

Questions 168-172 refer to the following letter and insert.

Resident
24 Ravencroft Lane
Portland, OR 34227

Dear Sir or Madam,

We are contacting you to inform you that due to work on the electricity grid, your area will be without electricity for approximately 4 hours in the morning of September 12th. We hope that you understand that this maintenance is necessary and we suggest that you read the insert on how to survive a power cut in order to minimize your inconvenience.

Sincerely,
William Tyler,
Municipal Electricity

SURVIVING A POWER CUT

How you should prepare:

- Have a battery-powered radio tuned into a news station to receive updates.
- Keep a supply of candles, but don't leave candles or heaters unattended. Place them where you won't knock them over. A flashlight may be a safer alternative and keep the batteries renewed.

If power is interrupted:

- Switch off and unplug sensitive electronic appliances such as personal computers, video players, satellite receivers, answering machines etc.
- Don't open freezers and fridges more than absolutely necessary.
- Leave a light on so you know when the power has been restored.
- Check to see if your neighbors are okay.
- Keep a flask of hot drink near you.
- Wrap up warm.
- Keep one room warm and stay in it.

168. What is the purpose of the letter?

- (A) to sell a product
- (B) to make an apology
- (C) to give a warning
- (D) to make a request

169. What is true about the power cut?

- (A) it is due to an accident
- (B) it is unknown how long it will last
- (C) it was planned in advance
- (D) it involves the whole city

170. What may not be completely safe?

- (A) a battery-powered radio
- (B) leaving a light on
- (C) a torch
- (D) candles

171. What should NOT be turned on during a power cut?

- (A) electric lights
- (B) computers
- (C) heaters
- (D) the telephone

172. What is NOT recommended that you do during a power cut?

- (A) help your neighbors
- (B) defrost your fridge
- (C) keep warm
- (D) listen for updates



Questions 173-174 refer to the following schedule.

BC FERRIES Tsawwassen - Swartz Bay Schedule

Crossing time: 1 hour 35 minutes

Distance: 24 nautical miles

Current schedule in effect September 10, 2007 to October 9, 2007 Sailing time

Leave Tsawwassen:

6:00 am - Oct 9 only
7:00 am - Daily
8:00 am - Oct 5, 6 & 8 only
9:00 am - Daily
10:00am - Sep 21-22, 24, 27-29,
Oct 1, 5, 6, 8 & 9 only
1:00 pm - Daily
3:00 pm - Daily
5:00 pm - Daily
6:00 pm - Fri, Sun & Oct 4 & 8 only
7:00 pm - Daily
9:00 pm - Daily

Leave Swartz Bay

7:00 am - Daily
8:00 am - Sep 21-22, 24, 27-29,
Oct 1, 5, 6, 8 & 9 only
9:00 am - Daily
10:00am - Oct 5, 6 & 8 only
1:00 pm - Daily
3:00 pm - Daily
5:00 pm - Daily
6:00 pm - Fri, Sun & Oct 8 only
7:00 pm - Daily
9:00 pm - Daily

173. How long does the journey take?

- (A) almost a day and a half
- (B) about an hour and a half
- (C) almost two hours
- (D) just over half an hour

174. Where would you be most likely to see this schedule?

- (A) at a port
- (B) at an airport
- (C) in a newspaper
- (D) at a bus station

Questions 175-177 refer to the following e-mail.

To: All Employees
From: Jason Byrne
CC: Brian Weston
Subject: Software Training Session

I'm sending out this reminder that we are holding Software Training Sessions this Friday in the Computer Lab. There will be a morning session and an afternoon session, so be sure to sign up for your preference in the IT office if you haven't already. Each session should take about four hours.

I'm sure you realize the importance of these sessions, as there has been considerable discussion of our company's decision to change from Windows to Linux running systems, and concern about making a smooth transition. I want to say again that we are not expecting any difficulties. *Utrans* is a very user-friendly program. Dr. Brian Weston will be doing the training, and you will be in good hands.

Jason Byrne, Manager, IT Department

175. What is the e-mail's purpose?

- (A) an announcement
- (B) a reminder
- (C) a warning
- (D) a guide

176. How do employees know which session to go to?

- (A) They just turn up when they can.
- (B) They ask at the IT office.

177. Approximately how much of the workday do the training sessions fill?

- (A) all day
- (B) half a day
- (C) a couple of hours
- (D) approximately four minutes

Questions 178-182 refer to the following e-mail and attachment.

