

Questions 186–190 refer to the following advertisement and e-mails.

Celebrate the Grand Opening of the Seaside Resort with Us

The Seaside Resort in Fort Lauderdale, Florida, is opening on May 1, and everyone is invited. Every room has an ocean view, and we provide a daily complimentary breakfast buffet on the beach for our guests. Enjoy free Wi-Fi and discounted prices at our five-star restaurant as well if you stay with us.

Single Room: one queen-sized bed; \$129.99/night

Double Room: two queen-sized beds or one king-sized bed; \$159.99/night

Junior Suite: two rooms; two king-sized beds; \$209.99/night

Luxury Suite: three rooms; three king-sized beds; \$259.99/night

Visit www.seasideresort.com to see pictures of our rooms as well as the facilities. We have a private beach, an outdoor swimming pool, a fitness center, and tennis courts. We also arrange scuba diving trips, fishing trips, and cruises on the Atlantic Ocean.

Reserve a room from now until April 30, and you'll get 50% off the regular price. Don't pass up a deal like this. Contact us at reservations@seasideresort.com now.

From: hwalker@homemail.com
To: reservations@seasideresort.com
Subject: Reservation Request
Date: May 2

Dear Sir/Madam,

I saw your resort advertised in my local newspaper, and I knew instantly that it's the place where I want to take my family for our annual summer trip. There are four of us (my wife and two daughters), so we'd like to stay in a junior suite. We'll be arriving on May 28 and departing on June 5. We will receive the discounted rate, won't we?

My wife and I are avid scuba divers, so we'd like to arrange a couple of trips while we're there. We'd love to have the opportunity to dive on some shipwrecks or coral reefs. My daughters don't dive, so are there any activities they can do while we are on the ocean? In addition, where do the cruises go? Finally, do you allow dogs on the premises? We'd like to bring our golden retriever Rusty if that's possible.

Yours faithfully,

Henry Walker

From: reservations@seasideresort.com
To: hwalker@homemail.com
Subject: Welcome to the Seaside Resort
Date: May 2

Dear Mr. Walker,

Thank you for reserving a room at the Seaside Resort. You are confirmed for the following:
1 junior suite – May 28 to June 5 (nine days).

Check-in is at 2 P.M. If you require early check-in, please inform us as soon as possible so that we can make the proper arrangements. A small fee may be required.

Our diving instructor is Cliff Swan. He can answer your questions about scuba diving in the Fort Lauderdale area. He conducts both group and private dives. You can reach him at cliffswan@seasideresort.com.

We regret to inform you that pets are not permitted at the resort. In addition, you need to pay full price for the room as the special offer is no longer being offered. As for your children, they can go swimming, visit the beach, or go fishing with one of our employees for a small fee.

Please feel free to contact us should you have any questions. We look forward to serving you and your family in a few weeks.

