

Name: \_\_\_\_\_ date: \_\_\_\_\_

## Reading Correspondence

### Reading Part 1: Read the following message.

To Whom It May Concern,

I don't usually write emails like this, but I had an experience with one of your bus drivers this morning that has stayed with me all day, and I felt I should share it with you.

Having recently moved from Gloucester to the downtown area, it has taken me some time to learn the routes of the local buses. I first tried looking at the map at the station and asking my apartment manager, but I still wasn't clear about how to get around town. I also couldn't find any information kiosks near to my home. Nevertheless, I finally figured it out using your online maps and schedules at [www.catchmybus.com](http://www.catchmybus.com).

Over the weekend, I planned the best routes to my new office. I knew that I would get on the #2 at Bank and Queen, then transfer to the #42 once I got to McLeod. However, the weekend was a busy one for me, and I didn't get caught up on my sleep. I was up early enough to get ready for my first day at work. I even made my way to the stop at Bank and Queen by 7:30 to catch the 7:37 bus. The problem was, I closed my eyes for a moment at the bus stop and ended up nodding off. Fortunately, when the bus approached, the driver saw me sitting there and honked his horn at me. I was so pleased that he stopped and took a moment to wake me up. If it weren't for him, I would have been late on my first day! He then greeted me with a big smile and said, "Good morning!" as I got on the bus.

In my sleepy haze, I forgot to look at the driver's nametag (and I almost left my bag on the bus), but perhaps the shift supervisor can look at the schedule. Could you please pass along my thanks to the driver and make sure his excellent customer service is recognized?

Regards,

Adam Stevenson

Choose the best option according to the information given in the message.

1. Adam now lives \_\_\_\_\_.  
  - (a) in Gloucester.
  - (b) in the downtown area.
  - (c) outside the city.
  - (d) near McLeod Street.
  
2. The man is writing about something that happened on \_\_\_\_\_.  
  - (a) Sunday.
  - (b) Monday.
  - (c) Wednesday.
  - (d) Friday.
  
3. Adam figured out how to get to work by \_\_\_\_\_.  
  - (a) checking with his apartment manager.
  - (b) using the transit information kiosks.
  - (c) asking one of the bus drivers.
  - (d) visiting the transit web page.
  
4. Adam's problem that morning was that he \_\_\_\_\_.  
  - (a) didn't wake up on time.
  - (b) was late for work.
  - (c) missed the bus.
  - (d) was very tired.
  
5. The most important detail in Adam's message is that \_\_\_\_\_.  
  - (a) he waited in a bus shelter.
  - (b) the bus driver honked at him.
  - (c) he intended to transfer to Bus #42.
  - (d) he was at Bank and Queen at 7:30.
  
6. The letter expresses \_\_\_\_\_.  
  - (a) gratitude.
  - (b) concern.
  - (c) sadness.
  - (d) excitement.

Here is a response to the message. Complete the response by filling in the blanks.

Dear Mr. Stevenson,

We truly appreciate your taking the time to 7.\_\_\_\_\_. Surveys and forms are all very good, but a personal note is even better!

I'm not surprised that you found the downtown bus routes 8.\_\_\_\_\_. than those you've been used to. For your reference, the new 9.\_\_\_\_\_. #616 will operate from Bank and Queen during peak periods.

Yes, the shift supervisor will definitely be able to 10.\_\_\_\_\_. However, the drivers are assigned set routes and schedules until October. You will most likely be able to 11.\_\_\_\_\_.

Thank you again for writing!

Sincerely,

Bill Liu

7.

- Ⓐ tell us about your transit experience
- Ⓑ let us know about the route confusion
- Ⓒ return the bag you found on the bus
- Ⓓ report a problem with our website

10.

- Ⓐ make a change in schedule
- Ⓑ determine your driver's name
- Ⓒ identify your forgotten bag
- Ⓓ monitor customer service

8.

- Ⓐ less numerous
- Ⓑ much slower
- Ⓒ more complicated
- Ⓓ more stop-and-go

11.

- Ⓐ consider establishing an information kiosk
- Ⓑ thank your driver when you next catch the bus
- Ⓒ suggest that our drivers wear name tags
- Ⓓ remind all our bus drivers to be on time

9.

- Ⓐ bus shelter map
- Ⓑ shuttle bus
- Ⓒ information kiosk
- Ⓓ online mapping tool