To: Richard Brown
From: Tara Larson
Cc: -
Subject: restaurant booking?

Hi Richard,

I've found a promising-looking restaurant for our company lunch; it's Bell's Diner. I went yesterday with my cousin and her husband, and the food was really something. It's not the typical diner you might think of! It has an informal, friendly atmosphere, sophisticated yet rustic decor, equally sophisticated modern European menu and rather elegant clientele. It is housed in a Victorian building split into two rooms, and I think one is available for group reservations, so that would be ideal.

Shall I go ahead and make a reservation? Lunch goes on rather late in the afternoon, as you can see from the information I've attached, so there shouldn't be any problem if the design meetings run a little over time.

Tara Larson
 Reception

Cuisine: Modern European
Times: Lunch Tues - Sat Midday - 3pm.
 Dinner Mon - Sat 7pm - 10.30pm.
 Closed Sundays.
Dress code: None
Payment: All methods of payment accepted except Diners
Av. price: £24 and Under

178. How does Tara Larson know the restaurant is good?

- (A) She knew from experience.
- (B) A friend recommended it.
- (C) She saw an advertisement.
- (D) She was told by Mr. Brown.

179. What did Tara Larson think of the food?

- (A) She absolutely hated it.
- (B) She didn't have an opinion about it.
- (C) She thought it was okay.
- (D) She liked it very much.

180. The people eating in the restaurant are described as

- (A) Victorian
- (B) well dressed
- (C) informally dressed
- (D) typical diner customers

181. What is Tara Larson's job?

- (A) waitress
- (B) promoter
- (C) secretary
- (D) designer

182. What is the earliest they could go for lunch?

- (A) 11:00
- (B) 12:00



Questions 183-184 refer to the following notice.

FIRE PROCEDURE

If you detect FIRE or SMOKE, do this at once:

1. STAY CALM and use common sense
2. Close the door to CONFINE the fire and smoke
3. ACTIVATE THE FIRE ALARM - a small red box located on the wall near each exit. Follow the instructions on the alarm.
4. REPORT THE FIRE. Call UAB Police at 911 or use HELP PHONE, identify yourself and tell the dispatcher the exact location of the fire or smoke and what is burning.
5. EVACUATE. All building occupants should proceed to the nearest exit, move away from the building and assemble in a location predetermined by your supervisor. This will provide a quick and easy way to account for all personnel. It is also important that the fire department has clear and unobstructed access to the building.

183. During a fire, why should you close doors?

- (A) to demonstrate that you are calm
- (B) to help facilitate evacuation
- (C) to give the fire department clear access
- (D) to stop the fire from spreading

184. What is NOT mentioned as something that you should tell the dispatcher after dialing 911?

- (A) who you are
- (B) where the fire is
- (C) what is on fire
- (D) how the fire started

185. What should you plan before a fire happens?

- (A) where to go after evacuating
- (B) who is responsible for calling the fire service
- (C) how to work the fire alarm
- (D) what to take with you

Questions 186-187 refer to the following letter.

Jasmine Wilson
12 B 44th Street Apt. 14
New York, NY

Dear Ms. Wilson,

Thank you for your application expressing interest in working with us at the Central Hospital. Unfortunately, we have a full staff of nursing professionals at this time, and there is not an opening available for someone with your skills and qualifications. However, we have put your resume on file, as positions regularly come up.

Thank you again for your interest, and good luck.

Sincerely,

Katherine Jones,
Hiring and Personnel

186. What did Jasmine Wilson do?

- (A) ask for a job
- (B) turn down a job
- (C) accept a job
- (D) offer a job

187. How often does the Hospital have job openings?

- (A) never
- (B) very rarely
- (C) quite often
- (D) always

Questions 188-189 refer to the following memo.

MEMORANDUM

TO: Marketing Department
FROM: Jo Worthing
ATTENTION: URGENT

There has been a change of specifications for our product, following responses from Wednesday's presentation. Please come to my office and collect a copy of the document outlining the changes that are being made, and see that all of the marketing and PR outputs that you are involved with are updated and correct. If you have any questions after reading the document, don't hesitate to contact me.

Jo Worthing
Product Development

188. How do the recipients find out what changes have been made?

- (A) by reading a document
- (B) by going to a presentation
- (C) by asking Jo Worthing
- (D) by checking marketing outputs

189. What does Jo Worthing's job involve?

- (A) secretarial duties
- (B) selling products
- (C) developing products
- (D) marketing products



LIVEWORKSHEETS

Questions 190-194 refer to the following notice and letter.

