Questions 143-146 refer to the following memo.

To: All staff
From: Louise Nixon, Director of operations
Subject: VIP event
Date: September 6

We have confirmed a booking for over 200 guests from September 27 to 30. Many of -------- (143.) are important people from respected organizations who anticipate a high level of service from us.

They will be our only guests over the entire four-day period. For privacy reasons, you are expected to cooperate with requests from their security personnel and -------- (144.) from discussing the event outside the hotel.

--------. (145.) We've also agreed that guests will be allowed complimentary use of the spa, gym, and business center. --------, (146.) they should be billed if they order room service or make long-distance calls.

143. (A) whom
(B) them
(C) their
(D) which

144. (A) to refrain
(B) refraining
(C) refrained
(D) refrains

145. (A) The guests were very pleased with the service we provided.
(B) Another group needs to use our small meeting room on the 28th.
(C) The contract states that their meals should be provided free of charge.
(D) Event participants will be entitled to a discount upon booking.

146. (A) Specifically
(B) Sometimes
(C) Otherwise
(D) On the other hand

LIVEWORKSHEETS

PART 7

Directions: In this part, you will be asked to read several texts, such as advertisements, articles, instant messages, or examples of business correspondence. Each text is followed by several questions. Select the best answer and mark the corresponding letter (A), (B), (C), or (D) on your answer sheet.

PART 7 권장 풀이 시간 54분

Questions 147-148 refer to the following letter.

Martin Bailey
Tallahassee Bike Works
1105 Old Bainbridge Road
Tallahassee, FL 32308

Dear Mr. Bailey,

About one month ago, you contacted our company inquiring about our latest bicycle parts brochure. At the time, we were revising our catalog, and I indicated that I would send you our brochure and order form for this year when the changes were completed. I am pleased to inform you that the product booklet was printed this week, and a copy is enclosed with this letter.

We appreciate your interest in our merchandise and the previous purchases you made for your shop, and look forward to continuing our partnership during the coming year. I encourage you to contact me if you have any concerns or questions about any of our parts. We are also happy to discuss prices for bulk orders or long-term arrangements.

Best Wishes,
Catherine Jenkins
Shipson Bicycle Parts

147. What did Ms. Jenkins send to Mr. Bailey?

(A) A revised contract
(B) A list of products
(C) A discount coupon
(D) A sales invoice

148. What is suggested about Tallahassee Bike Works?

(A) It recently published a promotional product brochure.
(B) It sent Ms. Jenkins a complete purchase order form.
(C) It inquired about placing a bulk order of parts.
(D) It has done business with Shipson Bicycle Parts before.

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LIVEWORKSHEETS

Questions 149-150 refer to the following notice.

Town of Shakersfield

In an effort to provide rapid service to the Shakersfield area, roadwork will be taking place next week around Shakersfield Station. The work will begin on Sunday, May 12 at 7 A.M. and finish in the late morning of Monday, May 20. The Public Works Office apologizes in advance for any noise generated while work is being performed. The main section of town that will be affected is the area between Mayfield and Morton Roads. The following local areas may also be impacted:

- Oakwood Street up through Morton Road
- Pedestrian access to Granderry Plaza
- Route 39 South to New Hammersworth

If any questions or concerns should arise with regard to this notice, please contact Mary Newton, Public Works Senior Official at 555-3344 or m_newton@shakersfield.gov.

149. What is the purpose of the notice?

(A) To explain the role of a public office
(B) To inform commuters of a station closure
(C) To state new transit regulations
(D) To announce a construction project

150. What is indicated about the Town of Shakersfield?

(A) Its subway will be affected by construction work.
(B) It will post signs for detours during roadwork.
(C) It has a plaza that people can walk to.
(D) It is inaccessible to other towns by highway.

LIVEWORKSHEETS

Questions 151-152 refer to the following e-mail.

FROM: Pierre Grenier <gren@grenierfashions.com>
TO: Elizabeth Monaco <lismon@freedommail.com>
SUBJECT: Custom order
DATE: July 12

Dear Ms. Monaco,

I just wanted to inform you that we have completed your gown. Specifically, the hemline has now been shortened by four centimeters, as you indicated you would not be wearing high heels.

