Questions 168-172 refer to the following e-mails

To: Raquel Jenkins < cservice@starproducts.com >

From: Jose Ramos < jramos.zipnet.com >

Date: October 14

Subject: Defective Hose

Dear Ms. Jenkins,

Recently, I purchased 5,000 yards of XP 100 industrial hosing from your company, Star Products. The hosing was listed as capable of handling up to 1,000 pounds of pressure per square inch (psi). My company, Advanced Dynamic Cleaning, refitted all of our pressure washers with your hosing at considerable cost and time. Every single one of our pressure washers failed somewhere along the hosing from the joint of the gun to the compressor. Our compressors only create 500 psi, so I have to conclude that there is some defect in the design of your hose. I would like to get a refund of my purchase or a replacement of my order with hosing that meets industry standards. I have included my purchase order and a copy of the invoice.

Sincerely,

Jose Ramos

To: Jose Ramos < jramos.zipnet.com >

From: Raquel Jenkins < cservice@starproducts.com >

Date: October 16

Subject: Defective Hose

Dear Mr. Ramos,

We have received your report of a defective hose and reviewed the attached documents. We really value your business and hate that you went through such a waste of time and energy with our hosing. However, I am afraid to say that the mistake may be on your end. In looking over your purchase, you clearly ordered XP100 hosing x 5,000 yards. If you look at the specs for that hosing, it is only rated at appropriate for 100 psi. This could explain why all of your hosing failed. What I can offer you is an exchange of the remaining XP100 hosing in your inventory for a hosing more appropriate to your needs. We will do this at no charge and pay for the shipping as a show of our appreciation for your business. Please fill

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out the purchase order that I have attached and include it with the XP100 hosing when you ship it back to us for exchange.

Thank you,

Raquel Jenkins

Star Products Purchase Order Form

Product name	PSI	Length required	Price per yard	Applicable discount
XP100	1000	2500 yards	$.50	Total discount as per agreed upon exchange with product XP1000

168. Why did Jose Ramos write to Star Products?

(A) To exchange hosing

(B) To order new hosing

(C) To report a malfunction of hosing

(D) To compliment the hosing

169. What is indicated about the hosing that Jose Ramos ordered?

(A) It was not rated for the right PSI for his use

(B) It was defective

(C) It was installed incorrectly

(D) They were delivered to the wrong address

170. According to the purchase order form, how much XP100 hosing is Jose Ramos returning?

(A) 1,000 yards

(B) 2,000 yards

(C) 2,500 yards

(D) 5,000 yards

171. What is indicated in the e-mail from Star Products?

(A) Star Products does not value Jose Ramos' business

(B) Star Products appreciates Jose Ramos patronage

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(C) Star Products doesn't need any more business

(D) Star Products wants to expand their business

172. What job does Raquel Jenkins likely have?

(A) CEO

(B) CFO

(C) Customer service

(D) Sales

Questions 173-175 refer to the following e-mail

To: Jonah Easterbrooke <j.easterbrooke@supermaxfoods.com>
From: Gary Hardcastle <g.hardcastle@retailweekly.com>
Date: March 29
Subject: Retail Weekly Summer Expo

Dear Mr. Easterbrooke,

Retail Weekly is currently taking bookings for our Summer Expo, running from August 10 to 14. We are expecting a 30% increase in international visitors this year. — [1] — In fact, there is a trade delegation from China arriving on the second day, and I think you might be particularly interested in arranging a meeting with Mr. Chung, who acts as a liaison to the North American market.

I noticed that you have not yet renewed your booking for this year's event. — [2] — I'm sure the exposure you received at last year's expo helped to boost your brand, and such success can easily be replicated this year.

If you could let me know your plans by the end of April, I would be grateful. The rates for booths have increased slightly this year, but all other benefits and services remain unchanged. The fee for the booth is $5,600 for the full week. — [3] —

As always, the event will be held at the Sobell Conference Center in Springton. I would also like to inform you that the Sunshine Hotel is offering confirmed participants a 20% discount. Simply give your exhibition confirmation number when you make the booking. — [4] —

I look forward to hearing from you.

Yours sincerely,

Gary Hardcastle
Sales Executive, *Retail Weekly*

173. Who most likely is Mr. Chung?

(A) A planning committee member

(B) A Sunshine Hotel employee

(C) A member of the Chinese delegation

(D) A venue manager

174. What can be inferred about Mr. Easterbrooke?

(A) He participated in last year's event

(B) He has started a new job recently

(C) He sent a request for information

(D) He wants to negotiate a discount

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175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"This fee is standard and includes two parking spaces as well as complimentary electric power. "

(A) [1]

(B) [2]

(C) [3]

(D) [4]

Questions 176-180 refer to the following advertisement and Web site



Pierre Michel Orchard

865 Harvest Lane Northeast, Richland, Washington

Operating Hours
Monday–Wednesday, 9 A.M. to 5 P.M.
Friday–Sunday, 9 A.M. to 6 P.M.

Would you like to experience the fun of picking your own fresh fruit? Visit Pierre Michel Orchard now and check out our 105 acres of cherries, peaches, apples, oranges, and nectarines.

