Questions 38-39 refer to the following email.

April 3
Larry Martin
Kansas Neat & Tidy
5448 Lakeside Drive
Arlington, Kansas 67514

Dear Mr. Martin,
We are interested in using your company's cleaning services for this year's Halley Velley Rock Festival. The festival will begin on Friday, June 14, and last the entire weekend, ending on the night of Sunday, June 16. However, unlike previous years, this year we would like your company to clean the festival grounds intermittently throughout the festival. Therefore, we will be providing your company with a temporary office trailer where your workers can take breaks from the heat.
We look forward to working with your company again this year.

Sincerely,
Karen Johnson
Festival Coordinator, Halley Valley Foundation

38. Who most likely is Mr. Martin?

(A) A musical performer
(B) A truck driver
(C) A cleaning company's representative
(D) A festival coordinator

39. According to the letter, what will be provided?

(A) Food and water
(B) A sheltered area
(C) Musical equipment
(D) Cleaning supplies

LIVEWORKSHEETS

Questions 40-41 refer to the following email.

To: Pat Blackburn < pblackburn@fastweb.com>
From: Go Natural Health Products < CS@gonatural.com>
Date: February 4, 3:34 P.M.
Subject: Products Order

We appreciate that you have chosen Go Natural Health Products for your vitamin and mineral supplements. All of our products are carefully inspected of quality and meet all government regulations. Additionally, during the month of February, customers making purchases over $100.00 do not have to pay any shipping fees.

Order number: 4330XM21
Order date: February 4, 3:31 P.M.
Shipping address: Pat Blackburn, 2709 Michigan Ave., Clinton WI
Details: 6 bottles of Green Source multivitamin pills
Total: $180.00, paid with credit card (XXXX XXXX XXXX 8766)

All our products come with a 100% customer satisfaction guarantee. If you are dissatisfied, please call our customer service center at 987-555-3427 for a full refund within a week of the order.
Go Natural Health Products

40. What is indicated about Ms. Blackburn's order?

(A) It has been insured against loss
(B) It is out of stock.
(C) It has been placed by her husband.
(D) It will be delivered free of charge

41. Why might Ms. Blackburn call the customer service center by February 11?

(A) To revise her order
(B) To change payment option
(C) To get a payment back
(D) To apply for a membership

LIVEWORKSHEETS

Questions 42-43 refer to the following announcement.

SHOE SHINE

Your number one source of sneakers

We see that you are currently registered as a basic member at our Web site.

Click here to upgrade to our premium membership.

Once you become a premium member, you will enjoy the following benefits:

- Expedited shipping for $3 ($5 for a basis member)
- Exchanges on all items within 60 days of purchase at no extra charge (30 days for a basic member).
- Returns on all items within 30 days of purchase at no extra charge (7 days for a basic member)

Upgrading your service from basis to premium takes just one click.

To welcome customers to our new online store, this month we are offering upgrade to annual premium membership at a discounted rate of just $50.

42. What is the purpose of the Web page?

(A) To advertise a new line of shoes

(B) To inform an order

(C) To recommend a service upgrade

(D) To solicit donations

43. What is NOT mentioned as a benefit of premium membership?

(A) Discounts on new items

(B) Faster shipping at a reduced price

(C) A longer period of free returns

(D) A longer period of free exchanges

LIVEWORKSHEETS

Questions 44-45 refer to the following notice.

Area Traffic Alert and Transportation Authority Update

The Regional Transportation Authority will begin repairing and replacing signs on Highway 675 in January. The new signs are designed to be more reflective and thus easier to read. They will also be better located.

Most of the activities will entail partial closures of thruway lanes at night when the traffic volume is lowest. Vehicular traffic during the daytime will not be affected. The work is expected to last six to eight weeks; all scheduled activities are weather dependent.

44. What is the purpose of the notice?

(A) To warn about increased traffic

(B) To outline work-zone safety tips

(C) To describe an improvement project

(D) To announce plans for a new highway

45. What is a feature of the new signs?

(A) They will last much longer.