ONLINE BANKING COURSE

How can you find the best online bank for you? Within the last decade, online banking has exploded in popularity, and revolutionized the industry, but some banks offer better services than others. In this course we look at some things you should consider when you choose an online bank, including account access, security, online bill paying, account aggregation and fees.

Learn how to use online banking to your advantage.

Mr. George Woodhouse
74 Meadow lane
San Diego, CA 44613

Dear Mr. Woodhouse,

Thank you for your interest in our course. Yes, there are still places available. You have two options; we have an intensive weekend course which runs for two weekends in the beginning of September, both Saturday and Sunday mornings, for 8 hours each day, and we also have evening courses that meet from 7-9pm on Tuesdays or Thursdays for three months. Both courses cost 900 dollars. The courses are held at the Community College, and you would need to go there to register.

I would recommend you register as soon as possible as the courses are filling up quickly! If you have further questions, you can call me at 376 334 4524 between 8am and 4pm.

Karen Miller
Admissions

190. What does the course teach?

- (A) how to start an online bank
- (B) how to use online banking
- (C) how to use the internet
- (D) how to succeed as a banker

191. Why did Mr. Woodhouse contact Karen Miller?

- (A) to ask for information
- (B) to answer a question
- (C) to register for a course
- (D) to set up a bank account

192. When could Mr. Woodhouse take the course?

- (A) Saturday evenings
- (B) all day Tuesday
- (C) Thursday evenings
- (D) Tuesday mornings

193. What is true of the weekend courses?

- (A) They are cheaper than the evening courses.
- (B) They are full.
- (C) They last for two hours per day.
- (D) They last for 4 days.

194. What time can Karen Miller be contacted?

- (A) 9 p.m.
- (B) 3 a.m.

Questions 195-196 refer to the following receipt.

09 December 2009	TO MARS	
8:26 p.m.	Your server is Anna	
1 large spring water	\$1.50	
1 coke	\$1.00	
2 chef's salads	2x\$4.00	
1 jacket potato with cheese	\$8.00	
1 lasagna	\$4.50	
1 chocolate ice cream	\$8.99	
	\$3.50	
Subtotal	\$27.49	
Tax (7.75%)	\$ 2.13	
	\$29.62	
Total	\$29.62	
	\$30.00	
Paid cash	\$30.00	
Change	\$ 0.38	
Thank you for your business!		

195. Which meal of the day was this receipt for?

- (A) breakfast
- (B) lunch
- (C) afternoon snack
- (D) dinner

196. How many desserts were ordered?

- (A) none
- (B) one
- (C) two
- (D) three

Questions 197-198 refer to the following schedule.

FLIGHT INFORMATION				
ARRIVALS				
FLIGHT	SCHEDULED ARRIVAL	ARRIVING FROM	STATUS	
SK2549	17:50	Stockholm	Arrived	17:48
LX380	18:10	Zurich	Expected	18:00
CF005	18:50	Gothenburg	Arrived	17:51
SK8677	18:50	Gothenburg	Expected	17:55
TCX20L	18:20	Paphos	Expected	18:35
3W709	18:25	Isle Of Man	Expected	18:20
SK541	18:25	Copenhagen	Expected	18:30
BD38	18:30	Copenhagen	Expected	18:30
LH4886	18:30	Dusseldorf	Expected	18:30
LH4872	18:40	Guernsey	Expected	18:25

197. Where is the last plane expected to arrive coming from?

- (A) Gothenburg
- (B) Guernsey
- (C) Copenhagen
- (D) Paphos

198. What time is it now?

- (A) 17: 50
- (B) 17: 53
- (C) 17:55
- (D) 18:52



Questions 199-200 refer to the following notice.

PROGRAM OVERVIEW

Metra's *Bikes on Trains* program is designed to enable cyclists to bring their standard-form bicycles on board trains during weekday off-peak hours and on weekends. Three bicycles are allowed in the priority seating area in each accessible diesel railcar; two in each electric railcar. There is no additional charge to your Metra fare to take a bicycle on board the train.

199. How many bicycles are allowed?

- (A) three in each train
- (B) three in each electric railcar
- (C) two in each electric railcar
- (D) two in each diesel railcar

200. How much do you pay to travel with a bicycle?

- (A) your usual fare
- (B) your fare and a charge
- (C) you travel free with the bike
- (D) you get a discount