

PRACTICE

Questions 181-185 refer to the following e-mails.

From: Melissa Wilson

To: Patrick Morrow

Date: 13 January

Subject: Job prospect

Dear Mr. Morrow,

My name is Melissa Wilson. Your wife is best friends with my sister-in-law, Susan. She suggested that I get in touch with you to find out a little Markamore because I am thinking of applying for a position with the company.

At the moment, I work for a small agency that does marketing for local businesses. There isn't much variety in our work and the head of our company is reluctant to take risks. I've been looking for a position that would allow me to try new things and grow my skills as a marketer.

A few days ago, I read an article in Business Weekly titled "Confessions of a Markamore Marketer". The article made Markamore seem like an ideal place to work. I'd like to meet with you whenever you have some time next week to hear your perspective on Markamore's work environment.

Thanks for your time. I look forward to speaking with you.

Melissa Wilson

From: Patrick Morrow
To: Melissa Wilson
Date: 14 January
Subject: Re: Job Prospect

Dear Melissa,

It's a pleasure to hear from you. Susan told me a little bit about you the last time I saw her. Unfortunately, I won't be able to speak with you in person, as I just left on a two-week business trip to Amsterdam. However, I would be happy to answer any questions you have via e-mail.

I read the article that you mentioned. My colleague, Jeff Rowan, is the person they interviewed. I believed he painted an accurate picture of our company and the creative freedom we are given. However, he didn't mention how demanding our work can be. Employees at Markamore are typically required to work on projects for multiple clients simultaneously, and as a result, we frequently work beyond normal office hours to meet our deadlines. This creates a lot of stress for many of the employees, but if you are willing to work under these challenging conditions, it could be a refreshing change. I'll be happy to put in a good word for you if you decide to apply.

If you have any other questions about the company, don't hesitate to ask. And be sure to say hello to Susan for me the next time you see her.

Sincerely,
Patrick

181. Why did Mr. Wilson contact Mr. Morrow?

- (A) To thank him for the interview.
- (B) To get his opinion about his employer.
- (C) To offer him a job with her company.
- (D) To request copies of e recent article.

182. Why does Mr. Wilson want to change companies?

- (A) Her company is too small.
- (B) She wants a higher salary.
- (C) She wants international clients.
- (D) Her work is too repetitive.

183. What is suggested about Mr. Morrow?

- (A) He must often stay late at his office.
- (B) He was interviewed by Business Weekly.
- (C) He and Melissa's sister are friends.
- (D) He usually works from home.

184. What is NOT mentioned about Markamore?

- (A) It encourages staff to be creative.
- (B) It is a stressful place to work.
- (C) It is offering multiple job positions
- (D) Its staff rarely leave work on time.

185. Who is most likely Jeff Rowan?

- (A) An intern.
- (B) A marketer.
- (C) A painter.
- (D) A journalist.

186-190 refer to the following e-mail, invoice, and form

To: Daisy Ferreira <d.ferreira@centropost.net>
From: Raindrop Skincare sinfo@raindropskincare.com>
Date: August 6
Subject: Thank you!

Dear Ms. Ferreira,

Thank you for becoming a member of the Raindrop Skincare Rewards Program (RSRP). Your unique ID is 5450DF. This ID is saved in your online account, so you will not have to re-enter it every time you make a purchase. No further action is needed, and you can now take advantage of all the benefits this program has to offer:

2 points for each dollar* you spend on our Web site until September 30, and 1 point per dollar* after that. Your accumulated points can be used toward purchasing our merchandise. Advance notice of sales and promotions by e-mail. That means you'll never miss out on getting the best deals on the products you love. A quarterly box of free product samples to try, mailed right to your door. Coupons for exclusive discounts on certain brands. All Raindrop Skincare products are made from natural ingredients and are responsibly sourced. We believe in keeping the environment beautiful, too!