Pierre Michel Orchard was built in 1970. All of our fruits were commercially sold before the idea of *You Pick* came about in the 1980s. *You Pick* gives visitors of all ages the chance to pick fruit during the harvest season, which usually runs from June to early January the following year. While visitors pay for all the fruit they pick, regardless of whether they are ripe or not, the pleasure of personally picking them off our trees is priceless.

Pierre Michel Orchard also offers hayrides and tours of our technical area. Here guests can take a look at our state-of-the-art tractors and equipment. We also conduct demonstrations on fruit drying and canning and teach lessons on how to make apple and peach pies. For additional information about our orchard, you may visit our Web site at www.pmichelorchard.com.

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176. What is NOT mentioned about Pierre Michel Orchard?

(A) Types of machinery

(B) Directions to a site

(C) Different kinds of produce

(D) Advantages of a service

177. What is suggested about You Pick?

(A) It is unavailable on Thursdays

(B) It was first introduced in 1970

(C) It charges visitors for ripe fruits only

(D) It is unsuitable for children

178. What does the Web site indicate about Pierre Michel Orchard?

(A) Its classes for fruit drying and canning are full

(B) It has recorded losses due to a natural disaster

(C) Groups can reserve individual sessions during the week

(D) It has decided to suspend its operations for one month

179. When will the fruit most likely be first available for harvesting?

(A) In April

(B) In May

(C) In June

(D) In January

180. What will guests receive after registering for the online newsletter?

(A) Invitations to private picking events

(B) Recipes for peach and apple pies

(C) Complimentary tickets to hayrides

(D) Information about baking lessons

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Questions 181-185 refer to the following information and e-mail

Kingdom Airways
Flight Itinerary for: Mr. Jacob Young
Booking Confirmation Number: 34897182

Depart	Heathrow Airport London, United Kingdom Terminal 1		05/30 2:40 P.M.
Arrive	Abu Dhabi International Airport Abu Dhabi, UAE Terminal 2		05/31 12:50 A.M.
Seat	Not Assigned		
Meal	Vegetarian		
Aircraft	Tristar 777-300ER	Travel Time	7 hrs. 10 min.
Layover	2 hrs. 15 min.		
Depart	Abu Dhabi International Airport Abu Dhabi, UAE Terminal 3		05/31 3:05 A.M.
Arrive	Ninoy Aquino International Airport Manila, Philippines Terminal 1		05/31 2:20 P.M.
Seat	Not Assigned		
Meal	Vegetarian		
Aircraft	Tristar 777-300ER	Travel Time	9 hrs. 15 min.

Passenger should be at the gate 20 minutes before departure for domestic flights and 30 minutes before departure for international flights.

Passengers may call 555-7289 to cancel a ticket and receive a full refund (with no change fees) within 24 hours of the original booking. The reservation must have been booked at least 7 days before the scheduled departure.

If a reservation is canceled on or before the departure date, the value of the ticket may be applied toward a future flight up to 12 months from the original purchase date. The new flight must occur within one year of the original date of issue.

When a reservation has not been canceled, tickets that are unused after the scheduled departure date will have no value.

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To: Emma Rundgren <erundgren@atraxo.net>
From: Jacob Young <jyoung@atraxo.net>
Subject: Travel Update
Date: April 28

Hi Emma,

Unfortunately, I've encountered a bit of a problem with my trip to Manila. My first flight arrived on time but it appears that my connecting flight will be delayed for 4 hours due to a tropical storm moving rapidly northwest from Cebu.

I'm obviously concerned, as this means I will probably not make it to the awards ceremony on time to give the opening address to our company staff. I have no other option but to ask you to take my place. I'm sorry to put such a burden on you on short notice. I have e-mailed my notes to you, but feel free to change them as you see fit.

I hope to see you soon.

Regards,

Jacob

181. What can be inferred from the flight itinerary?

(A) Mr. Young selected his seats in advance

(B) Mr. Young requested a special menu

(C) Mr. Young prefers to travel in first class

(D) Mr. Young is traveling with a companion

182. What is indicated about Mr. Young?

(A) He purchased his airline tickets from a Web site

(B) He is a regular passenger on Kingdom Airways

(C) He booked a return flight through Kingdom Airways

(D) He should arrive at the boarding areas half an hour early

183. What is true about the airline's ticket cancellation policy?

(A) Tickets canceled on the day of purchase will be fully refunded

(B) Passengers who wish to cancel tickets must do so online

(C) Passengers who cancel on the departure date must pay a fee

(D) Tickets canceled after the departure date may be changed

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184. Where was Mr. Young when he sent the e-mail?

(A) London

(B) Manila

(C) Abu Dhabi

(D) Cebu

185. What 's Ms. Rundgren asked to do?

(A) Accept Mr. Young's award

(B) Forward some documents to Mr. Young

(C) Give a speech on Mr. Young's behalf

(D) Take Mr. Young's place at a training session

Questions 186-190 refer to the following advertisement, invoice, and letter

Are you a new homeowner?

Buying your own home gives you freedom and confidence, but it also comes with many expenses. At Oxton Co. we can help you keep your monthly utility costs to a minimum. Our rates are more reasonable than those of our competitors. Additionally, if you combine all of your services together into one account, we will waive the activation fee on your first bill. We also employ service technicians who will visit your home to inspect and repair cable and Internet connections as needed. To learn more about Oxton Co.'s monthly rates for your Internet, cable, and telephone, please visit our Web site at www.oxtonco.net.

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