

184. Where was Mr. Young when he sent the e-mail?

- (A) London
- (B) Manila
- (C) Abu Dhabi
- (D) Cebu

185. What 's Ms. Rundgren asked to do?

- (A) Accept Mr. Young's award
- (B) Forward some documents to Mr. Young
- (C) Give a speech on Mr. Young's behalf
- (D) Take Mr. Young's place at a training session

Questions 186-190 refer to the following advertisement, invoice, and letter

Are you a new homeowner?

Buying your own home gives you freedom and confidence, but it also comes with many expenses. At Oxton Co. we can help you keep your monthly utility costs to a minimum. Our rates are more reasonable than those of our competitors. Additionally, if you combine all of your services together into one account, we will waive the activation fee on your first bill. We also employ service technicians who will visit your home to inspect and repair cable and Internet connections as needed. To learn more about Oxton Co.'s monthly rates for your Internet, cable, and telephone, please visit our Web site at www.oxtonco.net.

Oxton Co. Monthly Bill

Account Number 4485 6891 079
Customer Name Denise Gaillard
Customer Address 2448 Farnum Road, New York, NY 10018

Bill Date March 15
Service Period February 1-February 28
Start-up Fee \$0.00
Current Balance \$177.83
Total Amount Due \$177.83
Payment Due March 31

Detailed Billing Information:

Cell phone	\$64.21
Cable television	\$27.32
Wireless Internet	\$56.66
Subtotal	\$148.19
Taxes	\$29.64
Total	\$177.83

Please ensure that payment is received by the date specified above. Financial penalties will apply to outstanding accounts. Additionally, if an account remains past due for more than three consecutive months, service will be disconnected.

Please contact Oxton Co. at 555-293-8329 if you have any questions or concerns regarding this invoice.

Denise Gaillard
2448 Farnum Road
New York, NY 10018

March 20

Dear Ms. Gaillard,

It has come to my attention that there was an error on your March 15 invoice. You were accidentally overcharged by \$20.00 for your Internet service during the month of February. I sincerely apologize for this error.

Because we have already received your full payment of \$177.83, the extra charge will be applied to your account as a credit. It will then be deducted from your next bill. Moreover, because we value you as a customer, we will apply an additional \$10.00 discount to your next bill.

Sincerely,

Dwayne Powell
Accounts Manager, Oxton Co.

186. What type of business is being advertised?

- (A) A finance house
- (B) A telecom company
- (C) A real estate agency
- (D) An electronic store

187. What can be inferred about Ms. Gaillard?

- (A) She grouped several services together
- (B) She re-activated an old account
- (C) She had an outstanding amount from a previous statement
- (D) She purchased her telephone from Oxton Co.

190. What was the actual amount of the Internet service used in February?

- (A) \$36.66
- (B) \$44.21
- (C) \$56.66
- (D) \$64.21

188. What will happen if Ms. Gaillard doesn't pay her bill by March 31?

- (A) Her service will be disconnected
- (B) She will be issued a warning letter
- (C) She will have to pay additional fees
- (D) Her utility rates will increase

189. In the letter, the word "credit" in paragraph 2, line 2, is closest in meaning to

- (A) charge
- (B) acknowledgement
- (C) loan
- (D) prepayment

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

ESTRADA ENTERPRISES PRESS RELEASE

January 22
Dublin, Ireland

FOR IMMEDIATE RELEASE

Estrada Enterprises announced yesterday that its Chief Operating Officer (COO) Loretta Pope will be retiring after nearly twenty-five years with the company. Her last day in her position will be this Friday, January 25. Taking over her duties will be Luke Vella, who currently serves as the senior vice president of operations. In a couple of days he will travel from his office in Dublin to the company's headquarters in Auckland to meet Loretta Pope and the CEO Pauline Wallen.

Although Vella is originally from Glasgow, the largest city in Scotland, he relocated to Dublin, Ireland, 15 years ago after leaving a position at Saginaw Industries. He is highly regarded among his colleagues, and while working in his current position, he has overseen the development of many of the most successful products at Estrada Enterprises.