Sincerely

The Raindrop Skincare Team

* Rounded up. Merchandise only; does not apply to tax and shipping

Raindrop Skincare Invoice

Customer Name: Daisy Ferreira

RSRP ID (if applicable): 5450DF

Mailing Address: 127 Rose Avenue, Lake City, FL 32025

E-mail: d.ferreira@centropost.net

Date of Order: August 12

Item	Description	Cost per Unit	Quantity	Total
T-5738	Grapeseed Facial Moisturizer	\$45.00	1	\$45.00
G-1042	Citrus Soy Daily Cleanser	\$24.00	1	\$24.00
W- 3456	Rose Petal Hand Lotion	\$21.00	2	\$42.00
C-2917	Skin Calming Overnight Mask	\$39.00	1	\$39.00
Please allow 3 days from the order date for your goods to arrive. If you are not completely satisfied with our merchandise, you may return it on or before August 31. For questions or comments, e-mail: feedback@raindropskincare.com		Subtotal	\$150.00	
		Sales Tax	\$10.50	
		Shipping	\$12.50	
		Total	\$173.00	

Raindrop Skincare Customer Survey

Name: Daisy Ferreira

Please rate the following categories on a scale of 1 (poor) to 10 (excellent).

Product Selection: 6 Product Quality: 8

Value: 7 Ease of Using the Web Site: 9

Delivery: 9 Customer Service: 8

Your Comments: Most of the products I ordered were effective for my skincare needs. However, I was dissatisfied with the hand lotion, which I thought was too greasy.

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

- (A) To request customer details.
- (B) To confirm a membership.
- (C) To respond to an inquiry.
- (D) To introduce a product.

187. In the e-mail, the word "certain" in paragraph 2, line 5, is closest in meaning to

- (A) Particular
- (B) Confident
- (C) Valid
- (D) Accurate

188. When most likely did Ms. Ferreira receive her goods?

- (A) August 12
- (B) August 15
- (C) August 19
- (D) August 31

189. What can be suggested about the order?

- (A) It was partially paid for with points.
- (B) It was eligible for a product discount.
- (C) It earned Mr. Ferreira 300 points.
- (D) It was sent by express mail.

190. Which product did Ms. Ferreira dislike?

- (A) T-5738
- (B) G-1042
- (C) W-3465
- (D) C-2917

Questions 191-195 refer to the following e-mail, advertisement, and form

To: Sam Bryant <s.bryant@brightprinting.com>

From: Jessica Duncan <duncanj@paydaypages.net>

Date: July 26

Subject: Your advertisement

Dear Mr. Bryant

Thank you for choosing Payday Pages to advertise your business. I have created a sample advertisement based on the text you dropped off at my office this morning. Please view the attached file to see what it will look like in the paper when it runs next week. If anything needs to be **fixed**, please inform me as soon as possible. I won't be able to make any changes after 5 P.M. on Friday.

Your business will be billed according to the following rates:

1-8 lines, text only: \$100

1-8 lines, with photo/logo: \$175

9-15 lines, text only: \$150

9-15 lines, with photo/logo: \$225

More than 15 lines: dependent on size

Do not hesitate to contact me if you have any questions.

Sincerely,

Jessica Duncan

Bright Printing

We bring your ideas to life!

Bright Printing is the area's leading provider of custom printing for clothing. We can add your company name, logo, slogan, and more to any piece of clothing.

Perfect for:

- Uniforms
- Company events
- Customer gifts
- Fundraisers

We sell T-shirts, sweatshirts, jackets, and hats on-site in a wide range of colors.

Buy 25 items or more and get 20 % off your entire order.

Visit us today at 844 Grand Avenue or call us at 555- 2900.

Bright Printing Order Form

Order date: Tuesday, August 13

Customer: Alice Bloom

Contact number: (724) 555 - 3950

Company: North Landscaping

Address: 434 Birch Street

Completion date: Monday, August 19

[] Delivery:

[x] Pick up: [] A.M. [x] P.M.

Print description: 3 –color logo (File: bloom1.jpg) on front of shirt, centered, 8'x8'

Selected clothing: Cotton T-shirt, navy blue

Small: 3 Medium: 12 Large: 15 Extra – large: 8

Total number of items: 38

Deposit of \$60 received. Remainder due at time of collection.

191. How did Mr. Bryant submit his advertisement?

- (A) By making a phone call.
- (B) By filling out an online form.
- (C) By sending an e-mail.
- (D) By visiting Ms. Duncan's office.

