Questions 6 – 10 refer to the following memo, partial agenda, and e-mail.

MEMO

Date: March 16
RE: Travel expenses

A great deal of employee travel is scheduled for the coming weeks. Therefore, the accounting department would like to clarify company policy regarding reimbursement for hotel stays and per diem.

Hotels: Our support staff are instructed to book and pre-pay hotel rooms for employees within a standard price limit, which depends on the city and the season of travel. For example, the limit for this month's MBA convention in Springfield is $200 per night. If you wish to reserve a more expensive hotel, you must pay the difference yourself.

Per diem: Per diem is meant to cover food and other small expenses while traveling. It is a fixed amount per day and varies according to the city. For one-day trips with no overnight stay, employees receive 75% of the standard per diem. For example, here are the per diem amounts for a trip to Springfield:
Standard per diem: $80 per day
One-day trip (no overnight stay): $60

If you have any questions, please don't hesitate to ask.

Alana Cahill
Accounting Manager

Springfield MBA Convention, March 26–27
Cooper Expo Center, Springfield

AGENDA

Saturday, March 27

Time	Location	Session
9:00 a.m. – 10:30 a.m.	Gold Room	Legal Panel Discussion
10:45 a.m. – 12:00 p.m.	Ballroom	Bryan Dodge, "Reducing Risk"
9:00 a.m. – 12:00 p.m.	Silver Room	Kim Tompkins, "Recruiting the Best"
12:00 p.m. – 1:00 p.m.	Dining Hall	LUNCH
1:00 p.m. – 3:00 p.m.	Gold Room	Sara Crowder, "Using Social Media"
3:30 p.m. – 6:30 p.m.	Sky Bar	Reception
6:30 p.m. – 10:00 p.m.	Ballroom	Awards Banquet

LIVEWORKSHEETS

E-mail

To:	Alana Cahill <cahill_a@emco.com>
From:	Sara Crowder <crowder_s@emco.com>
Subject:	Convention
Date:	March 17

Hi, Alana.

There's been a slight change of plans. I know you booked me for Friday and Saturday night at the Springfield Airport Hotel. But an important client is asking for an urgent meeting on Friday evening, so I'll just be flying in for Saturday's sessions. Can you please cancel the hotel and change my ticket to the 6:45 a.m. departure and the 7:00 p.m. return flight on the 27th? I've checked, and there are plenty of seats left on both.

Sorry to cause you extra trouble.

Thanks,

Sara

6. What is the purpose of the memo?
(A) To provide information about a convention
(B) To recommend accommodations to staff
(C) To explain rules regarding money for trips
(D) To announce a change in payroll policy

7. In the memo, the word "varies" in paragraph 3, line 2, is closest in meaning to
(A) appears
(B) equals
(C) differs
(D) increases

8. What is Alana Cahill asked to do?
(A) Cancel a Saturday appointment
(B) Book a new round-trip flight
(C) Reserve a different hotel
(D) Arrange a meeting with a client

9. Which event will Sara Crowder be unable to attend?
(A) The legal panel discussion
(B) The talk by Kim Tompkins
(C) The reception
(D) The awards banquet

10. What amount will Sara Crowder receive as a per diem?
(A) $60
(B) $80
(C) $160
(D) $200

LIVEWORKSHEETS

B. Text Message and Instant Message Chains

Questions 1 – 5 refer to the following letter and text message chain.

October 20

Dear Ms. Samuel and Ms. Ali,

The term of your current lease expires in thirty days. We are pleased to have you both as tenants and would like to renew your lease for another one-year term.

Unfortunately, the costs associated with owning and maintaining this building have increased over the last year, largely due to rises in taxes and insurance fees. Therefore, we must reluctantly implement a small raise in your monthly rent of $590. We are providing several different options for renewal.

1. Month-to-Month: $680/month
2. Six-Month Lease: $650/month
3. One-Year Lease: $625/month
4. Two-Year Lease: $600/month

Kindly choose one of the above and inform us in writing of your choice within ten days so that we can complete your paperwork. If we do not hear from you, we will extend your lease on a month-to-month basis at the rate given above. If you have any questions, please call us at 466-2392, or stop by the office between 8:30 and 5:00, Monday through Saturday.

Sincerely,

Dale Hollingsworth
Building Manager

LIVEWORKSHEETS

Marie Samuel 2:45 p.m.
Did you by any chance go to the office and renew our lease?

Amal Ali 2:46 p.m.
No, it completely slipped my mind! Did we miss the deadline?

