

Questions 176-180 refer to the following advertisement and e-mail.

<http://www.businessaudiopro.com>

Business Audio Pro

Enhance Your Company's Image with a Professionally Recorded Telephone Greeting

A professional, personalized voicemail message creates an excellent first impression. **Business Audio Pro** meets your specifications to record a customized telephone greeting within three business days!

Services We Offer:

- Professional Voice Talent for Voicemail Messages**—We have numerous male and female voice actors with a wide range of tones, accents, and dialects. Visit businessaudiopro.com to hear examples of what each actor sounds like and choose the one that best suits your needs.
- On-Hold Messages**—We also create professional on-hold messages with pleasant music to enhance your customers' experience.
- Customized Script Writing**—Our experienced script writers can help you craft a personalized message that distinguishes you and your business.
- Multilingual Voice Production**—For those with a multilingual customer base, we offer services in a wide range of languages.

Send us an e-mail (inquiry@businessaudiopro.com) with your contact information and your specific needs. A representative will call you within 24 hours to discuss your project and provide a price estimate.

To:

From:

Date:

Subject:

I found your notice in the newspaper and wish to use your services for my data-processing and transcription business. I am looking specifically for a professionally recorded voicemail greeting intended for my clients, and I wonder if you would be available to write and record this for me, and how soon. Since I work with English- and Spanish-speaking clients, I would like the message to be recorded in both languages. Please reach out to me at my mobile phone between the hours of 10:00 A.M. and 5:00 P.M. I hope to hear from you soon.

Thank you,

Jody Annesly
Annesly Data
512-555-6879 (mobile)
342 Maymill Road, Fort Worth, TX 76060

176. According to the advertisement, why should customers visit the Business Audio Pro Web site?

- (A) To hear voice samples
- (B) To add a new phone number
- (C) To submit a credit card payment
- (D) To request recording equipment

177. What is suggested about Business Audio Pro?

- (A) It fills orders once a week.
- (B) It advertises in the newspaper.
- (C) It specializes in data-processing services.
- (D) It has recently expanded its business.

178. Who most likely is Ms. Annesly?

- (A) An actor
- (B) A script writer
- (C) A sales associate
- (D) A business owner

179. What service does Ms. Annesly NOT request from Business Audio Pro?

- (A) Professional voice talent
- (B) On-hold messages
- (C) Customized script writing
- (D) Multilingual voice production

180. What will Ms. Annesly most likely do within 24 hours?

- (A) Meet with an actor
- (B) Visit a recording studio
- (C) Write a script
- (D) Speak with a representative

Questions 196-200 refer to the following advertisement, online shopping cart, and e-mail.

Sparky Paints, Inc.

Sparky Paints, Inc., makes it easy to select the right colors for your home. Browse through hundreds of colors on our Web site, www.sparkypaints.com. Select your top colors, and we'll send free samples right to your door. Our color samples are three times larger than typical samples found in home-improvement stores and come with self-adhesive backing, allowing you to adhere them to your walls so you can easily see how colors will coordinate in your home. When you're ready to begin painting, simply select your chosen colors online, and we'll ship the paint of your choice to arrive at your home within 3-5 business days, or within 2 business days for an additional expedited shipping fee.

*Actual colors may differ slightly from what appears on your monitor. For this reason, we recommend ordering several samples in similar shades.

http://www.sparkypaints.com/shoppingcart

| Order Summary #3397 | | Customer: Arun Phan | |
|-------------------------|--------|---------------------|----------------|
| Item | Size | Quantity | Price |
| Caspian Blue SP 237 | n/a | 1 | \$0.00 |
| Deep Sea Blue SP 298 | n/a | 1 | \$0.00 |
| Stormy Blue SP 722 | n/a | 1 | \$0.00 |
| Misty Gray SP 944 | Gallon | 2 | \$50.00 |
| | | Tax (8 percent) | \$4.00 |
| | | Expedited shipping | \$18.99 |
| | | Total | \$72.99 |

Proceed to Checkout

| | |
|-----------------|---|
| From: | Arun Phan <arun.phan@tnet.com> |
| To: | Customer Support <support@sparkypaints.com> |
| Date: | March 12 |
| Subject: | Order #3397 |

Hello,

Thanks for sending my order #3397—it arrived this morning. Unfortunately, the paint was not the one I had asked for. I had selected color SP 944 but received SP 945 (Ocean Waves). They appear right next to each other on your Web site, so the two may have been confused at your end. Could you send me the correct paint, along with additional samples that are close in color to SP 722? That sample worked well in my house; the others looked too green on my walls.

Thank you,

Arun Phan

196. In the advertisement, the word “top” in paragraph 1, line 2, is closest in meaning to

- maximum
- favorite
- important
- upper

197. What are Sparky Paints customers advised to do?

- Apply an adhesive to color samples
- Visit a store to compare paint colors
- Adjust the color on their computer monitor
- Order samples of several similar colors

198. What is most likely true about order #3397 ?

- It arrived within two business days.
- It included an extra sample.
- It was shipped in February.
- It contained four gallons of paint.

199. Which color does Mr. Phan indicate that he likes?

- Caspian Blue
- Deep Sea Blue
- Stormy Blue
- Misty Gray

200. What problem does Mr. Phan mention in his e-mail?

- He received the wrong item.
- He was charged the wrong price.
- The delivery time was too long.
- The instructions were too confusing.

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.