Questions 172-175 refer to the following notice.

Prendis National Park Authority (PNPA)

Prendis National Park includes mainland shore areas and Prendis Island itself. Please note, however, that additional restrictions will be in force for accessing the island this summer. Unless they are members of an official tour, visitors to the park will be prohibited from setting foot on Prendis Island. This rule also applies to individuals who may wish to visit the island independently using private watercraft. Such individuals may view the island from the water and may anchor offshore, but must not make landfall on the island.

The PNPA's official boat tours for visitors to the island are offered seven days a week throughout the year and depart at two-hour time intervals starting at 8 A.M. The final tour leaves at 4 P.M., except for the summer months of December through March, when this is extended to 6 P.M. Call 08 9776 5992 to make reservations. The official tour includes a brief visit to the island itself, where you can view bird-nesting areas with a PNPA park ranger as your authorized escort.

Payment and Reservations

- Tours are capped at 18 participants. If your group is smaller than 15, we reserve the right to include other visitors in your tour.
- Tickets are $20 per person for those 12 years of age and over and $10 per child under the age of 12.
- A nonrefundable deposit of $5 per person is required to hold a reservation for groups. Your deposit will be credited to your total group admission fee. If your party does not arrive at the specified time, we reserve the right to shorten the trip as necessary in order to avoid interfering with subsequent tours. Rescheduling cannot be considered.

172. What is announced in the notice?

(A) An added service
(B) A new tourist facility
(C) A recent policy change
(D) An updated fee structure

173. What is indicated about visiting Prendis Island?

(A) Visitors are warned not to disturb the wildlife.
(B) To tour on foot, visitors must be accompanied by a guide.
(C) Visitors are not permitted to swim near the island.
(D) To view the island from a boat, visitors must join an official tour.

174. What is NOT mentioned about the PNPA's tours?

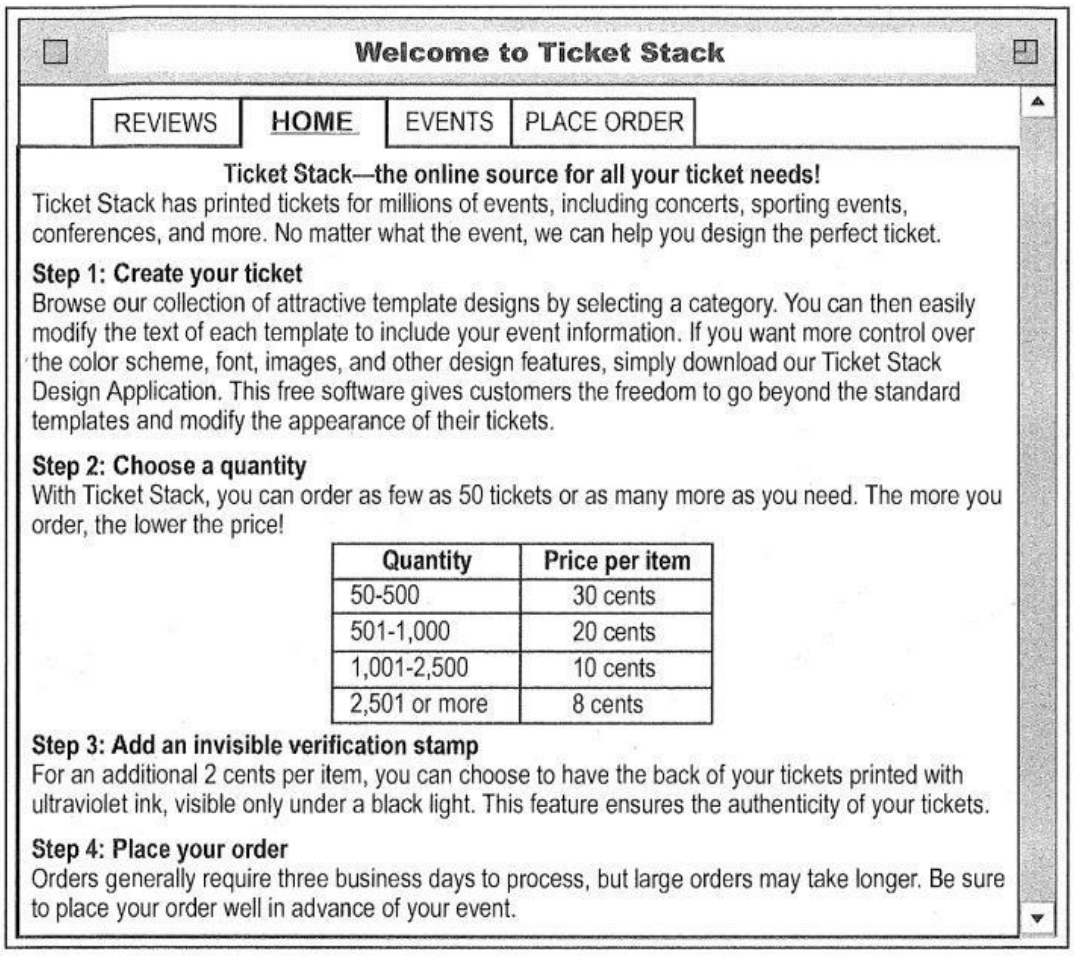
(A) The capacity is limited.
(B) Advance payment may be required.
(C) Tour times vary by season.
(D) Overnight tours can be scheduled.