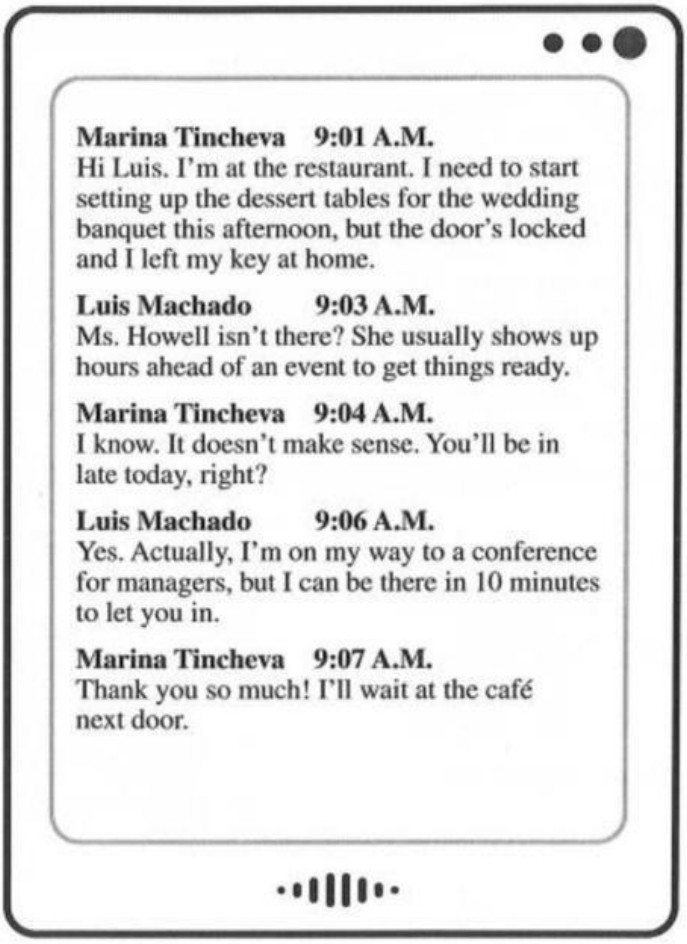
(B) They come in many colors.

(C) They are significantly larger.

(D) They offer improved readability.

LIVEWORKSHEETS

Questions 46-47 refer to the following text-message chain.



Marina Tincheva 9:01 A.M.
Hi Luis. I'm at the restaurant. I need to start setting up the dessert tables for the wedding banquet this afternoon, but the door's locked and I left my key at home.

Luis Machado 9:03 A.M.
Ms. Howell isn't there? She usually shows up hours ahead of an event to get things ready.

Marina Tincheva 9:04 A.M.
I know. It doesn't make sense. You'll be in late today, right?

Luis Machado 9:06 A.M.
Yes. Actually, I'm on my way to a conference for managers, but I can be there in 10 minutes to let you in.

Marina Tincheva 9:07 A.M.
Thank you so much! I'll wait at the café next door.

46. Who most likely is Mr. Machado?

(A) A café waiter

(B) A dessert chef

(C) A wedding florist

(D) A restaurant manager

47. At 9:04 A.M., what does Ms. Tincheva most likely mean when she writes,

"It doesn't make sense"?

(A) The bride should be there already.

(B) Her coworker usually arrives early.

(C) She received the wrong paperwork.

(D) She does not know where her key is

LIVEWORKSHEETS

Questions 48-49 refer to the following advertisement.

Eleanor's Catering

Make Your Next Event Unforgettable

Looking for a caterer for your special occasion? Search no longer! Eleanor's Catering can be of help for every type of social gathering - from small, intimate gatherings to large, formal events. Eleanor's offers high-quality, delicious food for all occasions. Our full-service catering service includes beverages and rentals of tables, linens, dishes, and cutlery. Our staff will do everything to make your special event a success-we will deliver everything you need, set it up, and then remove it afterward.

To get a cost estimate, please complete a Catering Request Form on our Web site at www.eleanorscatering.com. Tasting of menu items is available upon request.

48. What is the purpose of the advertisement?

(A) To offer a discount to new clients.

(B) To announce new menu items.

(C) To describe the services of a business.

(D) To explain delivery requirements.

49. According to the advertisement, what is available by special request?

(A) Food sampling

(B) Vegetarian meals

(C) Itemized bills

(D) Decorations

LIVEWORKSHEETS

Questions 50-51 refer to the following e-mail.

