Questions 168–171 refer to the following online message chain.

Cash, Leona [1:30 P.M.]	The group from Toronto is landing at the airport in a couple of hours. Is everything ready for the inspection of the facility they're going on tomorrow?
Bergeron, Neil [1:33 P.M.]	I've done everything you asked of me.
Alderson, John [1:35 P.M.]	Same here. I'll also be ready to show them around the factory tomorrow morning.
Cash, Leona [1:38 P.M.]	That's good news. Which one of you two is planning to pick them up at the airport and take them to their hotel?
Alderson, John [1:39 P.M.]	I wasn't aware you wanted us to do that.
Bergeron, Neil [1:40 P.M.]	Me neither. I thought you told us last week that you and Harold were going to do that.
Cash, Leona [1:42 P.M.]	Oh... I guess I forgot to tell you about the change in plans. I've got to meet with the VP of sales this afternoon, and Harold left for Costa Rica this morning. Are either of you available?
Bergeron, Neil [1:45 P.M.]	I'm scheduled to meet Irene Chang at 4:00. But I suppose I could ask her to come here another day.
Alderson, John [1:48 P.M.]	Don't do that, Neil. I can go there and meet them. I've spoken with Claude Messier several times, so it will be nice to get a chance to see him in person. Can you send me their flight info, Leona?
Cash, Leona [1:50 P.M.]	Check your e-mail in two minutes. Thanks, John. I owe you one.

Send

168. What is the online message chain mainly about?

(A) A plane trip that will be taken soon
(B) The schedule for the next day's events
(C) Preparations for the arrival of some visitors
(D) The meetings each person will attend

169. At 1:35 P.M., what does Mr. Alderson mean when he writes, "Same here"?

(A) He agrees with Mr. Bergeron's opinion.
(B) He is looking forward to meeting the clients.
(C) He did everything he was supposed to.
(D) He is presently with Mr. Bergeron.

170. What is suggested about Mr. Messier?

(A) He is coming in from Toronto.
(B) He is good friends with Mr. Alderson.
(C) He is going to Costa Rica soon.
(D) He is meeting Ms. Cash tomorrow morning.

171. What will Mr. Alderson probably do next?

(A) Inspect a factory
(B) Go to the airport
(C) Check his e-mail
(D) Talk to Mr. Bergeron

LIVEWORKSHEETS

Questions 172–175 refer to the following article.

Literacy Awareness Month to Conclude Soon

Literacy Awareness Month is about to come to a close. Before it reaches its end, we would like to salute all of the members of the community who are making a difference to our children. We at the Reading Club of Kent (RCK) have been battling illiteracy among impoverished children by hosting daily events that encourage both children and their parents to read every day. This year's program has been a big success thanks to the hard work of our volunteers. —[1]—

Knowing that reading is the key to education and that education is fundamental to staying out of poverty, the RCK has been hosting reading sessions at the Kent Public Library. —[2]— Elementary schoolchildren throughout the city have been coming to read and to listen to local athletes, singers, actors, and other celebrities read their favorite stories aloud. A combined total of more than 2,500 children have attended these events. —[3]—

The RCK was established by Joseph Stack and his family. The Stack family resettled in Kent in 1892 and was disturbed by the number of children who were unable to read. They therefore vowed to fight illiteracy in Kent and the surrounding area. —[4]— Since then, the RCK has donated more than 20,000 books to children living in poverty and has held special events such as this one on an annual basis.

172. Where does the article most likely appear?

(A) In a weekly newsletter
(B) In a history book
(C) In a national newspaper
(D) In a recruiting pamphlet

173. What has been happening during Literacy Awareness Month?

(A) Free books have been given to poor individuals.
(B) Famous people have read books to children.
(C) Reading classes for adults have been held.
(D) Fundraisers have been held to help buy books.

174. Who is Joseph Stack?

(A) The founder of the city of Kent
(B) A Literacy Awareness Month volunteer
(C) An original member of the RCK
(D) A worker at Kent Public Library

175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
"More than 220 people have donated their time and effort to helping others learn to read this month."

(A) [1]
(B) [2]
(C) [3]
(D) [4]

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LIVEWORKSHEETS

Questions 176–180 refer to the following invoice and e-mail.

Outdoorsman
384 E. Atlantic Street, Bangor, Maine
(804) 434-8594

Order Date: September 30 Order Number: 505954
Customer Name: Thomas Heckbert
Delivery Address: 34 Lansing Avenue, Trenton, New Jersey

Item Number	Item Description	Quantity	Price
606-544	Men's Black Cashmere Sweater (L)	1	$125.00
204-994	Men's Blue Jeans (L)	2	$45.00
766-121	Women's Green Blouse (S)	1	$80.00
653-476	Men's Red Windbreaker (L)	1	$22.00

Subtotal	$272
Outdoorsman Silver Club Discount	- $27.20
Tax	$14.69
Delivery Fee*	$15.00
Total	$274.49

* You selected express shipping. Your order will arrive within 2 business days.

