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

NOTICE

As a property owner in the City of Brock Ridge, you are responsible for keeping the streets, sidewalks, and other public spaces that border your property in good condition. This includes removing snow in front of your property, and making sure that the sidewalks are free of rubbish.

For more information about your responsibilities as a property owner, including how to get help for sidewalk maintenance and street repairs, contact the City Services Department at (303) 347-1924, or e-mail us at services@brockridge.gov for an electronic copy of our brochure, *The Brock Ridge Sidewalk Maintenance and Repair Program*.

From:	"Linda Kauffman" <lkauffman@suremail.com>
To:	services@brockridge.gov
Date:	April 27, 20-- 8:24:19 AM EDT
Subject:	Sidewalk Assistance Program

Hello,

I am writing to you regarding the sidewalk in front of my house. I own the property at 15 Washington Street, which is a very busy street, with a high volume of both pedestrian and vehicle traffic. Every day I need to pick up rubbish from in front of my house. There are no rubbish bins on the block, so people just drop their trash on the ground. Yesterday, there was an accident involving a car and a delivery truck directly in front of my house. Both vehicles drove onto the sidewalk, which caused some damage that will need to be repaired.

Please send me information about your sidewalk maintenance and street repair programs. The situation in front of my building is becoming an enormous problem, and it does not seem fair that one property owner should have to take care of everything alone. I would welcome any help that the city can provide.

Thank you,

Linda Kauffman

Copyright ©2018 Hellenic American Union
LIVEWORKSHEETS

176. Who is the notice mainly for?

(A) Property owners
(B) The general public
(C) Brock Ridge visitors
(D) City Services Department employees

177. Why does the notice mention removing snow?

(A) To explain a recent change to one of the city's laws
(B) To inform the public about one of the city's services
(C) To give an example of a property owner's responsibility
(D) To warn Ms. Kauffman about a complaint from a neighbor

178. In the e-mail, the word "volume" in paragraph 1, line 2, is closest in meaning to

(A) travel
(B) sound
(C) amount
(D) problem

179. What does Ms. Kauffman say about the sidewalk in front of her house?

(A) It is dangerous for pedestrians.
(B) It was not repaired correctly.
(C) It is frequently covered in snow.
(D) It was damaged in an accident.

180. What will the City Services Department probably do?

(A) E-mail Ms. Kauffman a brochure
(B) Send Ms. Kaufmann a form to fill out
(C) Contact Ms. Kauffman to discuss her problem
(D) Remove rubbish from in front of Ms. Kauffman's property

GO ON TO THE NEXT PAGE

Copyright ©2018 Hellenic American Union

LIVEWORKSHEETS

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

WHILE YOU WERE OUT

Date: Wednesday, May 25 Time: 1:15 P.M.
For: Caleb Crawford
Name: Sandra Carter
Of: Carter Consulting
Phone: (212)-294-4607
E-Mail: scarter@carterconsulting.com

Telephoned	[X]	Returned Call	[ ]	Left Package	[ ]
Please Call	[X]	Was In	[ ]	Please See Me	[ ]
Will Call Again	[ ]	Will Return	[ ]	Important	[X]

Message:
Sandra Carter called about your Thursday morning meeting. An employee called in sick and she needs to cover. Wants to reschedule for same time Friday if possible. Please call or e-mail her.

From:	c_crawford@crawford_architects.com
To:	scarter@carterconsulting.com
Date:	Wednesday May 25, 20-- 1:57:22 P.M.
Subject:	Meeting

Hi Sandra,

I got your message about rescheduling. That's not a problem. Friday at 10 will be fine. Just come to my office, room 501, which is on the 5th floor.

Meanwhile, there have been some new developments on the Forsyth project since we last talked. I just got back from a meeting with Yasmine Bukhari. She got approval for the project, and wants us to start on that immediately; however, she's asked for a couple of significant changes that you and I will need to discuss further, because these will affect your role in the project. I'll have more details by Friday, and we can talk about all this then.

Sorry to hear about your sick employee. I hope it's not serious. Looking forward to seeing you on Friday.

Take care,

Caleb

Copyright ©2018 Hellenic American Union
LIVEWORKSHEETS

181. What does Caleb Crawford find out about Sandra Carter from the note?

(A) That she came to his office while he was out
(B) That she is ill and cannot come into work
(C) That she has some important news to tell him
(D) That she will be unable to meet on Thursday

182. Who most likely is Yasmine Bukhari?

(A) A Carter Consulting customer
(B) A Crawford Architects customer
(C) One of Sandra Carter's employees
(D) One of Caleb Crawford's employees

183. What does Caleb Crawford indicate about the Forsyth project?

(A) It has been canceled.
(B) It will be completed on Friday.
(C) It has received approval to begin.
(D) It will be managed by Yasmine Bukhari.

