

## HOMEWORK

### Exercise 1. Choose the correct answers

Exercise 2. Questions 1 - 4 refer to the following e-mail.

To: [Olivia.dunn@mail.net](mailto:Olivia.dunn@mail.net)

From: [customerservice@luxggage.com](mailto:customerservice@luxggage.com)

Date: April 9

Subject: Order CX6752

Ms. Dunn,

Thank you for .....(1) with Lux Luggage. After carefully reviewing our inventory we have determine that one of items you ordered is not currently in supply .....(2).

Voyage Rolling Suitcase Maroon Large (1) \$359 – In stock

Voyage Rolling Suitcase Maroon Medium (1) \$259 – In stock

Voyage Rolling Suitcase Maroon Carry-On (1) \$159 – Out of stock

We understand that you may have intended these items to be a set. If you wish to cancel your .....(3) order and choose different style or color of luggage, we will provide a ten percent discount toward your purchase. Once you have the item reference numbers from our Website or catalogue, simply call 343-564-3522. A customer service associate will apply the discount to your order made by telephone.

We .....(4) forward to serving all of your future luggage needs

Sincerely,

Lux Luggage Customer Service

1. (A) commenting (C) shopping  
(B) meeting (D) working
2. (A) Below is a list detailing the availability of the items you requested:  
(B) The following shows your order history from oldest to most recent:  
(C) Please note that discounted items cannot be refunded.  
(D) Our staff are very knowledgeable and friendly.
3. (A) ready (C) through  
(B) entire (D) common
4. (A) look (C) had looked  
(B) were looking (D) looked

Questions 5 - 8 refer to the following advertisement

To: All Employees

From: Doug Hammon

Date: June 12

Subject: [ internal ] Westbrook Branch General Manager

Greetings Klein Bank Employees,

After several months of interviews and thorough consideration, a committee has determined that Mr. Silvia Lucian is the most qualified candidate for General Manager at the Westbrook Branch. The new.....(5) involves directing and training a team of 14 employees as they operate the newest branch of Klein Banks..... (6)

Ms. Lucian has many years of valuable experience working in banking industry. She.....(7) a strong base of knowledge as a beginning teller in Grenning Bay branch. She now acts as assistant manager of the same bank where she has worked for a total of 26 years. At the Grenning Bay branch she is known for a visionary.....(8) style which is expect to be of great benefit at her new post.

Doug Hammon

CEO Klein Bank

5. (A) manager (C) facility

(B) position (D) division

6. (A) She started working as a sales representative

(B) The interview has rescheduled for June 15

(C) She also be responsible for promoting bank

(D) Klein Bank are recognized for its friendly service

7. (A) will gain (C) is gaining

(B) gains (D) gained

8. (A) manage (C) management

(B) manages (D) managed

Questions 9 - 12 refer to the following advertisement

The Centennial Bluebird Complex is a 20,000 square meter facility that is used for a large variety of community events in Ardalan County. It was constructed five years ago thanks to the donations of local residents.....(9) knowns as " The Bluebird". The site operated year-round to host recreational programs for individuals of all ages and interests ..... (10) Youth, amateur and professional athletic event occur regularly in the facility's many and indoor field.

Ardalan County prints and distributes a ..... (11) yearly activities catalogue to its more than 10,000 households. A digital.....(12) can also be found online at ardalancounty.org/the blue bird. Non-residents can participate in events by paying a small membership fee.

9. (A) mutually (C) popularly  
(B) Essentially (D) Exclusively

10. (A) The location is specifically dedicated to the use of the children.  
(B) In fact, those working in this facility will receive a comprehensive benefit package  
(C) For instance, the residents of Ardalan County are proud of its natural surroundings  
(D) These include youth camps, cooking classes, concerts, and more

11. (A) complete (C) completes  
(B) completing (D) completion

12. (A) copy (C) certificate  
(B) signature (D) manuscript

**Exercise 3**

**Question 01 refers to the following information**

In order to request a Royal Bank credit card, please fax the completed application form along with the following information: of identification, such as a copy of your drivers' license, birth certificate, for social security card and recent bank statement. Confirmation of your application will be made by email within two business days after all the required documents have been received.

**1. What is NOT required to apply for a credit card?**

- A. A piece of identification
- B. Financial statement
- C. Proof of employment

**Question 02 refers to the following notice**

The Weldon University Library is open to all staff and students and is accessible with an active university identification card. Members of the local community may also use the university library. For an annual fee of \$49, residents will be issued a library card that will allow them to borrow library materials when presented. A charge of \$1 per day will be imposed on users who returning materials late.

**2. What is indicated about the library policy?**

- A. It charges local residents a fee every year
- B. It requires users to renew their cards each semester
- C. It imposes a limit on the number of items borrowed

**Question 03 refers to the following advertisement**

**ASSISTANT STORE MANAGER: Brentwood**

Finnegans Supermarket is in urgent need of an assistant store manager for its Brentwood location. To be considered, applicants will need to have experience managing and leading a team. This is not an office-based management role and will require that candidates interact with both team members and customers on a daily basis. Responsibilities include supporting the store manager, achieving sales target, training and managing staff, and handling customer service issues.

**3. What is NOT stated as a responsibility of the assistant store manager?**

- A. Meeting set goals for earnings
- B. Opening and closing the store
- C. Dealing with customer complaints
- D. Providing training to employees