To:	rwiest@lupinecityhall.com
From:	dbryant@arcospartners.com
Date:	April 12
Subject:	Site Survey

Dear Mr. Wiest,

I e-mailed you the site survey document on Monday, so it's strange that you didn't see it. Perhaps because I sent it from my personal e-mail rather than my work e-mail, your server didn't recognize it and routed it to your junk-mail folder instead. In any case, I will reattach the document here.

If the site is approved by next week, my team will expedite the completion of the final blueprints. The property owner hopes to have the full building project approved before the end of the month so that the construction team can start laying the foundation in June.

Sincerely,
Daniela Bryant

50. According to Ms. Bryant, why might Mr. Wiest not have seen the original document?

(A) She forgot to attach it to her e-mail.
(B) She sent it to a different person.
(C) It may have gone to the wrong e-mail folder.
(D) The file in it may have been too large.

51. Who most likely is Ms. Bryant?

(A) An architect.
(B) An apartment-building manager.
(C) A banker.
(D) A property owner.

LIVEWORKSHEETS

Questions 52-54 refer to the following information from a brochure.

Visiting Carlin County? Don't miss these points of interest!

Avevo Botanical Garden
Open daily, 9 A.M.–6 P.M.; $8 admission
With stunning views of Gull Bay, the Avevo Botanical Garden is a beautiful place to examine and learn about the region's abundant and diverse plant life.

Rever Concert Hall
Open to the public Monday to Friday, 10 A.M.–4 P.M.
Designed by renowned architect Ang Zhao, the Rever Concert Hall has striking architecture and is well worth a visit. Guided tours are available for $2 per person.

Carlin County Museum of Art
Open daily, 10 A.M.–7 P.M.; $5 admission
This lovely art museum focuses on works by local artists. Special exhibits rotate monthly.

The Maritime Museum
Open Wednesday to Sunday, 9 A.M.–4 P.M.; no fee, but donations are welcome
An impressive collection of historical artifacts makes the Maritime Museum a wonderful place to learn about the region's seafaring history. This museum is located on a retired ship on East Beach.

52. What is the purpose of the information?

(A) To provide a schedule of events

(B) To give directions to notable landmarks

(C) To highlight the accomplishments of local artist

(D) To describe tourist destination

53. What is indicated about Carlin County Museum of Art?

(A) It is closed on Mondays.

(B) It was designed by a famous architect.

(C) It features collections from around the world.

(D) It changes some exhibits periodically.

54. According to the information, what do the Avevo Botanical Garden and the Maritime Museum have in common?

(A) Both charge a small admission fee.

(B) Both are located near water.

(C) Both display historical artifacts.

(D) Both offer guided tours.

LIVEWORKSHEETS

Questions 55-59 refer to the following email and web page.

To:	Hyo-Jung Cho
From:	Julian Katz
Date:	14 June
Subject:	Information

Dear Ms. Cho,

Since you were away last week, you might not yet know all the details of the situation with the website. Shannon Gehring, our web designer, was in the middle of revising the site when a severe thunderstorm hit our area. Our servers were struck by lightning and sustained some damage. While they were being repaired, the museum's web site was down for two days.

I know you are planning to send an e-mail to members today, asking them to help us meet a fund-raising goal by 30 June, the end of our fiscal year. Our site is back online now, and includes a new comment page that can be used for this fund-raising event. Please let me know if you need additional information.

Sincerely,

Julian Katz
IT Coordinator
Knight Museum of Art

http://www.knightmuseumofart.ca/comments

14 June 22, 2021

I am such a big fan of the Knight Museum! I have been taking advantage of some of the museum's wonderful programs. The recent series of watercolor painting classes with local artist Leroy Davis was terrific. This experience with watercolors will help me appreciate the museum's current exhibition of Japanese watercolor paintings even more. I'm looking forward to taking a tour of the exhibition next week.

I already contribute as a museum member, but I just made an additional donation online today after I received a fund-raising e-mail from the museum's director. It was easy to access the Website, although I had trouble last week. I hope others will support the museum by contributing before the 30 June deadline. The Knight Museum's programming is worth it.

