

Read and choose the correct answer

**Piper McNair (12:15 P.M.)**  
Hi Marcus and Cara. How are your jobs coming along?

**Marcus Davison (12:17 P.M.)**  
The trees have been cut down, and the limbs and trunks are being loaded into the truck. I'm just about done here at the Jones' property.

**Piper McNair (12:18 P.M.)**  
I just got a call from a new client, Ms. Mirzoyan. She said a tree in her yard has come down and she needs it removed right away. A real estate agent is stopping by her house tomorrow morning with some prospective buyers.

**Cara Brooks (12:19 P.M.)**  
I should be done at the Smith property in about an hour. What is Ms. Mirzoyan's address?

**Piper McNair (12:19 P.M.)**  
234 Lakeside Avenue. I'll tell her you can be there in a couple of hours.

**Cara Brooks (12:20 P.M.)**  
That works for me.

**Piper McNair (12:20 P.M.)**  
It will probably be a three-hour job. Given the size of the tree, you'll need an extra pair of hands, so I've called Grady.

**Marcus Davison (12:21 P.M.)**  
It's Saturday.

**Piper McNair (12:22 P.M.)**  
I understand, but with Miles out sick for the last four days, I had no choice.

**Marcus Davison (12:22 P.M.)**  
I'm glad he agreed to help out on his day off. We've had more work this spring than usual. Does he need a ride?

**Piper McNair (12:23 P.M.)**  
No. Just let him know when you've reached the Mirzoyan residence. I'll tell Ms. Mirzoyan to expect all three of you this afternoon.

172. Where do the writers most likely work?
- (A) At a tree service company
  - (B) At a real estate agency
  - (C) At a construction firm
  - (D) At an auto repair shop
173. What does Ms. Mirzoyan expect to do tomorrow?
- (A) Purchase a property
  - (B) Have visitors at her home
  - (C) Hire a new moving company
  - (D) Use Ms. McNair's business again
174. When will the writers most likely meet at 234 Lakeside Avenue?
- (A) In one hour
  - (B) In two hours
  - (C) In three hours
  - (D) In four hours
175. At 12:21 P.M., what does Mr. Davison most likely mean when he writes, "It's Saturday"?
- (A) He does not have extra time.
  - (B) He thinks they should not accept more work.
  - (C) Grady is not usually available then.
  - (D) Miles did not make a good decision.

To: Burnley warehouse teams  
From: Jane Peralta  
Date: 1 December  
Re: Upcoming changes

Our company recently purchased the JLX software suite to replace our current RERQ suite. With the new software will come a new process. Previously, workers in the shipping area would check the paperwork for the customer's name and search the company address in the database in order to create an address label. With the new process, the supply team completes each order, affixes a bar code sticker to the box, and delivers the box to the shipping area. In the shipping area, we will use a bar code scanner in sync with the new software so that scanning a bar code will automatically print an address label. Addresses for companies that are not in the database will still need to be looked up in the old RERQ software. We will continue to observe the delivery speed indicated on the paperwork. For example, some orders need to arrive by 8 A.M. the next morning. Please continue to highlight the address of such priority deliveries in yellow, then place those boxes on the shelves marked "priority".

We are planning to start using the updated shipping process company-wide from 15 December. One team has been selected to test and provide feedback on the new software, equipment, and procedures during the first week of December. If we find any problems at this trial stage, we may need to postpone the all-around implementation of the new procedure.

<b>To:</b>	Jane Peralta
<b>From:</b>	Aram Mansouri
<b>Date:</b>	7 December
<b>Subject:</b>	RE: Fine-tuning work with JLX

Hello Ms. Peralta,

In reply to your request for feedback, I can say that most aspects of the JLX system are working well. However, we do need a better way to handle orders going to companies requiring priority shipping for all their orders, such as Turing Photography. Several of their orders this week did not arrive at their premises by 8 A.M. I think some of our team members have been forgetting to check the labels for the required delivery speed. Also, I was informed our handheld scanners run out of battery power very quickly. Could you look into it?

Thank you,

Aram Mansouri

181. What is the purpose of the memo?
- (A) To announce a company reorganization
  - (B) To explain new procedures
  - (C) To introduce an efficiency expert
  - (D) To bring attention to a problem
182. What step in the shipping process will NOT change?
- (A) Looking up addresses using the software
  - (B) Using bar code scanners
  - (C) Creating bar code stickers for all orders
  - (D) Putting priority items on a specific shelf
183. What is implied about Turing Photography?
- (A) Its address labels should be highlighted in yellow.
  - (B) It purchased software at a reduced price.
  - (C) It provides the warehouse with supplies.
  - (D) It has received complaints about the scanners.
184. What is most likely true about Mr. Mansouri?
- (A) His shift begins at 8 A.M.
  - (B) His team is testing out the JLX software.
  - (C) He prefers using the RERQ system.
  - (D) He handles all priority shipping orders.
185. What will Ms. Peralta most likely do after reading the e-mail?
- (A) Find a missing package
  - (B) Research long-life batteries
  - (C) Reschedule a deadline
  - (D) Correct an address

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		• Surefire Learning Ltd.

\*E-mail\*

To: Sunil Mehta <sunil.mehta@gmail.co.in>

From: Marc Ohayon <mohayon@ohayonmarketing.com>

Date: May 3

Subject: Hello

Dear Sunil,

I hope this message finds you well. You may have heard the news that my family and I are preparing to move from New York to Marrakesh in the fall. In the process, I am hoping to move my marketing firm, Ohayon Marketing, to the area as well.

You may remember that after I left Sharp Smart—and moved out of New Delhi—I freelanced for Craftspace, which went on to become my company's first client. In more recent years, my company has branched out to consult for a large number of businesses in unrelated industries.

I would like to continue with this work by establishing a client base in Marrakesh. I am reaching out to you because of your contacts in the business community there. If you know anyone who might be interested in the services I offer, would you be so kind as to let me know?

Best wishes,

Marc

<b>To:</b>	Marc Ohayon <mohayon@ohayonmarketing.com>
<b>From:</b>	Sunil Mehta <sunil.mehta@gomail.co.in>
<b>Date:</b>	May 6
<b>Subject:</b>	Marrakesh contact

Hello, Marc,

It was a pleasure to hear from you. You remember correctly; I do have contacts in Marrakesh. Before we worked together at Sharp Smart, I worked for a company that had an office in Marrakesh, and I traveled there frequently. I can also recommend several hotels, restaurants, and even travel agencies if you would like.

In response to your inquiry, I will introduce you by e-mail to Ms. Salma Kader. She is quite knowledgeable in the region, and I have no doubt that she will be helpful to you.

Warm regards,

Sunil

186. What is indicated about Ohayon Marketing?
- (A) It specializes in family-owned companies.
  - (B) It has a diverse client portfolio.
  - (C) It mainly supports export firms.
  - (D) It earns most of its revenue from the apparel industry.
187. For what industry did Ohayon Marketing first consult?
- (A) Online education
  - (B) Specialty Foods
  - (C) Apparel
  - (D) Technology
188. What is suggested about Sharp Smart?
- (A) It has offices in New Delhi.
  - (B) It recently hired several new employees.
  - (C) It is under new management.
  - (D) It recently merged with a larger firm.
189. Who is Mr. Mehta?
- (A) A travel agent
  - (B) An executive recruiter
  - (C) A former colleague of Mr. Ohayon's
  - (D) An Ohayon Marketing partner
190. Why will Mr. Ohayon most likely contact Ms. Kader?
- (A) To remind her to send an itinerary
  - (B) To rent a new office location
  - (C) To explore business opportunities
  - (D) To get sightseeing recommendations