

Questions 1 – 2 refer to the following letter.

Big Crate Shipping

29 Market Street, Box 68,
Trenton, NJ 08625-0080
USA
Tel: 1-800-845-845
Fax: 221-845-777

Singh Apparels
Post Office Box 924,
Ludhiana 141003
India

Dear Mr. Singh,

Please find enclosed an invoice for your order of May 16th. We regret the delay in your shipment. Our cargo was held up by customs for much longer than expected, so our international shipments were delayed beyond our control. As such, we have couriered your shipment to you at no extra cost and hope that our delays have not caused you too much inconvenience. As further compensation, we are offering you a 10% discount on your next order of \$1,500 or more. Once again, we apologize for the delay and hope to do business with you again in the very near future.

Sincerely,

Gordon Ray
International Sales Manager

1. What is the purpose of this letter?

- (A) To notify Mr. Singh of a future shipment
- (B) To apologize for a delay in processing
- (C) To explain the extra costs for shipping
- (D) To remind Mr. Singh to pay his bill

2. What will the company do for Mr. Singh?

- (A) Ship his cargo internationally
- (B) Pay for duties at customs
- (C) Do business with him again
- (D) Expedite his shipment for free

Questions 3 – 5 refer to the following e-mail.

TO: MariaBaez@BaezRealty.com
FROM: sales@ParadiseLandscaping.com
DATE: May 18, 2017 at 2:13 p.m.
SUBJECT: Re: Request for estimate

Dear Ms. Baez,

Thank you for your inquiry. We at Paradise Landscaping have been striving for the past ten years to become the most popular commercial landscaping firm in this area. As a family-owned business, we pride ourselves on our personal service and will work tirelessly to ensure that you are satisfied with our work.

Below is a preliminary estimate based on the information you provided in your e-mail.

	Cost per unit	Quantity	Amount
Tree removal	\$200	3	\$600
Landscape design consultation	\$50	1	\$50
Landscape design	\$1,500	1	\$1,500
Sprinkler system, including installation	\$2,800	1	\$2,800
		TOTAL	\$4,950

Please note that this estimate does not include the cost of trees, plants, and other materials, which you will choose after your consultation with one of our designers. To schedule your consultation, please call or e-mail us at your earliest convenience. After that, we will be able to provide you with a complete estimate. We look forward to hearing from you.

Sincerely,
C. Corbett
Sales Director, Paradise Landscaping

3. How much does it cost to have one tree removed?

- (A) \$600
- (B) \$300
- (C) \$200
- (D) \$50

4. What is probably true about Maria Baez?

- (A) She hopes to get a job with Paradise Landscaping.
- (B) She has purchased services from Paradise Landscaping before.
- (C) She is seeking landscaping services for her business.
- (D) She is a landscape design expert.

5. What should Maria Baez do after receiving this e-mail?

- (A) Schedule a consultation with a designer
- (B) Purchase plants and other materials
- (C) Notify the company when to begin work
- (D) Send a payment of \$4,950 to the company

Questions 6 – 8 refer to the following advertisement.

Administrative Assistant

About the Job

Are you an administrative assistant who wants to work with a large, reputable company? If so, you won't want to miss out on this outstanding opportunity to work for Snowflake Entertainment! [1] For over thirty years, Snowflake Entertainment has produced innovative and popular computer games. We are consistently ranked among the world's best-selling gaming companies.

Responsibilities

[2] Responsibilities include answering calls, interviewing customers to document complaints, interacting with game designers and other staff members to ensure smooth operation, and providing additional support as required. [3]

Qualifications

Candidates should have a minimum of three years' experience, possess strong organizational and communication skills, be fluent in English, hold a university degree, have excellent customer service skills, and be a multitasker. [4]

Please e-mail résumé with cover letter and salary expectation to: Min-Jung Kim, Personnel Director, at MKKim@snowflakeent.com

6. What is suggested about Snowflake Entertainment?

- (A) It was founded recently.
- (B) It is seeking game designers.
- (C) It is expanding to more countries.
- (D) It is a leader in its industry.

7. What does the advertised job involve?

- (A) Testing computer games
- (B) Making sales presentations
- (C) Responding to customer concerns
- (D) Training new staff members

8. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"A strong knowledge of video games is not necessary but is a plus."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 9 – 13 refer to the following catalog and order form.

- Eco Uniforms, Inc. Spring Catalog**
- Eco Uniforms makes attractive, high-quality, and environmentally-friendly uniforms for the food service industry.
- Chef Coats** Item No. 8990 **\$45.00**
50% organic cotton, 50% recycled polyester; long sleeves, ten buttons
Unisex sizes: S, M, L, XL
Colors: white, navy blue, black
- Chef Pants** Item No. 8560 **\$40.00**
100% organic cotton; right back pocket and key holder
Unisex sizes: XS, S, M, L, XL
Color: black
- Men's and Women's Knit Shirts** Item No. 3487 **\$25.00**
100% organic cotton; short sleeves, three-button collar
Men's sizes: S, M, L, XL
Women's sizes: S, M, L, XL
Colors: black, navy blue, red, green, white
- Aprons** Item No. 4302 **\$15.00**
100% recycled polyester; extra-long ties, three pockets
One size fits all
Colors: black, white

Date: April 1st, 2018

Order Form

Description	Item No.	Size	Quantity	Color	Price
Chef Coats	8990	L	2	white	\$90
Knit Shirts	3487	Men's L	1	green	\$25
Chef Pants	8560	Men's XL	2	black	\$80
Aprons	4302	—	3	black	\$45

<Standard Shipping & Handling>

Standard shipping (10-15 business days): \$10

Expedited shipping (5-10 business days): \$15

Rush shipping (2-3 business days): \$25

SUBTOTAL \$240.00

SHIPPING \$0.00

TOTAL \$240.00

Free rush shipping on your first order and on all orders over \$150

9. For whom is the catalog most likely intended?

- (A) Beginner cooks
- (B) Organic food shoppers
- (C) Company executives
- (D) Restaurant owners

10. What is indicated about the chef pants?

- (A) They are made of polyester.
- (B) They do not come in men's and women's sizes.
- (C) They do not have any pockets.
- (D) They are made from recycled material.

11. Which item comes in five colors?

- (A) The chef coats
- (B) The chef pants
- (C) The knit shirts
- (D) The aprons

12. Which is the customer NOT ordering?

- (A) Black aprons
- (B) A green knit shirt
- (C) Large chef coats
- (D) Large chef pants

13. How much will the customer pay for shipping?

- (A) \$0
- (B) \$10
- (C) \$15
- (D) \$25

Questions 14 – 18 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

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

14. 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

15. In the memo, the word "varies" in paragraph 3, line 2, is closest in meaning to

- (A) appears
- (B) equals
- (C) differs
- (D) increases

16. 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

17. 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

18. What amount will Sara Crowder receive as a per diem?

- (A) \$60
- (B) \$80
- (C) \$160
- (D) \$200