Questions 168-171 refer to the following e-mail.

E-mail

To:	Customer Service <customerservice@kishintech.com>
From:	Dmytro Petrov <d.petrov@silkmail.com>
Date:	November 5
Subject:	Assistance with Kishin XT20 digital recorder

To Whom It May Concern:

I purchased the Kishin XT20 digital recorder to record several days' worth of conference presentations. Now, after my first day at the event, I am trying to transfer the audio files to my laptop, but I am not having any luck. I have followed all the instructions in the user manual as well as the tips found in the FAQ section of the product's Web page. I have even tried alternative cords and the laptops in the hotel's business center, so I do not believe computer hardware to be the issue.

I am supposed to cover the remaining two days of this conference for work. My business partners expect me to return with as much information as I can. The Kishin XT20 digital recorder is of no use to me if I cannot properly share the files. Can you please help?

Best regards,

Dmytro Petrov

168. What problem does Mr. Petrov have with his device?

(A) He cannot move audio files to his computer.
(B) He dislikes its appearance.
(C) He is unable to rename the files.
(D) He is unsatisfied with the sound quality.

169. Why does Mr. Petrov mention a Web page?

(A) To suggest that an image is misleading
(B) To explain that he obtained additional information
(C) To recommend changing a product description
(D) To inquire about compatible accessories

170. The word "cover" in paragraph 2, line 1, is closest in meaning to

(A) protect
(B) contain
(C) extend over
(D) report on

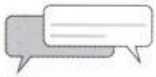
171. What is true about Mr. Petrov?

(A) He volunteered to try some equipment.
(B) He is currently traveling with his business partners.
(C) He will share conference material with his colleagues.
(D) He will soon receive a new laptop from his company.

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LIVEWORKSHEETS

Questions 172-175 refer to the following online chat discussion.



Kristin Burton (8:16 A.M.)
This is my first time posting on this small-business forum. Has anyone here experienced problems when ordering one of Atlara's credit card readers?

Marcos Menke (9:04 A.M.)
Are you referring to the little unit that attaches to your mobile phone or the larger, stand-alone tablet model?

Kristin Burton (9:30 A.M.)
The phone unit. I started an online shop using the Atlara Web hosting service and added pictures of the necklaces and rings I create. But most of my sales are still in person. So I just need a way to accept in-person payments when I'm out at fairs or markets.

Marcos Menke (10:19 A.M.)
Just go to www.atlara.com/pos/hardware and add what you want to your cart.

Kristin Burton (11:21 A.M.)
That's the problem. The system won't let me order it. I get the error message "Your account cannot be verified."

Suzanne Shroer (11:42 A.M.)
I think I know. You have to upload scans of your business registration, a government photo ID, and a statement from your business bank account.

Kristin Burton (12:23 P.M.)
I already did all that, and I still got the error message.

Suzanne Shroer (12:33 P.M.)
If that is the case, try logging back in and following the process again.

Cindy Acosta (1:05 P.M.)
You probably need to call the support line. I found them to be very helpful with my issues a few months ago.

Kristin Burton (1:10 P.M.)
I've spoken with three people already.

LIVEWORKSHEETS

172. What does Mr. Menke ask Ms. Burton to clarify?

(A) The type of device she is trying to buy
(B) The experience she had with a Web site
(C) The way she charges her mobile phone
(D) The amount she was charged for a service

173. What does Ms. Burton sell?

(A) Art supplies
(B) Board games
(C) Jewelry
(D) Furniture

174. What does Ms. Shroer suggest?

(A) Filling out a service request
(B) Adjusting a card reader's settings
(C) Submitting some documentation
(D) Creating a separate business account

175. At 1:10 P.M., what does Ms. Burton most likely mean when she writes, "I've spoken with three people already"?

(A) She is impressed with a company's response.
(B) She has previously called the support line.
(C) She has thoroughly researched some specifications.
(D) She has confirmed that the product was shipped.

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LIVEWORKSHEETS

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

https://www.sunnywelcomehotel.co.in

At the Sunny Welcome Hotel in Kolkata, we work hard to ensure that you enjoy your stay.

Please note:

- Each room has a coffeemaker and complimentary coffee and tea. Guests may purchase snacks and other beverages in the vending areas located on each floor.
- Guests with small children may request a rollaway bed or crib for their rooms for no additional charge.
- The business center is open from 9:00 A.M. to 5:00 P.M. each day.
- The swimming pool and children's playground are open during daylight hours. Children must always be supervised by an adult.
- A deposit is necessary to guarantee a room reservation. The deposit will only be refunded if the reservation is cancelled or changed more than 24 hours prior to arrival.
- Guests may check in as early as 2:00 P.M. Checkout after noon on the day of departure is subject to an additional charge.
- Guests are required to present a passport or driver's license at the time of check-in.
- We offer free shuttle service to the airport. Guests can make arrangements at the front desk.
- Our reception desk is staffed 24 hours a day.

