Questions 172-175 refer to the following e-mail

From: Danielle Bergstrom <dbergstrom@mackletech.com>
To: Support Staff <techsupport@mackletech.com>
Date: November 2
Re: Development workshops

To all staff members,

Here at Mackle Technologies, we pride ourselves on our dedication to providing the best technical support services to our clients. — [1] — That is why I have organized a series of workshops to serve in aiding our staff's continuing professional development. Mr. Garvey, the regional manager, has stated that all technical support employees are to attend this three-week course of workshops and will be provided with overtime pay for doing so. Sessions will take place from 6 P.M. to 7:30 P.M. on Tuesdays and Thursdays, beginning on Tuesday, November 10. — [2] — Those unable to attend due to prior engagements must inform the personnel manager, Jane Porter, as soon as possible.

These development workshops will be delivered by Mr. James Greening, the former director of customer relations at Biz Electronics. Mr. Greening has over thirty years of experience in the field of technical support and customer service. — [3] — Since retiring, he has written several best-selling books on the subject, and his highly praised seminars have been well-attended around the country. We are fortunate to have him devote his time to our company.

All staff members must bring a notepad and pen to the workshops, as there is a lot of information that you should write down for future reference. — [4] — If you have any questions, please e-mail me back.

Regards,

Danielle Bergstrom
Technical Support Manager, Mackle Technologies

172. What is the e-mail mainly about?

(A) The promotion of a technical support manager

(B) The company's participation in an upcoming conference

(C) An improvement in customer service ratings

(D) A series of skills development workshops

173. Who should employees speak to if they have a conflict in their schedule?

(A) Mr. Greening

(B) Ms. Bergstrom

(C) Ms. Porter

(D) Mr. Garvey

174. What is suggested about Mr. Greening?

(A) He s an executive at Biz Electronics

(B) He is embarking on a nationwide speaking tour

(C) He was in charge of hiring Ms. Bergstrom

(D) He is good at solving customer problems

LIVEWORKSHEETS

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

"One way to ensure that we maintain our high standards is by constantly improving our employees' customer service skills."

(A) [1]

(B) [2]

(C) [3]

(D) [4]

Questions 176-180 refer to the following advertisement and e-mail

Jackson Road Arts Center

Fall Schedule

October 9 / The Royal Russian Acrobat Troupe / Main Hall
Direct from Moscow, this sensational show has been captivating audiences worldwide with its daring stunts. Set to traditional Russian folk music, this is one of the most eagerly anticipated performances at the center this year. Tickets: £18 individual / £10 group rate

October 15 / Harp recital by Janice Franklin / Renoir Room
Hear the haunting sounds of this majestic instrument played by one of the world's most accomplished artists. Franklin will be performing a selection of new works specifically written for this tour by composer Gilberto Sullivano. Tickets: £15 individual / £8 group rate

October 25 / Improvisational comedy workshop / Van Gogh Room
Taught by David Michelson, this interactive workshop will end with a free show at 7 P.M. for friends and family. Learn some of the techniques that professionals use to make people laugh. Tickets: £25 individual / £18 group rate

October 29 / *A House of Ill Intent* / Main Hall
Get into gear for Halloween with a performance of this frightening play by Giorgi Sirtamente. Set in 1920s France, *A House of Ill Intent* explores the story of a young family whose solitary relative dies, leaving them the keys to a run-down mansion. Tickets: £16 individual / £11 group rate

Group bookings must be for ten or more people. For more information about specific seat assignments, upcoming events and performances, and the latest newspaper reviews, please visit www.jacksonroadartscenter.co.uk.

LIVEWORKSHEETS

To: <tickets@jacksonroadartscenter.co.uk>
From: Roberta Williams <r.williams@grangehall.edu>
Date: September 27
Subject: Tickets

Dear Sir or Madam:

I am the school secretary for Grange Hall School. We recently purchased tickets for the harp recital for our senior music students. At the time, we bought 15 tickets and paid full price for them. However, I have since learned we were entitled to a group discount and the prices should have been adjusted at the time of purchase.

Could you please get back to me to arrange sending a refund and an amended receipt? Given that our accounts are publicly administered, we will need to have that paperwork. We can accept a check made out to Grange Hall School for the balance.

