



Read the following passage and answer the questions.

Kefel Furniture

200 Main Road

Australia

February 5, 2020

Attn: Mr. Rafeal Wang

Sales Manager

WoodHeaven

32 Park Road

Australia

Re: Order number W32467

Dear Mr. Wang,

I am writing to inform you of a recent shipping issue with our order. On Jan 15th, we placed an order of 2000 treated wood panels via your website www.woodheaven.com (Order number W32467). However, only 1500 panels were delivered to us, and 100 of them are completely untreated.

Our business has experienced significant difficulties as a result of this error because we had to make an urgent purchase to fulfill orders placed by our own clients.

Please fulfill the remaining portion of the order immediately and take steps to prevent similar mistakes from occurring in the future. Otherwise, we will be forced to look elsewhere for our supplies.

I look forward to hearing from you soon.

Yours sincerely,

T. Jay

T. Jay

Purchasing



1. When did Mr. Jay place the order?

- (A) Jan 13
- (B) Jan 15
- (C) Jan 30
- (D) Feb 5

2. How many wood panels did Mr. Jay order?

- (A) 100
- (B) 1,500
- (C) 2,000
- (D) 2,100

3. How many treated wood panels were shipped to Mr. Jay's company?

- (A) 2,000
- (B) 2,100
- (C) 1,500
- (D) 1,400

4. What was Mr. Wang required to do?

- (A) To send an apology email
- (B) To refund the order
- (C) To deliver the missing items
- (D) To look for another supplier



Read the following passage and answer the questions.

To: All Staff

From: Lara Mayer <l.mayer@accounts.dwhcorp.com>

Re: Purchasing Policy

At the moment, the policy regarding the procedure of placing an order is not being followed consistently within the company. This serves as a reminder that a Purchase Order needs to be finished the same day it is placed.

It is necessary to send three copies straight away. The blue copy must be forwarded to the Finance Department the same day. The pink copy must be preserved in the company's purchase file, and the white copy must be submitted to the supplier.

Team leaders are permitted to place daily orders with a maximum value of \$400 for operational needs. For orders worth more than \$400, you need to get permission from the Head of Department. Any order worth more than \$1,000 need to be approved by the Head of the Accounting Department.

Please use the list of suggested suppliers to compare prices before placing an order. As a valued customer, ordering via QuickBuy's network should save us money in most circumstances.

This is to guarantee that sufficient cash flow funds are available to cover the planned expenditure. To ensure positive cash flow reserves, the Finance Department must always be kept informed of all expenses.

If you have any questions about the purchase policy, do not hesitate to contact me.

Many thanks,

Lara Mayer

Finance



1. Where should the blue copy of the Purchase Order be sent to?

- (A) The Team Leader
- (B) The Head of Department
- (C) The Finance Department
- (D) The Board of Directors

2. When should the supplier get the copy of a Purchase Order for an item that costs \$450?

- (A) After someone places an order
- (B) After the Team Leader approves
- (C) After the Head of Department approves
- (D) Before the Finance Department gives permission

3. What should be done before ordering an item?

- (A) Checking with the Team leader
- (B) Consulting the Finance Department
- (C) Comparing prices
- (D) Submitting the copies

4. How can the company save money when placing an order?

- (A) Buying in promotion period
- (B) Ordering through a network
- (C) Ordering from the valued suppliers
- (D) Keeping positive cash flow



Read the following passage and answer the questions.

To: DavisFrankel@maystationery.com.us

From: JuliaHope@aranlo.com.us

Date: Oct 12

Subject: Prices and standards

Dear Mr. Frankel,

I have been a regular customer of your May Stationery Chain for over three years. Each month, we order up to \$1,000 worth of printer supplies from your company for delivery to all of our offices in Glassville. However, I am writing this letter to request a more satisfactory sales policy.

In most cases, your prices are higher than those of your competitors. For example, your HW56 black printer cartridge costs \$29, while PrintMart offers us the same model at only \$20. Additionally, last week we purchased three identical Xeros filing cabinets for various prices; two cost \$60 while the third cost \$75. Your staff explained that interrupted production caused the price to raise, but I do not think it is acceptable as MediaMall is still selling for \$60.

If you do not adjust the price and have better sales policies for a regular customer, we have no choice but to find another supplier.

I look forward to hearing from you soon.

Sincerely,

Julia Hope

Office Manager



1. How long has Ms. Hope done business with May Stationery?

- (A) 2 years
- (B) 3 years
- (C) 4 years
- (D) 5 years

2. How much does it cost for a HW56 black printer cartridge in PrintMart?

- (A) \$20
- (B) \$29
- (C) \$60
- (D) \$75

3. Which item costs \$75?

- (A) The first Xeros filing cabinet
- (B) The second Xeros filing cabinet
- (C) The third Xeros filing cabinet
- (D) The fourth Xeros filing cabinet



Read the following passage and answer the questions.

Return and Exchange Policy

It is required that before returning any item, customers must inform one of our stores first. Items cannot be returned without our prior permission.

Return period

Items can be returned if purchased in the last 30 days. Shipping fees and insurance are all non-refundable. Refunded amounts will be paid via debit/credit cards. We will not process the refund if you use another payment method.

Exchange period

Within 30 days from the date of purchase, faulty products can be exchanged with new items if the defects come from the manufacturing or delivery processes. Customers will need to pay for the shipping fee only. Items will not be exchanged without receipts. Customers should receive the new items within 4 working days after the returned items arrive at our stores.

1. What are customers required to do before returning a product?

- (A) They need to check the items carefully.
- (B) They need to show a receipt.
- (C) They need to ask the store first.
- (D) They need to pay for the delivery.

2. What payment method is used to make a refund for customers?

- (A) Credit cards
- (B) Cash
- (C) Check
- (D) Mobile payments



3. In which case will the customers exchange for a new product?

- (A) Products without proof of purchase
- (B) Products purchased within two months
- (C) Products in good conditions
- (D) Products with damage from the delivery process

4. How long will customers receive the new items?

- (A) Within 30 days from the date of purchase
- (B) More than 30 days from the date of purchase
- (C) Within 4 working days after receiving the returned items
- (D) More than 4 working days after receiving the returned items