175. According to the notice, what may happen if a group arrives late for a scheduled tour?

(A) It may be canceled.
(B) It may last less than two hours.
(C) It may cost more.
(D) It may be moved to another day.

LIVEWORKSHEETS

Questions 176-180 refer to the following Web page and customer review.



Welcome to Ticket Stack

REVIEWS | **HOME** | EVENTS | PLACE ORDER

Ticket Stack—the online source for all your ticket needs!

Ticket Stack has printed tickets for millions of events, including concerts, sporting events, conferences, and more. No matter what the event, we can help you design the perfect ticket.

Step 1: Create your ticket

Browse our collection of attractive template designs by selecting a category. You can then easily modify the text of each template to include your event information. If you want more control over the color scheme, font, images, and other design features, simply download our Ticket Stack Design Application. This free software gives customers the freedom to go beyond the standard templates and modify the appearance of their tickets.

Step 2: Choose a quantity

With Ticket Stack, you can order as few as 50 tickets or as many more as you need. The more you order, the lower the price!

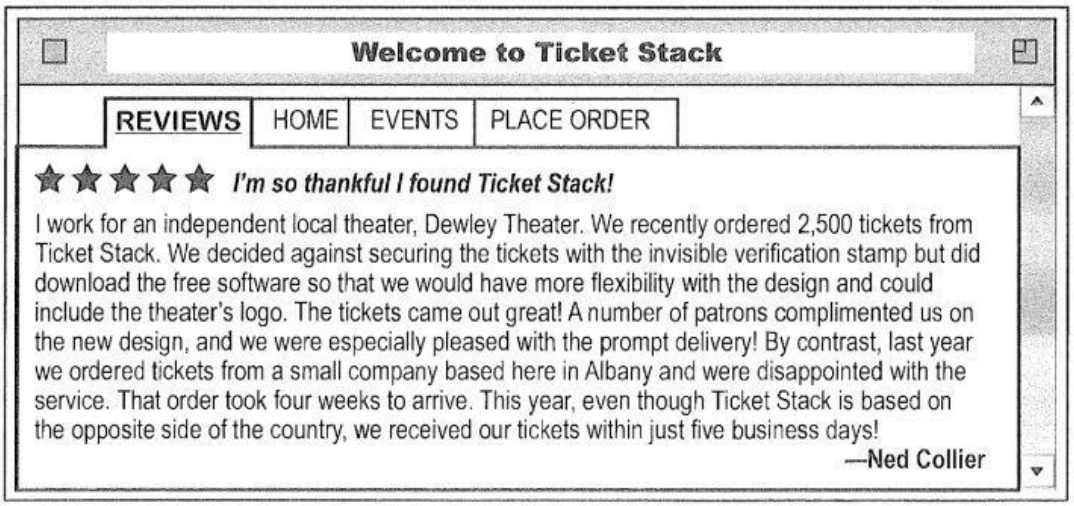
Quantity	Price per item
50-500	30 cents
501-1,000	20 cents
1,001-2,500	10 cents
2,501 or more	8 cents

Step 3: Add an invisible verification stamp

For an additional 2 cents per item, you can choose to have the back of your tickets printed with ultraviolet ink, visible only under a black light. This feature ensures the authenticity of your tickets.

Step 4: Place your order

Orders generally require three business days to process, but large orders may take longer. Be sure to place your order well in advance of your event.



