Questions 181-185 refer to the following letter and e-mail

January 14

Mr. Les Farnan, Operations Director
PT Medical Supplies
4400 Ridgeway Road
Cincinnati, OH 45201

Dear Mr. Farnan,

I'm writing in regard to your consultation with our representatives last week. As you may remember, our company, AGP Group, is a government-sponsored organization that specializes in examining public sector workplaces to determine the areas in which energy efficiency and staff productivity can be improved. This is to help organizations such as yours cut energy costs, increase work output, and ultimately save money. It is estimated that after taking the steps recommended in an analysis from our experts, companies are able to reduce their energy expenditure by an average of 27%.

During the in-person appointment, in which you expressed an interest in receiving an analysis, you informed our representatives that the last week of January would be the optimal time for our staff to visit. After checking our schedule, I can confirm that these slots are not currently booked. We estimate that we will need to visit your property for three days in order to complete our analysis, so we plan to visit from January 28 to January 30. Please ensure that all members of your staff are at work on those days in order to undergo mandatory procedural training.

Regards,

Toby Daoks

Chief of Operations
AGP Group

LIVEWORKSHEETS

To: Toby Dawks <tdawks@agp.com>
From: Les Farnan <lesfarnan@ptmedicalsupplies.net>
Date: January 18
Subject: Energy analysis

Dear Mr. Dawks,

Thank you for your letter about conducting an energy analysis of our offices and manufacturing facility. I am sure that your services will be useful in helping us run our operations in a more energy-efficient way. After a discussion with my personnel director, we have agreed that the proposed dates suit us well. Sometime next week, I will send you copies of our electricity and heating bills for the past 3 months, as previously discussed.

However, a slight problem exists in that several members of our staff are booked to leave early in the morning on the final day of your visit to attend a lecture series in Indianapolis, and will thus be unavailable to receive the mandatory training that day. Would it be possible to ensure that the staff training occurs on the first two days of your visit?

Thanks,

Les Farnan
Operations Director
PT Medical Supplies

181. What is the purpose of the letter?

(A) To inform Mr. Farnan about some findings

(B) To request assistance with a government study

(C) To tell Mr. Farnan about a new product

(D) To propose a schedule for an analysis

182. What is mentioned about AGP Group's services?

(A) They can improve customer service ratings

(B) They have been highly praised for their effectiveness

(C) They can help to lower business expenses

184. What does Mr. Farnan intend to do next week?

(A) Forward Some documents to Mr. Dawks

(B) Prepare a schedule with the personnel director

(C) Contact an electricity company

(D) Visit the offices of AGP Group

185. What will most likely happen on January 30?

(A) AGP Group will begin an analysis

(B) An employee training session will take place

(C) Mr. Farnan will give a lecture in Indianapolis

(D) Some of Mr. Farnan's staff will go out of town

LIVEWORKSHEETS

(D) They are designed for companies in the medical field

183. In the letter, the word "property" in paragraph 2, line 5, is closest in meaning to

(A) possession

(B) location

(C) capital

(D) area

Questions 186-190 refer to the following advertisement, notice, and articles

Black Melon Theater presents

Joe Bernard's *Hannah*

The Black Melon Theater is proud to present *Hannah*, the latest musical by acclaimed composer Joe Bernard. Set in Europe in 1915, *Hannah* tells the heartbreaking story of a young woman whose husband leaves to fight in the war. The musical features an all-star cast that includes Latonia Nolte, Tobias Zubarev, Florian Patina, and Rebekah Breton, who plays Hannah herself.

In addition to the acting, you'll be sure to love the music in this production. Ranging from slow and moving to upbeat and exciting throughout the play, you'll constantly be wondering what will happen next!

We will be holding performances of the play throughout all of December and January. Tickets will surely sell quickly for this performance, so be sure to buy them soon! Ticket prices are: VIP Box $233, Mezzanine $216, Orchestra $188, and Balcony $103.

Visit our theater to buy your seats for opening night and the performances that follow. You can also check out www.blackmelontheater.com to look at photographs and read biographies of our remarkable cast.

