

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

<b>To:</b>	Michael Kaelo <mkaelo@hawthorneclinic.bw>
<b>From:</b>	Sophie Thabado <sthabado@Gaboronestar.bw>
<b>Date:</b>	20 February
<b>Subject:</b>	RE: Event
<b>Attachment:</b>	Dinner and lunch menu options

Dear Mr. Kaelo,

Thank you for considering the Gaborone Star Hotel for your event. Regarding your inquiry, we have four ballrooms that accommodate large groups: Jupiter, Saturn, Neptune, and Venus. They seat 400, 300, 200, and 100 guests respectively.

I've attached some lunch and dinner menu options, but we are happy to work with you regarding specific requests. We can arrange a sit-down meal or buffet-style service. We also provide audiovisual equipment for business presentations or celebrations.

Please let me know if you need any additional information.

Sincerely,

Sophie Thabado, Director of Events

### Gaborone Times

20 May

#### *Local Happenings*

On 15 May, family members, friends, and colleagues of Dr. Patrick Matambo gathered at the Gaborone Star Hotel to celebrate his retirement, which will take effect on 1 June. For twenty years, Dr. Matambo has been the director of the Hawthorne Clinic, located near Hawthorne City University. Among the nearly 180 well-wishers in attendance were also some former patients who attested to the honoree's kindness and professionalism.

Dr. Matambo has also been a familiar face at local charity events, and in particular, he has helped to raise money for many area schools. His immediate plans are to take a month-long vacation on a cruise ship with his wife, Alicia Matambo.

Although Dr. Matambo is retiring, he will remain involved with the clinic as a consultant. A new director has been approved by the Hawthorne Clinic's board of trustees and is expected to be announced later this week.

176. Why did Ms. Thabado send the e-mail?

- (A) To promote a new hotel
- (B) To offer special hotel discounts
- (C) To confirm her attendance at an event
- (D) To respond to a request for information

177. What was sent with the e-mail?

- (A) Photographs of event ballrooms
- (B) Information about meal choices
- (C) A list of hotel services
- (D) A form for ordering audio equipment

178. In what ballroom was the celebration most likely held?

- (A) Jupiter
- (B) Saturn
- (C) Neptune
- (D) Venus

179. What is NOT mentioned about Dr. Matambo?

- (A) He is planning leisure travel.
- (B) He moved to Hawthorne City twenty years ago.
- (C) He was in charge of a medical facility.
- (D) He has helped many local schools.

180. According to the article, what does Dr. Matambo plan to do?

- (A) Remain professionally active
- (B) Spend more time on hobbies
- (C) Teach some classes
- (D) Interview his replacement

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

To:	Vincent Reister <vreister@hexagonmail.com>
From:	Florence Zhang <fzhang@zhtours.com.hk>
Re:	Hong Kong Tour
Date:	3 May
Attachment:	Tour Schedule

Dear Mr. Reister:

Thank you for your inquiry about tours with Zhang Hong Kong Tours, Inc. Thank you also for the compliment—I am very happy to hear that your business partner, Mr. Brown, was satisfied with our Creative HK tour last month and that he recommended our services to you.

We have a number of tours scheduled during your short visit to our city during the week of 24 May. I gather from your e-mail that you are most interested in viewing historical landmarks. We have a couple of options that I believe you would especially enjoy. As you can see from the attached schedule, one of those tours is already fully booked. I suggest that you book soon if you would like to secure a place on the other tour. I will be more than happy to reserve a seat for you as soon as you confirm. I look forward to your reply.

Sincerely,

Florence Zhang, Zhang Hong Kong Tours, Inc.

Zhang Hong Kong Tours, Inc.—May Tour Schedule					
*For more information about these and other tours, visit <a href="http://www.zhtours.com.hk">www.zhtours.com.hk</a> *					
Date	Tour	Primary Stops	Hours/Duration	Price (US\$)	Availability
25 May	HK for Shoppers	✓ Mall of Hong Kong ✓ Hong Kong Markets	9 A.M.–3 P.M. (6 hours)	\$45.00	4 spaces left
26 May	Creative HK	✓ Film Archive ✓ Gallery of Modern Art	12 noon–5 P.M. (5 hours)	\$45.00	3 spaces left
27 May	HK History (Central District)	✓ Lo Pan Temple ✓ Bishop's House ✓ Queen's Pier	10 A.M.–2 P.M. (4 hours)	\$45.00	Sold out
28 May	HK Outdoors	✓ Kowloon Park ✓ Cheung Sha Beach	1 P.M.–6 P.M. (5 hours)	\$35.00	3 spaces left
30 May	HK History (Islands District)	✓ Tin Hau Temple ✓ Yeung Hau Temple ✓ Yuk Hui Temple	10 A.M.–2 P.M. (4 hours)	\$50.00	2 spaces left