Luke Vella Schedule

THURSDAY, JANUARY 24

TIME	EVENT
8:00 A.M. -12:00 P.M.	Orientation Session #1 with Loretta Pope
12:00 P.M. -1:00 P.M.	LUNCH (nothing scheduled)
1:00 P.M. -5:00 P.M.	Orientation Session #2 with Loretta Pope
5:00 P.M.	DINNER with department heads

FRIDAY, JANUARY 25

TIME	EVENT
8:00 A.M. -12:00 P.M.	Review of Operational Finances with CFO Scott Hale
12:00 P.M. -1:00 P.M.	LUNCH (nothing scheduled)
1:00 P.M. -3:00 P.M.	Retirement party for Loretta Pope
3:00 P.M. -5:00 P.M.	Meeting with CEO Pauline Wallen
5:00 P.M.	DINNER with CEO and board of directors

To: Luke Vella <vella@estradaent.com>
From: Eden Goodwin <eden@gtscorp.com>
Date: January 22
Subject: Meeting in Auckland

Hi Luke!

I was so surprised this morning when I read your company's press release. Congratulations on your promotion! I'm sure you are quite excited about the new opportunity and there's no doubt that you'll do a great job.

It's hard to believe that only fifteen years ago we were working together in Scotland, and now we've both ended up in New Zealand. It's amazing how things change!

I wanted to invite you to get together while you are in Auckland this week. It's been a long time since we were in the same place. I would love to congratulate you in person if you have some free time while you are here. The only times that I have to meet up with you this week are either Thursday afternoon for lunch or Friday evening for dinner.

I'm looking forward to catching up with you.

Eden

191. What is mentioned about Mr. Vella?

- (A) He will relocate from Dublin in to Glasgow
- (B) He plans to retire later this week
- (C) He manages his company's operations
- (D) He is originally from Auckland

192. What is happening on Thursday morning?

- (A) A farewell party will be thrown
- (B) Mr. Vella will train his replacement
- (C) Estrada Enterprises will open Offices in Auckland
- (D) Ms. Pope will give instructions to Mr. Vella

193. What is the purpose of the e-mail?

- (A) To invite Mr. Vella to Ms. Goodwin's city for a visit
- (B) To tell Mr. Vella about Ms. Goodwin's promotion
- (C) To congratulate Mr. Vella on an achievement
- (D) To ask Mr. Vella to make a speech

194. What can be inferred about Ms. Goodwin?

- (A) She used to work for Saginaw Industries
- (B) She has been in New Zealand for fifteen years
- (C) She serves as a member of the board of directors
- (D) She will replace Mr. Vella as senior Vice President

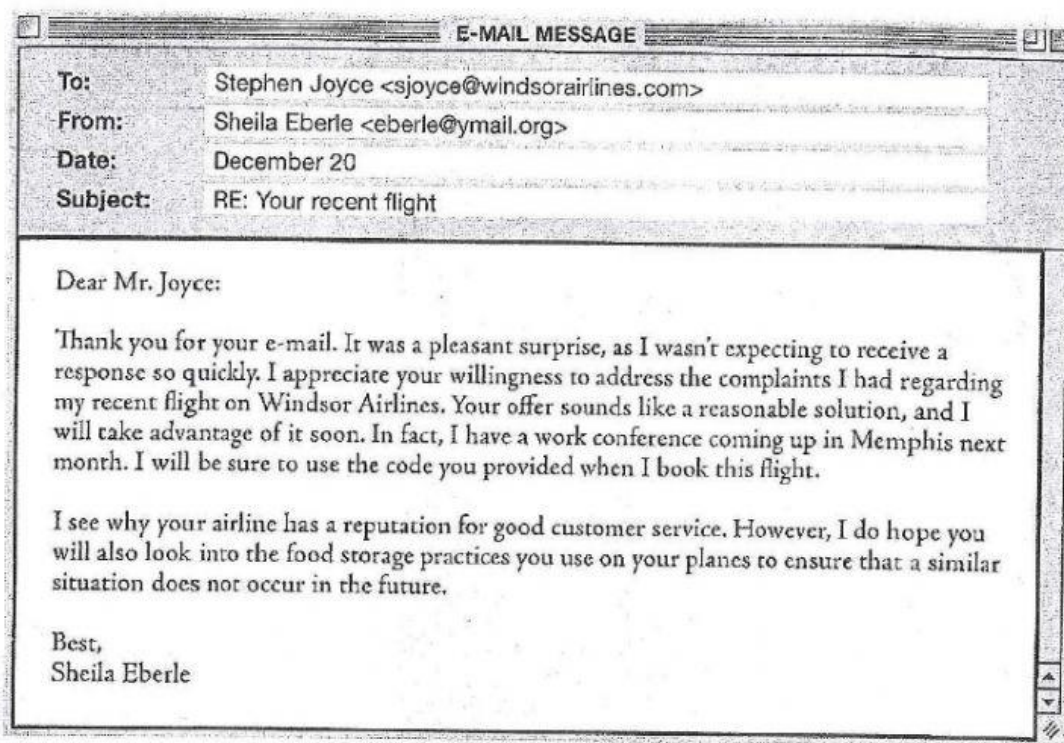
195. When will Mr. Vella most likely get together with Ms. Goodwin?