LIVEWORKSHEETS

Opening Night Notice to Theatergoers
Saturday, December 1, 8 P.M.

If you are a regular theatergoer, you are already aware that entering the theater after the performance has begun can disrupt both the artists performing and your fellow audience members. As this is a sold-out performance, it is our standard policy that latecomers to the theater cannot be seated until the first half of the play has ended before intermission. At this time, all ticketholders can purchase refreshments before returning to their seats. Latecomers can be seated during this interval to watch the second half of the play.

A Review of Joe Bernard's *Hannah*

Shay Brooke, Entertainment Editor

As a Joe Bernard fan, I was extremely excited to see his newest production on December 1. However, I am disappointed to report that the musical did not quite meet my expectations. In my opinion, Bernard tries to reflect too much by telling Hannah's story at the same time as the play also follows her husband in the war. It feels like two different plays in one and it was hard to follow.

In spite of the plot failings, however, the production is quite spectacular. My favorite part was the elaborate stage design, but the acting was also impressive. The entire cast is fantastic, and in particular the performance of the lead character undoubtedly stole the show.

The play is very entertaining, and overall I recommend that theatergoers buy a ticket to see it.

186. Which feature is NOT mentioned in the advertisement?

(A) The plot

(B) The performers

(C) The music

(D) The set

187. According to the notice, what will happen to ticketholders who arrive late?

(A) They will be escorted into the theater by an employee

(B) They will miss the entire first half of the play

(C) They will have to locate their seats in the dark

(D) They won't have time to purchase refreshments

LIVEWORKSHEETS

188. What can be inferred about Ms. Brooke?

(A) She attended a performance on opening night

(B) She has met Joe Bernard in person

(C) She has a background in acting

(D) She saw evening and matinee performances

189. In the article, the word "reflect" in paragraph 1, line 5, is closest in meaning to

(A) shine

(B) indicate

(C) mirror

(D) reserve

190. According to Ms. Brooke, who had the best performance?

(A) Florian Patina

(B) Latonia Nolte

(C) Rebekah Breton

(D) Tobias Zubarev

LIVEWORKSHEETS

Questions 191-195 refer to the following memo, schedule, and e-mail

To: Team managers
From: Tammy Guerra

As you are all aware, nearly every department in our company interacts at some point with clients. These interactions regularly involve the delivery of business presentations, proposals, and project summaries. Unfortunately, however, we recently received some negative feedback from prospective clients about the quality of these presentations. Therefore, we are going to implement a series of training sessions to teach everyone how to communicate more effectively and how to develop more detailed and engaging presentations.

Each department has been assigned a training date. Sessions will be conducted in either second- or fourth-floor conference rooms. The second-floor conference room is bigger and will be used to accommodate the largest team. I will lead all sessions myself, except for one that is being held while I will be out of town to meet with a client. I've asked the employee with the best sales record to lead that session while I am away. Obviously, he knows a few things about how to talk to clients. The schedule is only tentative right now. So, if necessary, it can be adjusted. I have attached it to this memo. Please contact me by e-mail at guerra@enterprise.net if you have any concerns with it.

Thank you,
Tammy Guerra

Presentation Skills Training Schedule

Date	Department	Session Led By	Location
Thursday, April 14	Production	Tammy Guerra	4th floor
Friday, April 15	Human resources	James Rivera	4th floor
Monday, April 18	Planning	Tammy Guerra	2nd floor
Tuesday, April 19	Finance	Tammy Guerra	4th floor
Wednesday, April 20	Sales	Tammy Guerra	4th floor

*Please inform your teams that all employees are expected to be at their assigned sessions. Attendance will be taken.

LIVEWORKSHEETS

To: Tammy Guerra <guerra@enterprise.net>
From: Eric Mahoney <mahoney@enterprise.net>
Date: April 10
Subject: Presentation session

Good morning, Ms. Guerra:

Thank you for distributing this morning's memo. I think it is very wise to ensure that each department enhances its presentation skills. I am looking forward to the training, but I hope it can be postponed for my team. As you may be aware, our publishing house recently bought the rights to a large number of French books that we intend to translate and publish in English. My team needs to put together a plan regarding this project. We are presenting this plan to the director on April 18 and I think it would be beneficial if we could go through the training before then. That way, we could incorporate what we've learned. Therefore, rather than having my team's training session on April 19, as scheduled, would it be possible to move it before the presentation?