Welcome to Ticket Stack

REVIEWS | HOME | EVENTS | PLACE ORDER

★★★★★ ***I'm so thankful I found Ticket Stack!***

I work for an independent local theater, Dewley Theater. We recently ordered 2,500 tickets from Ticket Stack. We decided against securing the tickets with the invisible verification stamp but did download the free software so that we would have more flexibility with the design and could include the theater's logo. The tickets came out great! A number of patrons complimented us on the new design, and we were especially pleased with the prompt delivery! By contrast, last year we ordered tickets from a small company based here in Albany and were disappointed with the service. That order took four weeks to arrive. This year, even though Ticket Stack is based on the opposite side of the country, we received our tickets within just five business days!

—Ned Collier

LIVEWORKSHEETS

176. According to the Web page, what does the free software allow users to do?

(A) Customize designs
(B) Confirm attendees
(C) Update a Web site
(D) Check customer information

177. What is mentioned on the Web page about Ticket Stack?

(A) It offers a variety of ticket sizes.
(B) It offers an optional security feature.
(C) It uses a unique numbering system.
(D) It has several store locations.

178. What is indicated about Mr. Collier?

(A) He paid ten cents per ticket.
(B) He requested a rush order.
(C) He chose a standard template.
(D) He received more tickets than he requested.

179. What is suggested about the Dewley Theater?

(A) It is located in Albany.
(B) It is planning to change its logo.
(C) It recently reduced its ticket prices.
(D) It mails tickets directly to patrons.

180. According to the review, why does Mr. Collier prefer Ticket Stack over another company?

(A) It has lower prices.
(B) It delivers internationally.
(C) It uses higher-quality equipment.
(D) It processes orders more quickly.

LIVEWORKSHEETS

Questions 181-185 refer to the following e-mail and business plan.

To:	Anna Browne <abrowne@firstprospect.com>
From:	Stefania Floros <s.floros@soleassortment.com>
Date:	December 22
Re:	Business plan
Attachment:	Floros revised

Dear Ms. Browne,

Thank you for helping me to secure funding for my new business. I have reviewed your feedback and changed my business plan accordingly. As you suggested, I have added a section that identifies our anticipated customer population. The revised version is attached. I believe this completes the necessary paperwork for my loan application. If you have further questions, please do not hesitate to contact me.

I look forward to receiving your official approval of my application.

Sincerely,

Stefania Floros

Revised Business Plan: Sole Assortment

Section 1. Purpose
Raleigh Street has become a vibrant district of eateries, shops, and entertainment venues. My business, Sole Assortment, will fill a very significant gap among the existing apparel shops and department stores. Sole Assortment will focus on women's shoes and accessories. We are committed to offering high-quality footwear at affordable prices in a relaxing, customer-centered environment.

Section 2. Target Market
Sole Assortment will serve women who work in the surrounding area. Because many office buildings are within walking distance, customers from the target market are likely to frequent the store during mid-day breaks and at the end of the business day. Weekend customers are those who come to the area for shopping, dining, and entertainment.

Section 3. Estimated Timeline
The grand opening is scheduled for May 10. The anticipated deadlines for each stage of the timeline are:

February 25	Sign lease and obtain business permit
March 31	Renovate space and install displays
April 30	Post job announcements, complete interviews, and hire staff
May 7	Load inventory and prepare for opening

Section 4. Financial Information
See attached projection sheet for details about anticipated expenditures and profits.

LIVEWORKSHEETS

181. What is the purpose of the e-mail?

(A) To acknowledge a recent job promotion
(B) To give instructions on getting a permit
(C) To offer advice to a new business owner
(D) To respond to a specific suggestion

182. In the e-mail, the word "secure" in paragraph 1, line 1, is closest in meaning to

(A) guard
(B) obtain
(C) save
(D) fasten

183. What section of the business plan was added?

(A) Section 1
(B) Section 2
(C) Section 3
(D) Section 4

184. What type of business does Ms. Floros plan to start?

(A) A gourmet restaurant
(B) An employment agency
(C) A beauty salon
(D) A shoe shop

185. According to the business plan, what information was submitted separately?

(A) Letters of recommendation
(B) Names of contracted suppliers
(C) Details about estimated costs
(D) A list of inventory items

LIVEWORKSHEETS

Questions 186-190 refer to the following Web page, e-mail, and form.

From:	David Louw [dlouw@marketstreetlegal.co.za]
To:	Mpho Mashigo [mmashigo@marketstreetlegal.co.za]
Date:	12 May
Subject:	Office furnishing update

Hello, Mpho,

I've completed some research and would like to suggest that we go with Central Craft Office Furnishings for the desks and other pieces for our office renovation. Though we've never purchased from them before, they provided references that gave glowing recommendations.

I think we should choose a larger desk type for our main work area (twelve desks), with matching filing cabinets and bookshelves. For the support staff and interns who work upstairs, I suggest a simpler desk style.