192. In the e-mail, the word "fixed" in paragraph 1, line 4, is closest in meaning to

- (A) corrected
- (B) limited
- (C) confirmed
- (D) recovered

193. What is the fee for Mr. Bryant's advertisement?

- (A) \$100
- (B) \$150
- (C) \$175
- (D) \$225

194. What can be inferred about Ms. Bloom?

- (A) She wants printing on both sides.
- (B) She selected T-shirts in 3 colors.
- (C) She will get 20% off her order.
- (D) She made a payment by credit card.

195. What is indicated about Ms. Bloom's order?

- (A) It includes three sizes of clothing.
- (B) It will take about a week to prepare.
- (C) It has been paid for in full.
- (D) It will be delivered to her business.

Question 196-200 refer to the following information and emails

Angler Cruise Line: Activities for Tuesday, July 18

8:00 A.M	Morning Yoga / Taught by Amy Welsh
Upper Deck	Start the day off right with this one-hour yoga session on the deck (weather permitting). The flow is designed for the intermediate level, but the instructor will provide alternatives for beginner and advanced students. No fee.
2:00 P.M	Scuba Diving at Ocala Island / Taught by Gerald Adams
Off-site	Meet at the main unloading area for a 4-hour scuba diving adventure of shores of Ocala Island. Beginners will receive lessons while intermediate and advanced divers may explore the area at their leisure. Cost: \$120 for beginners/ \$100 for others. Gear provided. Ages 12 up only.
7:00 PM	Wine Tasting Event/Led by Terry Vanover
Gold Hall	Sample a variety of wines and learn about how to pair them with various dishes. Cost: \$25. You must be at least 21 years of age to attend this event
8:00 P.M	Tango Dance Lessons / Taught by Edward Padilla
Star Lounge	Learn the fundamental steps of the tango to get you started on this lively and passionate dance. The 1-hour lesson will be followed by two hours of live music so you can practice what you've learned. No fee

To: Activities Staff activities32@anglercruiseline.com

From: Lawrence Gifford <gifford@anglercruiseline.com>

Date: July 17

Subject: Tomorrow's schedule

Hello everyone, there will be a few changes to tomorrow's guest activities. Unfortunately, Edward will not be able to teach his activity because he sprained his ankle. Therefore, this activity will be covered by Brandon Prince instead, even though it is supposed to be his day on. Additionally, Amy is still not feeling well, so Madison Barnes will teach her class in the morning. We might have to make changes for the rest of the week, but I'll let you know about that later.

Sincerely, Lawrence Gifford

Head of Activities, Angler Cruise Line Vessel #32

To: Angler Cruise Line <feedback@anglercruiseline.com>

From: Linda McCarty imccarty@myemailtime.com

Date: July 24

Subject: Angler Cruise Line Vacation

To Whom It May Concern:

I recently took a vacation with my sister on your cruise line (vessel #32), and I'd like you to know that we both had a wonderful time. I was impressed by the variety of activities offered each day, and while we couldn't share in the fun of all the activities, we did attend quite a few. The activity I enjoyed most was the tango lessons offered on the Tuesday night of our cruise.

I wish we could have gone on dancing all night! Furthermore, my sister was nervous about lesson with Gerald Adams, but she said he was a very good teacher and made her feel comfortable. We will definitely consider Angler again for a vacation in the future.

All the best,

Linda McCarty

196. What is true about the July 18 activities?

- (A) The wine tasting is the only activity with an age limit.
- (B) The scuba diving activity will end at 4 P.M.
- (C) The yoga session can accommodate various skill levels.
- (D) The dance lessons are the only free activity.

197. According to Mr. Gifford, why will the schedule be changed?

- (A) An error needs to be corrected.
- (B) Too many people signed up.
- (C) Some employees are not available.
- (D) A meeting space is too small.

198. In the second e-mail, the word "share" in paragraph 1, line 3, is closest in meaning to

- (A) distribute
- (B) communicate
- (C) divide
- (D) participate

199. Who taught Ms. McCarty's favorite activity?

- (A) Madison Barnes
- (B) Edward Padilla
- (C) Brandon Prince
- (D) Amy Welsh

200. What was Ms. McCarty's sister feeling uneasy about?

- (A) Choosing the right gear.
- (B) Dancing in front of others.
- (C) Going scuba diving.
- (D) Doing yoga outdoors.