We are open until 6 P.M. on Fridays and closed on weekends, so please pick up your gown sometime this week. We also encourage you to try on the dress one last time just to make sure everything is as it should be.

I kindly request that you submit full payment when you next visit my shop. The details are as follows:

7 meters of red brocade silk	$580
Custom gown design	$200
Labor (sewing, fittings, alterations)	$400
Subtotal	$1,180
+10 percent sales tax	(Total Amount Due) $1,298

Thank you so much again for your patronage, and I am sure you'll look great in the gown at your law firm's awards presentation this Saturday night.

Sincerely,

Pierre Grenier
Grenier Custom Fashions

151. Why did Mr. Grenier send the e-mail?

(A) To provide a cost estimate for a custom-made gown
(B) To notify a client that a garment is ready for pickup
(C) To clarify errors in a shop's billing statement
(D) To inform a customer of some scheduling alterations

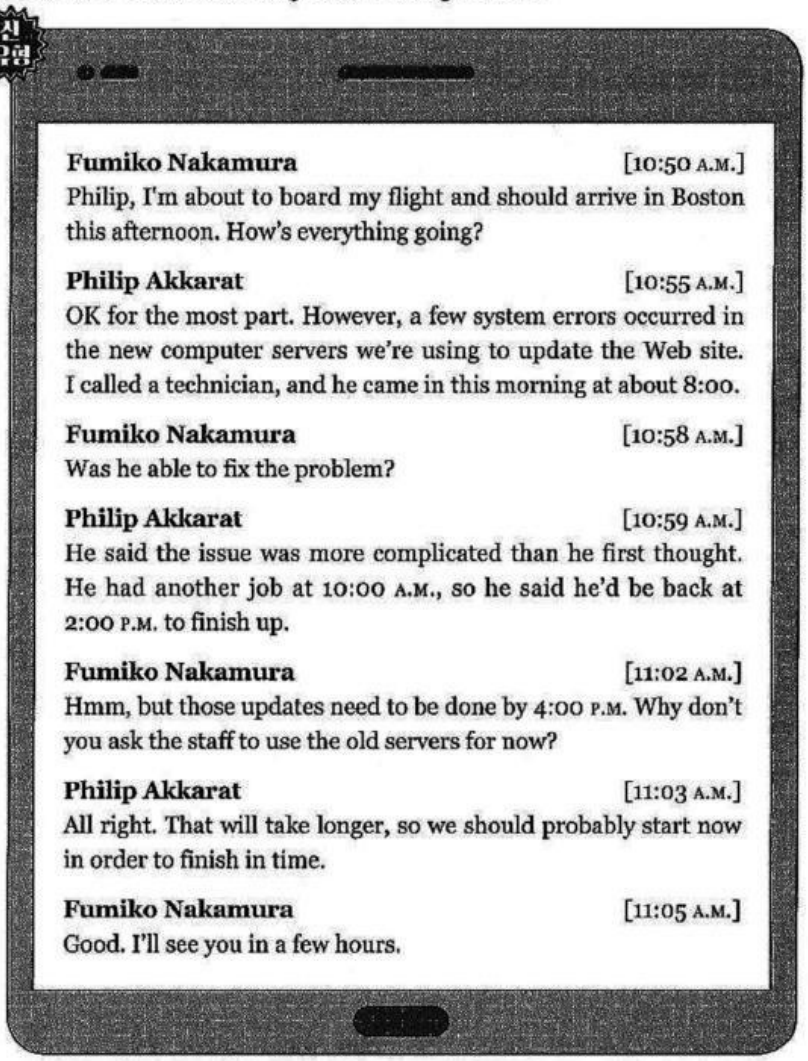
152. What will Ms. Monaco do on Saturday?

(A) Attend an awards ceremony
(B) Try on an outfit at a shop
(C) Pay for tailoring services
(D) Pick up a completed gown

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LIVEWORKSHEETS

Questions 153-154 refer to the following text-message chain.



