Questions 186-190 refer to the following Web page, work schedule, and client reviews.

http://www.jackfogelphotography.com

Jack Fogel Photography

Jack Fogel Photography is the county's top real estate photography company. Whether you are a real estate agent or a private homeowner seeking to sell a property quickly, we will provide the highest quality photos possible. Unlike other local real estate photography companies, we offer the following:

- Guaranteed next-day turnaround – you will get your images by the next day, or you pay nothing* (**two-day turnaround for Saturday visits)*
- Easy payment options – pay by credit card or company check on the day of the photo shoot
- Fixed pricing, regardless of the property's size – visit our rates page for details

Our founder, Jack Fogel, still conducts many photo shoots himself, and every photographer in our network has at least 10 years of experience. They will choose the best angles and lighting to help you sell your property faster. To read reviews about our services, visit our testimonials page.

Today's Photo Sessions

Date: *August 23*

Photographer	Time	Address	# of photos	Payment	Notes
Jack Fogel	11:00 A.M.	177 Dunn Street	25	Credit card	External flash needed
Jack Fogel	2:00 P.M.	865 Reyes Avenue	15	Credit card	
Brad Mull	3:00 P.M.	262 Fir Drive	10	Check	
Ellen Sato	1:00 P.M.	190 Moy Road	35	Credit card	Repeat client

LIVEWORKSHEETS

http://www.jackfogelphotography.com/testimonials

Most recent client reviews

"As a real estate agent, I highly recommend this company. I booked a photo shoot with little notice a few weeks ago, and the photographer, Ms. Sato, arrived early and worked hard. I got the high-quality images back in only two days, and I was even allowed to pay with a company check."

— Lisa Tobias, Wednesday, August 26

"They are professional yet affordable. I originally booked the 10-photo package, but at the last minute I decided to have 15 pictures taken. I'm glad I did. Mr. Mull, the photographer, was excellent. I just received my photos today, two days after the shoot. They look great."

— Larry Hodges, Monday, August 25

186. What is NOT listed as a unique feature of Mr. Fogel's company?

(A) Its guaranteed delivery times
(B) The payment methods it accepts
(C) Its use of sophisticated equipment
(D) The price structure of its services

187. In the work schedule, what is implied about the 11:00 A.M. photo session?

(A) It is the largest session of the day.
(B) It will mainly take place indoors.
(C) It is for a regular client.
(D) It will last less than three hours.

188. In the client reviews, the word "notice" in paragraph 1, line 2, is closest in meaning to

(A) warning
(B) attention
(C) resignation announcement
(D) public posting

189. What do the clients who posted the recent reviews have in common?

(A) Their photos required special editing.
(B) Their shoots happened on a Saturday.
(C) They work for real estate agencies.
(D) They paid deposits in advance.

190. Which property did Mr. Hodges most likely have photographed?

(A) 177 Dunn Street
(B) 865 Reyes Avenue
(C) 262 Fir Drive
(D) 190 Moy Road

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LIVEWORKSHEETS

Questions 191-195 refer to the following instructions and e-mails.

Telges Hotel

Morning Sun Four-Cup Coffee Maker Instructions for Use

1. Remove the pot from the hotplate.
2. Open the cover of the pot and use the pot's indicator lines to fill it with the desired amount of water. Close the pot.
3. Pour the water from the pot into the water reservoir in the top of the coffee maker.
4. Return the pot to the hotplate.
5. Insert a paper filter into the filter basket in the top of the coffee maker.
6. Put the desired amount of ground coffee into the filter. We recommend 1 to 1.5 tablespoons of ground coffee per cup.
7. Close the top of the coffee maker securely.
8. Push the "On" button to begin brewing. Do not remove the pot from the hotplate until the power light shuts off.

The machine must be cleaned between uses, but we ask that you do not attempt to do it yourself. The cleaning staff will do it during their daily visit to your room.

From:	Vicky Schmidt
To:	Travis Peters
Subject:	Coffee maker issue
Date:	January 11

Hi Travis,

We've received some minor guest complaints about the Lywen "Morning Sun" coffee makers that we bought through Bruggins Limited. Guests are saying that you can't actually put the filter into the filter basket without taking it out of the coffee maker first. But the instructions we've provided don't specify that, and the filter is a little hard to remove, so people aren't sure if it's the right thing to do or not.

I checked the instructions for the Jares Home coffee makers in our business suites and the Qualcedo in the breakfast room, and the results were mixed—the Qualcedo model mentions removing the basket and the Jares doesn't. But we've never had complaints about the Jares.

Could you look into the issue?

Thanks,

Vicky

LIVEWORKSHEETS

From:	Travis Peters
To:	Vicky Schmidt
Subject:	Re: Coffee maker issue
Date:	January 12

Hi Vicky,

I called the manufacturer, and they confirmed that the instructions should have specified that extra step. They were very apologetic and said they're planning to revise the product manual. So, I will replace the current instructions in our guest rooms with a corrected version.

