**Questions 176-180** refer to the following e-mail and Web page.

| | |
|---|---|
| **To:** | Hyo-Jung Cho |
| **From:** | Julian Katz |
| **Date:** | 14 June |
| **Subject:** | Information |

Dear Ms. Cho:

Since you were away last week, you might not yet know all the details of the situation with the Web site. Shannon Gehring, our Web designer, was in the middle of revising the site when a severe thunderstorm hit our area. Our servers were struck by lightning and sustained some damage. While they were being repaired, the museum's Web site was down for two days.

I know you are planning to send an e-mail to members today, asking them to help us meet a fund-raising goal by 30 June, the end of our fiscal year. Our site is back online now, and includes a new comment page that can be used for this fund-raising event. Please let me know if you need additional information.

Sincerely,

Julian Katz
IT Coordinator
Knight Museum of Art

http://www.knightmuseumofart.ca/comments

14 June

I am such a big fan of the Knight Museum! I have been taking advantage of some of the museum's wonderful programs. The recent series of watercolor painting classes with local artist Leroy Davis was terrific. This experience with watercolors will help me appreciate the museum's current exhibition of Japanese watercolor paintings even more; I'm looking forward to taking a tour of the exhibition next week.

I already contribute as a museum member, but I just made an additional donation online today after I received a fund-raising e-mail from the museum's director. It was easy to access the Web site, although I had trouble last week. I hope others will support the museum by contributing before the 30 June deadline. The Knight Museum's programming is worth it.

—Brenda Sanz



LIVEWORKSHEETS

176. Why did Mr. Katz contact Ms. Cho?

(A) To introduce a new employee
(B) To provide an update
(C) To request details about an event
(D) To ask for assistance

177. In the e-mail, the word "meet" in paragraph 2, line 1, is closest in meaning to

(A) connect
(B) fulfill
(C) encounter
(D) assemble

178. Who is Ms. Cho?

(A) The museum director
(B) The IT coordinator
(C) A Web designer
(D) A local artist

179. What is Ms. Sanz eager to do?

(A) Help with the Web site
(B) Lead tours for members
(C) Enroll in an art class
(D) Attend an exhibition

180. What does Ms. Sanz suggest in her comment?

(A) She made a donation before the end of the fiscal year.
(B) She has visited Japan.
(C) She recently accessed the museum's online art collection.
(D) She purchased a painting by Leroy Davis.



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LIVEWORKSHEETS

**Questions 181-185** refer to the following e-mail and invoice.

E-Mail Message

To: ababin@babinassociates.co.nz
From: f_zhong@zhong.co.nz
Date: 5 March
Subject: Order #45368

Dear Ms. Babin,

I'm writing to inform you of several problems regarding my recent order. I have been buying items from your company for years, and my previous orders have never had an error. Therefore, I was very surprised when my latest order arrived. First, the shipment contained only two packs of T-shirts, which is not the amount listed on the invoice. I saw the note about the long-sleeved shirts, but there was no note about the T-shirts.

Additionally, the price for item number 61 is listed in your catalog and on your Web site as $50 per pack, but that was not what I was charged. Can you please look into this matter and give me a call? You can reach me at +64 04 455 5212.

Thanks in advance,

Fai Zhong

**From:**
Babin and Associates
25 Caledonia Street, Strathmore
Wellington 6022

**To:**
Fai Zhong
Zhong Restaurant and Catering
76 Romeo Street, Thorndon
Wellington 6011

**PAYMENT IS DUE UPON RECEIPT OF INVOICE**

**Order** #45368

| Item Number | Item Description | Amount Ordered | Price per Pack | Total Price |
|---|---|---|---|---|
| 32A | T-shirts, white with logo, assorted sizes | 3 packs | $125.00 | $375.00 |
| 32B* *See note below* | Long-sleeved shirts, white with logo, assorted sizes | 3 packs | $175.00 | $525.00 |
| 61 | Black aprons, limited edition, knee-length | 5 packs | $60.00 | $300.00 |
| 118 | Black trousers, assorted sizes | 2 packs | $200.00 | $400.00 |
| | | **TOTAL** | **GST Inclusive** | **$1,600.00** |

* We had only one pack of long-sleeved shirts in stock. We included it with this shipment and will send the others in 7–10 business days. There will be no additional shipping charge for these items.



