Questions 153–156 refer to the following memo.

MEMO
TO: All employees
FROM: Ron Starsky, Accounting
DATE: March 15, 20 ___

There has been an unprecedented increase in the amount of taxi fare indicated on the expense accounts of our business travelers. To help keep costs under control, please remember the following guidelines when using taxicabs in an unfamiliar city.

Be sure that the meter is turned on after, not before, you sit down in the cab. Request that you take the most direct route to your destination. Establish an approximate fare to your destination before the driver moves the cab. Always ask the taxicab driver for a receipt showing the driver's name, I.D. number, name of the cab company, destination, and the amount paid for the fare. This will enable us to verify the trip should the fare be disputed.

153. What is this memo about?
(A) Filling out travel vouchers
(B) Learning your way around a city
(C) Traveling safely
(D) Saving cab costs

154. Who should pay attention to this memo?
(A) Company employees
(B) Taxi drivers
(C) Accountants
(D) Cab companies

155. When should the driver turn on the meter?
(A) When you hail the cab
(B) Before you get in the cab
(C) After you are in the taxi
(D) After the driver puts bags in the trunk

156. Why should employees get a receipt from the driver?
(A) To prove why they went
(B) To verify the trip
(C) To give to the cab company
(D) To obtain the driver's signature

Ms. M

LIVEWORKSHEETS

Questions 163–165 refer to the following letter.

Maria Gomez
408 Republic Avenue
Nogales, Mexico

Clothes by Mail Catalog
10 Lake Street
Springfield, Wisconsin 67032
January 12, 20 ___

To Whom It May Concern:

I am returning a pair of pants, item number 7042, because they did not fit. I would like my credit card, which was used for the original purchase, to be credited with the amount of the sale. I have enclosed the sales slip and credit receipt.

Thank you for your attention.

Sincerely,

Maria Gomez

Maria Gomez

163. How was the original purchase made?
(A) By credit card
(B) By check
(C) In cash
(D) As a gift

164. What does she request that the company do?
(A) Deliver the pants
(B) Refund her money
(C) Exchange the pants
(D) Credit her credit card

165. The word "slip" in line 4 of the letter is closest in meaning to
(A) fall
(B) mistake
(C) piece of paper
(D) wrapping material

Ms.

LIVEWORKSHEETS

Questions 181–185 refer to the following two letters.

Radka Stuchlik
Westmore Corporation
1568 East Binney Drive, Suite 100
Northland, NY 10001

Dear Ms. Stuchlik:

In response to your ad in last Sunday's newspaper, I am interested in applying for the position of office manager at the Westmore Corporation. I am a recent graduate of Northland College, where I majored in business. I plan to continue my studies in the future to get a Master of Business Administration degree, but first I would like to have several years of work experience. While I was a college student, I spent my summer vacations working as an office assistant at the Weston and Smith law firm in Northland. During that time I learned a great deal about how offices are run. I believe my job at Weston and Smith gave me the experience I need to be a top-notch office manager.

I am enclosing my résumé and a letter of reference. I look forward to hearing from you.

Sincerely,

Alex Hayes

Alex Hayes

Ms. Min

LIVEWORKSHEETS

Weston and Smith
Attorneys-at-Law
January 17, 20___

Radka Stuchlik
Westmore Corporation
1568 East Binney Drive, Suite 100
Northland, NY 10001

Dear Ms. Stuchlik:

This is a letter of reference for Mr. Alex Hayes. Mr. Hayes worked for our firm during the summers while he was a business student at Northland College. He carried out a variety of office duties, including answering the phones, making appointments for clients, photocopying, and keeping track of and ordering supplies. Mr. Hayes brought to this job good organizational skills and an eagerness to learn. He is a responsible and reliable worker. Unfortunately, now that he is ready to work full time, we do not currently have any full-time positions that would suit his skills and goals. We enjoyed having him work here. He would make a fine addition to the staff of any place of business. Please feel free to contact me if you have any questions about Mr. Hayes's work with our firm.