Marie Samuel 2:47 p.m.
No, it's tomorrow. I forgot all about it too, but I can go down there right now. So, what do you think? Should we sign another one-year lease? Or should we save some money by signing for two years?

Amal Ali 2:49 p.m.
I don't know. That's a big commitment. And I might be transferring to another school next year.

Marie Samuel 2:50 p.m.
If you leave, I can get another roommate without breaking the lease, though.

Amal Ali 2:51 p.m.
Good point. Do whatever you think is best.

Marie Samuel 2:52 p.m.
OK, I'm going to take the cheapest option.

1. What is the purpose of the letter?
(A) To explain why rents have been raised
(B) To offer a new lease agreement
(C) To complain about high maintenance costs
(D) To answer a question about a lease

2. By what date are the recipients of the letter asked to respond?
(A) October 20
(B) October 30
(C) November 20
(D) November 30

3. In the letter, the word "reluctantly" in paragraph 2, line 2, is closest in meaning to
(A) surprisingly
(B) illegally
(C) unwillingly
(D) immediately

4. Which is true about Amal Ali?
(A) She remembered to stop by the office.
(B) She plans to move out in a few months.
(C) She missed the deadline for renewal.
(D) She let Marie make the final decision.

5. What will Marie Samuel and Amal Ali's new monthly rent be?
(A) $600
(B) $625
(C) $650
(D) $680

LIVEWORKSHEETS

Questions 6 – 10 refer to the following e-mail, web page, and online chat.

To:	Luis Garcia <lgarcia@uptownbooks.com>
From:	Annual Book Expo <ABE@expo.com>
Subject:	Grow your book business at the Annual Book Expo!
Date:	December 16

Dear Booksellers' Association member,

The Annual Book Expo will be held on February 10–12. The Expo is an annual premium trade fair that unites the world's most influential book publishers and distributors with thousands of attendees from bookstores, libraries, and museums. The exhibit hall and all conference sessions and meetings are conveniently located in the Midtown Hotel, guaranteeing high visibility and floor traffic. Enjoy more than 24 hours of exhibition time over three days. Each attendee is a potential customer who will have plenty of time to visit your booth in a comfortable setting.

We will be accepting applications from exhibitors until December 31. Please see AnnualBookExpo.com/exhibitors for further details and to submit your application and payment. Space is assigned on a first-come, first-served basis, so apply today!

Sincerely,

Peter Molina
CEO, Annual Book Expo

http://www.AnnualBookExpo.com/exhibitors

INFORMATION FOR EXHIBITORS: Booth Prices

Corner Aisle Standard Booth **$980**

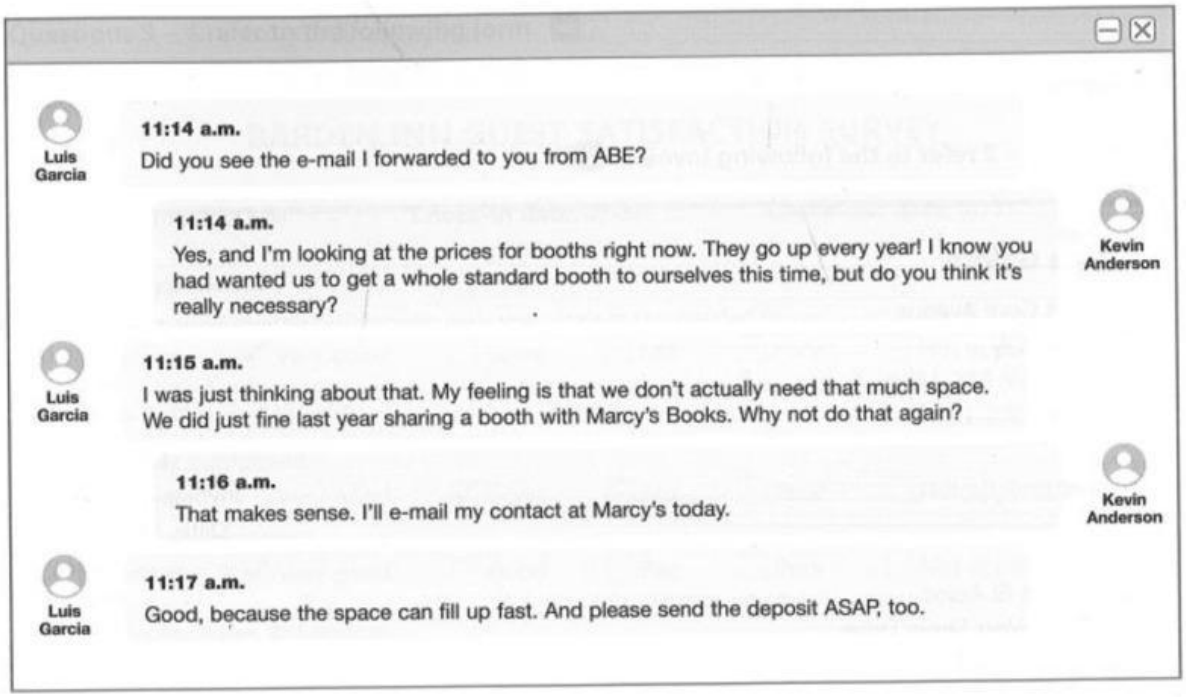
Regular Standard Booth **$900**
All standard booths are 10 feet wide by 8 feet deep with a draped 8-foot back wall. Four chairs and a 9 by 40 inch identification sign with your booth number are included in the cost of the booth. Rent a corner aisle booth for maximum visibility and foot traffic.