If you approve these suggestions, I'm hoping to place the order quickly so that the items would be delivered while most of our staff are away at the conference in Bloemfontein. Unfortunately, our work areas will appear quite messy as we clear out the old furniture and await the arrival of the new items.

Please let me know what you think of the plan I have outlined above.

David

LIVEWORKSHEETS

Order code: Y6183W
Contact: David Louw, (041) 961-5072
Delivery to: Market Street Legal, 56 Market Street, Uitenhage 6229
Delivery window: 02-04 June, 09:00-17:00

Quantity	Product ID	Description
12	HBD3113	Hamilton Business Desk
12	TAF1275	Tuck Away File Cabinet; matte grey
4	BB2820	Bookworm Bookshelves; matte grey
6	FD4218	Flexible Desk

Note: *Due to demand, we are out of Product BB2820 at our Port Elizabeth store. Those items will be delivered to your office directly from our manufacturing site, so they will be shipped into Uitenhage from Cape Town rather than from Port Elizabeth. This may delay the delivery by one or two days. Every effort will be made to have the entire order delivered on the same day.*

186. What is indicated about Central Craft Office Furnishings?

(A) It provides complimentary interior design services.
(B) It offers special deals to educational institutions.
(C) It has recently expanded its product inventory.
(D) It has just opened a branch location.

187. What is probably true about Market Street Legal's furniture order?

(A) It will be delivered at no charge.
(B) It includes an item that has been discontinued.
(C) It was placed too late for delivery in June.
(D) It includes a style selected by interns.

188. Why does Mr. Louw probably prefer to schedule a delivery during a particular period of time?

(A) He will receive an additional discount.
(B) He needs some furnishings for an important meeting.
(C) He needs extra time to discard old office furniture.
(D) He wants to minimize inconvenience to colleagues.

189. What furniture product will most likely be placed upstairs at Market Street Legal?

(A) Hamilton Business Desks
(B) Tuck Away File Cabinets
(C) Bookworm Bookshelves
(D) Flexible Desks

190. According to the form, where is the furniture made?

(A) Uitenhage
(B) Cape Town
(C) Bloemfontein
(D) Port Elizabeth

LIVEWORKSHEETS

Questions 191-195 refer to the following e-mail, menu, and comment card.

From:	Jethro Li <jli@plumroom.com>
To:	Bettina Vargas <bvargas@plumroom.com>
Date:	Monday, September 19
Subject:	Menu tasting

Hi Bettina,

It's hard to believe Mr. Bonneau will be here in just four weeks! Since his review will be published in the city newspaper, let's be sure that our selections reflect the very best of The Plum Room. To get input on the menu we'll be serving him, I've decided we should hold a special menu-tasting event on Saturday of next week.

I have a few suggestions for what we could serve at the menu tasting. How about preparing a hearty meatless entrée that can really hold its own? That way we can highlight our vegetarian-friendly offerings. Perhaps our steamed shellfish dish would be a good option too. I do insist, however, on offering the new specialty pizzas we're planning to introduce on our regular menu. That is, of course, assuming construction on the brick oven is completed by then. Also, I think we could serve at least one of our fruit desserts—they are always popular. But do know that I have full confidence in you, as Head Chef, to finalize the menu selections.

Lastly, I'd like to offer our menu-tasting patrons a chance to tour the kitchen while they are here. Let me know how you feel about this and how best to arrange it.

Thanks,

Jethro Li

The Plum Room Tasting Menu

Saturday, October 1

Smoked salmon canapés
Baked halibut in butter sauce
Eggplant steak with lemon tomato sauce
Steamed mussels and shrimp in a coconut broth
Roasted Tuscan chicken with white beans and wilted greens
Peach cake with glazed almonds

LIVEWORKSHEETS

Tasting Comment Card

Name: Elianne Aude

Please comment on your tasting experience at The Plum Room.

I was pleasantly surprised by the gentle sweetness of the eggplant dish; the sauce was a little acidic for my taste though. The halibut, on the other hand, exceeded all my expectations. The Tuscan chicken was tender, but overall it lacked flavor. Regarding the cake, it was fairly tasty, though a bit overcooked. I was quite impressed with the efficient design of your kitchen. I look forward to sampling the new brick-oven pizzas when they're introduced. It's a shame you weren't able to offer them today.