To:	generalmanager@sunnywelcomehotel.co.in
From:	samuelramon@myemail.co.uk
Date:	13 May
Subject:	Reservation number EX52417

Hello,

My family and I were very comfortable in the family suite at the Sunny Welcome Hotel in Kolkata last year, and we were looking forward to returning this year for a week starting on 17 April. Unfortunately, we suddenly had to postpone our trip until June, so I called the hotel on the morning of 17 April to change our reservation dates. I thought everything was in order, but when I opened my credit card statement this month, I discovered an additional charge from the Sunny Welcome Hotel.

Could you please look into the matter? I believe that an error has been made and that I should be reimbursed. I would appreciate having the money credited to my account. We still plan to return to Kolkata later this year and anticipate an enjoyable stay at your hotel.

Yours sincerely,

Samuel Ramon

LIVEWORKSHEETS

176. According to the Web page, what are hotel guests asked to provide at check-in?

(A) A home address
(B) Payment in advance
(C) Proof of identification
(D) A confirmation number

177. What is NOT included with a stay at the Sunny Welcome Hotel?

(A) Hot beverages
(B) A light breakfast
(C) Airport shuttle service
(D) Use of a swimming pool

178. What does Mr. Ramon indicate in his e-mail?

(A) He usually travels alone.
(B) He has family living in Kolkata.
(C) He is planning to move to Kolkata.
(D) He has stayed at the Sunny Welcome Hotel before.

179. Why most likely was Mr. Ramon charged a fee by the Sunny Welcome Hotel?

(A) He canceled a reservation less than a day before arrival.
(B) He requested a rollaway bed for his room.
(C) He checked out of his room after midday.
(D) He reserved a work space in the business center.

180. What does Mr. Ramon request?

(A) A credit to his account
(B) A discount on a future hotel stay
(C) A room upgrade to a family suite
(D) An extension of a hotel stay

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LIVEWORKSHEETS

Questions 181-185 refer to the following e-mail and Web page.

E-Mail Message

From: Dexter Abbott
To: Nina Sosa
Date: 20 August
Subject: Next steps

Dear Ms. Sosa,

I have good news. The plans for the layout of the new Fountain Road office building have just been approved by Lanfei Chan at our corporate office. We now need to start thinking about the artwork for the main open-plan office area on the third floor of the building. This is one of our last tasks before the office opens in October.

I have heard that Red Starling Art has a good reputation for helping with office interiors. Could you look at the company's Web site today and find out if any of its services might be suitable for us? I am wondering whether photography or paintings would look best in the space. What do you think? I am still waiting to hear back from Maxwell Willis in Finance about the budget for art, so please do not agree to anything with Red Starling Art until we know more.

Thank you,

Dexter Abbott, Facilities Manager
KLX Accountancy

https://www.redstarlingart.co.uk/offices/

Home | About Us | **Services** | Contact Us

Red Starling Art offers a range of consultancy services for office buildings:

- **Remake:** For clients who want a complete redesign of the interior of their office, we work with you to create a layout and decoration scheme that meets your needs.
- **Align:** For clients looking to incorporate artwork into a new office, we help you find the right pieces (paintings, photographs, prints, or sculptures) for your space.
- **Connect:** For clients who want to add a local touch to their offices, we collaborate with area artists and photographers to bring their unique perspective to you.
- **Reframe:** For clients who want to update but keep their existing artwork, we suggest new framing, new lighting, or new arrangements for a fresh look.

Our work is always tailored to the specific needs of our clients, so we cannot provide fixed prices. Please e-mail Birgit Lowenbruck at blowenbruck@redstarlingart.co.uk to book a free consultation. After the consultation, she will provide you with an estimate for the agreed-upon services.

LIVEWORKSHEETS

181. What is suggested about the Fountain Road office building?

(A) It opened last October.
(B) It is the corporate headquarters of KLX Accountancy.
(C) It has more than one floor.
(D) It has a conference center.

182. In the e-mail, what does Mr. Abbott ask Ms. Sosa to do?

(A) Finish a task she started last week
(B) Approve plans for the layout of an office
(C) Agree to a price for purchasing artwork
(D) Research interior design options online

183. Who is responsible for the budget for artwork?

(A) Mr. Abbott
(B) Ms. Chan
(C) Mr. Willis
(D) Ms. Sosa

184. What Red Starling Art service would be most suitable for the Fountain Road office building?

(A) Remake
(B) Align
(C) Connect
(D) Reframe

185. According to the Web page, how can someone learn the cost of Red Starling Art's services?

(A) By submitting information through the Contact Us page
(B) By going to a Web page with cost information
(C) By submitting a document to Ms. Lowenbruck
(D) By attending a consultation with Ms. Lowenbruck

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LIVEWORKSHEETS