

Questions 186-190 refer to the following Web page, schedule, and testimonial.

<https://www.zonecatering.com/home>

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Zone Catering provides food trucks at film and television production sites throughout California. Just let us know where you need a food truck and how many people you need to feed. We can serve your entire cast and crew. Our trucks also move with you and your team if you are shooting scenes in various locations.

At Zone Catering, we offer a wide variety of cuisines. All the fruits and vegetables we use in our menus are grown here in California. Our menus are easily adapted to accommodate dietary restrictions. For convenience, our food trucks offer both full meals and individual items. We can serve meals buffet-style, or people can order directly from the truck.

Let us take care of the catering for your production. You will find our food delicious, and you will find our service friendly and convenient. We even offer 24-hour support in case any issues arise while we are at your location. We hope to serve you soon!

Zone Catering Food Trucks		
Schedule Date: June 10		
Film	Shooting Location	Contact Person
<i>Trappings</i>	Harpin Lot	Erin Begg
<i>Make the Meeting</i>	192 Laredo Street	Mark Lillo
<i>Tutors and Tuxedos</i>	Tandor Fields	Jun-Seo Kil
<i>Jatem and the Storm</i>	Spectrum Hall	Donna Gawason

June 10—I have been in the acting business for over 25 years and am sometimes disappointed by the food trucks on film production sites. That was not the case today when we were filming *Make the Meeting*. The food truck had excellent coffee, and the strawberries in the large fruit salad were so fresh and tasty! Even though there was a long line of customers on an extremely hot and uncomfortable day, the server was able to get everyone's food ready quickly. She was friendly and easygoing, too! Even the food truck was pleasant-looking—the mural painted on the side of the truck was beautiful! I hope to see Zone Catering food trucks at future film shooting locations.

—Robert Chiodo

186. What does the Web page indicate about Zone Catering?

- (A) It specializes in providing food at music concerts.
- (B) It has lower prices than its competitors.
- (C) It recently moved its corporate office to California.
- (D) It provides customer support 24 hours a day.

187. According to the schedule, who was the contact person for the filming of *Trappings* on June 10?

- (A) Erin Begg
- (B) Mark Lillo
- (C) Jun-Seo Kil
- (D) Donna Gawason

188. Where was the food truck that Mr. Chiodo visited?

- (A) At Harpin Lot
- (B) At 192 Laredo Street
- (C) At Tandor Fields
- (D) At Spectrum Hall

189. What is probably true about the salad Mr. Chiodo ordered?

- (A) It had an unusual taste.
- (B) It was too big for him to finish.
- (C) It included several types of berries.
- (D) It contained fruit grown in California.

190. What is indicated about the food truck server in the testimonial?

- (A) She had difficulty working in the heat.
- (B) She paints murals in her spare time.
- (C) She prepares orders quickly.
- (D) She has worked in her industry for 25 years.

Questions 191-195 refer to the following e-mails and list.

To:	Hae-won Jeong
From:	Julia Laurent
Date:	July 28
Subject:	Dallas hotels
Attachment:	List of downtown accommodations

Dear Hae-won,

I plan to attend the National Digital Marketing Conference in October. I know you have traveled to this conference in Dallas many times. This will be my first time attending, and I'm not sure which hotel to book. I have attached a list of accommodations that are near the convention center. Right now, I am leaning toward the Bonita Suites Hotel, but I would like to know which property you would recommend.

I hope you have settled into your new position with the digital marketing department. I am looking forward to the conference and hope to see you again there.

Kind regards,

Julia Laurent
E-mail Marketing Specialist
The 3R Marketing Firm

List of Downtown Accommodations (from www.topbusinesshotels.com/search/Dallashotels)		
Hotel	Rate	Description
The Oaktree Hotel	\$204/night	Luxury hotel in the heart of downtown Close to the convention center Outdoor pool, three on-site restaurants Close to shopping
Alessi Dallas Hotel	\$155/night	Quaint boutique hotel in downtown Dallas Lobby restaurant for breakfast and dinner Near convention center and history museum
Bonita Suites Hotel	\$125/night	New hotel in downtown convention center area Office and kitchen in each suite Computer center with printers located in lobby Meeting space available for groups Free on-site parking available

To:	Julia Laurent
From:	Hae-won Jeong
Date:	July 29
Subject:	RE: Dallas hotels

Dear Julia,

I will be attending the National Digital Marketing Conference this year as well! I love traveling to Dallas every year for this conference because it is a great networking opportunity. Since this is your first time attending, I recommend you go to the newcomers' reception on the first night. The conference executive planning committee is putting it on, and it could be an excellent occasion to socialize with other conference goers.

I will be staying at the Alessi Dallas Hotel. It is the closest to the convention center, and the rooms are comfortable. For you, I would suggest the one you already seem to prefer. It so happens that the newcomers' reception will be held in one of the event rooms there. It is a little farther away but still convenient. As a friendly reminder, we are advised not to book hotels with rates that exceed our company's limit of \$175/night.