Please let me know if this is agreeable to you.

Eric Mahoney

191. What is the main purpose of the memo?

(A) To request feedback on a proposal

(B) To announce the employee with the highest sales

(C) To provide a summary of generated income

(D) To introduce new skills-based seminars

192. What can be inferred about the planning team?

(A) It received a negative evaluation

(B) It has the most employees

(C) It is supervised by Ms. Guerra

(D) It is located on the second floor

193. Who most likely is James Rivera?

(A) A salesperson

(B) The leader of the HR team

(C) The training coordinator

(D) Ms. Guerra's assistant

194. Which department is Mr. Mahoney involved in?

(A) Production

(B) Human resources

(C) Sales

(D) Finance

195. What does Mr. Mahoney imply in his e-mail?

(A) The director wants to review a book translation

(B) The sessions aren't necessary for all employees

(C) The accountants regularly work overtime

(D) The company recently made a big purchase

LIVEWORKSHEETS

Questions 196-200 refer to the following job posting, e-mail, and letter

Richmond Engineering is hiring. We are looking for certified structural engineers to manage several building projects at our firm.

Necessary Qualifications

- Bachelor of Science degree in engineering
- Licensed by the Professional Engineering Association (must submit proof)
- Familiarity with various engineering design databases
- Successful passing of an engineering skills test

Responsibilities

- Assess weak buildings and provide recommendations for their structural integrity
- Make drawings, specifications, and computer models of structures

Application Procedure

Please e-mail your cover letter and résumé along with a copy of your engineering license to hiring@richmondengineering.com prior to March 15. The engineering skills test will be held for all candidates on March 16. After the tests have been scored, specific candidates will be brought in for interviews on March 19.

To: <hiring@richmondengineering.com>
From: Nate Patel <npatel@inbox.net>
Date: March 9
Subject: Engineering position
Attached: Patel Application

To whom it may concern,

I am applying for the structural engineering position. I recently graduated from a competitive engineering program. If hired, I believe I would be an asset to your organization.

While completing my studies, I served my internship at a construction company. Now that I have obtained my degree and license, I would very much like to apply my skills to a full-time position.

In regards to the skills test, I wanted to see if it is possible to take the test on a different day. I will be away for a field survey on the day. However, I am available on both the 17th and 18th. I hope this solution is agreeable to you.

Kind thanks,

Nate Patel

LIVEWORKSHEETS

Nate Patel
4481 Elkview Drive
Jupiter, FL 33478

Dear Mr. Patel:

Congratulations!

You scored the highest on our engineering skills test and your interview was impressive as well. We would like to offer you the position of structural engineer. There's one thing I need you to do before you sign the contract, though. As part of your initial application, I received your cover letter and résumé, but the third document was missing. Because it is a key requirement of the position, I cannot send you a contract until we have received it. Could you please send a copy to me before the end of the week? After I have it on file, we can move forward with your job offer.

Sincerely,

Esther Cobb
HR Director, Richmond Engineering

196. What is NOT mentioned as a requirement of the position?

(A) A passing score on an exam

(B) Several years' experience

(C) A university degree in engineering

(D) Understanding of design software

197. According to Mr. Patel, what day is he unavailable?

(A) March 16

(B) March 17

(C) March 18

(D) March 19

198. According to the e-mail, what has Mr. Patel done?

(A) He has taken a skills test

(B) He has completed a field investigation

(C) He has received reference letters from his internship

(D) He has received a university degree

199. What is the purpose of the letter?

(A) To answer an inquiry about a job posting

(B) To schedule a candidate for an interview

(C) To give a job offer to a candidate

(D) To provide training information to a new hire

200. What can be inferred about Mr. Patel?

(A) He was the first candidate to e-mail his résumé

(B) He interviewed on a different day than other applicants

(C) He had to rearrange his vacation schedule

(D) He didn't attach proof of his license

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