You know, this happened because I just copied the instructions in the manual without actually trying them out. That had been fine for our other machines. But now I see that it is risky. I'm sorry, and I won't make that mistake again.

Best,

Travis

191. In the instructions, what is suggested about the Morning Sun coffeemaker?

(A) It allows users to adjust a brewing duration.
(B) Telges Hotel supplies a special type of water for it.
(C) Its indicator light comes on to signal that it must be cleaned.
(D) Telges Hotel expects it to be needed only once per day.

192. Which step does Ms. Schmidt indicate users are unsure about?

(A) Step 2
(B) Step 3
(C) Step 5
(D) Step 6

193. According to the first e-mail, what does Telges Hotel have?

(A) A clothes-washing service
(B) A dedicated place for morning meals
(C) A computerized system for analyzing guest complaints
(D) A loyalty program for business travelers

194. Which company did Mr. Peters most likely contact?

(A) Lywen
(B) Bruggins Limited
(C) Jares Home
(D) Qualcedo

195. What does Mr. Peters apologize for?

(A) Not testing the instructions himself
(B) Copying a manual's contents incorrectly
(C) Not buying a different coffee machine instead
(D) Dismissing a coworker's concerns

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LIVEWORKSHEETS

Questions 196-200 refer to the following Web page, form, and e-mail.

http://www.cityofrowder.gov/business/signs

Sign Regulations

Rowder's Department of Planning and Development Services (DPDS) oversees the enforcement of city regulations relating to commercial uses of signs. Its staff is committed to providing a favorable atmosphere for businesses while also maintaining a pleasant living space for citizens.

The city's comprehensive sign ordinances are listed here, but for your convenience, information on the most common types of temporary commercial signs is provided below in a simplified form.

Grand opening signs: With the approval of the DPDS, a new business can display signs advertising its opening for up to 30 days. This is the only circumstance in which free-standing outdoor signs are permitted.

Holiday promotional signs: Businesses do not need the DPDS's approval to display promotional signs related to Christmas or New Years for up to 15 days, and signs related to six other specified holidays for up to 5 days.

Other large promotional banners: The DPDS's approval is required for all other promotional banners over 20 square feet in surface area. These banners may be displayed for up to 14 days at a time, three times per year.

Do you disagree with a DPDS decision? Click here to find out how to file an appeal with the city council.

City of Rowder
Department of Planning and Development Services

Commercial Sign Permit Application

Applicant: Gail Brock

Address: 922 Ellis Drive, Rowder, MI 48097

Phone: (810) 555-0124 **E-mail:** gail.brock@ubi-mail.com

Business: Radiant Gem Salon

Address: 640 Main Street, Rowder, MI 48097 **Site ID:** 0943-886

Project description:

I would like to hang a 24-square-foot banner to advertise the fifth anniversary of the salon's opening and a related sales event. The banner would display "Radiant Gem Salon Celebrates 5 Years in Business" in large text and "15% Off All Services June 6–8" in smaller text. It would have a pink background and black writing. Please see the attachment for a mock-up image of the design. I would hang it over the top half of one of the salon's windows for the maximum time allowed, ending on June 8.

LIVEWORKSHEETS

E-Mail

From:	Raymond Morgan <ray.morgan@cityofrowder.gov>
To:	Gail Brock <gail.brock@ubi-mail.com>
Subject:	Response to Your Application
Date:	May 8

Dear Ms. Brock,

I regret to inform you that the Department of Planning and Development Services (DPDS) cannot approve your recent application for a temporary commercial sign permit. The city's appearance standards for the downtown business district do not allow the use of bright colors in signs (Rowder Municipal Code 9.34.130). Please resubmit your application with a design that addresses this issue.

Should you have any questions about this decision, you may call me at 555-0186.

Sincerely,

Raymond Morgan
Associate Director
Department of Planning and Development Services

196. What does the Web page state about the DPDS?

(A) Its employees are highly qualified.
(B) It is the result of a departmental merger.
(C) It tries to serve the needs of two groups.
(D) It recently created new sign-related ordinances.

197. How long could Ms. Brock potentially display her sign?

(A) For up to 5 days
(B) For up to 14 days
(C) For up to 15 days
(D) For up to 30 days

198. What does Ms. Brock suggest about her business?

(A) It appears in a photograph attached to the form.
(B) It is located at an intersection.
(C) It used to have another owner.
(D) It will offer customers a temporary discount.

199. Why does Mr. Morgan reject Ms. Brock's application?

(A) A required piece of text is missing from a design.
(B) Her sign's color would not conform to a regulation.
(C) A city district does not allow certain advertising methods.
(D) The placement of her sign would not obey safety standards.

200. What is NOT mentioned as an action Ms. Brock could take?

(A) Contacting Mr. Morgan
(B) Altering the plan for the sign
(C) Asking the city council to review a decision
(D) Submitting an application for a different permit

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

LIVEWORKSHEETS