__ Brenda Sanz

LIVEWORKSHEETS

55. Why did Mr. Katz contact Ms. Cho?

(A) To introduce a new employee.

(B) To provide an update.

(C) To request details about an event.

(D) To ask for assistance.

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

(A) Connect

(B) Fulfill

(C) Encounter

(D) Assemble

57. Who is Ms. Cho?

(A) The museum director.

(B) The IT coordinator.

(C) A web designer

(D) A local artist

58. What is Ms. Sanz eager to do?

(A) Help with the Web site.

(B) Lead tours for members.

(C) Enroll in an art class.

(D) Attend an exhibition.

59. What does Ms. Sanz suggest in her comment?

(A) She made a donation before the end of the fiscal year.

(B) She has visited Japan.

(C) She recently accessed the museum's online art collection.

(D) She purchased a painting by Leroy Davis.

LIVEWORKSHEETS

Questions 60-64 refer to the following Web page, e-mail and article.

http://www.newstarthome.org/donations

New Start Home Stores accept donations of new or used furniture, appliances, housewares, and building materials. Items should be in good condition.

New Start Home

Items that require repair or are stained or ripped cannot be accepted. Proceeds from the sale of our goods are used to fund community projects, such as educational programs, housing renovations, and neighborhood park beautification.

How to donate:

1. Using our home screen, find the New Start Home nearest you by entering your address into the search box.
2. Drop off your unneeded goods yourself or contact your nearest location to schedule pickup of large items or bulk donations from your home or business.
3. Please check our Web site for the hours of each store location.

From:	bmorris@morriscountryinn.com
To:	aperez@newstarthome.org
Date:	March 27th
Re:	Donation

Dear Mr. Perez,

I am the owner of the Morris Country Inn in Canton. It will be closing permanently when I retire next month. I have many pieces of furniture in excellent condition – beds, desks, easy chairs, and more. A friend suggested that this inventory could be donated to your organization. The New Start Home branch in Hartford seems to be the closest to my inn and I see that you are the store manager there. We are located almost 35 miles away. Can I arrange a pickup of these goods at my establishment?

Regards,

Brenda Morris
Morris Country Inn

LIVEWORKSHEETS

MORRIS COUNTRY INN
SHUTTING ITS DOORS

CANTON (April 27) – Brenda Morris watched the New Start Home truck drive away, full of furnishings from the Morris Country Inn. She has been the owner – operator of the inn, a local landmark, for 40 years, "I am happy to be heading to SeaView Point, with its beaches and warm weather," remarked Ms. Morris. "And I now plan to spend time volunteering and just relaxing. But the inn has been a big part of my life, and it will be hard leaving this community."

The properly that the Morris Country Inn currently stands on has been sold to the Brent Valley Development Group, which plans to convert building into apartment units over the coming year.

60. According to the Web page, what does New Start Home do with items it receives?
(A) It sells them
(B) It donates them to schools
(C) It sends them to be recycled
(D) It repairs them.

61. How did Ms. Morris most likely learn the name of a manager at New Start Home?
(A) By searching online.
(B) By e-mailing other organizations.
(C) By reading an article in the local newspaper.
(D) By participating in a community project.

62. What is indicated about Ms. Morris in the e-mail?
(A) She visited New Start Home with a friend.
(B) She is seeking a new job.
(C) She has decided to close a business.
(D) She needs directions to a business.

63. What is suggested about the New Start Home branch in Hartford?
(A) It furnishes hotels.
(B) It is staffed by students.
(C) It has sold out of its current inventory.
(D) It picks up donations in nearby town.

64. According to the article, where is Ms. Morris planning to live next?
(A) In Hartford
(B) In Seaview Point
(C) In Canton
(D) In Brent Valley

LIVEWORKSHEETS

Questions 65-67 refer to the following invitation.

A night of

Creativity and Inspiration at The Centre Creative

Thursday, 22 September

6:30 P.M. to 9:00 P.M.

