Questions 168-171 refer to the following letter.

Goodwin Place Condominium Association

9070 Bradley Street
Abentel, ON N0G 1Y0

18 August

Julio Salazar
Unit 503

Dear Mr. Salazar,

Greetings from the Goodwin Place Condominium Association. We are writing to officially inform you of an addition to our condominium bylaws. From 1 September, unit owners will no longer be allowed to let any part of their unit for short-term rental (less than six months). — [1] —. You may be familiar with this practice as "using Owillo.com," but this ban applies to short-term rentals set up through any channels, even offline ones.

As you are likely aware, this addition is the result of a formal vote among association members following months of discussion. As such, it is legally binding for all members, and violating the rule even a single time will result in a substantial fine. — [2] —. For details, see the full text of the rule (Article 9, Section B, Clause 12), which is enclosed.

We hope that those among you who voted against the ban will keep in mind the considerable benefits of not allowing short-term rental. First, it will eliminate the security issues created by a constant stream of non-residents coming and going from our grounds. — [3] —. Moreover, it will preserve the spirit of Goodwin Place as a community of friendly neighbors.

To confirm that you understand this change, please sign the enclosed form and return it to the association office by 31 August. — [4] —. Note that refusal to sign does not exempt you from the rule.

Sincerely,

Courtney Graham

President
Goodwin Place Condominium Association
Encl.

LIVEWORKSHEETS

168. What most likely can people use Owillo.com to do?

(A) Arrange paid stays on their property
(B) Communicate with their neighbors
(C) Report issues with common spaces
(D) View estimated values of homes in their area

169. What does the letter come with?

(A) A form for casting a vote
(B) A timeline for some maintenance work
(C) A collection of statistics
(D) An excerpt from a set of regulations

170. What is suggested about some residents of Goodwin Place?

(A) They requested a safety inspection.
(B) They expressed opposition to a proposal.
(C) They have incurred some financial penalties.
(D) They would like to make alterations to their units.

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

"Multiple violations will provoke legal action by the association."

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

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LIVEWORKSHEETS

Questions 172-175 refer to the following online chat discussion.

Brather Public Library | Staff Chat

Clifton Sanders **[10:19 A.M.]**
Hey, Amanda and Jeffrey. I'm going through the comment cards that we got from book club participants this past week, and there's an issue I think you should know about.

Amanda Thomas **[10:20 A.M.]**
What is it, Clifton?

Clifton Sanders **[10:22 A.M.]**
More than half of the participants of the Classics Club wrote something like, "The leader isn't doing a good job of moderating the discussion." It seems that Sabrina—the leader of that group—lets one of the participants talk too much.

Amanda Thomas **[10:23 A.M.]**
Ah, yes, that's the group that Doyle is in this year. He's one of the library's regular book club participants, and he tends to dominate the conversation if the leader isn't assertive.

Jeffrey Shim **[10:24 A.M.]**
Oh, Doyle! It's too bad that Sabrina has to deal with him her first time leading a club.

Clifton Sanders **[10:25 A.M.]**
Should I just give her a summary of the feedback as usual, or does this require some kind of special response?

Amanda Thomas **[10:26 A.M.]**
We should do something about it. I'll sit down with her and give her some tips for balancing the participants' contributions better. But I need to run to a meeting right now. Is there anything else, Clifton?

Jeffrey Shim **[10:27 A.M.]**
I have a pretty good relationship with Sabrina, and I've had to lead a group with Doyle in it before. Maybe I should be the one to speak with her.

Amanda Thomas **[10:28 A.M.]**
Sure, Jeffrey. That sounds good.

Clifton Sanders **[10:29 A.M.]**
Thanks, Jeffrey. OK, talk to you both later.

LIVEWORKSHEETS

172. What are the writers discussing?

(A) Advertisements for an upcoming event
(B) Book selections for a reading club
(C) Evaluations of a library program
(D) Inefficiencies in an automated process

173. What is indicated about Sabrina?

(A) She is new to a role.
(B) She is an aspiring author.
(C) She is an unpaid volunteer.
(D) She is free to take on an assignment.

174. At 10:26 A.M., what does Ms. Thomas mean when she writes, "Is there anything else, Clifton?"

(A) She hopes there is an alternative way to resolve a problem.
(B) She does not have enough information to make a decision.
(C) She is concerned that she has forgotten about a task.
(D) She wants to know if it is acceptable to end the chat.

175. What does Mr. Shim state that he has experience with?

(A) Handling a difficult patron
(B) Providing training on a skill
(C) Giving tours of a building
(D) Editing a type of writing

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LIVEWORKSHEETS

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

Montara Campground

Information on Camping Facilities

Montara Campground is an excellent lodging option for visitors to Montara National Park. Its team of rangers is always ready to recommend hiking trails, fishing spots, and fun activities—and even answer questions about their iconic flat hats! Restroom and shower facilities at the campground are shared among all campers, and the following campsites are available for rent (fire pit included with all sites):

- -Pioneer ($15/night): Space for one tent and one vehicle
- -Adventurer ($20/night): Space for one tent and one vehicle (picnic table included)
- -Explorer ($18/night): Space for one motor home
- -Pathfinder ($26/night): Space for one motor home (water and electricity included)

Please note that demand is high in early March, when the park first opens for the season, and on national holidays, so advance booking is strongly advised.

