Questions 181-185 refer to the following online form and e-mail.

https://www.pinkferngardens.co.nz/contact

About	Shop Online	Locations	**Contact Us**

Located in Picton, New Zealand, Pink Fern Gardens sells a wide variety of plants, both edible and decorative. Please use the form below to submit your questions and comments.

Name: Mia Dixon

E-mail: mdixon@sunmail.co.nz

Comment:

I saw the callout to local growers on your social media feed. A few years ago, I started a large community food garden with my neighbours here in Helensville for us to tend in our free time. This year, we have more plants than we can consume ourselves. Specifically, we have dozens of potted mint and cardamom seedlings as well as other uncommon herbs, and I wonder if you are interested in expanding your offerings of herbs. We also have a half dozen two-year-old lemon tree saplings that are between two and three feet tall.

To:	mdixon@sunmail.co.nz
From:	purchasing@pinkferngardens.co.nz
Date:	12 January
Subject:	Your comment

Dear Ms. Dixon,

Pink Fern Gardens is always seeking uncommon plants. As for your citrus saplings, we are currently purchasing those from licensed growers only. There is a disease affecting certain varieties, so we must be cautious. We learned our lesson regarding this last autumn!

We do buy other plants from independent growers, as long as the seedlings are potted and market ready. Here are the types of seedlings we buy and the wholesale price we pay for each plant: ferns ($8), vines ($6), annual flowers ($5), and herbs for cooking, especially oregano, mint, and rosemary ($2). Please stop by at your convenience with samples of your offerings, and we can discuss our needs further in person.

Kind regards,

Ken Yoneda

Purchaser, Pink Fern Gardens

LIVEWORKSHEETS

181. What motivated Ms. Dixon to contact Pink Fern Gardens?

(A) A positive review from a customer
(B) An online post from Pink Fern Gardens
(C) An article about Pink Fern Gardens
(D) A phone message from Mr. Yoneda

182. What is indicated about Ms. Dixon?

(A) She wants to turn her hobby into a full-time business.
(B) She would like a part-time job at Pink Fern Gardens.
(C) She founded a community garden with her neighbors.
(D) She is president of a gardening club in Helensville.

183. According to Mr. Yoneda, what happened last year?

(A) Some of his employees resigned.
(B) Some trees his company purchased were unhealthy.
(C) His company obtained a license to export citrus trees.
(D) His company ran out of fruit trees to sell.

184. What does Mr. Yoneda ask Ms. Dixon to do?

(A) Send him a list of supplies
(B) Contact an independent grower
(C) Buy seeds from Pink Fern Gardens
(D) Bring some plants to Pink Fern Gardens

185. How much would Mr. Yoneda pay Ms. Dixon for one of her potted seedlings?

(A) $8.00
(B) $6.00
(C) $5.00
(D) $2.00

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LIVEWORKSHEETS

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

https://www.elektroproofrepair.com/about

Trust Elektroproof Repair to get your computer running right again!

Elektroproof Repair's no-surprises policy offers flat fees for labor at three price points: $145, $200, and $350. These fees do not include the cost of software or replacement parts. The majority of our repairs incur the $200 fee.

NOTE: Because of a dramatic increase in demand, we now require appointments for all services. For an initial consultation with one of our highly qualified technicians, simply select from the available time slots on our schedule page. When you schedule your appointment, we require a $60 nonrefundable deposit which will be credited toward the cost of services rendered.

If you have any questions, please e-mail us at inquiries@elektroproofrepair.com. Whenever possible, we will contact you the same day or on the following business day. Most repairs are completed within three to five business days.

E-Mail Message

To:	Jessica Nelson <jnelson17@saffronmail.com>
From:	Arthur Jacquet <ajacquet@elektroproofrepair.com>
Date:	January 14
Subject:	Re: Tea spill, please help!

Dear Ms. Nelson,

Thank you for contacting Elektroproof Repair. You asked if you could bring in your laptop for inspection tomorrow, January 15. Unfortunately, we are currently booked solid through January 18. The earliest available time slot is 8:00 A.M. on January 19. Please let me know if you would like to book that slot or if you have any questions.

