

TOEIC. Part 7. Emails, letters, faxes, memos 1

Ms. Minh Hà – 098219474

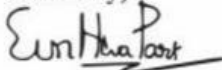
Questions 34–38 refer to the following two letters.

Leo Zimmerman
President
Beach Patio Restaurants
1226 Hanover Boulevard
Littleton, NY 10009

Dear Mr. Zimmerman:

I am writing to let you know about my recent experience at the Beach Patio Restaurant in Sandy Hill. I went there for dinner recently because friends had recommended it. I was very disappointed. I had to wait a long time for my order to be taken and then for my dinner to be served. When the waiter finally brought my food, he got my order wrong. He was not nice about this and implied that it was my fault. When dessert time came, the waiter gave me only two choices instead of the five promised by the menu (I had ordered the three-course dinner special). On top of the poor service, my tea was cold and the table was dirty. I was surprised by everything that happened that night because the Beach Patio Restaurants have such a good reputation. I was sure you would want to know about this.

Sincerely,



Eun Hwa Park
17 Maple Lane
Riverton, CT 06877

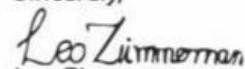
**Beach Patio Restaurants
Corporate Headquarters
Littleton, NY 10009**

Eun Hwa Park
17 Maple Lane
Riverton, CT 06877

Dear Ms. Park:

I was very sorry to hear about your recent unpleasant experience at a Beach Patio Restaurant. As you may know, customers can enjoy fine Beach Patio food and service at several locations, including Sunnysdale, Merrifield, and Waterford. The branch you visited is our newest location, and that may be the source of the unpleasant experience you had. Please be assured that I will contact the manager of that branch and have the matter investigated. In the meantime, please accept the enclosed coupon. It entitles you to the same special you ordered on your recent visit, and I am sure that this time you will enjoy your food and your visit 100%. Thank you for bringing this matter to my attention.

Sincerely,



Leo Zimmerman
President

34. Why did Ms. Park write this letter?
(A) To recommend the restaurant
(B) To ask for a job at the restaurant
(C) To complain about the restaurant
(D) To ask for directions to the restaurant
35. Which Beach Patio location did Ms. Park visit?
(A) Sunnydale
(B) Riverton
(C) Littleton
(D) Sandy Hill
36. Which of the following best describes the waiter?
(A) Pleasant
(B) Rude
(C) Efficient
(D) Helpful
37. What will Mr. Zimmerman do?
(A) Contact the restaurant manager
(B) Have dinner with Ms. Park
(C) Visit the restaurant soon
(D) Open a new branch
38. What can Ms. Park get with the coupon?
(A) Two desserts
(B) Afternoon tea
(C) A three-course dinner
(D) A cleaner table

Questions 21–24 refer to the following fax.

SE
29 December 20__

Via Facsimile Number: 1-42-72-61-66

For the attention of: Mr. Armand Dubois

DUBOIS AND LEGER, L.L.P.
Attorneys at Law

General Manager's Office
Grand Hotel Limited
Berkeley Square

London, W1A 2JQ
Telephone (0171) 518 7759
Telex 10761 Fax (0171) 518 1109

Dear Mr. Dubois:

Thank you for your facsimile letter dated 28 December, addressed to Ms. Anna Wong, Assistant Sales Manager, for whom I am replying.

It is with great pleasure that I reconfirm we have now reserved your one-bedroom suite from Sunday, 20 January until departure on Monday, 28 January.

We will, of course, do our utmost to allocate your usual suite #301 for you. However, should this suite not be available, we will naturally provide a suitable alternative. I have noted that you require a non-smoking suite with a king-size bed with bed boards. This room will also be away from the room service waiter area or construction.

The daily rate for this accommodation is £500.00, inclusive of Service, excluding Value Added Tax at 17.5%.

I trust all is in order, and I look forward very much indeed to welcoming you back to the Grand. You may rest assured that we will do our utmost to ensure that your stay is as comfortable and as enjoyable as possible.

If you should feel I can be of any further assistance, please do not hesitate to contact me.

Yours sincerely,



Malcolm A. Ashton

General Manager

- | | |
|---|--|
| 21. What is the purpose of the fax? | 23. What can be said about Mr. Dubois? |
| (A) To promote the hotel | (A) He often stays at the Grand. |
| (B) To confirm a reservation | (B) He likes to smoke. |
| (C) To ask for legal advice | (C) He never stays longer than two nights. |
| (D) To change the arrival date | (D) He likes to be close to the waiter area. |
| 22. Who did Mr. Dubois originally write to? | 24. What is included in the room rate? |
| (A) Mr. Leger | (A) Value Added Tax |
| (B) The General Manager | (B) Service |
| (C) Mr. Ashton | (C) A private car |
| (D) Ms. Wong | (D) Airport transfers |

Questions 39–43 refer to the following train schedule and e-mail.