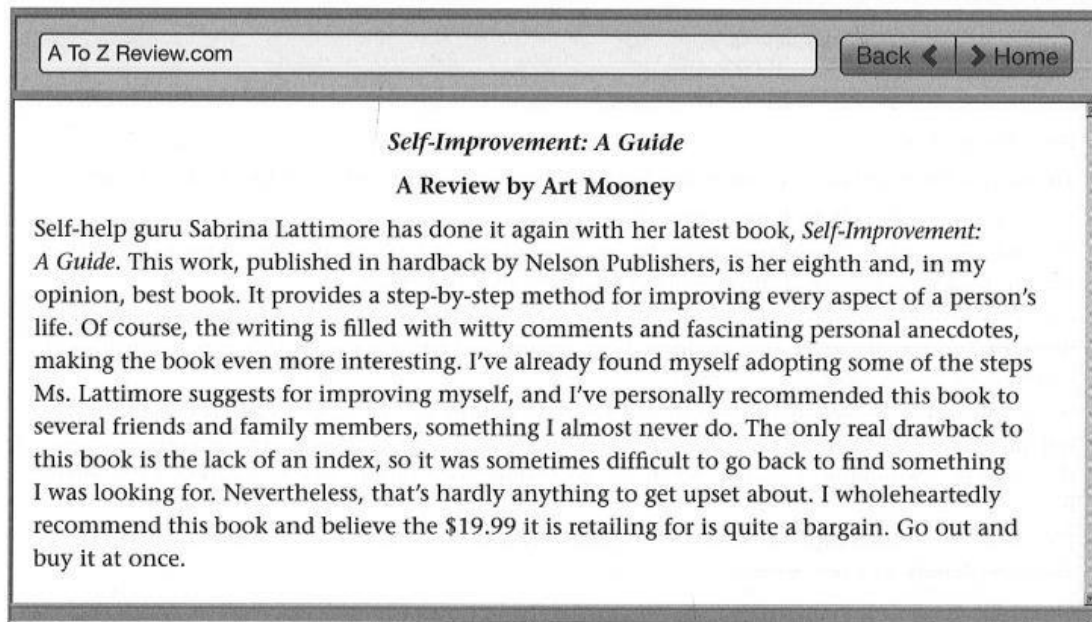
Sincerely,

Christie McDougal
Seaside Resort

186. Which of the following is mentioned about the Seaside Resort?
- (A) It provides free lunch buffets for guests.
 - (B) It offers many types of entertainment.
 - (C) Guests can get cheaper rates by staying for a week.
 - (D) Its facilities were awarded five stars.
187. Why will Mr. Walker be traveling to Fort Lauderdale?
- (A) To conduct business
 - (B) To take a vacation
 - (C) To visit relatives
 - (D) To attend a conference
188. How much will Mr. Walker pay?
- (A) \$129.99 a night
 - (B) \$159.99 a night
 - (C) \$209.99 a night
 - (D) \$259.99 a night
189. Why would Mr. Walker most likely contact Mr. Swan?
- (A) To set up tennis lessons
 - (B) To learn how to swim
 - (C) To go on a cruise
 - (D) To arrange a diving session
190. Which question by Mr. Walker does Ms. McDougal NOT respond to?
- (A) What activities there are for children
 - (B) Whether a cheaper price will be offered
 - (C) Whether animals can be brought with guests
 - (D) Which places passengers can visit on boat trips

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Questions 191–195 refer to the following online review, announcement, and letter.



The screenshot shows a web browser window with the address bar displaying "A To Z Review.com". The page content is titled "Self-Improvement: A Guide" and is a review by Art Mooney. The review text describes the book as a step-by-step guide for personal improvement, praising its wit and anecdotes, while noting the lack of an index as a drawback. The reviewer recommends the book at its \$19.99 retail price.

A To Z Review.com

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Self-Improvement: A Guide
A Review by Art Mooney

Self-help guru Sabrina Lattimore has done it again with her latest book, *Self-Improvement: A Guide*. This work, published in hardback by Nelson Publishers, is her eighth and, in my opinion, best book. It provides a step-by-step method for improving every aspect of a person's life. Of course, the writing is filled with witty comments and fascinating personal anecdotes, making the book even more interesting. I've already found myself adopting some of the steps Ms. Lattimore suggests for improving myself, and I've personally recommended this book to several friends and family members, something I almost never do. The only real drawback to this book is the lack of an index, so it was sometimes difficult to go back to find something I was looking for. Nevertheless, that's hardly anything to get upset about. I wholeheartedly recommend this book and believe the \$19.99 it is retailing for is quite a bargain. Go out and buy it at once.

Sabrina Lattimore to Speak on Friday

This Friday, August 11, Sabrina Lattimore is going to give a talk in the auditorium at 3:00 P.M. Ms. Lattimore is a well-known motivational speaker who has given countless talks around the country. We at Murray Consulting are pleased that she has agreed to speak to us. The speech will last for two hours and will cover the material she wrote in her book *How to Become a Leader*. At the conclusion of her talk, Ms. Lattimore will answer questions, and then there will be a short reception afterward. All Murray Consulting employees are welcome to attend. You may also invite one guest. This may be a family member, friend, or client. Please inform Julie Richardson (extension 564) if you will be attending as well as the name of your guest no later than Wednesday, August 9.

August 14

Dear Ms. Lattimore,

On behalf of everyone at Murray Consulting, thank you for the speech you gave on Friday afternoon. I learned a great deal, and you inspired me to find a bookstore so that I could purchase your newest work as soon as I left the office in the evening. I spoke with several of my colleagues, and they were impressed with the advice you provided in your speech. They also appreciated your accepting their invitation to go out for dinner afterward and your being so gracious in taking the time to answer everyone's questions. I wonder if you would be interested in returning around six months from now and speaking about another topic. I know you have given many talks in the past, so perhaps you could suggest a new subject to discuss. When you have the opportunity, please let me know.