Sincerely,

Arthur Jacquet, Elektroproof Repair

LIVEWORKSHEETS

https://www.buyertobuyerintel.com/repair_services/electronics/computer_devices

★★★★★

Elektroproof Repair

I spilled tea on the keyboard of my faithful old laptop, and while I dried the exterior rather quickly, I was afraid the internal components might have been ruined. Luckily for me, Elektroproof Repair came to the rescue! After booking my consultation on the Web site, I waited anxiously for a reply. Within an hour, I got an e-mail directly from the owner. Although the time slot I had requested was not available, when I responded to his e-mail to express how urgently I needed my laptop, the owner said they had an unexpected cancellation and asked if I could bring it in that very morning, which I did. Since my computer was not turned on at the time of the accident, an Elektroproof Repair technician was able to dry the computer's insides and prevent damage to the hard drive or internal circuits. Other than a new battery, no other part was needed, and Elektroproof Repair had my laptop fully functional and back in my hands within 24 hours.

—Jessica Nelson

186. According to the Web page, what is true about Elektroproof Repair?

(A) It recently raised its prices.
(B) It is hiring more repair technicians.
(C) It has experienced a sudden increase in business.
(D) It requires full payment before work can begin.

187. According to the e-mail, what is the earliest date when Ms. Nelson could bring in her laptop for service?

(A) On January 14
(B) On January 15
(C) On January 18
(D) On January 19

188. What is most likely true about Mr. Jacquet?

(A) He owns the business.
(B) He is a technician.
(C) He is a receptionist.
(D) He delivers repaired equipment.

189. According to the review, what was Ms. Nelson's main concern about her laptop?

(A) That the parts inside it might be damaged
(B) That it was too old to be repaired
(C) That it was responding too slowly
(D) That its operating system had a virus

190. What is suggested about the repair of Ms. Nelson's computer?

(A) It included installing new operating software.
(B) It was completed more quickly than advertised.
(C) It involved the replacement of internal circuits.
(D) It required an upgrade to the hard drive.

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LIVEWORKSHEETS

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

Learn to play guitar at Alexis Instruments!

Alexis Instruments will offer group and individual guitar instruction beginning April 2. Each of our locations has been updated with newly constructed classrooms and practice rooms. Our instructors have years of experience teaching and playing as professional musicians. Call an Alexis Instruments store today for availability and pricing.

To:	Lucia Rivera <luciarivera@rapidonet.com>
From:	Krista Towers <ktowers@alexisinstruments.com>
Date:	April 26, 8:30 A.M.
Subject:	Order TS1058293

Dear Ms. Rivera,

I am following up on the order you placed with us on April 23. We have only one guitar of the model you want in stock. It was used as a display sample on the floor of our salesroom here in Santa Barbara. This means it is out of the box and has been played by customers browsing the store. Our in-house luthier has thoroughly inspected the guitar, and it is still in excellent condition. There are no scratches, scuffs, or dents on it whatsoever. Because you purchased the instrument on the understanding that it was brand new, we want to offer you two options:

1. If you do not want the floor model, you may cancel the order and receive an immediate full refund.
2. If you would like the floor model, we will ship it immediately and offer you a 10 percent discount off the original retail price.

If you choose the latter, we will make sure the guitar is delivered to your local store in time for your first lesson there tomorrow. We apologize for the inconvenience.

Sincerely,
Krista Towers
Alexis Instruments

LIVEWORKSHEETS

Alexis Instruments
Order number: TS1058293
Date: April 26

Description	Price
Domingo 313 full-body acoustic guitar	$450.00
10% discount on guitar	-$45.00
Three-year repair and maintenance plan, good at any Alexis Instruments location	$75.00
Sales tax	$34.80
Total	$514.80

Ship To	Bill To
Alexis Instruments, store #23 3914 Joseph Drive Chico, CA 95926	Lucia Rivera 11437 Shady Grove Lane Chico, CA 95926

191. What is the purpose of the advertisement?
(A) To sell guitars
(B) To promote lessons
(C) To attract music teachers
(D) To announce a new location

192. What is most likely true about the store where Ms. Towers works?
(A) It has been renovated.
(B) It is hiring new employees.
(C) It has more inventory than other locations.
(D) It has extended its hours of operation.