Sincerely,

Georgina Smith

Georgina Smith

181. Who is Alex Hayes?
(A) A recent college graduate
(B) An assistant professor
(C) A current business student
(D) An attorney

182. Why did Alex Hayes write the letter to Ms. Stuchlik?
(A) He plans to get a master's degree.
(B) He has to order office supplies.
(C) He needs an attorney.
(D) He wants a job.

183. What did Alex Hayes send with his letter to Ms. Stuchlik?
(A) A business plan
(B) A letter from Ms. Smith
(C) An application form
(D) A copy of his college degree

184. Who is Georgina Smith?
(A) An employee of the Westmore Corporation
(B) A professor at Northland College
(C) Alex's former employer
(D) A friend of Ms. Stuchlik

185. What is Ms. Smith's opinion of Alex Hayes?
(A) He is a good worker.
(B) He is a top-notch manager.
(C) He shouldn't work full time.
(D) He takes too many vacations.

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LIVEWORKSHEETS

Questions 186–190 refer to the following itinerary and e-mail.

Travel Itinerary
For: Ms. Mai Chan

July 7
1:15 P.M.—leave New York on Sky Blue Airways flight 210, in-flight lunch and movie
4:30 P.M.—arrive San Francisco

July 7–July 9
Hotel Hacienda, San Francisco

July 10
9:30 A.M.—leave San Francisco on Sky Blue Airways flight 34
11:10 A.M.—arrive Los Angeles

July 10–13
Hightowers Hotel, Los Angeles

July 11
3:30–6:00—Hollywood sightseeing tour with LA Tour Company

July 14
8:45 A.M.—leave Los Angeles on Sky Blue Airways flight 567, in-flight lunch and movie
4:14 P.M.—arrive New York

To: Paul Sommers
From: Mai Chan
Subject: Itinerary

Hi Paul,

I just received the itinerary. Thanks for getting me a room at the Hotel Hacienda. I know how difficult it can be to book rooms there. It's such a popular place. Last time, I had to stay at the Woodrow Suites, and it was very inconvenient. I need to make one change to the itinerary. I have a meeting in San Francisco at 5:00 on the day of my arrival, so I really think I should arrive at least an hour and a half earlier than you have me scheduled for. So please see if you can get me on the next earlier flight. Also, I would like to stay one more day in LA. My work will be done, but I have friends there I would like to visit. So I guess you'll have to change my flight back and reserve my room for another night at the hotel. I appreciate it. Also, please don't forget that Mr. Young Kim from the Seoul office will be here the day after I return from Los Angeles. Please get him a room at the Radcliff Inn for two nights, and arrange for a car for him, too.

Thanks,

Mai

LIVEWORKSHEETS

186. What time does Ms. Chan want to arrive in San Francisco?
(A) 1:15
(B) 3:00
(C) 4:30
(D) 5:00

187. What will she do in San Francisco?
(A) Attend a meeting
(B) Take a tour
(C) Read a book
(D) Visit friends

188. Where will Ms. Chan stay in Los Angeles?
(A) Hotel Hacienda
(B) Woodrow Suites
(C) Hightowers Hotel
(D) Radcliff Inn

189. How many nights will she stay in Los Angeles?
(A) Two
(B) Three
(C) Four
(D) Five

190. When will Mr. Kim arrive in New York?
(A) July 11
(B) July 14
(C) July 15
(D) July 16

Ms. Minh Ha - 098219

LIVEWORKSHEETS

Questions 191–195 refer to the following agenda and e-mail.

Meeting Agenda
Monday, March 15
Conference Room 3
(draft)

9:00–9:30	Marketing goals for the next year	Roberta Giuliani
9:30–10:00	New strategies for the new millennium	Rita Mendes
10:00–10:30	Product development	Tami Tabaku
10:30–10:45	Break	
10:45–11:15	Employee training	Peter Clark
11:15–11:45	Financial outlook	Ivan Sokolov

Immediately following the meeting, lunch will be served in the company cafeteria, catered by The Ivy Pot Restaurant.

