

Questions 186-190 refer to the following newsletter article, flyer, and e-mail.

Altarr Properties Newsletter

August Issue

Chicago—At Altarr Properties, residents' comfort and convenience are important to us. That is why we are pleased to announce that we have formed a partnership with Laundry Flash, an on-demand service that will pick up a tenant's laundry and deliver the cleaned garments back to a convenient storage locker.

The service will be available in both of our apartment buildings. Installation of the lockers will take place on August 20 in the tenant lounge of the Menworth Building and August 27 across from the fitness center in the Courtway Building. Each tenant will receive a key for an assigned locker from the building manager. The front desk attendant in each building's lobby will be entrusted with signing in the Laundry Flash personnel.

Laundry pick-ups are easy to schedule via the company's Web site, www.laundry-flash.com. Turnaround time is two days, with a same-day express option available. Cleaning fees are \$3 per shirt, \$5 per pair of pants, and \$15 per suit or dress. A discount coupon is provided on the company's flyer, available in the lobby.

Laundry Flash

We pick up, clean, and deliver your laundry back in 2 days—guaranteed!

Attention Residents of Altarr Properties' Buildings
—we're all set to do business with you!

Special Coupon (mention code 166)

For residents of the Menworth Building and the Courtway Building, we are offering 10 percent off any service totaling \$20 or more.

- **How to Make a Service Request**

Visit our Web site at www.laundry-flash.com and go to the online scheduling section. We are also available via phone at 555-0129.

- **Pickup Schedule**

-NORTH ZONE (includes the Menworth Building at 5320 Avery Street)
Monday, Wednesday, Friday.

-SOUTH ZONE (includes the Courtway Building at 1811 Dixon Drive)
Tuesday, Thursday, Saturday

- **Pricing** (standard 2-day service, includes pick-up and delivery)

Shirt \$3, Pair of Pants \$5, Dress \$8, Suit \$15, Wash and Fold \$1.60 per pound; same-day express service available for a \$10 surcharge

- **Laundry Bags**

Each customer will receive one complimentary laundry bag upon their first delivery—it is yours to keep for future service requests. Additional laundry bags can be purchased for \$14 each.



LAUNDRY
WASH & FOLD

To:	Jacob Gritz <j-gritz@mail.com>
From:	<orders@laundry-flash.com>
Subject:	Laundry Flash Confirmation
Date:	September 1

Thank you for your service request—confirmation #22176158.

Customer name: Jacob Gritz **Locker number:** 12
Address: 5320 Avery Street **Laundry pick-up date:** Monday, September 2

<u>Item</u>	<u>Price</u>	<u>Item total</u>
Shirt (cleaning)	\$3.00 × 4	\$12.00
Pants (cleaning)	\$5.00 × 4	\$20.00
Laundry bag	\$0.00	
	- \$3.20 10% coupon code 166	
	<u>Total</u>	<u>\$28.80</u>

Paid by: credit card ending in 1362

186. What is main purpose of the newsletter article?
- (A) To solicit opinions from readers
 (B) To thank tenants for their loyalty
 (C) To give a progress report on renovations
 (D) To give details about a new service
187. According to the newsletter article, what do the Menworth and the Courtway buildings have in common?
- (A) They have exercise facilities for residents.
 (B) They will have lockers installed on the same day.
 (C) They have the same number of rental units.
 (D) They have attended front desks.
188. In the flyer, the word "set" in paragraph 1, line 2, is closest in meaning to
- (A) estimated
 (B) restored
 (C) ready
 (D) fixed
189. What information in the article may NOT be accurate?
- (A) An expedited turnaround option
 (B) A garment cleaning fee
 (C) A Web address
 (D) A coupon's availability
190. What most likely is true about Mr. Gritz?
- (A) He requested an additional laundry bag.
 (B) He lives in the Menworth Building.
 (C) His clothing will be returned on a Tuesday.
 (D) He will receive a discount for using a credit card.

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Questions 191-195 refer to the following Web page, e-mail, and online review.

www.jerroldssupply.com/about

Jerrold's Supply

About Us

We are the area's largest members-only warehouse store for food service operators.