Eastern Railway Timetable Harford–Lakeville Spring, 20__	
<u>Leave Harford</u>	<u>Arrive Lakeville</u>
7:15 A.M.	10:25 A.M.
8:45 A.M.	11:55 A.M.
10:15 A.M.	1:25 P.M.
12:30 P.M.	3:45 P.M.
2:15 P.M.	5:25 P.M.
<u>Leave Lakeville</u>	<u>Arrive Harford</u>
6:55 A.M.	10:05 A.M.
8:05 A.M.	11:15 A.M.
9:45 A.M.	12:55 P.M.
11:15 A.M.	2:25 P.M.
1:45 P.M.	4:55 P.M.
Fare information	
One way: \$75	
Round trip: \$125	
(Special round-trip fare is not available on weekends.)	

To: Lee Martin
From: Sylvia Elliott
Subject: trip plans

Hi Lee,

It's time to get the tickets for my trip to Lakeville. I've been looking over the train schedule. I have a lunch meeting at 12:30, so I think the second morning train will be fine. I won't need hotel reservations since I will be staying with my sister; but I will need you to arrange a rental car for me. Also, do you remember the name of that new restaurant in Lakeville that everyone is talking about? Please try to find out because I'd like to take my sister there if we have time. Please get me a return ticket for Saturday. I am meeting a friend for dinner at the Harford Hotel at 6:00 Saturday evening, and I'd like to arrive at the station an hour or so ahead of time for that. We're going to the play at the Harford Theater afterward. Have you seen it? I hear it's wonderful. Thanks for your help.

Sylvia

39. What time will Sylvia leave for Lakeville?

- (A) 7:15
- (B) 8:45
- (C) 10:15
- (D) 12:30

40. How long is the train ride from Harford to Lakeville?

- (A) one hour
- (B) one and one-half hours
- (C) three hours
- (D) three hours and ten minutes

41. What does she want Lee to reserve for her?

- (A) A hotel room
- (B) A restaurant table
- (C) A rental car
- (D) A theater ticket

42. What time will Sylvia arrive in Harford?

- (A) 2:25
- (B) 4:55
- (C) 5:00
- (D) 6:00

43. How much will Sylvia's train ticket to Lakeville and back cost?

- (A) \$75
- (B) \$125
- (C) \$150
- (D) \$175

Questions 44–48 refer to the following memo and e-mail.

MEMO

To: All personnel
From: Suzan Reed, Human Resources Manager
RE: Insurance workshop
Date: May 15

On June 5, a workshop on health insurance options will be offered by insurance expert Rudy Shapiro. The workshop will take place in Conference Room 4 from 1:00–3:30. Refreshments will be served. This workshop is highly recommended to all staff members. If you are interested in attending, please let me know before May 20, and be sure you have permission from your department head to be away from your desk at this time. We hope to offer the workshop again in September and November so that everyone will have a chance to attend.

To: Suzan Reed
From: George Peters
Subject: Workshop

Hi Suzan,

In regard to the memo you sent out yesterday, I would like to attend the workshop on health insurance options next month. I will have to leave the workshop 20 minutes early because I have a meeting downtown at 3:45 that day that can't be changed. I hope that won't be a problem. Also, I'd like to make a suggestion. The room you have planned for the workshop is scheduled to be painted the day before the workshop. It will probably still be full of fumes on June 5. Would it be possible to have the workshop in Conference Room 3? The cafeteria might be even more suitable if you expect a large turnout. Let me know what you think.

George

44. Who can attend the workshop?
(A) Everyone who is interested
(B) Insurance agents only
(C) Doctors and nurses
(D) Department heads only
45. When did George Peters write his e-mail?
(A) May 15
(B) May 16
(C) May 20
(D) June 5
46. What time will George Peters leave the workshop?
(A) 3:00
(B) 3:10
(C) 3:30
(D) 3:45
47. Which room will be painted on June 4?
(A) George Peters' office
(B) Suzan Reed's office
(C) Conference Room 3
(D) Conference Room 4
48. What is probably true about the cafeteria?
(A) It is never used for workshops.
(B) It is near George Peters' office.
(C) It will be painted in early June.
(D) It is larger than the conference rooms.

Questions 155–157 refer to the following letter.

Davis & Reeves
16 Salisbury Road
Tsinshatsui Kowloon
Hong Kong, China
Tel: (852) 03 721 1121
Fax: (852) 03 739-4466

Dr. Li Han
Enviro-Chemicals, Inc.
7499 Hannam-dong
Yongsan-ku
Seoul, Korea

Dear Dr. Han:

We have received your registration for our annual conference. Information about hotels and transportation are found in the enclosed conference brochure.

If you need further assistance in arranging your trip, please call our conference coordinator in Hong Kong at (852) 03 721 1121.

We look forward to seeing you at the conference.

Sincerely,

Le Zhaolie

Conference Registration

155. What is the purpose of this letter?
- (A) To get money for the conference
 - (B) To invite speakers to the conference
 - (C) To acknowledge conference registration
 - (D) To make travel arrangements
156. What is enclosed with the letter?
- (A) A registration form
 - (B) A brochure about the conference
 - (C) Tickets for the conference
 - (D) An invitation to the conference
157. Who should Dr. Han contact if she has other questions?
- (A) The conference coordinator
 - (B) Le Zhaolie
 - (C) Davis & Reeves
 - (D) A ticket agent

Questions 181–185 refer to the following schedule and e-mail.