193. What does the e-mail indicate about the guitar?
(A) It is in need of repairs.
(B) It has been on a shelf at the store in Chico.
(C) It was previously owned by an Alexis Instruments customer.
(D) It is the only one of its model currently available.

194. What can be inferred about Ms. Rivera?
(A) She damaged her guitar.
(B) She requested a refund.
(C) She was previously enrolled in an online class.
(D) She purchased the floor model.

195. According to the receipt, what is true about Alexis Instruments?
(A) It repairs instruments in its stores.
(B) It has two stores in Santa Barbara.
(C) It is holding an annual sale.
(D) It was founded by a professional musician.

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LIVEWORKSHEETS

Questions 196-200 refer to the following e-mails and invoice.

To:	All Instructors
From:	Jee-Young Choi
Subject:	New fee schedule
Date:	August 15

Dear Teachers,

Thank you for lending your skills as artists and educators to the Mirabel Museum of Art. Please use the updated fee schedule below when creating your monthly invoices.

Category	Description	Duration	Fee
Tour	Lead group tour	60 minutes	$50
Tour	Lead group tour	90 minutes	$75
Class	Teach art class	75 minutes	$65
Class	Teach art class	120 minutes	$110
Development	Plan new course content	Varies	$200
Training	Instruct museum staff on a specialized topic	Varies	$25/hour

Electronic payments should be available ten business days after invoice submission.

Jee-Young Choi, Education Coordinator

Devonte Merriweather
d.merriweather@camail.ca

Invoice #00278
For: Services at the Mirabel Museum of Art
Sent: September 30

Date	Description	Fee
September 22	Tour: Special exhibit	$50
September 22	Class: Drawing for Beginners	$65
September 25	Class: Sculpting with Clay	$110
	Total	$225

LIVEWORKSHEETS

To:	Devonte Merriweather <d.merriweather@camail.ca>
From:	Jee-Young Choi <jy.choi@mirabelmuseumofart.ca>
Subject:	Payment
Date:	October 6

Dear Mr. Merriweather,

Thank you for submitting your September invoice. I noticed that you neglected to charge us for developing the curriculum for your sculpting class, which you taught for the first time on September 25. I checked with Carol Swann, and she said that because invoice #00278 has already been paid, it would be best if you submitted a second invoice for the development. I will ask her to process it quickly when I receive it.

You will be happy to know that the feedback from your students was very positive. I will e-mail scans of their feedback forms later today.

Best,

Jee-Young Choi, Education Coordinator

196. What is suggested in the first e-mail about the Mirabel Museum of Art?

(A) It hires art teachers to lead tours.
(B) It offers private tours to museum members.
(C) Its art classes are free to the public.
(D) Its next staff training will take place in ten days.

197. What does the invoice suggest about Mr. Merriweather?

(A) He worked at the museum on September 30.
(B) He has expertise in more than one art form.
(C) One of his art classes was canceled.
(D) Some of his artwork was exhibited in September.

198. How long was the sculpting class that Mr. Merriweather taught?

(A) 60 minutes
(B) 75 minutes
(C) 90 minutes
(D) 120 minutes

199. According to the second e-mail, who most likely is Ms. Swann?

(A) A bookkeeper
(B) An art teacher
(C) Mr. Merriweather's assistant
(D) Director of the Mirabel Museum of Art

200. What can be concluded about Ms. Choi?

(A) She forgot to read some student feedback forms.
(B) She believes that Mr. Merriweather is owed $200.
(C) She meets once a month with teachers.
(D) She rejected Mr. Merriweather's October invoice.

TEST 6

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