Questions 168-171 refer to the following letter.

Claire Fields
390 Holt Drive
4C24+8G Bridgetown

18 March

Ruthie's
2090 Philip Road
3CV4+9Q Bridgetown

To Whom It May Concern:

My name is Claire Fields, and I am a frequent customer at your shop. I love your iced mochas, and I think your service is excellent. However, as a wheelchair user, there is an accessibility issue that I would like to bring to your attention. Your service counter is quite high. It seems like it is about 150 centimeters off the floor. I cannot see things that are set on it, I struggle to reach over it, and it even obstructs my view of your menu.

It would probably be quite expensive to replace your counter, so I am not asking you to do that. Instead, I am writing because I heard that you are opening new locations in other areas of Bridgetown. Please consider equipping them with more wheelchair-friendly facilities. Also, I suggest contacting the Barbados Disability Authority (BDA) for more tips on accessible design. Its Web site is www.bda.bb.

Thank you for taking the time to read my letter, and good luck! It is always exciting to see locally-owned businesses thrive.

Sincerely,

Claire Fields

168. What kind of business is Ruthie's?

(A) A café
(B) A hair salon
(C) A flower shop
(D) A clothing store

169. What problem does Ms. Fields describe?

(A) A doorway is too narrow.
(B) The text on a sign is too small.
(C) Some flooring is too uneven.
(D) A piece of furniture is too tall.

170. What is indicated about Ruthie's?

(A) It is currently expanding.
(B) It offers an unusual service.
(C) It employs people with disabilities.
(D) It is an international chain.

171. Why does Ms. Fields recommend contacting the BDA?

(A) To schedule an inspection
(B) To receive further information
(C) To apply for financial support
(D) To report a difficulty

GO ON TO THE NEXT PAGE

LIVEWORKSHEETS

Questions 172-175 refer to the following article.

Evarson Farmers' Petition Introduced in State Parliament

SCAVELL (8 September)—Today, member of State Parliament Naomi Black submitted a petition created by farmers in the Evarson area protesting a government plan to reduce their water licences.

Water licences authorize their holders to use specific, large amounts of groundwater. —[1]—. The government's reduction plan would slowly shrink the amount of water that licence-holders in the agricultural industry are entitled to by 10% over the next five years. It was developed by the Evarson Water and Agriculture Taskforce (EWAT) as a way to combat the regions increasing dryness.

"Everyone has to adjust," said Alvin Brooks, EWAT's chair. "The state government has already cut its own water use through actions like replacing grass in public parks with stone gravel. The licence plan will encourage farmers to use water more efficiently."

However, the farmers complain that the reductions will unfairly devalue their land and damage the local economy. —[2]—. Courtney Grant, head of the Evarson Farmers Association (EFA) and one of the creators of the petition, said, "We already use water efficiently. All that the reductions will do is lower our output."

EWAT representatives and EFA members discussed the plan at a public meeting soon after its announcement last month, but were unable to find a mutually acceptable compromise. —[3]—. The association then wrote and circulated the "Petition for Responsible Water Resources Management".

The petition proposes that the state government invest in finding or developing additional water sources instead. —[4]—. Now that it has been officially introduced into State Parliament, it will be referred to the appropriate parliamentary committee for review.

LIVEWORKSHEETS

172. What does EWAT propose doing?

(A) Subsidizing water-efficient technology
(B) Allocating less water to farming efforts
(C) Raising the qualifications for water licences
(D) Using water-conserving landscaping on public property

173. What is suggested about EWAT's plan?

(A) It was developed without input from EFA.
(B) It will be implemented after a delay of several years.
(C) It is similar to proposals made in other states.
(D) It will require a large investment of government funds.

174. Who most likely is Ms. Black?

(A) A university professor
(B) A produce grower
(C) A regional politician
(D) An environmental activist

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

"It garnered more than 1,000 signatures in two weeks."