Yours sincerely,

Roberta Williams

176. What can be inferred about Jackson Road Arts Center?

(A) It has multiple venues for performances

(B) It gives discounts to its members

(C) It is partially funded with government money

(D) It usually sells out quickly for shows

177. What is NOT mentioned as a feature on the Web site?

(A) Future events

(B) Online booking

(C) Seat allocations

(D) Media reviews

178. When does Ms. Williams's group plan to attend a show?

(A) October 9

(B) October 15

(C) October 25

(D) October 29

179. What problem does Ms. Williams mention?

(A) She was sent tickets for the Wrong show

(B) She needs more tickets

(C) She lost a check for a refund

(D) She was overcharged

LIVEWORKSHEETS

180. In the e-mail, the word "given" in

paragraph 2, line 1, is closest in meaning to

(A) allowed

(B) presented

(C) considering

(D) accommodating

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

ASTRO TELECOM
Customer name: Mr. Steve Harper
Invoice number: 011-555-8725

Page 3 of 3
Customer account number: 3728199
August 5 (Bill period July 1– July 31)

International Charges	**Amount in USD**
International SMS	18.90
International Calls	0.00
Data Roaming Charges	290.57
1. Total International Charges	309.47
2. Total Domestic Charges (see Page 1)	68.46
3. Monthly Service Charge	40.00
Total Amount Due (1 + 2 + 3)	**417.93**

The balance of $417.93 must be paid in full by August 30. Failure to pay on time will result in a $30 late fee, and a payment of $447.93 will be required. Checks should be made payable to Astro Telecom, PO BOX 2876, Milwaukee, WI 53214. Please add your Astro Telecom account number to the memo line of the check. Bank transfers should be sent to account number 910-346748-27899 at Midwestern Bank. Alternatively, certain Astro Telecom Service Centers are equipped to receive bill payments. Please see our Web site at www.astrotelecom.com for a list of participating locations.

LIVEWORKSHEETS

E-MAIL MESSAGE

To:	Steve Harper <harper.s@gomail.com>
From:	Annabeth Williams <awilliams@astrotelecom.com>
Subject:	Recent Inquiry
Date:	August 12

Dear Mr. Harper,

I am writing to you in response to your recent e-mail. I was very sorry to hear that you were unaware of the data roaming charges you were accumulating during your recent trip to Taiwan. As you mentioned in your e-mail, many older customers are not familiar with the complicated menus on some of the newer phone mocels, and we here at Astro Telecom do understand this issue.

It is normally the policy of our company to show no leniency for accidental data roaming charges, but in certain cases we can make an exception. Based on your data history, it is clear that this was a genuine accident, so we will waive the fee this time only. However, I advise you to become more familiar with your cell phone settings in order to avoid any similar mishaps in the future. Finally, I see that you did actually pay the full balance before bringing this issue to our attention. Accordingly, the roaming charges will be credited back to your mobile account on August 15. This will be deducted from your next bill on September 5.

If you have any further questions, please do not hesitate to get in touch.

Sincerely,

Annabeth Williams
Customer Service Manager
Astro Telecom

181. What is indicated about Mr. Harper?

(A) He was late with a bill payment in July

(B) He has recently changed his phone plan

(C) He made no calls overseas last month

(D) He does not use his cell phone for domestic calls

182. How much was Mr. Harper charged for his regular service fee?

(A) $20

(B) $30

(C) $40

(D) $50

183. What is NOT mentioned as a way of paying the bill?

(A) By check

(B) Through a Web site

185. According to Ms. Williams, what will most likely happen on August 15?

(A) Mr. Harper will be required to pay $68.46

LIVEWORKSHEETS

(C) By bank transfer

(D) At a business location

184. Why did Ms. Williams send the e-mail?

(A) To acknowledge that a charge will be removed

(B) To respond to a complaint about a faulty cell phone

(C) To demand that a customer make a payment

(D) To explain a complicated process to a customer

(B) Mr. Harper will visit an Astro Telecom service center

(C) Mr. Harper will receive an amended bill

(D) Mr. Harper will be refunded $290.57

LIVEWORKSHEETS

Questions 186-190 refer to the following brochure, Web site, and e-mail

Great Adventure Tours

Great Adventure Tours offers four fascinating tour options throughout Eastern Europe. Pick the tour that is best for you!

BALKAN JOURNEY		**$900**
Get a taste of the Balkans by visiting several historic cities.	Length: 2 days, 1 night Deposit: Full payment required	
TURKEY TREK		**$1,140**
See dozens of ancient sites including the famous Trojan Horse and Apollo Temple.	Length: 3 days, 2 nights Deposit: $520	
CROATIA SAILING		**$1,020**
Enjoy a full day of leisure on a boat sailing off the shores of Croatia. (Limit: 8 people)	Length: 12 hours Deposit: $355	
OTTOMAN TRIP		**$2,270**
All of the other adventures are combined in this one tour.	Length: 4 days, 3 nights Deposit: $791	

www.greatadventuretours.com

BOOKING SUCCESSFUL

Congratulations, Angela Moseley, you will receive confirmation by e-mail shortly. If you don't receive an e-mail within twenty-four hours, please contact us by e-mail at info@greatadventuretours.com.

You have booked the following:

BOOKING REFERENCE: X169TL4
DEPARTURE DATE: March 1
TOUR: Balkan Journey
PARTICIPANTS: 2
TOTAL COST: $1,800 *

*All payments can be refunded in full within a week of booking. After this time, you will be charged a 15% cancellation penalty.

Please close this window to return to the previous screen.

LIVEWORKSHEETS