Our membership is free for any qualified* business. Enjoy these great benefits:

- **One-stop shopping**—We stock food and beverages from all major brands, plus kitchen equipment and even chef's apparel. Get all of your supplies in just one trip.
- **No minimum purchase required**—We are different from Bascor Club and other open-to-the-public warehouse stores in the most important sense—you never have to buy items in bulk at Jerrold's Supply.
- **Advertised specials**—We keep our members informed with monthly e-mail updates about special sale events.

**Note: We are a wholesale market and not open to the general public. Membership cards are issued only to those who own or manage a restaurant. On your first store visit, you must present a valid document showing you are licensed as a food service business. You will then be issued a card that is not transferable. You may, however, bring one guest shopper with you per month, as long as that person presents a photo ID upon entering.*

E-Mail message

To: Stella Adelson

From: Tina Rawley

Date: October 9

Subject: Tomorrow's errand - of interest?

Hi Stella,

I have to run over to Jerrold's Supply tomorrow morning to stock up on napkins and carry-out containers for the restaurant. You had once expressed interest in seeing the warehouse store, so I was wondering if you'd like to come along. I can pick you up in front of your apartment at 9 A.M. sharp. Please text or e-mail me back and let me know if you can make it.

For the visit, be sure to bring ID and wear comfortable shoes. The warehouse store has a large floor area, so there is a lot of walking. Also, if you'd like to look around the freezer section, bring some kind of outerwear. It's quite cold.

Hope to see you tomorrow,

Tina

I visited Jerrold's Supply for the first time yesterday. Like Bascor Club, it is a warehouse store that sells goods at impressively low prices. But, unlike that store, it does not sell flat-screen TVs or computer equipment. Instead, it offers everything needed to keep a restaurant up and running. I saw paper napkins in huge packages of 6,000! Even more amazing was the vast selection of frozen seafood. I spent much longer in that area than I'd intended, and it made me wish I'd brought a sweater. The store is crowded and the checkout lines are long, but they move quickly. I am lucky that I know someone with a membership, so I was able to come as a guest while she was picking up supplies.

191. In the Web page, what is indicated about Jerrold's Supply?
- (A) Its memberships may not be transferred.
 - (B) It is open every day of the week.
 - (C) It holds cooking classes for chefs.
 - (D) It has automated checkout stations.
192. What is required for a Jerrold's Supply membership card?
- (A) An e-mailed invitation
 - (B) A minimum monthly purchase
 - (C) A valid business license
 - (D) Two forms of photo identification
193. What is NOT suggested about Bascor Club?
- (A) It sells consumer electronics.
 - (B) The general public can shop there.
 - (C) Its goods are only available in large quantities.
 - (D) It shares a parent company with Jerrold's Supply.
194. In the e-mail, what is one thing Ms. Rawley mentions buying?
- (A) Cookware
 - (B) Eating utensils
 - (C) Food packaging
 - (D) Raw ingredients
195. What is most likely true about Ms. Adelson?
- (A) She did not follow some of Ms. Rawley's advice.
 - (B) Her trip to Jerrold's Supply was postponed.
 - (C) She did not end up traveling with Ms. Rawley.
 - (D) She visited Jerrold's Supply on an unusually busy day.

Questions 196-200 refer to the following presentation handout, agenda, and text message.

How To Improve Your Business's Web Site

Presented by: Greg Wu, Web site consultant

For: Brexby Cycle Co.

Date: May 2

Strengths of company's Web site:

- Attractive color schemes—comfortable to look at while browsing the site
- Appealing photos of all product lines—size and spacing are appropriate
- Section titled "Why Take Up Cycling?" persuasively outlines health benefits of cycling

Weaknesses of company's Web site:

- Too much text and information on each page—can be confusing
- Takes too much time to load—some customers may leave the site because of this
- Complicated checkout process for purchases—too many forms to fill out

Action plan – at company's approval, will improve Web site by:

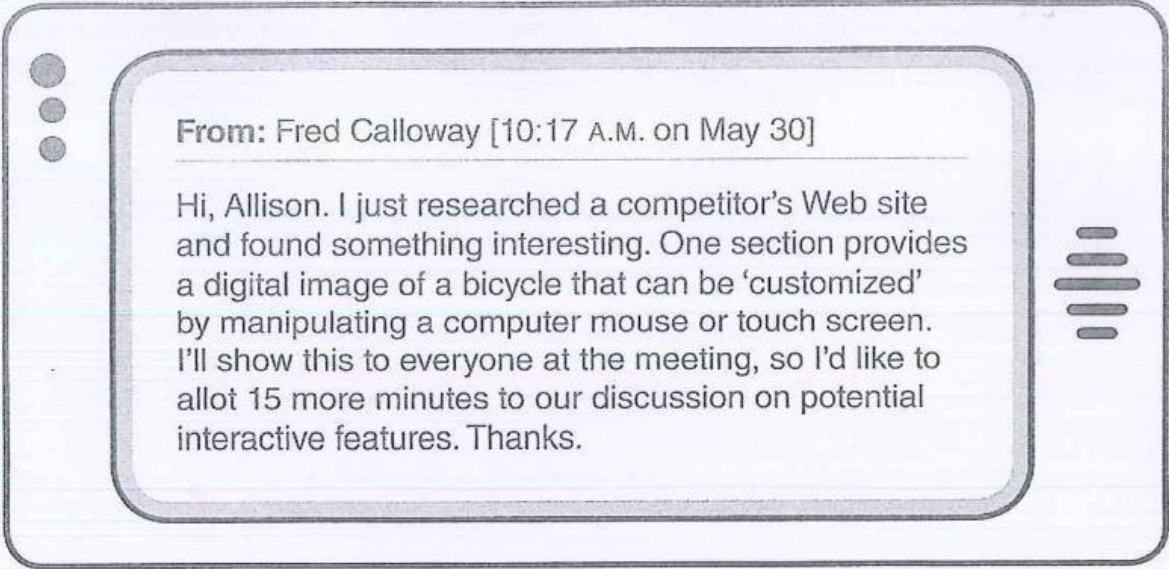
- Removing a digital video that plays when the site is launched, which will greatly reduce the time needed for loading
- Streamlining the checkout process, while presenting the payment options (e.g., credit card, gift card, e-commerce accounts, etc.) with more prominent graphics
- Creating a separate section on the site for company's newest line of electric bikes, which would include a short explanation on how the bicycles are charged

Brexby Cycle Co.

Proposed Agenda for May 30 Strategy Meeting*

2:00 P.M.	Overview of topic —Ongoing efforts to upgrade company Web site
2:15 P.M.	Item 1 —Walk-through of current site, with explanation of implemented (faster loading time, more visible payment options, added section for latest products) and rejected (shorter checkout process) suggestions from consultant
3:00 P.M.	Item 2 —Presentation by Digital Marketing Director Troy Vaden of additional, smaller modifications to site suggested during consultant's visit
4:00 P.M.	Item 3 —Discussion of pros and cons of offering online chat support; to be led by our in-house Web developer, Fred Calloway
4:30 P.M.	Item 4 —Brainstorming of potential interactive features for site
5:00 P.M.	Adjournment

**To be led by Sales Manager Allison Hull; attendees should bring laptop computers*



From: Fred Calloway [10:17 A.M. on May 30]

Hi, Allison. I just researched a competitor's Web site and found something interesting. One section provides a digital image of a bicycle that can be 'customized' by manipulating a computer mouse or touch screen. I'll show this to everyone at the meeting, so I'd like to allot 15 more minutes to our discussion on potential interactive features. Thanks.

196. What is NOT mentioned as a strong point of Brexby Cycle Co.'s Web site?
- (A) The images of merchandise
 - (B) The choice of colors
 - (C) The size of text
 - (D) The content on cycling and health
197. What will attendees at the May 30 meeting most likely do?
- (A) Debate the merits of a proposal
 - (B) Use borrowed laptop computers
 - (C) Listen to a consultant's presentation
 - (D) Decide on some deadlines for a project
198. What change most likely was made recently to Brexby Cycle Co.'s Web site?
- (A) An explanation page was shortened.
 - (B) A digital video was eliminated.
 - (C) A payment process was simplified.
 - (D) A product category was modified.
199. In the text message, the word "manipulating" in line 4 is closest in meaning to
- (A) tricking
 - (B) operating
 - (C) altering
 - (D) installing
200. What item on the agenda does Mr. Calloway want to schedule more time for?
- (A) Item 1
 - (B) Item 2
 - (C) Item 3
 - (D) Item 4

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.