191. What is the purpose of the menu tasting?

(A) To prepare for a visit from a restaurant critic
(B) To select dishes to enter in a cooking contest
(C) To evaluate a chef who is applying for a job
(D) To decide on items to add to the daily menu

192. In the e-mail, the word "hearty" in paragraph 2, line 2, is closest in meaning to

(A) sincere
(B) abundant
(C) satisfying
(D) original

193. What is true about the tasting menu?

(A) It lists dishes that were offered for free.
(B) It includes a dessert suggested by Mr. Li.
(C) It was served to customers in the restaurant's kitchen.
(D) It is available every weekend.

194. Which menu item was most likely Ms. Aude's favorite?

(A) The halibut
(B) The cake
(C) The eggplant
(D) The chicken

195. What is suggested about the brick oven?

(A) It is too large for the kitchen.
(B) It needs to be repaired.
(C) It failed a safety inspection.
(D) It is still being built.

LIVEWORKSHEETS

Questions 196-200 refer to the following e-mail, flyer, and text message.

To:	Interns
From:	Hassan Asif
Subject:	Speaker series
Date:	February 11

Dear students,

Good news! Mr. Tatsuo Nomura has agreed to participate in our Speaker Series this spring. As part of your student internship responsibilities you will need to arrange his lodging here at the university for March 25–27 and have the necessary paperwork completed and approved so that Mr. Nomura can receive his honorarium. Please reserve a room for his presentation as well. I recommend McAneny Auditorium since it can accommodate the most people, but any of the presentation rooms in the business building would be fine.

Also, once Mr. Nomura provides his abstract, you will need to design a flyer and post it in the usual locations throughout the building. I trust you will be able to divide the work among the four of you without any issues. Thanks!

Dr. Asif

Professor, Dunn School of Business

Dunn School of Business

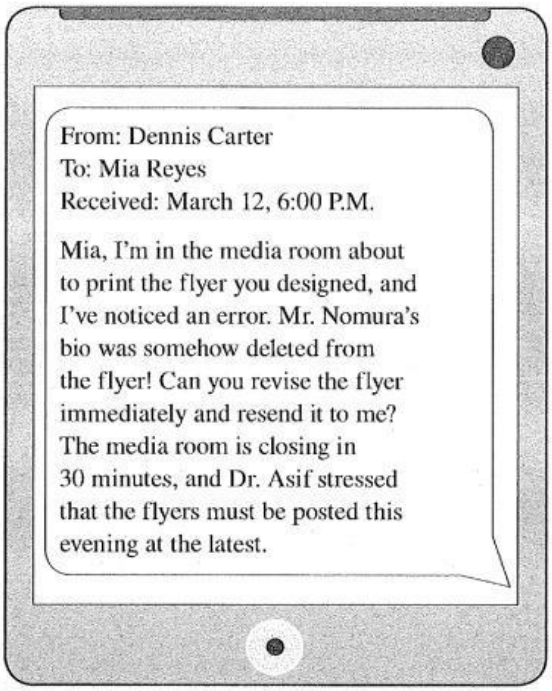
Speaker Series Presents:

Mr. Tatsuo Nomura
Executive Vice President, Kyoto Financial Group, Japan

Developing Alternative Finance Partnerships
March 26, 5:30 P.M.
Trosdal Room

In the past few years, many financial institutions have restricted lending to reduce their risk. This practice, however, contributes to unfavorable market conditions. How can banks minimize risk while still providing suitable funding opportunities to entrepreneurs? One possible solution that is gaining in popularity is alternative finance. I will provide an overview of alternative finance, share some compelling data collected jointly by researchers at Kyoto Financial Group and Dunn School of Business, and discuss how this global banking innovation can revive our industry.

LIVEWORKSHEETS



196. What is suggested about the Trosdal Room?

(A) It is not located in the business building.
(B) It is the site for all of the events in the Speaker Series.
(C) It is smaller than McAneny Auditorium.
(D) It is available on March 27.

197. In the e-mail, the word "issues" in paragraph 2, line 3, is closest in meaning to

(A) conflicts
(B) periodicals
(C) distributions
(D) announcements

198. What is Mr. Nomura's presentation about?

(A) A new trend in banking
(B) A job opportunity in finance
(C) Unusual methods of data collection
(D) Characteristics of skilled entrepreneurs

199. What problem does Mr. Carter mention?

(A) A name has been misspelled.
(B) The flyer is missing information.
(C) The flyer will not be posted on time.
(D) The room reserved for the presentation is closed.

200. Who most likely is Ms. Reyes?

(A) A technician in the media room
(B) An executive assistant to Mr. Nomura
(C) A presenter from the Speaker Series
(D) A student at Dunn School of Business

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