The Centre Creative

42 Danvers Road, Cardiff, Wales

The Centre Creative is now ten years old! To celebrate a decade of supporting the arts throughout the United Kingdom, we are hosting a Night of Creativity an Inspiration. We invite all who have supported our fund-raising campaigns over the years to join us for art, food, and networking. Mingle with local artists and fellow art enthusiasts as you enjoy sculptures by Ming Young that are currently being featured in our gallery. Also enjoy appetizers and a variety of gourmet pastries prepared by Chef Diego Espina from the Sundial Café, which just opened on the lower level. Curator Olivia Richards will present a talk on the history of the centre. Proceeds from refreshments purchased during the evening will be used to fund the Painting Kids initiative at local schools.

Please contact Ian Griffin (igriffin@centrecreative.co.uk) to register to attend. Note that once capacity is reached, registration will close.

65. For whom is the invitation most likely intended?

(A) Art instructors

(B) Previous donors

(C) Restaurant patrons

(D) School administrators

66. The word "just" in paragraph 1, line 8, is closest meaning to

(A) fairly

(B) exactly

(C) recently

(D) currently

67. What is indicated about the event?

(A) It will feature paintings for sale.

(B) It requires a fee to attend.

(C) It is limited to a specific number of attendees.

(D) It will include a cooking demonstration.

LIVEWORKSHEETS

Questions 68-72 refer to the following article, invitation, and e-mail.

Olinawe is a Fusion of Flavours

DONCASTER (21 March) After many years of hard work, chef Amina Ikegami is opening her own restaurant in downtown Doncaster.

Ms. Ikegami trained at Chefterfield Culinary Academy and worked as a junior sous-chef at the Sisra Bistro for three years. She spent the last twelve years on staff Delmourel's, where she held the title of executive chef for the past four years.

Ms. Ikegami has won several awards, including the UK Innovative Chef Award. Although she is sad to leave Delmourel's, she is thrilled to fulfill her longtime dream of owning her own restaurant.

Ms. Ikegami's new restaurant, Olinawe, features a menu influenced by the many varied flavours of her childhood. She was raised in England in a family with French, Senegalese, and Japanese heritage, being exposed to so many different food traditions is what inspired her to become a chef.

"My mother and father are great cooks themselves," say Ms. Ikegami. "I loved having all these cuisines in one house, and I always strive to bring that fusion of cultures into my cooking."

Olinawe opens officially on 25 April and will serve lunch and dinner Tuesdays through Sundays.

Join us

Enjoy delicious fusion cuisine

At

Olinawe

a new restaurant from

Chef Amina Ikegami

Saturday, 2 April

7:00 P.M. – 11:00 P.M.

All food and drinks are included.

This is an invitation-only event.

Please bring this invitation with you.

LIVEWORKSHEETS

To:	Amina Ikegami amina.ikegami@scomail.co.uk
From:	Julien Aupry jaupry@enukmail.co.uk
Subject:	Olinawe
Date:	26 March

Dear Amina,

I just heard about Olinawe, and I received your invitation to the celebratory event. This is such wonderful news! At school, I remember that you often talked about opening your own restaurant, and I am thrilled that it is finally happening!

Unfortunately, I will not be able to attend this event. I will be in France that weekend teaching a class on making pastries. But once I am back, I will definitely be coming by for dinner.

All the best,
Julien

68. What is the purpose of the article?

(A) To describe a new style of cooking
(B) To announce the opening of a new restaurant
(C) To advertise classes at a cooking school
(D) To profile different dining establishments in Doncaster

69. What inspired Ms. Ikegami to enter the cooking profession?

(A) A childhood trip to Japan
(B) A fellow chef at Delmourel's
(C) Her former professor at school
(D) Her diverse family backgrounds

70. What is true about the event on April 2?

(A) It requires reservations.
(B) It is open to the general public.
(C) It takes place before Olinawe officially opens.
(D) It is being sponsored by the Sisra Bistro.

71. Why does Mr. Aupry send the email?

(A) To decline an invitation
(B) To make a reservation for dinner
(C) To welcome Ms. Ikegami to France
(D) To ask Ms. Ikegami to teach a class

72. What is indicated about Mr. Aupry?

(A) He has eaten at Olinawe.
(B) He used to work for Ms. Ikegami.
(C) He attended Chesterfield Culinary Academy.
(D) He is the executive chef at Delmourel's.

LIVEWORKSHEETS