184. In the e-mail, the word "significant" in paragraph 2, line 4, is closest in meaning to

(A) little
(B) advanced
(C) expensive
(D) important

185. What will Caleb Crawford and Sandra Carter probably discuss when they meet?

(A) How to handle a new employee
(B) What Sandra will be doing on a project
(C) Why Caleb wants to make changes to a project
(D) Why Yasmine Bukhari's project should be approved

GO ON TO THE NEXT PAGE

Copyright ©2018 Hellenic American Union

LIVEWORKSHEETS

Questions 186-190 refer to the following receipt, survey, and e-mail.

Traveler's Paradise Hotel
451 Broadway
Las Cruces, NM 88001
Tel: (800) 937-5123
Web: https://www.travelersparadise.net

Bill to:
Name: Mr. Trevor McGee
Address: 24 Smith Street, Warrenton, VA 20186
Phone: (540) 238-7798
E-mail: trevor_mgee@housemail.com

Total: $227.43 billed to credit card #: xxxxxxxxxxxx1783 Expires: August 20xx

Room	Check in	Check out	# of nights	Rate	Total
307	June 20	June 23	3	$70.00	$210.00
				Subtotal	$210.00
				Tax (8.3%)	$17.43
Other charges:					
				Total due	$227.43

Thank you for staying at the Traveler's Paradise Hotel!

From:	**Traveler's Paradise Hotel <customer_service@travelersparadise.net>**
To:	**trevor_mgee@housemail.com**
Date:	**Tuesday, July 14, 20-- 09:01:23 A.M.**
Subject:	**Traveler's Paradise Hotel Guest Survey**

Dear Trevor McGee,

We recently e-mailed you an invitation to complete a Guest Satisfaction Survey concerning your stay with us at Traveler's Paradise Hotel in Las Cruces.

We noticed that you did not complete the survey. We are concerned that the reason you have not responded may be because your experience at our hotel may not have been positive.

At Traveler's Paradise Hotel, our goal is to provide outstanding accommodations and customer service to every one of our guests. Please take a few minutes to tell us about your experience with us.

To complete the survey, please click on the web address: https://www.travelersparadise.net/ survey.doc

Thank you again for choosing Traveler's Paradise Hotel. I look forward to hearing about your stay with us.

Sincerely,

Penelope Schneider, President
Traveler's Paradise Hotel

Copyright ©2018 Hellenic American Union
LIVEWORKSHEETS

GUEST SATISFACTION SURVEY

Name: Trevor McGee
Location of Stay: Traveler's Paradise Hotel – Las Cruces
Length of Stay: 3 nights

Please tell us how you feel about your recent stay with us!

	Very Unhappy	Unhappy	Happy	Very Happy	Neither Happy nor Unhappy
Overall Experience as a Guest			X		
Overall Quality of Room				X	
Helpfulness of Staff				X	
Quality of Service				X	
Quality of Restaurant	X				
Value Received for the Price					X

What was the primary purpose of your stay? Business [X] Personal / Pleasure [ ]

Additional comments:
Overall, my experience with the hotel itself was good. The room was clean and comfortable, and the hotel staff was friendly and professional. Unfortunately, my experience with the hotel restaurant was not good. I am allergic to wheat. The menu listed a gluten-free (no wheat) pasta entree, which I ordered. I specifically asked the waiter to make sure that the pasta was gluten-free. The dish I was brought was made with regular pasta (with wheat). The waiter apologized, and the manager said that they would make it again with the no-wheat pasta, and that they would not charge me for my meal. But at that point, it was getting late. I needed to get up very early the next morning, so I couldn't wait for them to prepare a second meal. So I left, and went back to my hotel room. I was very disappointed. Going there was a complete waste of my time. I found another restaurant in town the next day, and ate the rest of my meals there.

Thank you!

186. When did Mr. McGee's stay at the hotel end?
- (A) June 20
- (B) June 23
- (C) July 14
- (D) August 20

187. What is NOT true about Mr. McGee's hotel receipt?
- (A) It includes a charge for meals.
- (B) It shows how the bill was paid.
- (C) It states which room was used.
- (D) It indicates that a tax was charged.

188. In the e-mail, the word "responded" in paragraph 2, line 1, is closest in meaning to
- (A) started
- (B) opened
- (C) created
- (D) answered

189. What is Mr. McGee's complaint?
- (A) His bed was not comfortable to sleep on.
- (B) His room was not clean when he arrived.
- (C) He was served something he could not eat.
- (D) He was charged for something he did not want.