Business Association of Hartland Spring Conference Hartland Hotel		
8:00–9:00	Registration and coffee hour	Front Lobby
9:00–9:45	Keynote address	Main Hall
10:00–11:00	Workshop Session 1 (choose one):	
	Starting a Small Business	Room 3
	Marketing Strategies	Room 5
	Revitalize Your Web Page	Room 7
11:15–12:15	Workshop Session 2 (choose one)	
	Using the Internet to Grow Your Business	Room 5
	Accounting for Small Businesses	Room 7
	Options for Health Insurance	Room 9
12:30–1:00	Lunch	Fountain Room Restaurant
1:15–2:15	The Future of Small Businesses	Main Hall

To: Rick Hong
From: Louise Sibiu
Subject: Spring Conference

Hi Rick,

I'm looking forward to seeing you at the conference next week. Have you seen the schedule yet? I am really excited about the Marketing Strategies workshop. I hear that it will be given by Maxine King, so I definitely plan to attend that one. Why don't we get together at lunch? That seems the easiest thing to do. I'll meet you at the restaurant, and I promise to be on time. I'll be giving a presentation in Room 9 right before lunch. That's quite near the restaurant, so I shouldn't have any problem meeting you on time. To tell you the truth, I'm sorry they chose this restaurant for the conference lunch. It really isn't the best one around. There's another restaurant in the hotel, The Garden View, which has much better food. Oh, well. Are you planning to stay after lunch? I am. I think the 1:15 lecture will be good. See you soon.

Louise

181. Who would be most interested in attending this conference?
(A) An insurance agent
(B) A small business owner
(C) An Internet service provider
(D) An employee of a large corporation
182. Where will Louise be at 10:00?
(A) Room 3
(B) Room 5
(C) Room 7
(D) Room 9
183. What is the topic of Louise's presentation?
(A) Marketing strategies
(B) Web pages
(C) Accounting
(D) Health insurance
184. What time does Louise want to meet Rick?
(A) 12:15
(B) 12:30
(C) 1:00
(D) 1:15
185. What is Louise's opinion of The Fountain Room Restaurant?
(A) It's better than The Garden View Restaurant.
(B) It's the best restaurant in town.
(C) It's not very good.
(D) It's too far away.

Questions 196–200 refer to the following two e-mails.

To: Tamara Burke
From: Jamal Watson
Subject: placing orders

I recently discovered your website and am very interested in ordering supplies from you for our office. Your products are stylish and environmentally friendly at the same time. That's a hard combination to find! Currently, I am interested in ordering the energy-saving desk lamps and the desktop organizers. In the near future I will also need some of the recycled photocopier paper and envelopes. While you have a detailed price list, your website did not have any information on volume discounts. I make frequent large orders of supplies such as paper and printer ink for my office, and I would like to order from your company if you offer volume discounts.

For right now, I would like to order five desk lamps and five desktop organizers. Please let me know the total cost, including shipping. Thank you for your help.

Jamal Watson

To: Jamal Watson
From: Tamara Burke
Subject: re: placing orders

Dear Mr. Watson:

Thank you for your interest in Office Things. We appreciate your business. In answer to your question, we do offer volume discounts on certain items. For example, photocopier paper is normally \$5 a package. If you order a small box of paper (10 packages), the price is \$40 a box. Large boxes (25 packages) are \$75 each. Shipping is free on all orders over \$200. For smaller orders, shipping costs 10% of the total price of the order. Unfortunately, we do not offer discounts on office furniture, such as the lamps and organizers you mentioned. As noted on our website, the lamps are \$10 each, and the organizers are \$8 each. You may also be interested in our line of desks and desk chairs since they are made out of 100% recycled materials. Visit our website for more information. Please let me know if you have any further questions.

Sincerely,

Tamara Burke

196. What is the information that Mr. Watson could not find on the website?
- (A) Price list
 - (B) Discounts on large orders
 - (C) How to order paper and envelopes
 - (D) E-mail address of the sales department
197. If Mr. Watson orders three large boxes of paper, what will he pay for shipping?
- (A) \$0
 - (B) \$7.50
 - (C) \$12.00
 - (D) \$22.50
198. What will he pay for his lamps and organizers, with shipping?
- (A) \$44
 - (B) \$55
 - (C) \$90
 - (D) \$99
199. What is true about the desk lamps?
- (A) They don't have a discount.
 - (B) They use a lot of electricity.
 - (C) They are made of recycled materials.
 - (D) They are cheaper than the organizers.
200. Why does Ms. Burke think Mr. Watson will like the desks and desk chairs?
- (A) They are stylish.
 - (B) They have free shipping.
 - (C) They have a 10% discount.
 - (D) They are environmentally friendly.