Questions 191-195 refer to the following e-mails and form

To: Jessie Patton <jp@usermail.org>
From: Douglas Arp <arp@oswaldsons.com>
Date: April 18
Subject: Order confirmation
Attached: 274985 Order Form

Dear Ms. Patton,

Thank you for placing a phone order with Oswald & Sons. This e-mail confirmation is for you to verify that your information is correct. Please review the attached order form. If you notice any discrepancies between what you ordered and what is recorded, please respond to this e-mail so that I can address the issue.

As indicated in our purchase policy, Oswald & Sons will debit your account 48 hours after an order is placed. If you would like to update your method of payment you can do so by logging into your account online at www.oswaldsons.com/account.

Thank you for your continued business.

Douglas Arp
Sales Rep, Oswald & Sons

OSWALD & SONS ORDER FORM

Customer: Jessie Patton
Account: 274985
Order placed: by phone
Order taken by: Jay Brewton
Date ordered: April 17

Item	Quantity	Cost
Microwave	1	$320
Plates (box of 12)	4	$150
Cutlery (box of 34 assorted pieces)	50	$3,950
Tablecloths	30	$130
	Total cost (includes tax and delivery charges)	$4,760

LIVEWORKSHEETS

E-MAIL MESSAGE

To: Douglas Arp <arp@oswaldsons.com>
From: Jessie Patton <jp@usermail.org>
Date: April 19
Subject: RE: Order Confirmation

Dear Mr. Arp,

Thank you for your e-mail. I reviewed the attached breakdown that you sent me, and I'm afraid that I did notice a pretty significant mistake.

Your e-mail says that I ordered fifty (50) boxes of a product, but I actually only ordered fifteen (15). I was rather shocked to see such a high number in the order, but I suppose the man on the phone simply misheard me. After all, the numbers do sound similar. Could you please make sure the amount due is updated before payment gets taken out of my account?

Secondly, would it be possible for you to send me a new confirmation in which you itemize all the expenses including the ones that aren't currently listed? My company needs to see these charges broken down on separate lines. I hope this won't be too much work.

Thank you,
Jessie Patton

191. How can Ms. Patton update her payment information?

(A) By responding to an e-mail

(B) By calling Mr. Arp directly

(C) By signing into an online account

(D) By submitting a request in writing

192. What type of company most likely is Oswald & sons?

(A) A kitchen supply store

(B) A fine dining restaurant

(C) An appliance warehouse

(D) A catering company

193. When will the money probably be debited from Ms. Patton's account?

(A) April 17

(B) April 18

(C) April 19

(D) April 20

194. What is true about the order?

(A) It was placed by Mr. Patton's assistant

(B) It will be delivered within two days

(C) Its cutlery was charged incorrectly

(D) It can be changed online

195. What does Ms. Patton imply in her e-mail?

(A) She wishes to cancel her order

(B) Tax and shipping charges need to be specified

(C) She will pay with a different credit card

(D) Her order confirmation page has been misplaced

LIVEWORKSHEETS

Questions 196-200 refer to the following notice, e-mail, and memo

Attention shoppers!

Baxter Creek Mall underwent a routine city inspection recently. As a result, the inspectors recommended that we widen each parking space.

Work to be done:
- Repainting parking lines

Construction period:
- One week duration: June 23 through June 29
- Parking lot reopens on June 30.

Alternative parking plan:
- Mall patrons will be able to use the nearby Kent Street parking lot.
- The parking tickets will be validated by our mall staff.

Baxter Creek Mall Management Team

E-MAIL MESSAGE

To: Customer Service <cs@baxtercreek.net>
From: Natasha Lange <lange@youmail.org>
Subject: Temporary parking arrangements

Hello,

I went to your mall this morning and I parked in the reassigned lot. I know that this was the first day that your parking garage has been closed, but I had a lot of difficulty getting my parking ticket validated. I first asked the cashier to do it as I was paying for a purchase, but she said she wasn't authorized to validate Kent Street parking tickets. She had to direct me to the mall's information desk. The process was too complicated and time-consuming.

I think it would be better if cashiers could validate parking directly at the check-out. Please consider making this change.

Regards,

Natasha Lange

LIVEWORKSHEETS

MEMO

To: Store Managers
From: Dave Voyles

In response to several customer complaints about parking validation, we are making a small change to our policy. Instead of directing customers to the mall information desk, all cashiers in individual stores will now be authorized to validate parking tickets for our temporary lot. This way, shoppers can get their parking validated at the same time they pay for their purchases. We believe that this process will be much easier for everyone involved. Please inform your staff members of this change and forward any questions to me.

Thank you,

Dave Voyles, Baxter Creek General Manager

196. What is the notice mainly about?

(A) Installing a parking fee machine

(B) Setting up security cameras

(C) Modifying the parking spaces

(D) Adding more stores to a mall

197. What caused the management team to take action?

(A) Customer complaints

(B) A site examination

(C) An employee suggestion

(D) New city regulations

198. In the e-mail, the word "direct" in paragraph 1, line 4, is closest in meaning to

(A) oversee

(B) address

(C) specify

(D) show

199. When did Ms. Lange go shopping?

(A) on June 23

(B) on June 24

(C) on June 29

(D) on June 30

200. What can be inferred about Mr. Voyles?

(A) He works at the mall's information desk

(B) He implemented a customer's suggestion

(C) He sent an apology to Natasha Lange

(D) He will validate customer parking tickets himself

LIVEWORKSHEETS