- (A) Thursday afternoon
- (B) Thursday evening
- (C) Friday afternoon
- (D) Friday evening

Questions 196-200 refer to the following form and e-mails

PASSENGER INFORMATION	
Name:	Sheila Eberle
Nationality:	American
Frequent Flyer Number:	P20524F423
E-mail Address:	eberle@ymail.org
FLIGHT INFORMATION	
Booking Reference:	CRQ56LH
Date of Travel:	December 10
Flight Number:	WA823
Flight Class:	Economy
FEEDBACK	
Comments, Complaints, or Questions	The quality of the food served on my flight was questionable. It had obviously not been properly stored, and I could tell that it wasn't safe to eat. I spent the flight hungry because I didn't want to get sick from spoiled food. I expressed my concern to one of the cabin crew members, who told me to fill out this form online.

To: Sheila Eberle <eberle@ymail.org> From: Stephen Joyce <sjoyce@windsorairlines.com> Date: December 15 Subject: Your recent flight
Dear Ms. Eberle, I received the feedback form that you submitted online. I have also spoken with one of our employees, Neil Sprenger, whom you discussed your concerns with. I sincerely apologize for the service you received. We take great pride in the care that we give to our passengers, and we want all travelers to enjoy flying with us. Therefore, to make up for your negative flight experience, Windsor Airlines would like to provide you with a complimentary business-class ticket to anywhere in the United States. I hope you will find this to be reasonable compensation for the trouble you had on our plane. You can redeem this free ticket anytime within the next twelve months by calling our customer service center and quoting the code F9T4. I trust that your next flight with Windsor Airlines will be much more satisfying for you. Sincerely, Stephen Joyce Customer Relations, Windsor Airlines



196. What information did Ms. Eberle NOT provide on the feedback form?
- (A) Her seat number
 - (B) Her departure date
 - (C) Her reservation code
 - (D) Her contact information
197. Why did Mr. Joyce send the e-mail?
- (A) To apologize for a specific employee
 - (B) To explain the refund procedure
 - (C) To request feedback on a customer stay
 - (D) To offer compensation to Ms. Eberle
198. Who most likely is Neil Sprenger?
- (A) A ticket agent
 - (B) A flight attendant
 - (C) A travel agent
 - (D) An airline pilot
199. In the second e-mail, the word "practices" in paragraph 2 line 2, is closest in meaning to
- (A) policies
 - (B) rehearsals
 - (C) professions
 - (D) drills
200. What can be inferred about Ms. Eberle?
- (A) She will start traveling with a different airline
 - (B) She will fly to Memphis on a discounted ticket
 - (C) She will meet with Mr. Joyce in person
 - (D) She will travel in business class soon