181. What is the purpose of the e-mail?

- (A) To provide a referral
- (B) To answer a question about a company's service
- (C) To update an itinerary for a new customer
- (D) To confirm a booking

182. How did Mr. Reister hear about Zhang Hong Kong Tours?

- (A) From a colleague
- (B) From a travel agent
- (C) From an advertisement
- (D) From an Internet search

183. What did Mr. Brown most likely see on his tour?

- (A) Markets
- (B) Temples
- (C) Paintings
- (D) Parks and beaches

184. What is suggested about Mr. Reister?

- (A) He is on a limited budget.
- (B) He will soon start a business.
- (C) He is interested in Chinese cuisine.
- (D) He will be in Hong Kong temporarily.

185. According to Ms. Zhang, what tour is most suitable for Mr. Reister?

- (A) HK Outdoors
- (B) HK for Shoppers
- (C) HK History (Islands District)
- (D) HK History (Central District)

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Questions 186-190 refer to the following Web page and e-mails.

http://www.acolusovens.com/commercial

Home Instructions Service Reviews

### The Aeolus Jetbake 3 Convection Oven

This high-yield commercial oven uses circulated, heated air to cook food evenly and efficiently.

Features:

- Flexible user-installable options
- Spacious interior—104 cm deep
- 5 racks and 11 different positions
- Removable wheels
- Bright internal LED lighting
- Selectable fan modes

**From:** Aldo Castro <aldoc@businessdining.com>  
**To:** <customerservice@acolusovens.com>  
**Subject:** Temperature question  
**Date:** May 1

To Whom It May Concern,

I'd like to share some feedback about the Aeolus Jetbake 3. Our company runs the dining service for the businesses located in the Red Umbrella Complex in downtown Austin. We purchased an Aeolus Jetbake 3 last month. This oven is by far the most efficient oven we've encountered, with its large capacity and rapid cooking times. This is critical, as my employees prepare meals for a large number of people each day. The lighting is great, so we can easily see what we're cooking, even with three or more racks in use at once. However, our croissants—a favorite, but tricky to make—are not turning out right and our pastry chef can't seem to find the right temperature settings. Also, why are the units on wheels? They are heavy, and we don't need to move ours around the kitchen, but the wheels take up space unnecessarily. I am not exactly sure what, if anything, we are doing incorrectly. Please let me know at your earliest convenience how we can bake more effectively.

Thank you for your prompt reply,

Aldo Castro

<b>From:</b>	Iris Martz <imartz@aeolusovens.com>
<b>To:</b>	Aldo Castro <aldoc@businessdining.com>
<b>Subject:</b>	Your question
<b>Date:</b>	May 5

Dear Mr. Castro,

Thank you for your recent e-mail about the Aeolus Jetbake 3. My guess is that the trouble you are having is related to the 1.0 control panel that is standard on most of our models. This is interchangeable with panel 2.0, which allows for finer adjustments and includes a feature to set the heat-circulating fan to three different modes. I will ship one to you without charge. Please reply with your shipping address and the serial number of your oven. It is located on the back, just under the factory inspection certificate.

Thank you for your purchase!

Yours sincerely,

Iris Martz  
Customer Care

186. In the first e-mail, the word "critical" in paragraph 1, line 4, is closest in meaning to

- judgmental
- important
- dangerous
- unexpected

187. What feature of the oven listed on the Web page is NOT referred to in Mr. Castro's e-mail?

- Ability to select fan modes
- Spacious interior
- Use of multiple racks
- Bright internal LED lighting

188. What does Mr. Castro's company do?

- Prepare meals for business employees
- Design food service equipment
- Supply baked goods to local restaurants
- Publish an online food magazine

189. Why does Ms. Martz write to Mr. Castro?

- To provide information on how to remove the oven's wheels
- To give him guidance in addressing an installation issue
- To request his assistance with a cooking seminar
- To offer a solution to a baking problem

190. What does Ms. Martz ask Mr. Castro to do?

- Ship a part to her
- Send her some product information
- Consult an online resource
- Write a follow-up review

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TEST 4 133

Questions 191-195 refer to the following e-mails and Web page.