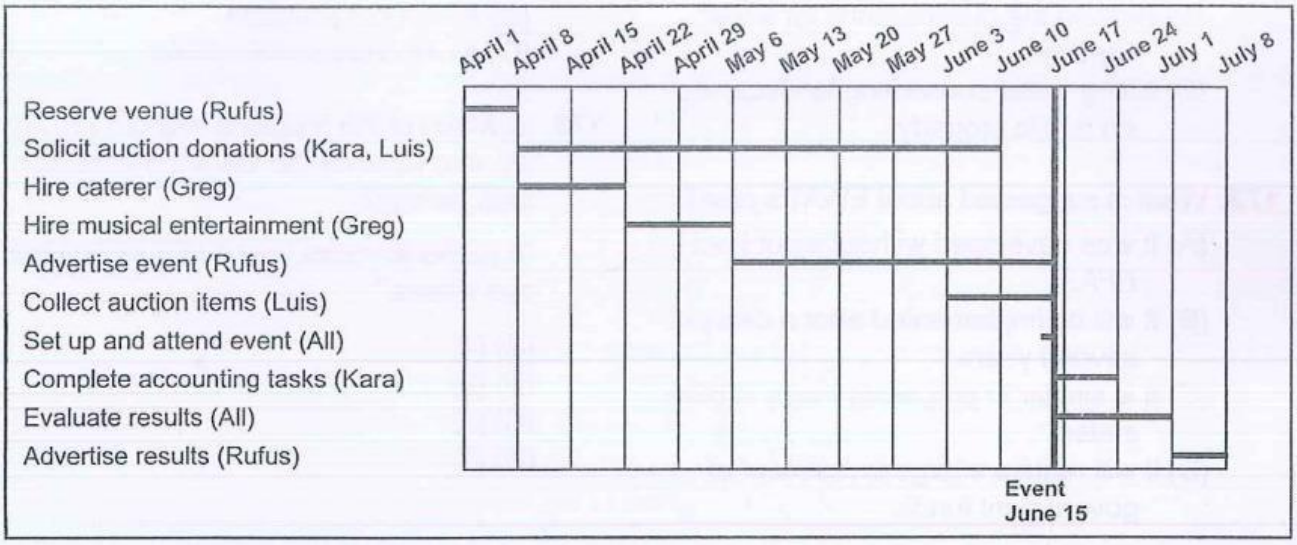
(A) [1]
(B) [2]
(C) [3]
(D) [4]

GO ON TO THE NEXT PAGE

LIVEWORKSHEETS

Questions 176-180 refer to the following chart and e-mail.

Event Preparation and Wrap-up Plan



From:	Kara Griffin
To:	Luis Rodriguez
Subject:	Good news
Date:	April 24

Hi Luis,

I have some good news from my meeting with Mr. Bobrova at Falcon Gallery this morning—he agreed to donate a Gabrielle Searcy painting! It's valued at nearly $500, so it could bring in a pretty high bid. It turns out that Mr. Bobrova loves Felix Forest, so he was very happy to help with our conservation efforts.

You should talk to him in advance about how to collect and transport the piece, though, because I suspect that that might be difficult. If you do need to use a packing or transportation service, make sure you keep the receipts and any other paperwork. We'll need them for accounting purposes after the event.

How are your efforts going? Have you heard back from the amusement park yet? Their admission tickets would be such an attractive item for families.

Also, I noticed that Greg hasn't met his first deadline. Do you know why? I thought that you might have heard something since your desk is next to his.

- Kara

LIVEWORKSHEETS

176. According to the chart, what is Rufus NOT responsible for?

(A) Reserving a site
(B) Hiring a food provider
(C) Publicizing the event
(D) Setting up a venue

177. What has Ms. Griffin obtained a donation of?

(A) An artwork
(B) A gallery tour
(C) A set of painting lessons
(D) A meal with an artist

178. Who most likely would need the paperwork mentioned in the e-mail?

(A) Rufus
(B) Ms. Griffin
(C) Greg
(D) Ms. Searcy

179. What deadline did Greg fail to meet?

(A) April 8
(B) April 15
(C) April 22
(D) May 6

180. In the e-mail, what is suggested about the event that is being planned?

(A) It had to be rescheduled.
(B) It will require special transportation for attendees.
(C) It is being sponsored by an entertainment business.
(D) It will benefit an environmental cause.

GO ON TO THE NEXT PAGE

LIVEWORKSHEETS

Questions 181-185 refer to the following invoice and e-mail.

INVOICE

Brendan Echevarria Services
P.O. Box 10392
Toronto ON M4N 3P6
647-555-0129
www.brendanechevarria.com

Invoice #: 62
Work period: January 1–January 31
Date issued: February 1
Date due: March 2

Client: Baldora Online
Attn: Amanda Aoki
780 Richmond St.
Toronto ON M6J 1B9
416-555-0105

Service	Rate	Total
300-word news article on Werra, Inc. expansion	$0.30/word	$90.00
450-word informative article on management skills	$0.50/word	$225.00
30-minute phone call with client	$5/15 minutes	$10.00
Revision of 450-word article	$0.10/word	$45.00
	Total:	**$370.00**

Payment can be made by check to the above physical address or by WeisPay to payment@brendanechevarria.com.

Thank you for your business!

E-mail

From: Brendan Echevarria <contact@brendanechevarria.com>
To: Amanda Aoki <amanda.aoki@baldora.com>
Subject: Re: Questions
Date: February 5

Dear Amanda,

I'm happy to address your question about my invoice for this month. First, you are correct that my rewriting rate increased this year. I'm sorry if it took you by surprise, but the new rate was stated in the rate sheet that I sent to your predecessor in December, and he agreed to it. I'll forward you the e-mail exchange separately so that you can confirm this. My guess is that he forgot to update my information in your company files.