Fumiko Nakamura [10:50 A.M.]
Philip, I'm about to board my flight and should arrive in Boston this afternoon. How's everything going?

Philip Akkarat [10:55 A.M.]
OK for the most part. However, a few system errors occurred in the new computer servers we're using to update the Web site. I called a technician, and he came in this morning at about 8:00.

Fumiko Nakamura [10:58 A.M.]
Was he able to fix the problem?

Philip Akkarat [10:59 A.M.]
He said the issue was more complicated than he first thought. He had another job at 10:00 A.M., so he said he'd be back at 2:00 P.M. to finish up.

Fumiko Nakamura [11:02 A.M.]
Hmm, but those updates need to be done by 4:00 P.M. Why don't you ask the staff to use the old servers for now?

Philip Akkarat [11:03 A.M.]
All right. That will take longer, so we should probably start now in order to finish in time.

Fumiko Nakamura [11:05 A.M.]
Good. I'll see you in a few hours.

153. When will the technician come to complete a repair?

(A) At 8:00 A.M.
(B) At 10:00 A.M.
(C) At 2:00 P.M.
(D) At 4:00 P.M.

154. At 11:03 A.M., what does Mr. Akkarat most likely mean when he writes, "That will take longer"?

(A) He wants to increase the length of a project.
(B) He may ask some staff members to work overtime.
(C) He feels that a repair job will take too long to finish.
(D) He thinks that the old servers are slower than the new ones.

LIVEWORKSHEETS

Questions 155-157 refer to the following information.



PENDLETON ICE RINK

The staff at the Pendleton Ice Rink want everyone to have a safe, enjoyable experience. Accordingly, we ask that visitors please observe the following guidelines:

- No playing with hockey sticks or pucks except on the ice
- No food or drinks are allowed on the ice or in the changing rooms
- No one is permitted on the ice without skates
- No animals are permitted on the rink or in the arena's facilities
- Everyone must keep in motion while on the ice
- Visitors may rent ice skates or bring their own
- Everyone must listen to rink attendants and follow their instructions

Trained attendants will be skating on the rink at all times. They are easily identifiable as they wear blue jackets with "Pendleton Ice Rink" printed on them. If you have any questions or concerns, please speak to them.

The Pendleton Ice Rink is open every day from November 10 to March 1, except national holidays. Our hours of operation are 10 A.M. to 8 P.M. Monday through Friday, and 10 A.M. to 9 P.M. Saturday and Sunday. If you wish to sign up for one of our weekly ice skating classes taught by an expert coach, please inquire with a staff member at the information desk or ticket office.

155. What is the main purpose of the information?

(A) To announce the opening of an ice rink
(B) To describe revised operation policies to staff
(C) To notify visiting skaters of a facility's rules
(D) To promote classes on an ice rink

156. What is NOT indicated about Pendleton Ice Rink?

(A) It has uniformed staff that are always available.
(B) It offers patrons the use of dressing rooms.
(C) It allows visitors to bring their own equipment.
(D) It is open to the public 24 hours a day.

157. How can visitors register for a class?

(A) By calling the ice rink's main office
(B) By visiting an employee at a counter
(C) By finding an attendant on a rink
(D) By signing up directly with the coaches

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LIVEWORKSHEETS

Questions 158-160 refer to the following advertisement.

Get Cash for Your TRASH!

Do you have a home full of things you no longer need or use? Maybe it's clothing from when you were a couple sizes larger, or some old dishes your grandmother left you that sit unused in a box. Well, bring all those items in to the Bargain-Bin secondhand goods store nearest you, and we'll give you money for your junk! With two branches in Beauville at 6254 Leonardo Crescent and 137 Mount Theresa Avenue, our friendly staff will immediately let you know if your items have any value to us and give you cash or store credit. It's just as easy as that!

Not only do you get cash for your items, but you can find amazing deals on used goods in both our stores. We carry a vast selection of clothing, household goods, antiques and collectibles, and home or office furnishings. Moreover, everything in our stores costs only a fraction of what similar items would cost in brand-new condition. With different stock arriving every day, you never know what sort of treasures you'll find in our stores.

