173. According to the article, where is Ms. Morris planning to live next?

(A) In Hartford

(B) In Seaview Point

(C) In Canton

(D) In Brent Valley

Questions 174-178

To: Imogen Chambers <ichambers@championos.com>

From: Reginald Lee <rlee@cooperandcolsonlaw.org>

Re: Office supplies order

Date: March 20

Dear Ms. Chambers,

We have a standing order tilled by Champion Office Supply, with automatic delivery to us on the first day of each month. I am writing because we would like to modify our usual order for upcoming month as outlined on the attached form. Please note that we would like the ink that we have ordered in the past to be replaced by a different brand as indicated. Furthermore, we would like to add item WB918 to the order only this month as we have recently hired new attorneys and we are preparing additional office spaces for them. Please use our credit card account that you have on file.

We continue to be pleased with the quality of your merchandise, especially the recycled stationery products with our firm's logo.

Thank you.

Reginald Lee. Office Manager

Cooper and Colson Law

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Order for: Cooper and Colson Law **Delivery date:** April 1

Contact: Reginald Lee

Item Description	Item Number	Quantity	Price Per Unit	Itemized Total
Printed letterhead	LH228	10 Reams	54.00	540.00
Whiteboard pens	WP263	10 Packages of 4	4.99	49.90
Cytronics ink toner cartridge	CP576	8	42.00	336.00
Witeglow Magnetic Whiteboard (50" x 35")	WB918	4	79.99	319.96
Champion Office Supply			TAX:	74.75
			TOTAL:	$1320.61

From: Reginald Lee <rlee@cooperandcolsonlaw.org>

From: Imogen Chambers <ichambers@championos.com>

Re: Office supplies order

Date: March 21

Dear Mr. Lee,

We would be happy to accommodate your requests as outlined on your order form. Unfortunately, however, we are currently out of the Witeglow brand whiteboards, I can recommend another brand of magnetic whiteboard that has been well liked by other customers, called Stellar Whiteboards. They are considered the best on the market. They are typically $85 each, but I am willing to provide four at the same cost of the Witeglow brand, if you would like to give them a try. Just let me know. Thank you.

Kind regards,

Imogen Chambers

174. What is the purpose of the first e-mail?

(A) To amend a regular order

(B) To report a delivery error

(C) To make a complaint about a product

(D) To confirm a delivery date

175. In the first e-mail, what is indicated about Cooper and Colson Law?

(A) It has just installed a new photocopier

(B) It is currently expanding

LIVEWORKSHEETS

(C) It is in the process of relocating

(D) It has just hired a new office manager

176. What product is Mr. Lee particularly pleased with?

(A) Paper with company letterhead

(B) Whiteboard pens

(C) The Witeglow magnetic whiteboard

(D) The Cytronics ink toner cartridge

177. What item number identifies a replacement for a regularly ordered product?

(A) LH228

(B) WP 263

(C) CP576

(D) WB918

178. How much will the law firm pay for each Stellar brand whiteboard?

(A) $49.90

(B) $54.00

(C) $79.99

(D) $85.00

Questions 179-183 refer to the following advertisement and form

Appliance World's new four-floor showroom has all the appliances you need to make your home comfortable. Our entire selection of high-quality merchandise is offered at the best prices anywhere. And with nearly endless choices for every size, color, and feature, you're sure to find what you're looking for. Our knowledgeable sales representatives can recommend the perfect device to meet your individual needs. They have extensive experience in helping families like yours. Best of all, customers get a risk-free, thirty-day trial, as we accept returns on items if you're not completely satisfied after trying out the product at home.

Floor 1: microwaves, small kitchen appliances
Floor 2: washers, dryers, vacuums
Floor 3: fans, space heaters, air conditioners
Floor 4: refrigerators, ovens, ranges, dishwashers

Appliance World also offers remodeling services. We can send a specially trained technician to build countertops and cabinets to your exact specifications. With our team, you can be sure that the end result will fulfill all your expectations.

Come to Appliance World today! We look forward to serving you.