<b>To:</b>	jacknajarian@sellomail.com
<b>From:</b>	guestservices@pamakanihotel.com
<b>Subject:</b>	Surfing lessons
<b>Date:</b>	May 10

Dear Mr. Najarian,

Thank you for writing to us at the Pamakani Hotel to ask if we could recommend a surfing school nearby. You will be happy to know that Lauloa Surf School ([www.lauloasurfschool.com](http://www.lauloasurfschool.com)) is located on the beach just a few steps from our hotel. The prices are fair, and their lessons are quite good. Having taken a 4-hour lesson with the legendary Alana Kapaku myself, I can personally recommend them.

We look forward to greeting you and your daughter when you arrive on June 4. Please let us know if you have any further questions or needs before or during your stay. We are at your service.

Sincerely,

Regina Manibog  
Representative, Guest Services, Pamakani Hotel

<http://www.lauloasurfschool.com/lessons>

**Lauloa Surf School • 2495 Kekau Road, Honolulu, HI 96815 • 808-555-0142**

**Group Lesson**  
For beginning and lower-intermediate surfers. Group lessons consist of 3 instructors and a maximum of 12 students. We'll form a group for you if you don't already have one.

- 2-hour lesson / \$75 per person
- Must be at least 13 years old.

**Family and Friends Lesson**  
For beginning to upper-intermediate surfers. No more than 4 people. This lesson is for those who want one instructor just for themselves. You will surf more waves than in our regular Group Lesson.

- 2-hour lesson / \$100 per person
- Must be at least 13 years old.

**Private Lesson**  
For all levels, beginning through advanced. You'll have our instructor all to yourself, and you'll learn whatever you want to learn about how to surf.

- 2-hour lesson / \$125 per person
- For safety reasons, children under 13 years old require a private lesson.

**Professional Lesson**  
For advanced surfers. Learn advanced techniques from former professional surfer Alana Kapaku. Alana competed professionally for over 10 years. Her students have included famous movie stars!

- One-on-one 4-hour lesson / \$200 per person
- Must be at least 13 years old.

**All surf lessons include:** protective swim shirt, reef shoes, board leash, and surfboard rental.



*E-mail*	
To:	information@lauoasurfschool.com
From:	jacknajarian@scollomail.com
Subject:	Surfing lessons
Date:	June 17
<p>Greetings,</p> <p>I'm writing to thank you on behalf of my 12-year-old daughter for the wonderful surfing lesson she had during the week when she and I visited Hawaii. I've already told her that when we visit again, I'll purchase another lesson and even sign up with her this time, so we can both learn more about how to surf.</p> <p>Thank you again. We can't wait to get back and enjoy the beach and waves together at Lauoa Surf School.</p> <p>Sincerely,</p> <p>Jack Najarian</p>	

191. Why did Ms. Manibog write the first e-mail?

(A) To confirm a reservation  
 (B) To reply to an inquiry  
 (C) To obtain a recommendation  
 (D) To introduce an instructor

192. In the first e-mail, the word "fair" in paragraph 1, line 4, is closest in meaning to

(A) generous  
 (B) objective  
 (C) reasonable  
 (D) light

193. What is most likely true about Ms. Manibog?

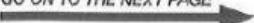
(A) She is an advanced-level surfer.  
 (B) She is the manager of Guest Services at Pamakani Hotel.  
 (C) She previously worked for Lauoa Surf School.  
 (D) She is a close friend of Mr. Najarian's family.

194. How much did Mr. Najarian pay for his daughter's lesson?

(A) \$75  
 (B) \$100  
 (C) \$125  
 (D) \$200

195. What is indicated about Mr. Najarian and his daughter?

(A) They met Ms. Kapaku on the beach.  
 (B) They travel on vacation to Hawaii every year.  
 (C) They plan to stay at the Pamakani Hotel again.  
 (D) They expect to take a surfing lesson together.

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