Half Standard Booth **$500**
If you have limited space needs, we encourage you to rent half of a standard booth. You may choose your own booth partner or have us match you with another company.

Tabletop Exhibit **$300**
The cost of a tabletop exhibit includes a 7-foot table, two chairs, and an identification sign. These exhibits are appropriate for individuals, schools, or businesses with only one to three products to promote.

Fill out the exhibitor application form and submit it, along with a 50% deposit, to Ian Grace.

LIVEWORKSHEETS



Luis Garcia — **11:14 a.m.**
Did you see the e-mail I forwarded to you from ABE?

Kevin Anderson — **11:14 a.m.**
Yes, and I'm looking at the prices for booths right now. They go up every year! I know you had wanted us to get a whole standard booth to ourselves this time, but do you think it's really necessary?

Luis Garcia — **11:15 a.m.**
I was just thinking about that. My feeling is that we don't actually need that much space. We did just fine last year sharing a booth with Marcy's Books. Why not do that again?

Kevin Anderson — **11:16 a.m.**
That makes sense. I'll e-mail my contact at Marcy's today.

Luis Garcia — **11:17 a.m.**
Good, because the space can fill up fast. And please send the deposit ASAP, too.

6. What is the purpose of the e-mail?
(A) To announce a new trade fair
(B) To provide the schedule of a trade show
(C) To invite a consumer to attend a fair
(D) To persuade the reader to exhibit at a fair

7. Which type of booth will an author promoting a new book most likely reserve?
(A) Corner Aisle Standard Booth
(B) Regular Standard Booth
(C) Half Standard Booth
(D) Tabletop Exhibit

8. What is the main topic of the chat?
(A) Travel plans for attending the fair
(B) A partnership with Marcy's Books
(C) Purchasing a booth at the fair
(D) A reply to the ABE e-mail

9. What is indicated about Luis Garcia and Kevin Anderson?
(A) They own several bookstores.
(B) They work at Marcy's Books.
(C) They have attended this fair before.
(D) They are helping to organize the fair.

10. What amount should Kevin Anderson submit as a deposit?
(A) $900
(B) $450
(C) $250
(D) $150

LIVEWORKSHEETS

C. Forms

Questions 1 – 5 refer to the following web page and online shopping cart.

http://www.trueartist.com

TRUE ARTIST

True Artist provides arts and crafts supplies to artists, designers, instructors, and hobbyists all over the world. We offer the widest assortment of professional-quality supplies available anywhere, from the leading brands in the industry. We even deliver them right to your door. Shipping is free for all orders over $200.

And if you are an art teacher, True Artist makes your job easier. Why go to an arts and crafts store for your art materials when for a membership fee of just $50, you can shop on our website at wholesale prices AND get free shipping? That's right—teachers can now enjoy the same prices that retail stores pay for their art supplies. You can even work with a True Artist wholesale account specialist to order customized art kits for your classes. Better art supplies mean a better teaching and learning experience!

