. Could someone please look into this situation and remedy the problem immediately?

Thank you,

Devin Lannert

194. Where does Ceramic Goods NOT deliver currently?

- (A) Europe
- (B) Australia
- (C) North America
- (D) Asia

195. When did Mr. Lannert place an order?

- (A) October 21
- (B) October 22
- (C) October 23
- (D) October 24

196. What can be inferred about Mr.

Lannert?

- (A) He tracked the progress of his shipment
- (B) He signed for a delivery at home
- (C) He paid for his order in cash
- (D) He showed identification at the post office

197. In the e-mail, the word "remedy" in paragraph 1, line 6, is closest in meaning to

- (A) correct
- (B) improve
- (C) reform
- (D) medicate

198. What does Mr. Lannert imply in his e-mail?

- (A) The product he Ordered online was not delivered on time
- (B) It has been at least two weeks since he returned an item
- (C) The tracking information available online was incorrect
- (D) He would like to be reimbursed for a postal charge