Questions 186-190 refer to the following brochure, Web site, and e-mail

Great Adventure Tours

Great Adventure Tours offers four fascinating tour options throughout Eastern Europe. Pick the tour that is best for you!

BALKAN JOURNEY		**$900**
Get a taste of the Balkans by visiting several historic cities.	Length: 2 days, 1 night Deposit: Full payment required	
TURKEY TREK		**$1,140**
See dozens of ancient sites including the famous Trojan Horse and Apollo Temple.	Length: 3 days, 2 nights Deposit: $520	
CROATIA SAILING		**$1,020**
Enjoy a full day of leisure on a boat sailing off the shores of Croatia. (Limit: 8 people)	Length: 12 hours Deposit: $355	
OTTOMAN TRIP		**$2,270**
All of the other adventures are combined in this one tour.	Length: 4 days, 3 nights Deposit: $791	

www.greatadventuretours.com

BOOKING SUCCESSFUL

Congratulations, Angela Moseley, you will receive confirmation by e-mail shortly. If you don't receive an e-mail within twenty-four hours, please contact us by e-mail at info@greatadventuretours.com.

You have booked the following:

BOOKING REFERENCE: X169TL4
DEPARTURE DATE: March 1
TOUR: Balkan Journey
PARTICIPANTS: 2
TOTAL COST: $1,800 *

*All payments can be refunded in full within a week of booking. After this time, you will be charged a 15% cancellation penalty.

Please close this window to return to the previous screen.

LIVEWORKSHEETS

* E-mail *

To: <info@greatadventuretours.com>
From: Angela Moseley <angela@mailme.com>
Date: January 1
Subject: Tour Information
Attached: Confirmation page

Dear Customer Service Agent,

After looking through your brochure, I decided to book the Balkan Journey tour, and I made the reservation through your Web site two days ago. However, I have yet to receive a confirmation e-mail. I called my credit card company and verified that the amount has been paid in full, so I'd like to check that you have my reservation on file.

Additionally, I paid the full amount for tours for two people, but my travel partner can no longer make it. So, I would like to have the second payment back. I have included a screenshot of the Web site confirmation page that I got at the time of booking.

Please reply using this e-mail address or the number 555-933-7458 to let me know when the refund has been successfully processed.

Thank you very much,
Angela Moseley

186. What is indicated about all of the tours?

(A) They ask for a minimum booking deposit

(B) They last for an equal amount of time

(C) They each come with a tour guide

(D) They depart from the same location

187. Which tour restricts the number of participants?

(A) Balkan Journey

(B) Turkey Trek

(C) Croatia Sailing

(D) Ottoman Trip

188. When will Ms. Moseley return from the tour?

(A) March 1

(B) March 2

(C) March 3

(D) March 4

189. What is the purpose of the e-mail?

(A) To request a copy of a brochure

(B) To confirm a payment

(C) To cancel a reservation

(D) To ask for an electronic receipt

LIVEWORKSHEETS

190. What does Ms. Moseley imply in her email?

(A) She is eligible for full reimbursement for one participant

(B) She missed a cancellation deadline

(C) Her payment hasn't been processed

(D) Her departure date has been changed

Questions 191-195 refer to the following notice, Web site, and e-mail

Cardoza Toys Item Return Policy

If you want to return an item you bought from Cardoza Toys, you can file a claim for any reason within thirty days of the initial purchase. Items should be returned to Cardoza Toys in good condition and with all original pieces in working order. Customers with purchases less than $35 will receive a cash refund. Larger purchase, will be given a credit voucher worth the full amount of the product cost. This voucher can be redeemed at any time at any Cardoza Toys location.

To receive a refund, customers will need to complete a Customer Return Form and submit it online at www.cardozatoys.com/return. Forms must be submitted along with a copy of the original receipt. Once they have been received and processed, you will receive a confirmation e-mail or phone call in which you can arrange to have your product shipped back to the store where you purchased it.

