B Mini-test

Now apply what you have learnt at the actual test speed with questions 1–10.

Recommended Time: 12 minutes (or less)
Try to spend no more than about 60 seconds on each item; if you don't know the answer, guess and move on. If you have time at the end review any answers you weren't sure about.

Questions 1–3 refer to the following memo.

Memorandum

To: All staff
From: Dave Perrett
Re: Trip to Breakout Adventure Center

As promised, here's the revised schedule for next week's activities. I've spoken to the staff at the center and they've agreed that the changes can be made at no cost. See you all bright and early on Monday morning in the staff parking lot. (Please be there by 8:00 A.M. as the bus will depart promptly at 8:15.)

Date	Time	Activity	Place
Mon May 16	Noon	Arrival	Center
	7:00 P.M.	Barbecue	Beach
Tue May 17	All Day	Hiking	Holden Forest
Wed May 18	A.M.	Canoeing	Axe Lake
	P.M.	Surfing/Wind surfing	Axe Lake
Thu May 19	All Day	Mountain Biking	Center/Axe Valley
	9:00 P.M.	'Music Night'	Center
Fri May 20	All Day	Mountain Climbing OR Paragliding*	Center/Axe Valley / Stratton Hill
	7:00 P.M.	Barbecue	Beach

* There is a maximum of 12 people for this activity, so sign up early.

1. What is NOT stated in the memo?
   (A) Canoeing will take place after hiking.
   (B) Water sports will be held at Axe Lake.
   (C) Both barbecues are at the beach.
   (D) Participants can go paragliding and mountain climbing.
2. What time is the bus scheduled to leave on Monday?
   (A) At 8:00 A.M.
   (B) At 8:15 A.M.
   (C) At 7:00 P.M.
   (D) At 8:30 P.M.
3. Where will the staff be on Monday evening?
   (A) In the parking lot
   (B) At the center
   (C) On the bus
   (D) At the beach

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LIVEWORKSHEETS

unit 21

Questions 4–6 refer to the following letter.

S-Com Ltd.
PO Box 10
Western Avenue
Aylesbury

To whom it may concern:

I am delighted to provide a letter of reference for Jason McCarthy, who worked as a graphic designer for this firm for eighteen months. I worked with Jason for twelve months, and was his project supervisor for eight months. Although Jason came to us straight out of college, his potential was quickly noticed and within six months he was transferred to the marketing department, where he produced work of a consistently high standard. In his time here he was able to make significant improvements in his computer skills and, although this is not his strongest point, he worked hard to develop in this area.

During his time at S-Com, Jason maintained an exemplary attendance record and was always punctual, often arriving early for work in order to better prepare himself. He completed work on or ahead of schedule and was consistently a leader in group projects. We are very sorry to lose him here at S-Com, but I am more than confident that he will be able to adapt quickly to a new work environment.

Please don't hesitate to contact me if you have any further questions.

Yours faithfully,

Alan Knight

Alan Knight
Marketing Manager
S-Com Ltd.

4. Why did Alan Knight write this letter?
   (A) To assist Jason McCarthy in applying to graduate school
   (B) To justify giving Jason McCarthy a pay raise
   (C) To assist Jason McCarthy in finding another job
   (D) To encourage Jason McCarthy to improve his computer skills
5. How long did Jason work in the marketing department?
   (A) For 6 months
   (B) For 8 months
   (C) For 12 months
   (D) For 18 months
6. How is Jason described in the letter?
   (A) Overconfident
   (B) Reliable
   (C) Uncooperative
   (D) Experienced

LIVEWORKSHEETS

Questions 7–9 refer to the following information.

Nagamori Department Store's Countdown to the Holidays!

Only 2 days to go
to place your order and get

SPECIAL FREE DELIVERY*

for delivery by June 24

It's almost your last chance to place your holiday gift orders and ensure free city-wide delivery* by June 24. Don't miss out on this great deal, and avoid leaving loved ones disappointed by submitting your order before 5 P.M. on Friday June 16.

