Questions 8 – 10 refer to the following advertisement. App

Allegro: All Your Favorite Music in One Place!

Allegro-music.com makes it easy to find the right music at any time and on any device—on your computer, tablet, smart TV, or phone. Our library includes more than 25 million songs and is growing every day. It features the world's best music of every genre, from hip-hop to rock to classical. Browse our selection by artist, song title, album, or genre. Creating a guest account is absolutely free. Just choose an ID and password and begin streaming music immediately.

If you upgrade to our premium service for just $8.99 per month (only $4.99 for students!), you can enjoy your music without advertisements. Premium subscribers can download music for offline listening—no Internet connection needed. You can also create and share song collections on social media.

Not sure if you want to subscribe? We're so sure that you'll love Allegro Premium we're offering a 30-day trial at a cost of only $1. And be sure to recommend Allegro Premium to friends and family. Just have them enter your ID when they register, and for every new subscriber you bring in, you'll get a month of premium service at no cost. For more details, see answers to Frequently Asked Questions at allegro-music.com/FAQ.

8. What is being advertised?

(A) A new music news website
(B) A music streaming service
(C) A sale on music downloads
(D) A music store's opening

9. What is suggested about users with guest accounts?

(A) They see ads on the site.
(B) They can use the site when offline.
(C) They cannot access the whole library.
(D) They have to pay more than $8.99 a month.

10. The word "enter" in paragraph 3, line 3, is closest in meaning to

(A) type
(B) arrive
(C) access
(D) connect

LIVEWORKSHEETS

C Office Memos and Notices

Answer Key p.33

Questions 1 – 2 refer to the following memo. App

MEMO

Hello, everyone.

I have recently noticed that there has been an increase in reimbursement claim forms being handed in without receipts. Some of you have been adding notes explaining what you are to be reimbursed for, but unfortunately I cannot accept them. The policy is that if you do not have a receipt, you will not be reimbursed for your expense—no exceptions.

I have also noticed that not all the forms are being filled in correctly. Please make sure to fill in your employee number as well as the type of purchase. This will make processing your claim much easier and therefore faster. So please, in the future, keep ahold of your receipts, and fill in the form completely.

Eileen Montgomery
Accounting Manager

1. What is the purpose of this memo?

(A) To issue reimbursement forms
(B) To give receipts back to employees
(C) To remind staff to follow procedures
(D) To outline a new company policy

2. What should employees do to claïm reimbursements?

(A) Keep all receipts if they want reimbursement
(B) Fill out the top half of the reimbursement form
(C) Make a copy of their reimbursement forms
(D) Process their receipts before handing them in

First News
LIVEWORKSHEETS

Questions 3 – 4 refer to the following notice. App

NOTICE TO RESIDENTS OF GRIFFITH APARTMENTS

May 18
RE: Fire alarms

As longtime residents know, there have been occasional false fire alarms in this building over the past few years. However, the last incident, on May 8, was not a false alarm. There was, in fact, a small fire on the fourth floor. The firefighters who responded expressed concern that so few residents actually left the building in response to the alarm.

Therefore, we'd like to remind you that whenever a fire alarm sounds, you MUST immediately vacate the building using the stairs and remain outside until firefighters announce that it is safe to return. Also, if you have a disability and would require assistance getting down the stairs in such an emergency, please let us know by e-mail as soon as possible at **admin@griffith.com**. We will keep a list of names and unit numbers, and we will provide it to the fire department so that rescue workers know which apartments to check first.

Thank you in advance for your cooperation.

Management
Griffith Apartments

3. What problem is mentioned in the notice?

(A) There have been too many false fire alarms.
(B) Tenants did not exit during a fire alarm.
(C) Some residents were injured in a fire.
(D) Firefighters responded too slowly to a fire.

4. What does the management plan to make a list of?

(A) People who need help evacuating
(B) E-mail addresses of residents
(C) Emergency phone numbers
(D) Safe places to go in a fire

LIVEWORKSHEETS

Questions 5 – 7 refer to the following notice. App

Attention: Public Notice

So that we can serve you better, Bay Avenue Metro Station will be closed from June 13 to June 20 for major renovations. New arrival and departure screens, a state-of-the-art communications system, and LED lighting will be installed, among many other improvements.

Please be prepared to take alternative means of transportation during that time. There will be a free shuttle bus service from Bay Avenue Station's east entrance to Woodland Station, which will remain operating. Note that due to extra crowding at other stations during the shutdown, as well as heavier-than-usual traffic due to construction on Bay Avenue, commuters should allow for an additional 15–30 minutes to get to their destinations, especially during peak hours.

This will be the first in a series of station shutdowns as the City Transit Authority upgrades the city's busiest subway line. We will keep you informed, and we apologize for any inconvenience.

City Transit Authority

5. What is the notice mainly about?
- (A) Delays in train arrivals
- (B) The progress of ongoing repairs
- (C) A temporary station shutdown
- (D) Construction of a new train line

6. Which is indicated about the City Transit Authority?
- (A) It is closing Woodland Station next.
- (B) It is providing bus service at no cost.
- (C) It has serious passenger safety concerns.
- (D) It has no plans for further upgrades.

7. What are people advised to do?
- (A) Avoid traveling during peak hours
- (B) Walk to a station nearby
- (C) Park their cars on Bay Avenue
- (D) Leave extra time for their commutes

First News
LIVEWORKSHEETS

Questions 8 – 10 refer to the following memo. App

YourHomeDecorator.com

MEMO

To: All YourHomeDecorator.com staff
From: Hector Contreras, IT Department Head
Re: New data center

As you may know, because of our company's rapid growth, we have been building a new data center to host our intranet, databases, and business applications. [1] Today I am pleased to announce that the facility will be up and running this Thursday, November 6. The superior processing power of the new data center will greatly improve the performance, security, and reliability of the website as well as our intranet. [2]

However, migrating all of our data to the new equipment will involve briefly taking the entire system offline. [3] The process will begin on Thursday at 3:00 p.m., so employees (other than IT staff) will be free to leave work at that time. We are confident that we can finish the process before 9:00 the following morning so that the workday can proceed as usual. However, we will notify you if that changes. If you have any questions or concerns, please direct them to me at hcontreras@yourhome.com, or call extension 4846. [4]

8. What is the purpose of the memo?
(A) To inform coworkers about a new data center and its effects
(B) To notify customers of a disruption in service
(C) To invite coworkers and customers to a special event
(D) To seek employee input on a data center

9. What will happen on Thursday, November 6?
(A) The company website will become unavailable.
(B) The whole staff will visit the data center.
(C) The IT staff will meet with customers.
(D) IT employees will be allowed to leave work early.

10. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"We have already notified our customers about this disruption."

(A) [1]
(B) [2]
(C) [3]
(D) [4]

LIVEWORKSHEETS