LIVEWORKSHEETS

www.cardozatoys.com/return

Cardoza Toys
Customer Return Form

Name	Kirk Bentley	
Phone number	555-9320-2385	
E-mail	kbentley@ymail.com	
Preferred form of contact	■ E-mail	☐ Phone call
Product to return	Cones of Dunshire board game	
Date of purchase	September 27	
Cost	$47.14	
Reason for Return	The game is advertised for children as young as five. However, when we tried to play it, it was obvious that the instructions are too complicated for a five-year-old. The pieces are also dangerous because they are too small and could be swallowed by a child.	
Signature	K. Bentley	
Date signed	October 2	

To: Kirk Bentley <kbentley@ymail.com>
From: Derrek May <derrek@cardozatoys.com>
Date: November 3
Subject: Item return request A28

Dear Mr. Bentley,

I received your Customer Return Form, and I wanted to let you know that there is an issue with your request. You forgot to upload the required documentation with your claim. I cannot process any refund or exchange without it. Could you please scan and e-mail it to me? I can handle your claim afterward. At that time, we can make arrangements for you to return the product.

Regards,

Derrek May
Customer Service Agent, Cardoza Toys

LIVEWORKSHEETS

191. What is mentioned about the company's return policy?

(A) Customers can return items at any branch

(B) Return claims should be made within one month

(C) Products purchased online are ineligible

(D) It doesn't apply to opened merchandise

192. What compensation will be given to Mr. Bentley?

(A) A voucher

(B) A free board game

(C) A cash refund

(D) A replacement piece

193. Why is Mr. Bentley returning the item?

(A) The directions were poorly written

(B) It isn't age-appropriate

(C) It wasn't as entertaining as advertised

(D) Some pieces were absent from the box

194. In the e-mail, the word "handle" in paragraph I, line 4, is closest in meaning to

(A) touch

(B) carry

(C) control

(D) manage

195. What does Mr. May imply in his e-mail?

(A) He wants Mr. Bently to call him

(B) A refund policy was recently changed

(C) A receipt was not properly attached

(D) The reason for return was not valid

LIVEWORKSHEETS

Questions 196-200 refer to the following memo, form, and e-mail

To: Managerial Staff
From: Janice Litman
Date: October 10

Dear supervisors:

This notice is to make sure you are all aware that your performance reviews are due on October 12. All supervisors are supposed to assess the work of the interns in their departments by filling out an evaluation form. These evaluations will be used to determine whether or not we hire each of these temporary workers in a full-time capacity. Please be sure to return these forms to my office on the fourth floor before the close of business on the 12th.

Please remember also that these evaluations are not confidential, and will be shared with each of the employees that you are evaluating. I hope that your feedback will be both fair and constructive.

Thank you,
Janice Litman
Personnel Director

Malinsky and Associates
Temporary Employee Performance Evaluation

Employee: James Dreher
Position: Promotions intern
Evaluated by: Georgia Hawker

Date: October 4
Department: Marketing

Area of Evaluation	Below Average	Average	Above Average	Excellent
Attendance				X
Attitude/Motivation				X
Initiative		X		
Efficiency	X			
Punctuality				X
Teamwork			X	

Comments:
Now that his internship period has ended successfully, I believe Mr. Dreher should be hired fulltime. He was likeable and a good fit for our department. However, because of his inexperience, he takes too long to complete projects. In the future, he should be more aware of how he spends his time while completing a task.

LIVEWORKSHEETS

E-MAIL MESSAGE

To: Georgia Hawker <hawker@malinskyassoc.com>
From: James Dreher <dreher@malinskyassoc.com>
Date: October 15
Subject: My employee evaluation

Dear Ms. Hawker,

The personnel director gave me a copy of my employee evaluation today. I was very happy that overall you are content with my performance in the company so far. However, it's unfortunate that there is an aspect of my work that you are not pleased with. I am eager to improve myself whenever possible, so I'd like to schedule a meeting with you to hear your advice on how I can improve my weakest area.

Please let me know when you are available to meet.

James Dreher

196. What was the purpose of the memo?

(A) To explain an updated procedure

(B) To announce a rescheduled meeting

(C) To remind employees of a deadline

(D) To introduce a new supervisor

197. Who most likely is Ms. Hawker?

(A) A promotions intern

(B) The personnel director

(C) The marketing manager

(D) A design associate

198. What is true about James Dreher?

(A) He occasionally arrives late

(B) He is a highly motivated intern

(C) He works well independently

(D) He is frequently absent from work

199. What does Mr. Dreher ask Ms. Hawker to do?

(A) Train him for interactions with customers

(B) Advise him on his time-management skills

(C) Provide him with his overall evaluation

(D) Suggest further ideas for upcoming projects

200. In the e-mail, the word "content" in paragraph 1, line 2, is closest in meaning to

(A) material

(B) comforted

(C) substantial

(D) satisfied

LIVEWORKSHEETS