Hodges long-handled brushes (set of 5) Members: $4.00 Non-members: $7.00	**Hodges short-handled brushes** (set of 5) Members: $3.00 Non-members: $5.00	**Pratt water-mixable oil paints** (various colors) 150 mL tube Members: $10.00 Non-members: $16.00

SHOPPING CART

ITEMS: 4

Description	Quantity	Price per unit	Subtotal
Pratt water-mixable oil paint – 150 mL tube Deep red	1	$10.00	$10.00
Pratt water-mixable oil paint – 150 mL tube Sea blue	2	$10.00	$20.00
Hodges short-handled brushes (set of 5)	5	$3.00	$15.00
Hodges long-handled brushes (set of 5)	1	$4.00	$4.00
		Order Subtotal	$49.00

Customer name: Mr. William Nelson

Ship to: Mountainview High School, c/o William Nelson
1200 Grange Dr.,
93596 Boron

Gift receipt? Yes ☐ No ☑

Place your order

LIVEWORKSHEETS

1. What is being advertised?
(A) A new craft store
(B) A discount on website membership
(C) An online art supply store
(D) A brand of art supplies

2. What does the company offer non-members?
(A) Wholesale prices on all goods
(B) No-cost delivery on large orders
(C) Free memberships for a limited time
(D) Help with customized art kits

3. On the web page, the word "industry" in paragraph 1, line 3, is closest in meaning to
(A) manufacturing
(B) production
(C) business
(D) design

4. How many brushes is the customer ordering in total?
(A) 5
(B) 6
(C) 25
(D) 30

5. What is implied about Mr. William Nelson?
(A) He is buying the items for someone else.
(B) He has paid a membership fee.
(C) He will pick up the order.
(D) He is an art student.

LIVEWORKSHEETS

Questions 6 – 10 refer to the following agenda, memo, and e-mail.

Pallman Brothers, Inc.

SALES MEETING AGENDA

Date: Monday, June 15
Time: 2:00 – 4:00 p.m.

2:00 – 2:10	***Opening/Introduction***	Marcus Rivera, Sales Manager
2:10 – 2:20	***The Language of Property Listings***	Helen Eisenberg, Regional Manager
2:20 – 2:40	***Advertising & Promotions for Commercial Properties***	Roseanne Jackson, Agent
2:40 – 3:00	***Housing Market Update***	Young-Joon Lee, Agent
3:00 – 3:10	BREAK	
3:10 – 3:35	***Finding Mortgage Lenders for Clients***	Leonard Kuryle, Finance Manager
3:35 – 3:55	***Know the Law on Leases***	Simon Conniff, General Counsel
3:55 – 4:00	***Closing***	Marcus Rivera, Sales Manager

Location: Conference room 1

Pallman Brothers, Inc.

MEMO

Date: June 10
To: Sales staff
From: Marcus Rivera
RE: Sales meeting

You may have already noticed that this month's sales meeting was mistakenly scheduled for June 15, which conflicts with an out-of-town conference that several agents are attending. They won't be back in town until late Tuesday. Therefore, we are rescheduling the meeting for Wednesday, June 17. And since conference room 1 is reserved for that time, we will meet in conference room 2 instead. (We can all fit, though it may be a little crowded.) The times on the agenda remain unchanged. I apologize for the confusion and look forward to seeing you on Wednesday.

LIVEWORKSHEETS

E-mail

To: mrivera@pallman.com

From: sconniff@pallman.com

Subject: Re: Sales meeting

Date: June 11

Hi Marcus,

Thanks for the memo. The rescheduling caused a slight problem for me, as I have an appointment on Wednesday at 4:30, more than an hour's drive away. But I spoke to Young-Joon and he agreed to switch places with me on the agenda. In other words, I'll be presenting in his spot and he'll be presenting in mine, and I'll have to excuse myself after my presentation. Since it's a minor change, I don't think it will be necessary to send out an amended agenda—we can simply make an announcement at the start of the meeting.

Simon Conniff

6. What type of company most likely is Pallman Brothers, Inc.?
(A) A home construction company
(B) A marketing company
(C) A real estate agency
(D) A law firm

7. Why was the meeting postponed?
(A) The conference room was already reserved.
(B) Some attendees would be unable to go.
(C) The only available room was too small.
(D) Marcus Rivera would be away at a conference.

8. What is implied about conference room 2?
(A) It was already reserved for June 15 at 2:00.
(B) It is not available for the sales meeting.
(C) It is smaller than conference room 1.
(D) It is not used very often.

9. What is the purpose of Simon Conniff's e-mail?
(A) To ask for a revised meeting agenda
(B) To request that the meeting time be changed
(C) To announce a change in the topic of his talk
(D) To explain how he solved a schedule conflict

10. Who will be the last to speak before the break?
(A) Young-Joon Lee
(B) Simon Conniff
(C) Roseanne Jackson
(D) Leonard Kurylo

LIVEWORKSHEETS