Sincerely,

Charles Murray
Owner, Murray Consulting

191. What does Mr. Mooney indicate in his review?
- (A) *Self-Improvement: A Guide* is available as a paperback.
 - (B) The stories in *Self-Improvement: A Guide* are the best part.
 - (C) He gave copies of *Self-Improvement: A Guide* to his friends.
 - (D) He did not like every aspect of *Self-Improvement: A Guide*.
192. In the review, the word "witty" in line 4 is closest in meaning to:
- (A) obvious
 - (B) helpful
 - (C) clever
 - (D) thoughtful
193. What is suggested about *How to Become a Leader*?
- (A) It was published before *Self-Improvement: A Guide*.
 - (B) It has sold more copies than any of Ms. Lattimore's other books.
 - (C) It was the first book Ms. Lattimore ever wrote.
 - (D) It has been read by all Murray Consulting employees.
194. According to the letter, what did Mr. Murray do on Friday evening?
- (A) Had dinner with his colleagues
 - (B) Purchased *Self-Improvement: A Guide*
 - (C) Hosted a special event at work
 - (D) Asked Ms. Lattimore some questions
195. What does Mr. Murray ask Ms. Lattimore to do?
- (A) Give another speech in the future
 - (B) Autograph some copies of her book
 - (C) Provide some advice on a book he is writing
 - (D) Respond to some questions by e-mail

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Questions 196–200 refer to the following survey, memo, and article.

Best Value

Customer Satisfaction Survey

Thank you for shopping at Best Value. We appreciate your patronage. We always strive to improve the quality of the items we sell and the service we provide. So we request that you take a few moments to complete this form. Please answer all the questions and leave any comments you have. Then, present this survey to any store employee and receive a coupon for 10% off on your next visit here.

How do you feel about the following at Best Value?

	Poor	Bad	Good	Excellent
Prices				X
Selection		X		
Hours				X
Employees	X			

Comments: *Many of the employees here don't seem to care about the customers. When I ask them questions, they don't know or give me incorrect answers. Just a moment ago, I tried getting the attention of one employee, and she totally ignored me. Please do something to improve the quality of the service here.*

Name: *Thaddeus Toole*

TO: All Managers, Best Value

FROM: Marcus Dupree, VP, Best Value

SUBJECT: Recent Survey

DATE: November 10

The company that we hired to conduct last month's survey for us just submitted the data along with the comments that people left. We scored very high marks on our prices and the selection of items. Most shoppers like our hours, but a few wish that we would stay open 24 hours a day. However, more than 50% of all respondents rated our employees as either bad or poor. The comments were incredibly harsh. We apparently have an employee problem, and we need to do something about it. Several customers commented that they no longer intend to shop here since our employees ignore them or can't answer their questions. We must do something about this quickly. The holiday season is fast approaching, and we have to make sure sales don't suffer. We get most of our revenue then, so losing customers could cause us to miss our objective for the year.

A New Program at Old Store

Trenton (December 5) – One of the oldest stores in the city is starting one of the newest programs. Best Value, which has been in business since 1852, realized it had a problem when it received the results of a survey conducted more than a month ago. "Our customers weren't happy," said owner Travis Butler. "So we instituted a new program, and it appears to be successful." All Best Value employees now

receive ten hours of training. They learn about customer relations, and they also learn about everything the store sells. "When I started here, I couldn't answer any questions, but now I know how to use all the items here," said Kimberly Charles, who works at the store. "I love helping customers now, and I even like staying here after my shift is over to practice using some gadgets," she added.

196. What can customers receive for completing a survey?
- (A) A free gift
 - (B) A discount coupon
 - (C) A beverage
 - (D) A gift certificate
197. What does Mr. Toole mention about Best Value employees?
- (A) They need to be trained better.
 - (B) They do not perform their duties well.
 - (C) They are able to answer his questions.
 - (D) They speak rudely to him at times.
198. In which category does Mr. Toole's evaluation differ from the majority of the respondents?
- (A) Prices
 - (B) Selection
 - (C) Hours
 - (D) Employees
199. What does Mr. Dupree suggest doing?
- (A) Starting a new program
 - (B) Offering items at discounts
 - (C) Firing some employees
 - (D) Keeping sales from falling
200. Who is Kimberly Charles?
- (A) A Best Value manager
 - (B) A Best Value customer
 - (C) A Best Value employee
 - (D) The CEO of Best Value

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.