Most importantly, our customers feel great knowing that 20 percent of all our profits go to local youth groups. So drop by a Bargain-Bin store today and earn cash, discover incredible savings, and help contribute to the growth and education of Beauville's young people. For further details, call us at 555-3009!

158. What is the advertisement about?

(A) A refuse recycling center
(B) A used goods business
(C) An antiques auction house
(D) A trash removal service

159. What does the advertisement suggest about Bargain-Bin?

(A) Its selection of products is constantly changing.
(B) It operates several outlets across the state.
(C) It is looking to hire additional employees.
(D) It rewards frequent shoppers with store credit.

160. What does the business do with a portion of its profits?

(A) Invest it in independent local businesses
(B) Distribute it to Bargain-Bin investors
(C) Donate it to youth organizations
(D) Use it to build educational facilities

LIVEWORKSHEETS

Questions 161-163 refer to the following notice.

Local Chorus Tryouts



The Winfield Community Chorus will hold open tryouts for new members on January 17 from 6 P.M. to 9 P.M. at Centennial Hall, located at 660 Plum Street in downtown Winfield. We have openings for women and men and for all types of voices including bass, tenor, alto, and soprano. — [1] —.

Those who audition must be at least 18 years of age, live in Winfield, and be capable of reading music or willing to learn. Previous choral experience is certainly appreciated but not necessary. — [2] —. We will judge your ability to sing the correct notes to the tempo and melody of the audition songs.

Also, we prefer performers that present themselves with professionalism and who can show the proper facial expressions to communicate the emotions they perform. For concerts, you will also have to learn lyrics in various languages, including Italian, German, and French.

Everyone auditioning will receive notification on January 19 about whether or not they have been accepted. New members must keep in mind that the chorus is a community organization made up of volunteers and that they will receive no payment. — [3] —.

Join us for some fun with your fellow music-lovers, and take part in loads of exciting performances! — [4] —.

161. For whom was the notice most likely written?

(A) Current members of a music club
(B) Registered participants in a competition
(C) Residents interested in performing
(D) Students enrolled in a singing class

162. What is required of those wishing to try out for the chorus?

(A) Prior participation in a chorus
(B) Previous foreign language study
(C) Possession of a music degree
(D) Willingness to be a volunteer

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

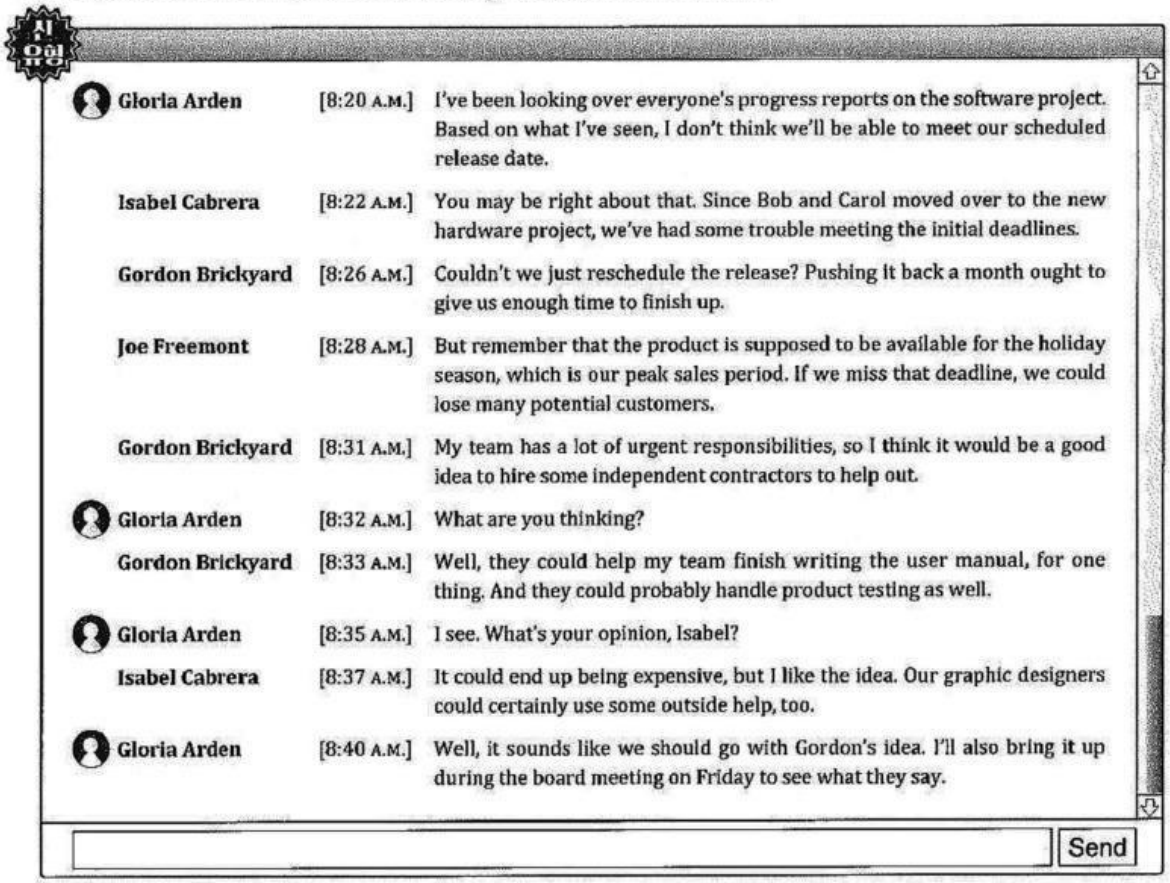
"They are also responsible for purchasing their own uniforms, the details of which will be provided at a later time."