LIVEWORKSHEETS

**181.** Babin and Associates is most likely what type of business?

(A) A laundry service
(B) A clothing company
(C) A catering firm
(D) A shipping service

**182.** What is indicated about Mr. Zhong?

(A) He uses several addresses.
(B) He prefers overnight shipping.
(C) He has ordered from Babin and Associates before.
(D) He is expanding his business.

**183.** What does Mr. Zhong request?

(A) An updated catalog
(B) A new logo design
(C) A return phone call
(D) Shipment to a different location

**184.** According to the invoice, what is true about the long-sleeved shirts?

(A) They are being billed at a discount.
(B) They are available in many colors.
(C) Some of them were damaged in the warehouse.
(D) Some of them will be shipped at a later date.

**185.** What is one problem that Mr. Zhong identifies?

(A) Too many trousers were delivered.
(B) The wrong amount was charged for aprons.
(C) The T-shirts do not fit well.
(D) The logo on the shirts is incorrect.



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LIVEWORKSHEETS

**Questions 186-190** refer to the following e-mail, ticket, and schedule.

E-Mail Message

To: Andrea Williams <a.williams@cardiocentre.co.uk>
From: Samuel Penfold <s.penfold@cardiocentre.co.uk>
Date: 2 August
Subject: Re: Cardiology conference

Dear Dr. Williams,

Yes, I will be going to the cardiology conference, and I am looking forward to it. Unfortunately, I will not be able to travel there with you because I am seeing patients until 3 P.M. on 5 August. I will have to miss the first day's sessions, but I will be on-site that evening and for the next two days.

Maybe we can have dinner together one evening? Evrim Turgut was telling me about your research together into diagnostic imaging technologies, and I would love the chance to discuss it with you.

Let me know when you will be free.

All best,

Samuel Penfold, MD

**NTS Rail**

**Reservation** 4JK5 4RN5 4XW8

| | | |
|---|---|---|
| **Class** STANDARD | **Adult** ONE | **Passenger** ANDREA WILLIAMS |
| **From** LANCASTER | **Train Number** EX111 | **Return Trip** NOT INCLUDED |
| **To** MANCHESTER | **Price** £18.00 | |
| **Date** 5 AUGUST | **Seat Number** NONE ASSIGNED | **Fare** ADVANCE PURCHASE |

Printed on 1 August



LIVEWORKSHEETS

**Train Schedule—NTS Rail**
**Lancaster to Manchester**

| Train Number | Departure Time | Duration | Arrival Time | Price |
|---|---|---|---|---|
| EX111 | 7:00 A.M. | 55 min | 7:55 A.M. | £20.00 |
| RN902 | 8:30 A.M. | 1 h 01 min | 9:31 A.M. | £20.00 |
| EX224 | 10:15 A.M. | 1 h 15 min | 11:30 A.M. | £18.00 |
| RN516 | 12:30 P.M. | 1 h 25 min | 1:55 P.M. | £18.00 |
| EX670 | 2:00 P.M. | 1 h 35 min | 3:35 P.M. | £18.00 |
| RN823 | 4:45 P.M. | 1 h 05 min | 5:50 P.M. | £20.00 |

Purchasing tickets online at https://www.ntsrail.co.uk more than 24 hours before your trip entitles you to a 10 percent discount off the above-listed fares. Full-price tickets are available at all NTS Rail kiosks.

**186.** Who most likely is Evrim Turgut?

(A) A medical doctor
(B) An office manager
(C) A conference organizer
(D) A customer service representative

**187.** What does the ticket indicate about Dr. Williams' trip?

(A) She will be traveling in first class.
(B) She will be changing trains during her trip.
(C) She will be using the same ticket for her return trip.
(D) She will be able to choose where to sit.

**188.** Based on his availability, what train will Dr. Penfold most likely take?

(A) EX111
(B) EX224
(C) RN516
(D) RN823

**189.** What is suggested about Dr. Williams?

(A) She works in Manchester.
(B) She travels by train on a regular basis.
(C) She bought her ticket at a reduced price.
(D) She made her reservation at the Lancaster train station.

**190.** According to the schedule, what is true about the train trips?

(A) They last the same length of time.
(B) They are cheaper in the morning.
(C) They will end at the same destination.
(D) They must be purchased in person.

TEST 7

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LIVEWORKSHEETS

**Questions 191-195** refer to the following article, e-mail, and form.

## Community Project to Showcase Pottersville Artists

By Laurence du Bois

POTTERSVILLE (May 21)—At the opening of this year's Small Business Fair in Pottersville Central Park yesterday, the Pottersville Chamber of Commerce announced Images of Success, a community initiative that seeks to promote Pottersville businesses by way of public art. Through the project, local artists will work with area business owners to create original murals on storefronts throughout the city.