Orders placed after this time and before 3 P.M. on Thursday June 22 will still be guaranteed to arrive by June 24 using our standard delivery option. This remains at our year-round low price of $7 per item (to anywhere in the city – regular rates apply outside of the Townsburg Metropolitan area).

Don't forget to wrap it: If you are short of time, go to our Gift Wrapping corner on this floor for a number of great options (at just $5.95 per item) and put a personalized message on your complimentary card.

* Free delivery applies to gifts delivered to addresses within the Metropolitan area only and to orders of $10 or more. For all other delivery rates (including international), please ask the staff at our Delivery Service on the ground floor of this store.

7. Where does this information most likely appear?
   (A) On a Web site
   (B) In a newspaper
   (C) In a store
   (D) In an employee manual
8. How much does it cost to have an item gift wrapped?
   (A) $3.00
   (B) $5.95
   (C) $7
   (D) $10
9. What is NOT stated about the special free delivery?
   (A) Orders must be placed before June 24.
   (B) Delivery must be to locations within the city.
   (C) Items must cost ten dollars or more.
   (D) Items must be gift-wrapped within the store.

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LIVEWORKSHEETS

Questions 10–12 refer to the following application form and letter.

Mountain Printers, Inc.

CHARITABLE CONTRIBUTION APPLICATION FORM

Instructions: Please complete the form and submit to Mountain Printers, Inc., Corporate Communications Dept, 159 N. Parkway, Mississauga, Ontario L5S 1N9 by mail, or fax to (905) 555-7234.

1. PROJECT TITLE: Center for Volunteers
2. LEGAL NAME OF ORGANIZATION: Southern Ontario City Helpers Group
3. TAX ID NUMBER: Under application
4. CONTACT: David Ison, Funding Coordinator
5. CONTRIBUTION REQUESTED: Office printer

Please answer the following questions.

A. What will be accomplished with the requested contribution(s)?
Use of a printer for our Peel County Office will allow us to print information handouts, maintain client records, and produce business correspondence to assist volunteer projects in the region.

B. Summarize the proposed activities. (Attach additional information as required.)
We organize an outreach program that solicits local community volunteers to assist a variety of local organizations.

C. How will the organization and the constituency you serve benefit from the contribution(s)?
We lack basic office supplies to maintain our records and correspondence with local companies and volunteers. A printer would allow us to minimize our costs.

Please attach the following information:

A brief summary of the organization: history, mission, major programs, other contributors, and highlights of your significant achievements. Please include financial information with explanations as required.

David Ison, Funding Coordinator
City Helpers Group
Georgetown, Ontario, CANADA
L7G 4S7

Dear Mr. Ison:

In response to your donation request, we at Mountain Printers are pleased to offer you a laser printer. This donation is part of our community service project in which we make donations to non-profit organizations in regions where we operate. It is our hope that this printer will assist City Helpers Group in continuing to organize volunteers and support for the community. Technical support may be obtained through our company Web site, www.mountain-printers.com/techsupport.

Before taking delivery of the printer, however, we would like you to send us the information from item number 3 on the application form. We require this information for our accounting records and will ship the printer immediately we receive your response.

Thank you for your work, and best wishes to your organization.

Beatrice Petrenko
Beatrice Petrenko

Public Relations Officer
Mountain Printers
Enclosures

LIVEWORKSHEETS

10. What does the City Helpers Group provide to the community?
    (A) Printing services
    (B) Package delivery
    (C) Technical assistance
    (D) Volunteer workers

11. What does Mountain Printers require from City Helpers before they will ship the printer?
    (A) A tax ID number
    (B) An application form
    (C) Accounting records
    (D) Client records

12. How should technical problems with the printer be addressed?
    (A) In person
    (B) Over the phone
    (C) Through the Internet
    (D) By mail

LIVEWORKSHEETS