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

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LIVEWORKSHEETS

Questions 164-167 refer to the following online chat discussion.



Gloria Arden	[8:20 A.M.]	I've been looking over everyone's progress reports on the software project. Based on what I've seen, I don't think we'll be able to meet our scheduled release date.
Isabel Cabrera	[8:22 A.M.]	You may be right about that. Since Bob and Carol moved over to the new hardware project, we've had some trouble meeting the initial deadlines.
Gordon Brickyard	[8:26 A.M.]	Couldn't we just reschedule the release? Pushing it back a month ought to give us enough time to finish up.
Joe Freemont	[8:28 A.M.]	But remember that the product is supposed to be available for the holiday season, which is our peak sales period. If we miss that deadline, we could lose many potential customers.
Gordon Brickyard	[8:31 A.M.]	My team has a lot of urgent responsibilities, so I think it would be a good idea to hire some independent contractors to help out.
Gloria Arden	[8:32 A.M.]	What are you thinking?
Gordon Brickyard	[8:33 A.M.]	Well, they could help my team finish writing the user manual, for one thing. And they could probably handle product testing as well.
Gloria Arden	[8:35 A.M.]	I see. What's your opinion, Isabel?
Isabel Cabrera	[8:37 A.M.]	It could end up being expensive, but I like the idea. Our graphic designers could certainly use some outside help, too.
Gloria Arden	[8:40 A.M.]	Well, it sounds like we should go with Gordon's idea. I'll also bring it up during the board meeting on Friday to see what they say.

Send

164. What caused a project to fall behind schedule?

(A) The cancellation of product testing
(B) The alteration of some deadlines
(C) The modification of a work policy
(D) The reassignment of some employees

165. Why most likely is changing the release date unacceptable?

(A) It will increase production costs.
(B) It may be rejected by the board.
(C) It might violate a contract.
(D) It could affect sales of a product.

166. What is suggested about Mr. Brickyard's team?

(A) It includes independent contractors.
(B) It was given one month to complete all of its tasks.
(C) It is responsible for drafting user instructions.
(D) It is part of the hardware division.

167. At 8:32 A.M., what does Ms. Arden mean when she writes, "What are you thinking"?

(A) She strongly disagrees with a proposal.
(B) She wants more details concerning a plan.
(C) She does not understand the purpose of a project.
(D) She prefers to discuss an idea at a later time.

LIVEWORKSHEETS