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Appliance World 2304 Industrial Drive, Seattle, WA 98101			
Order Date: October 3 Shipping Date: October 4 Estimated Arrival Date: October 6		Bill to: Tim Handy 3512 Elm Ave. Seattle, WA 98104	
Description	**Units**	**Unit Price**	**Line Total**
Anama side-by-side refrigerator 203-4	1	$649.99	$649.99
Whirler Elite II front-control dishwasher	1	$573.98	$573.98
		Subtotal	$1223.97
		Tax at 9.2%	$112.61
Call us within 30 days to return or replace any item. Delivery charges may apply.		Delivery	$150.00
		Total	$1486.58
		Paid	$1486.58
		Total Due	$0.00

179. According to the advertisement, what can Appliance World employees do?

(A) Approve special discounts

(B) Extend the manufacturer's warranty

(C) Give product demonstrations

(D) Make specific recommendations

180. What is true about Appliance World?

(A) It has been in the same location for many years.

(B) It specializes in kitchen appliances.

(C) Its customers can use items on a trial basis.

(D) Its main customers are homebuilders.

181. What is indicated about the company's cabinets?

(A They use a variety of wood types.

(B) They require a deposit.

(C) They are not available at all branches.

(D) They can be custom made.

182. What floor did Mr. Handy visit to make his purchase?

(A) Floor 1

(B) Floor 2

(C) Floor 3

(D) Floor 4

183. What may Mr. Handy be responsible for if he returns an item?

(A) Delivery fees

(B) Sales tax

(C) A cancellation charge

(D) A restocking fee

LIVEWORKSHEETS

Questions 184-188 refer to the following advertisement, e-mail, and brochure

Bring the gift of tasty to your next event!

Throwing a party? Hosting a corporate luncheon? Celebrating a business achievement? We can meet all of these needs!

At Contemporary Catering we specialize in elegant food for large gatherings. We have several different meal options for you to choose from depending on the type of event you are hosting. Regardless of your selection, you are guaranteed to receive food that is locally sourced, expertly prepared, and served in generous portions. Small orders can be placed two weeks ahead, but orders for events with fifty or more guests must be placed at least a month in advance. However, payment is not due until the day of the event.

Don't miss out! Call us at 555-932-9450 or e-mail info@contemporarycatering.com.

To: David Stoltzfus <david@personalmail.com>
From: Rowan Charles <info@contemporarycatering.com>
Date: March 20
Subject: Your upcoming event

Dear Mr. Stoltzfus,

I received your inquiry about your company banquet on April 30. According to the information you submitted, you are interested in knowing the cost to cater an event of 75 guests, but it depends on what meal you select. I've attached our brochure for you.

I want to inform you about two things regarding this brochure:

1) We no longer provide the vegetable lasagna as an option. The brochure hasn't been updated to reflect that change yet.
2) The prices listed at the bottom of each package include the delivery and setup of the food at your venue. In addition, you will receive complimentary coffee, tea, and soft drinks for your guests. However, we do not provide people to serve the food. If you would like us to fill this role at your event, we will charge a separate rate for that service.

Please let me know which package you prefer.

Rowan Charles
Contemporary Catering

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Contemporary Catering Menu Options

	Package A	Package B	Package C	Package D
Salad (choice of one)	Garden salad Cobb salad	Garden salad Caesar salad	Caesar salad Greek salad	Crab salad Caesar salad
Entrée (choice of one)	Vegetable lasagna * Tropical swordfish Chicken teriyaki	Mushroom caps * Poached salmon Smoked pork	Eggplant parmesan * Grilled Ahi tuna Braised lamb	Brown-rice risotto * Pan-seared scallops Roasted duck
Dessert (choice of one)	Chocolate cake Pecan tarts	Chocolate cake Apple pie	Chocolate cake Cherry cheesecake	Chocolate cake Crème brûlée
Price per person	$23.99	$25.99	$29.99	$35.99

* Vegetarian entrées are marked with a *.

184. What is indicated about Contemporary Catering?

(A) It focuses on large functions

(B) Its plate sizes are small

(C) It offers a buffet option

(D) It imports foreign spices

185. When does Mr. Stoltzfus need to place his order by?

(A) March 20

(B) March 30

(C) April 16

(D) April 30

186. What is NOT one Of the package services?

(A) Setting up the tables

(B) Sending workers to serve the dinner

(C) Delivering food to the venue

(D) Preparing hot beverages

187. Which package only has two entrée options

(A) Package A

(B) Package B

(C) Package C

(D) Package D

188. What is indicated about Package D?

(A) It is served with seafood salad

(B) It has the most menu options

(C) None of its dishes contains only vegetables

(D) Its diners can receive two dessert servings

LIVEWORKSHEETS