I look forward to seeing you in October. It will be lovely to catch up.

Best,

Hae-won Jeong
Digital Marketing Director
The 3R Marketing Firm

191. What is the purpose of the first e-mail?

- To schedule a meeting with a client
- To ask for assistance with a project
- To seek a suggestion from a colleague
- To congratulate a colleague who was promoted

192. According to the list, what is suggested about the Bonita Suites Hotel?

- It is located in a historic building.
- It features resources for business travelers.
- It is near many downtown tourist attractions.
- It charges a daily fee for parking.

193. What is true about Ms. Jeong?

- She has not attended a marketing conference before.
- She prefers the Alessi Dallas Hotel for its restaurant.
- She thinks Ms. Laurent should stay at the Bonita Suites Hotel.
- She works for a different company than Ms. Laurent.

194. Why would Ms. Jeong most likely suggest that Ms. Laurent avoid the Oaktree Hotel?

- It does not have an on-site restaurant.
- Its room rate exceeds the company's limit.
- Its clients are mostly noisy tourists.
- It is too far from the conference location.

195. What does the second e-mail indicate about the National Digital Marketing Conference?

- Its location changes to a different city each year.
- Last year it was held at the Alessi Dallas Hotel.
- Ms. Jeong is on its executive planning committee.
- It includes an event for first-time attendees.

Questions 196-200 refer to the following letter and e-mails.

<p style="text-align: center;">Dover Water Supply 7400 Rodney Boulevard, Dover, DE 19904</p> <p>March 12</p> <p>Ms. Na-Ri Cam 361 Farming Avenue Dover, DE 19902</p> <p>Dear Ms. Cam,</p> <p>This letter is to confirm that Dover Water Supply will begin service at your address on Wednesday, April 6. Your customer account number, which is the same as your water meter number, is DWS4289.</p> <p>Billing is monthly, and payment is due on the fifteenth of each month. Bills can be paid by mailing a check to our main address or by entering your account number and payment information on our secure page at www.doverwatersupply.com/billing.</p> <p>We will be performing a system flush of the pipes in your area on Monday, April 4. Customers may temporarily see discoloration or sediment in their water around that time. Please visit our Web site for more information. You can also contact Customer Support at questions@doverwatersupply.com or call us at (302) 555-0135.</p> <p>Sincerely,</p> <p>Matthew Ensign Matthew Ensign Account Representative, Dover Water Supply</p>
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E-mail
<p>To: <input type="text" value="questions@doverwatersupply.com"/></p> <p>From: <input type="text" value="Na-Ri Cam <n.cam@mailcurrent.com>"/></p> <p>Date: <input type="text" value="March 17"/></p> <p>Subject: <input type="text" value="Account number DWS4289"/></p>
<p>Hello,</p> <p>I am in the process of moving to my new home in Dover. I received a letter stating that my water service will start on April 6. It also said something about pipes being flushed on April 4. Should I expect to see discoloration when I start using my water? Are there any steps I should take?</p> <p>Also, I tried to use your secure page, but it gave me an error message saying that my account number was not valid. I will need your help in getting online access by the May 15 due date.</p> <p>Thank you for any information you can provide.</p> <p>Na-Ri Cam</p>

E-Mail Message

To: Na-Ri Cam <n.cam@mailcurrent.com>
From: Customer Support <questions@doverwatersupply.com>
Date: March 18
Subject: RE: Account number DWS4289

Dear Ms. Cam,

Thank you for your message. Your water might look cloudy on April 6 when you first turn on your faucets. We recommend that you keep the water running until it is clear before you use it. I assure you that the water is not harmful in any way. The minerals that cause the discoloration occur naturally, and our latest water analysis showed very high quality.

I apologize for the problem you described. I have fixed it, so you should not have any further trouble.

If you have any other questions, please don't hesitate to reach out to us again.

Best regards,

Ramona Hizon
Customer Support, Dover Water Supply

196. What is one purpose of the letter?

- (A) To list customer benefits
- (B) To alert customers to a price change
- (C) To confirm the start of a service
- (D) To describe changes to a Web site

197. What most likely does Ms. Cam want to do online on May 15?

- (A) Request a new water meter
- (B) Complete a customer survey
- (C) Report a leaking pipe
- (D) Pay a water bill

198. According to the second e-mail, what should Ms. Cam do on April 6?

- (A) Boil her drinking water for five minutes
- (B) Allow her water to run for some time
- (C) Contact her neighbors
- (D) Request a service visit

199. In the second e-mail, what is indicated about the water from Dover Water Supply?

- (A) It is safe to use.
- (B) It is measured every month.
- (C) It is distributed to many cities.
- (D) It is naturally free of minerals.

200. What can be concluded about Ms. Hizon?

- (A) She resolved the issue with Ms. Cam's account.
- (B) She sent a copy of the water analysis to Ms. Cam.
- (C) She will offer Ms. Cam a discount for new customers.
- (D) She lives in Ms. Cam's area.

TEST
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Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.