To apply, business owners must submit a description of their business's role in the community and document that their business has been in its current location for at least two years. Artists interested in participating must complete an application in which they describe their connection to Pottersville and submit samples of their own original artwork.

Both business owners and artists should submit applications to Timothy Freel at tfreel@pottersvillecoc.gov by June 15. The city will reimburse artists for approved supplies up to a limit of $150.

| | |
|---|---|
| **To:** | Timothy Freel |
| **From:** | Haruka Goto |
| **Date:** | June 24 |
| **Subject:** | Images of Success inquiry |
| **Attachment:** | Draft #2 |

Dear Mr. Freel,

It was a pleasure meeting with you earlier this week at Jam Café to talk about the design for the Images of Success mural project. I hadn't been to Jam Café since it reopened, and it was great to see the finished renovations. In fact, the owner of the café recently bought one of my paintings to display in the café.

As you suggested, I have adjusted the color scheme to include only the colors from Jam Café's interior. Please let me know as soon as possible whether you would like me to make additional changes.

Best,

Haruka Goto



LIVEWORKSHEETS

## Pottersville Chamber of Commerce Reimbursement Form

Complete the entire form and attach a record of the purchase. Allow two weeks for processing.

**Name:** Haruka Goto

**Date:** June 25

**Event:** Images of Success

**Description:**

Supplies purchased at Pottersville Art Supply for Images of Success mural project.

Copy of receipt dated June 24 attached.

| Product | Unit Price | Quantity | Total Price |
|---|---|---|---|
| Soft green spray paint, 18 oz. can | $11.99 | 2 | $23.98 |
| Emerald green paint, ½ gallon | $18.99 | 1 | $18.99 |
| Forest green paint, 1 gallon | $34.99 | 1 | $34.99 |
| Set of paintbrushes | $24.99 | 1 | $24.99 |
| | **Total (including tax)** | | $111.14 |

**Approved by:** T. Freed **Approval Date:** July 3

**191.** According to the article, where will artists display their work?

(A) In Pottersville Central Park
(B) At area businesses
(C) At the Chamber of Commerce
(D) On government Web sites

**192.** What is the purpose of the e-mail?

(A) To request approval of a design
(B) To extend an offer of employment
(C) To place an order for art materials
(D) To arrange an appointment

**193.** What is indicated about the supplies Ms. Goto purchased?

(A) They were ordered online.
(B) They are not sold in Pottersville.
(C) Their cost will be reimbursed in full.
(D) Their approval has been denied.

**194.** What needs to be included with the form?

(A) A tax statement
(B) A copy of the design
(C) The project application
(D) The sales receipt

**195.** What is most likely true about Jam Café?

(A) It sells local artwork.
(B) Its logo was designed by Ms. Goto.
(C) It is closed for remodeling.
(D) It has a green interior.



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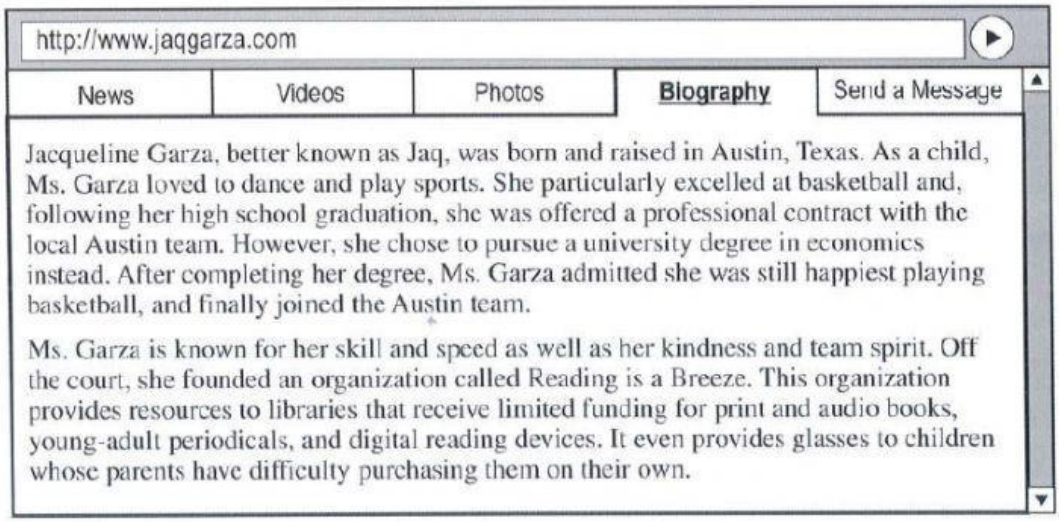
LIVEWORKSHEETS