To: Peter Clark
From: Maria Petras
Subject: Meeting next week

Hi Peter,

Attached is a draft of the agenda for next week's meeting. I'd like to make a few small changes. First, Roberta won't be available since she's leaving for an extended trip to the West Coast day after tomorrow. I was hoping you could take her spot since you know a lot about the subject. I also thought that Ivan should be given a little more time since he will probably have a lot of information to present. I thought we should give him 45 minutes to talk. Then we could still break for lunch at a reasonable hour. I hope these changes meet with your approval. Oh, one more thing: Conference Room 3 won't be available as it turns out, so I've reserved the Board Room instead. I don't think anyone will object to that! I think that's all.

Maria

LIVEWORKSHEETS

191. What does Maria want Peter to do?
(A) Reserve another room
(B) Talk about marketing goals
(C) Take a trip to the West Coast
(D) Help Roberta prepare her presentation

192. What will Tami talk about?
(A) Financial outlook
(B) Employee training
(C) Product development
(D) New strategies

193. What time does Maria want the meeting to end?
(A) 11:15
(B) 11:45
(C) 12:00
(D) 12:45

194. Where will the meeting take place?
(A) Conference Room 3
(B) The company cafeteria
(C) A restaurant
(D) The Board Room

195. What did Maria send to Peter?
(A) A draft of the meeting agenda
(B) The lunch menu
(C) A trip itinerary
(D) Ivan's presentation

Ms. Minh Ha - 09821

LIVEWORKSHEETS

Questions 196–200 refer to the following article and letter.

Development Proposal Accepted

The City Planning Board voted yesterday to approve the proposal by the Windsor Development Corporation to revitalize the downtown business district. This proposal has been the subject of a great deal of controversy over the past several years. "Despite the great disagreement the original proposals excited, I feel we have finally come to a decision that everyone can be happy with," said Shirley Johnson, a long-time member of the Planning Board. According to Ms. Johnson, once the revitalization of the district is completed, more customers will be attracted to downtown stores and higher-paying tenants will occupy the office buildings. "It's a win-win situation," she says. "We will have better places to shop, and retailers and landlords will be able to earn higher profits."

April 15, 20 ___

Editor
City Times
198 State Street
Riverdale, IN 73407

To the editor:
As a concerned citizen, it was with great dismay that I read in yesterday's City Times about the approval of the proposal by the Windsor Development Corporation to revitalize the downtown business district. While I agree that the business district is in desperate need of revitalization, I cannot agree that the proposal of the Windsor Development Corporation is the best route to take. We have only to look at other examples of its work to understand that this company cares little for anything but profit. The Riverdale Shopping Mall, Windsor's most recent project which opened last October 12, is just one example. It is a terrible eyesore. Our downtown has several beautiful old buildings which the Windsor Corporation proposes to destroy and replace with modern concrete and steel. This will not be a benefit to anyone. I suggest that the City Planning Board seek another development company for this job, one that is willing to preserve historic buildings. This has been done successfully in other cities, which we should look to as examples.

Sincerely yours,

Jules Rothman

Jules Rothman

LIVEWORKSHEETS

196. When did the article appear in the newspaper?
(A) April 14
(B) April 15
(C) October 11
(D) October 12

197. Who is Shirley Johnson?
(A) A concerned citizen
(B) The editor of the City Times
(C) A member of the City Planning Board
(D) The director of the Windsor Development Corporation

198. Why does Ms. Johnson like the proposal?
(A) It will be completed quickly.
(B) Office space will be less expensive.
(C) Building owners will earn more money.
(D) The Windsor Corporation will make a huge profit.

199. Why did Jules Rothman write the letter?
(A) He doesn't approve of the proposal.
(B) He wants to help the Windsor Corporation.
(C) He is interested in the City Shopping Mall.
(D) He doesn't want the downtown to be revitalized.

200. What does Jules Rothman like?
(A) Modern offices
(B) Old buildings
(C) Shopping malls
(D) Concrete buildings

Ms. Minh Ha - 0982194748

LIVEWORKSHEETS