To make a booking at Montara Campground, visit www.campingmontara.gov.

E-Mail

To:	<info@campingmontara.gov>
From:	<s.kohl@kellipsco.com>
Subject:	June 29
Date:	Montara Campground

To Whom It May Concern:

I recently stayed at Montara Campground for one week. Although the site itself was lovely, I was disappointed with the amenities for motor homes. From the second day of our stay until the end of the week, the electricity for our campsite didn't work. Because of this, I believe we should only be charged the rate for motor home sites without water and electricity, and I'd like the difference to be sent back to me. The park ranger on duty, Chet Rinehart, was very kind, and he gave me this e-mail address so that I could get in touch with someone to help me. You can reach me by replying to this e-mail.

Thank you,

Shannon Kohl

LIVEWORKSHEETS

176. In the information, the word "shared" in paragraph 1, line 4, is closest in meaning to
(A) divided
(B) discussed
(C) made known
(D) used in common

177. What is implied about Montara National Park?
(A) It is located in a region with a wet climate.
(B) It receives more visitors than any other national park.
(C) It is closed for part of the year.
(D) It has recently hired more park rangers.

178. Why did Ms. Kohl write the e-mail?
(A) To suggest revising a description
(B) To request a partial refund
(C) To explain a negative review
(D) To check the status of a complaint

179. What type of campsite did Ms. Kohl most likely reserve?
(A) Pioneer
(B) Adventurer
(C) Explorer
(D) Pathfinder

180. What is indicated about Mr. Rinehart?
(A) He wears a special type of headgear at work.
(B) He recommended moving to a different campsite.
(C) He had temporary access to a fire pit.
(D) He leads hikes on a famous mountain.

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LIVEWORKSHEETS

Questions 181-185 refer to the following conference schedule and notice.

Association of Retail Pharmacy Managers (ARPM) 11th Annual Conference

Schedule for: Day 2 – December 4

8:00–9:00 A.M.	Shuttle service from designated hotels	
9:15–9:30 A.M.	Remarks by Anita Morrison, ARPM Executive Vice President	Main Auditorium
9:30 – 10:45 A.M.	Morning Session 1 "Refining Your Sales and Marketing Strategy" *Drew Espino, Consultant, Caruso Pharmaceutical Solutions*	Main Auditorium
11:00 A.M.– 12:15 P.M.	Morning Session 2 "Is It Time to Upgrade Your Point-of-Sale Technology?" *Kelly Powell, Editor, 'Retail Pharmacy Today' Web site*	Main Auditorium
12:30–2:00 P.M.	Lunch Buffet	South Hall
2:00–3:15 P.M.	Afternoon Session 1 "Effective Staff Training on Patient Care" *Marshall Holloway, Manager, Allsworth Pharmacy*	Main Auditorium
3:30–4:45 P.M.	Afternoon Session 2 "Get Ready: Future Trends in Retail Pharmacy" *Radka Bielik, Professor, Paxon University College of Pharmacy*	Main Auditorium
5:00–8:00 P.M.	Closing Banquet	Grand Ballroom

- See www.arpm-conf.com for information about each speaker and their session.
- The last half hour of each session will be reserved for audience Q&A.
- Refreshments will be available outside the auditorium during the morning and afternoon breaks.

Notice

For personal reasons, Marshall Holloway will be unable to join us today to give his scheduled session, "Effective Staff Training on Patient Care." Sarah Hughes, our standby speaker and the ARPM's chief operating officer, will lead a replacement session. In a presentation entitled "How to Find and Eliminate Inefficiency," she will describe her five-step system for identifying and addressing issues that waste pharmacies' time and money. Attendees who feel strongly inconvenienced by this change and would prefer financial compensation over attending Ms. Hughes's presentation must make this request at the registration desk before the session begins.

In addition, conference center management has informed us that the South Hall's catering fridge failed last night, spoiling much of the food that would have been served at lunch today. Please use the attached voucher to purchase lunch at a nearby restaurant instead. Tonight's dinner event will go forward as planned.

We apologize deeply for these inconveniences and ask for your understanding.

–Organizers of the ARPM 11th Annual Conference

LIVEWORKSHEETS

181. What is most likely true about the conference?
(A) It takes place over a two-day period.
(B) Its venue has accommodations on site.
(C) It will be recorded and broadcast online.
(D) It is mainly attended by academics.

182. According to the conference schedule, what can conference attendees do?
(A) Bring certain beverages into the auditorium
(B) Test new types of retail equipment
(C) Ask questions at the end of each session
(D) Reveal their reactions to conference content electronically

183. By what time must attendees ask to be reimbursed for an inconvenience?
(A) 9:30 A.M.
(B) 11:00 A.M.
(C) 12:30 P.M.
(D) 2:00 P.M.

184. What is suggested about Ms. Hughes?
(A) She prepared a talk in case of an emergency.
(B) She will use another speaker's materials.
(C) She will finish at a later time than scheduled.
(D) She spoke at a previous ARPM conference.

185. What caused the second problem mentioned in the notice?
(A) A mistake in a catering order
(B) A malfunctioning appliance
(C) Poor behavior by ARPM members
(D) Unplanned road work on a nearby street

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LIVEWORKSHEETS