**Questions 196-200** refer to the following Web page, e-mail, and article.

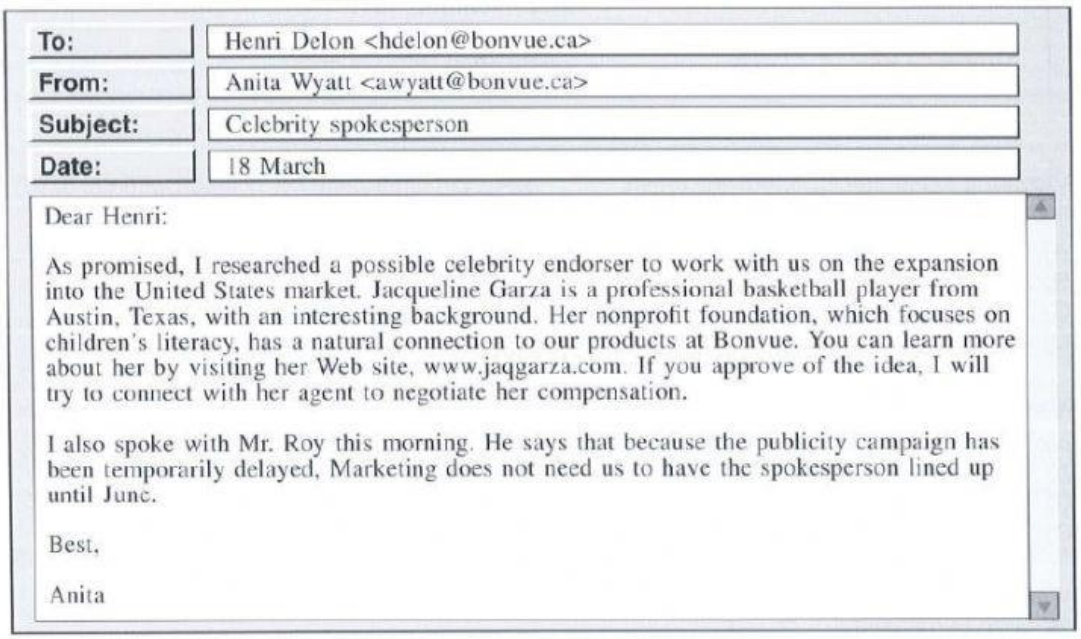


http://www.jaqgarza.com

News | Videos | Photos | **Biography** | Send a Message

Jacqueline Garza, better known as Jaq, was born and raised in Austin, Texas. As a child, Ms. Garza loved to dance and play sports. She particularly excelled at basketball and, following her high school graduation, she was offered a professional contract with the local Austin team. However, she chose to pursue a university degree in economics instead. After completing her degree, Ms. Garza admitted she was still happiest playing basketball, and finally joined the Austin team.

Ms. Garza is known for her skill and speed as well as her kindness and team spirit. Off the court, she founded an organization called Reading is a Breeze. This organization provides resources to libraries that receive limited funding for print and audio books, young-adult periodicals, and digital reading devices. It even provides glasses to children whose parents have difficulty purchasing them on their own.



**To:** Henri Delon <hdelon@bonvue.ca>

**From:** Anita Wyatt <awyatt@bonvue.ca>

**Subject:** Celebrity spokesperson

**Date:** 18 March

Dear Henri:

As promised, I researched a possible celebrity endorser to work with us on the expansion into the United States market. Jacqueline Garza is a professional basketball player from Austin, Texas, with an interesting background. Her nonprofit foundation, which focuses on children's literacy, has a natural connection to our products at Bonvue. You can learn more about her by visiting her Web site, www.jaqgarza.com. If you approve of the idea, I will try to connect with her agent to negotiate her compensation.

I also spoke with Mr. Roy this morning. He says that because the publicity campaign has been temporarily delayed, Marketing does not need us to have the spokesperson lined up until June.

Best,

Anita



LIVEWORKSHEETS