As for your request to recommend other potential contributors, I do know someone that you may be interested in. Her name is Melody Thorpe, and she's a former colleague of mine from the *Yorkville Herald* who recently became a freelance science writer. She has a simple, engaging style that you can see in her old articles on the *Herald's* Web site. If you decide you'd like to contact her, her e-mail address is m.thorpe@yct-mail.com.

Let me know if you have any further questions or concerns. Unless you tell me otherwise, I'll continue working on my current 250-word news article.

Sincerely,

Brendan

LIVEWORKSHEETS

181. What did Mr. Echevarria write about for Baldora Online in January?

(A) Sports
(B) Politics
(C) Business
(D) Entertainment

182. What is the purpose of the e-mail?

(A) To answer some client inquiries
(B) To report a problem with a payment
(C) To discuss changes to a project
(D) To apologize for a billing mistake

183. Which rate does Mr. Echevarria indicate recently changed?

(A) $0.30 per word
(B) $0.50 per word
(C) $5.00 for 15 minutes
(D) $0.10 per word

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

(A) trade
(B) market
(C) conversion
(D) correspondence

185. What does the e-mail indicate about Ms. Thorpe?

(A) She is one of Mr. Echevarria's clients.
(B) She has a degree in a science field.
(C) She no longer has a full-time employer.
(D) She responded to an advertisement on a Web site.

GO ON TO THE NEXT PAGE

LIVEWORKSHEETS

Questions 186-190 refer to the following e-mail, form, and note.

From:	Ed Padgett
To:	Rose Tate
Subject:	Office decoration
Date:	September 30
Attachment:	Office_decoration_request

Dear Ms. Tate,

Welcome to Lunsford & Associates! My name is Ed Padgett, and I'm the office administrator for your floor. Since you'll be very busy after you begin work, you might want to start shopping for your new office now. Our office decoration policies are as follows:

- Employees who have private offices (hereafter, "officeholders") should decorate them within one month in order to make a good impression on clients.
- Upon hiring or promotion, new officeholders may spend up to $1000 on office decoration.
- Purchases can be requested by submitting an electronic Office Decoration Request form to an office administrator.
- Requests to spend any additional funds at this or a later time must be approved by the officeholder's manager.
- Decorations must be tasteful and professional.
- Nearby officeholders should be notified of decorating activities in advance in case it may disturb their work.

For reference, your office is roughly 10 feet long by 10 feet wide. Also, you may remember from your visit that it has grey marble floors and already contains a desk, a small sofa, and a bookcase—but of course you can replace any of those items if you'd like.

I've attached the necessary form to this e-mail. Please let me know if you have any questions about this information.

Sincerely,

Ed

Office Decoration Request

Name: Rose Tate
Job Title: Senior Accountant

Effective Date of Hiring/Promotion: October 4
Office No.: 305

Item description	Seller	Web page link	Quantity	Approx. Total Price*
Desk chair	Mallorin	www.mallorin.com/4024	1	$235.00
Art print	Nicole Phan	Not available	1	$175.00
Armchair	Bohn Homes	www.bohnhomes.com/3421	2	$210.00
End table	Bohn Homes	www.bohnhomes.com/0257	1	$65.00
Coat rack	Bohn Homes	www.bohnhomes.com/6369	1	$40.00
		Estimated Total:		$725.00

Date of Submission: October 6

Submitted to: Ed Padgett

*Price estimates must include potential shipping/delivery/installation charges.

LIVEWORKSHEETS

Hi Audrey,

I just wanted to let you know that I need to do some decorating in my office this morning. Please tell me if there are any times that would be especially inconvenient for you, because I have some flexibility on that.

Thanks,

Rose

186. What information does Mr. Padgett NOT provide about Ms. Tate's office?

(A) Its dimensions
(B) Its existing contents
(C) Its flooring material
(D) Its location

187. In the e-mail, the word "professional" in paragraph 6, line 1, is closest in meaning to

(A) receiving money
(B) durable
(C) appropriate for business
(D) polite

188. What is suggested about Ms. Tate's request?

(A) It will not require managerial approval.
(B) It includes replacements for some used furniture.
(C) It was submitted later than recommended.
(D) It has already been revised once.

189. What is indicated about the products listed on the form?

(A) One of them will be customized.
(B) Not all of them are sold online.
(C) Some of them are used items.
(D) They are all made by the same manufacturer.

190. What is implied about Audrey?

(A) She does not work in the mornings.
(B) Her office is near Ms. Tate's.
(C) She is a maintenance supervisor.
(D) Her job title is the same as Mr. Padgett's.

GO ON TO THE NEXT PAGE

LIVEWORKSHEETS