

Passage 1: Maintenance Notification

To: All Building Residents

From: Property Management Office

Date: April 10

Subject: Annual Elevator Maintenance

Please be advised that the main elevator in Building B will be out of service this Thursday from 9:00 AM to 3:00 PM. Technicians 1. _____ routine maintenance and safety inspections during this period.

- (A) perform
- (B) will be performing
- (C) performed
- (D) have performed

We apologize for any inconvenience this temporary disruption may cause. If you 2. _____ special assistance or have mobility concerns, please contact the front desk before Wednesday afternoon.

- (A) require
- (B) required
- (C) will require
- (D) were requiring

Our team 3. _____ to complete the service as quickly and safely as possible. Thank you for your patience and cooperation.

- (A) strive
- (B) is striving
- (C) has been striving
- (D) strove

Passage 2: Order Status Update

Dear Mr. Vance,

I am writing to update you on the status of your purchase order #4092. The custom office furniture you ordered last month 4. _____ from our manufacturing warehouse earlier this morning.

- (A) dispatches
- (B) was dispatched
- (C) will dispatch
- (D) has dispatched

According to the freight company, the delivery truck 5. _____ at your facility tomorrow between 10:00 AM and 1:00 PM.

- (A) arrived
- (B) had arrived
- (C) will arrive
- (D) arrives

Please ensure that someone is available to sign for the package upon arrival. Over the past three years, our company 6. _____ to provide seamless logistics services to all clients, and we appreciate your business.

- (A) worked
- (B) is working
- (C) has worked
- (D) will work

Passage 3: Corporate Announcement

MEMORANDUM

To: All Staff Members

From: Executive Board

Date: September 5

Subject: New Software Rollout

We are pleased to announce that our company-wide transition to the new cloud storage system 7. _____ next Monday.

- (A) begins
- (B) began
- (C) had begun
- (D) was beginning

For the past six months, the IT department 8. _____ rigorously to ensure that all data is migrated securely without interrupting daily business operations.

- (A) works
- (B) worked
- (C) has been working
- (D) will be working

Training sessions 9. _____ in Conference Room A throughout the upcoming week. Please check the attached schedule to see when your department is assigned to attend.

- (A) were held
- (B) will be held
- (C) have held
- (D) hold

If you 10. _____ any technical difficulties during the transition phase, please submit a ticket to the IT helpdesk immediately.

- (A) experience
- (B) experienced
- (C) will experience
- (D) had experienced