190. What is probably true about Mr. McGee?
- (A) He contacted Penelope Schneider directly to tell her about his experience.
- (B) He usually stays at Traveler's Paradise Hotel when he takes business trips.
- (C) He did not fill out the survey at first because he had a negative experience.
- (D) He chose to stay at Traveler's Paradise Hotel because it offers a good value for the price

GO ON TO THE NEXT PAGE

Copyright ©2018 Hellenic American Union

LIVEWORKSHEETS

Questions 190-195 refer to the following course description and e-mails

COURSE DESCRIPTION

English 102

Taught by: Gordon Lewis

Begins: September 3rd

Location / time: Main Building, room 207 / M-W-F 10:00 -10:50

English 102 is the second half of a two-semester course. It covers the basics of grammar and composition, including sentence building, and writing paragraphs. Students also study literature from many different genres and time periods, including Shakespeare's drama Romeo and Juliet, Harriet Beecher Stowe's novel Uncle Tom's Cabin, the poetry of Langston Hughes and John Keats, Homer's Odyssey, and other early Greek works.

To:	**Larry Sweeny <lsweeny@njrealestate.com>**
From:	**Gordon Lewis<glewis@maplemail.net>**
Date:	**Monday, May 14, 20– 1:22:07 A.M**
Subject:	**Searching for housing in Newark**

Dear Larry,

Our mutual friend Dan Miller suggested that I get in touch with you about finding a home for rent. Dan speaks highly of you, and says that you are the best real estate agent in town.

I will be moving to Newark this September to begin a one-year teaching position at Newark University. I am interested in renting a three-bedroom house for one year, beginning September 1st. My wife and I have two teen-aged children who will be attending high school at Lincoln High School, in the North Ironbound neighborhood. Ideally, we would like to find a house within walking distance of the high school.

We would prefer a house with at least three bedrooms, but four would be better (we would use the fourth as a home office, and as a guest bedroom). We are also hoping to have a living room, a separate dining room, a modern kitchen (new appliances), and a laundry room. We would also need at least two full bathrooms. Our budget is anything up to $3,000 per month.

I'll be in Newark the week of June 1st for a series of meetings for new staff. If you are able to find some suitable properties for me to visit while I'm in town, that would be greatly appreciated.

I'll be staying at the Claremont Inn, downtown. I'll call you when I get in, and we can make arrangements to meet then.

In the meantime, thank you for your assistance. I look forward to meeting you!

Regards,

Gordon

Copyright ©2018 Hellenic American Union

LIVEWORKSHEETS

To:	Gordon Lewis<glewis@maplemail.net>
From:	Larry Sweeny <lsweeny@njrealestate.com>
Date:	Monday, May 14, 20– 4:12:04 P.M
Subject:	Re: Searching for housing in Newark

Hi Gordon,

Dan told me you would probably contact me. I can certainly help you out.

If I understand you correctly, your main concern is being located near your kids' high school. Unfortunately, there aren't a lot of houses in that area. Most of the housing there consists of apartments in high-rise buildings. Now, with your budget, you could afford a very nice four-bedroom apartment in that neighborhood.

If you really want a house, rather than an apartment, I would suggest the Forest Hill neighborhood. It's farther away from the high school, but honestly, it's a much nicer neighborhood. It's about 15 minutes by car from Forest Hill to North Ironbound, and about 30 minutes by bus.

If you'd like, I can look for housing in both neighborhoods and send you some links to pictures. Once you get a feel for what's available, we can discuss next steps. And of course, when you visit in June, we can actually go and walk around the neighborhoods.

I'm looking forward to working with you on this, and to meeting you when you're here! Please say "hi" to Dan for me!

Best,

Larry

191. What is true about the course that Gordon Lewis will teach?

(A) It covers mostly modern literature.
(B) It is one half of a two-semester course.
(C) It is an hour long and meets twice a week.
(D) It is offered only to seniors at the university.

192. What is indicated about Dan Miller?

(A) He teaches a course at Newark University.
(B) He wants to rent his house to Gordon Lewis.
(C) He lives in the North Ironbound neighborhood.
(D) He is friends with both Larry Sweeny and Gordon Lewis

193. What does Larry Sweeny's job probably involve?

(A) Helping people to buy and rent property
(B) Teaching an English course at a university
(C) Advising people about their academic careers
(D) Traveling between North Ironbound and Forest Hill

194. In the first e-mail, the word "budget" in paragraph 3, line 3, is closest in meaning to

(A) high cost
(B) money owed
(C) annual salary
(D) available money

195. What will probably happen during the first week of June?

(A) Gordon Lewis will start a new job.
(B) Dan Miller will visit Larry Sweeny.
(C) Dan Miller and Gordon Lewis will begin working together.
(D) Larry Sweeny and Gordon Lewis will meet for the first time.

GO ON TO THE NEXT PAGE

Copyright ©2018 Hellenic American Union

LIVEWORKSHEETS