Thank you for shopping at Outdoorsman. If you have any questions, please call us or e-mail us at customerservice@outdoorsman.com.

To: customerservice@outdoorsman.com
From: theckbert@marketmail.com
Subject: Order Number 505954
Date: October 21
Attachment: Pic

To Whom It May Concern,

My name is Thomas Heckbert. I am a long-time shopper at Outdoorsman. My Silver Club membership number is 49A0433. I'm writing to you with regard to an order I made last month. As always, the items arrived in perfect condition, and my wife and I are both pleased with how they fit. The quality of the items sold by Outdoorsman is the main reason I buy something from your website practically once a month.

The problem, however, concerns the amount of money I was charged for the items I bought. While the invoice I received with the items noted that I was given a 10% discount, when I received my credit card bill, I noticed that the discount had actually not been applied. I was therefore charged too much for my purchase. I have attached a picture of the invoice so that you can see how much of a discount I should have received. Would you be kind enough to refund the money, please? You can simply give me store credit as I am planning to make another order this Thursday or Friday. If there are any questions, please feel free to write me back.

I look forward to hearing a positive response soon.

Regards,
Thomas Heckbert

LIVEWORKSHEETS

176. What is NOT mentioned on the invoice?

(A) The method of payment
(B) The receiver's address
(C) The number of each item bought
(D) The phone number of the company

177. Which item did Mr. Heckbert pay the most money for?

(A) 204-994
(B) 606-544
(C) 653-476
(D) 766-121

178. What does Mr. Heckbert suggest about one of the items he ordered?

(A) He was overcharged for it.
(B) He cannot fit in it.
(C) He bought it on sale.
(D) He purchased it for his wife.

179. How much money would Mr. Heckbert like back?

(A) $15.00
(B) $14.69
(C) $22.00
(D) $27.20

180. What does Mr. Heckbert send with his e-mail?

(A) A new clothing order
(B) A copy of his bill
(C) A picture of the faulty merchandise
(D) A file containing his credit card bill

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LIVEWORKSHEETS

Questions 181–185 refer to the following notice and memo.

Templeton Manufacturing

will be holding its annual end-of-the-year dinner on

Friday, December 29
from 6:30 P.M. to 10:00 P.M.
in the Rose Ballroom
at the Garden Hotel

The following events will take place:
6:30 P.M. – the year in review by CEO James Lambert
7:00 P.M. – five-course dinner
8:30 P.M. – awards ceremony
9:00 P.M. – live entertainment

All Templeton Manufacturing employees and their spouses or significant others are welcome.
Please contact Ms. Virginia Snyder at vsnyder@templetonmanu.com to confirm your attendance.

To: Elisa Standish
From: Percy Wilson
Re: December 29 Event
Date: December 20

It looks like everything is about ready for the big event next week. I spoke with Kevin Crawford at the Garden Hotel, and he has assured me that all of the food we requested for the event will be available. He invited me to drop by the hotel to sample the dishes this Friday, December 22. If you'd like to accompany me, let me know. I'll be leaving here around 2:30 so that I can make it back to the office for a 5:00 meeting. There's one change in the schedule though. Connie Parker wants to present the awards right after Mr. Lambert gives his talk. So we need to contact the printer to make sure the schedules that get printed have the correct order of events. You're the contact person for the printer, so would you mind doing that? Let me know as soon as you're done so that I can inform Connie. This is the first awards ceremony she's responsible for, and she's really eager to avoid any mistakes. You remember how things went last year with Todd Seager in charge, don't you? We don't want a repeat of that.

LIVEWORKSHEETS

181. What is the purpose of the notice?

(A) To mention a change in a schedule
(B) To invite company employees to an event
(C) To provide the contact information of some employees
(D) To announce the winners of some awards

182. The word "confirm" in line 15 of the notice is closest in meaning to:

(A) certify
(B) refute
(C) purchase
(D) admit

183. According to the memo, when will the awards be given?

(A) At 6:30
(B) At 7:00
(C) At 8:30
(D) At 9:00

184. What does Mr. Wilson ask Ms. Standish to do?

(A) Go to the Garden Hotel in his place
(B) Send an e-mail to Ms. Snyder
(C) Arrange for a schedule to be changed
(D) Coordinate with Ms. Parker

185. What is suggested about Todd Seager?

(A) He performed his duties poorly last year.
(B) He is one of this year's award winners.
(C) He is employed at the Garden Hotel.
(D) He works closely with Ms. Parker.

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LIVEWORKSHEETS