PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following form.

Steam Masters Customer Rental Agreement
170 Malloy Street • (325) 555-0197

Customer: Iswara Gupte
First-time Customer: No
Delivery ☐
Phone Number: (325) 555-0166
Customer Pick-up ☒

Item	Description	Price
Dowler-405 carpet steam cleaner rental	Two-day rental	$95.00
Equipment rental deposit		$50.00
Concentrated carpet shampoo (12 oz.)	Purchase	$15.95
	Total	$160.95

Rental period valid until 5 P.M. on March 6. The deposit will be paid back once the device is returned.

147. What is true about Mr. Gupte?
(A) He rented two types of equipment.
(B) He can keep the device for one week.
(C) He recently changed his phone number.
(D) He has used Steam Masters before.

148. What will happen when Mr. Gupte returns the device?
(A) He will have to pay the remainder of his bill.
(B) He will be credited for unused shampoo.
(C) He will receive fifty dollars back.
(D) He will be charged a pick-up fee.

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LIVEWORKSHEETS

Questions 149-150 refer to the following letter.

Ramona Jackson
Ramona's Restaurant
552 Spring Haven Road
Santa Barbara, CA 93106

Dear Ms. Jackson,

Santa Barbara city officials have received several complaints regarding the outdoor patio you have set up in front of your restaurant, near the sidewalk. Because of your business hours, many of your patrons are having loud conversations outdoors late at night. Please ask your patrons to keep their conversations to a minimum volume after 9 P.M. You should also post a written announcement reminding them to be courteous of the residents in the area. I've enclosed one as an example. If you have any inquiries, please direct them to our non-emergency line at 555-0181.

Thank you for your cooperation.

Rita Salazar
Rita Salazar
Santa Barbara Police Department

149. What problem does Ms. Salazar mention?

(A) A neighborhood is for residential use only.
(B) Some tables are blocking a walkway.
(C) A restaurant's business license has expired.
(D) Customers are making too much noise.

150. What has Ms. Salazar included with the letter?

(A) A copy of an agenda
(B) An inquiry form
(C) A sample notice
(D) An invoice

LIVEWORKSHEETS

Questions 151-152 refer to the following text-message chain.

Guo Xie, 2:05 P.M.
I'm on my way back from the meeting with the representatives from Largo Enterprises, but they're going to be accompanying me so that they can have a brief tour of our building.

Saskia Heyns, 2:06 P.M.
Is there anything you need me to do?

Guo Xie, 2:06 P.M.
Yes. Could you please check that the lobby looks presentable? It's their first time visiting our site, and I don't want them to form a poor opinion of our company right from the start.

Saskia Heyns, 2:07 P.M.
No problem. Several boxes of samples from our supplier arrived today. They're too big to fit in the storage closet. Maybe I can put them in someone's office.

Guo Xie, 2:08 P.M.
Good idea. I'm sure Ms. Hudson wouldn't mind.

Saskia Heyns, 2:09 P.M.
Okay. I'll make sure that's taken care of before you get here. How much time do I have?

Guo Xie, 2:10 P.M.
About half an hour. Thanks a lot!

151. What is Mr. Xie concerned about?

(A) Making an unfavorable first impression
(B) Meeting up with the representatives late
(C) Failing to find an employee to conduct a tour
(D) Having limited access to the building's lobby

152. At 2:08 P.M., what does Mr. Xie most likely mean when he says, "I'm sure Ms. Hudson wouldn't mind"?

(A) Ms. Hudson should help clean an area.
(B) Ms. Hudson can order more samples.
(C) Ms. Hudson has storage space in her office.
(D) Ms. Hudson should talk to the supplier.

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LIVEWORKSHEETS

Questions 153-154 refer to the following coupon.

Please accept this coupon with the compliments of
the new proprietor of **Starlight Bakery**.

This coupon can be used toward one of the following:

Buy one dozen cupcakes, and get two free cookies
Get 10% off fresh bread
Buy one cake and get another at half price

Expires July 31

Valid at our two locations: 349 Broad Street and 1709 Dellwood Avenue

153. What has recently changed at Starlight Bakery?

(A) Complimentary samples are distributed.
(B) The selection has been expanded.
(C) A second location has been opened.
(D) The business is under new ownership.

154. What is indicated on the coupon?

(A) Customers can buy two cakes for the price of one.
(B) The coupon is valid for a single offer.
(C) Free cookies are available with each purchase.
(D) The bakery's bread can be ordered in advance.

LIVEWORKSHEETS

Questions 155-157 refer to the following advertisement.

TR2

You don't need to be a professional athlete to work out in comfort and style. At TR2, we offer the best apparel for basketball, soccer, baseball, and more. Whether you need lightweight running shorts for your next marathon or a warm-up suit for your exercise routine, we've got you covered. New owner Stephen Carbajal has participated in athletic competitions all over the world, and he is ready to bring his expertise and love of sports to you. In addition to our everyday low prices, we are offering a special coupon for 15% to anyone who registers for our mailing list to receive the TR2 monthly newsletter. Visit us daily from 9 A.M. to 9 P.M. at 1673 Davis Street.

155. What is being advertised?

(A) An athletic competition
(B) An exercise facility
(C) A sports stadium
(D) A clothing store

156. What is indicated about Mr. Carbajal?

(A) He was the winner of a sports competition.
(B) He recently purchased the business.
(C) He operates branches in several locations.
(D) He has moved to the area from another country.

157. How can customers take advantage of the special offer?

(A) By making a certain number of purchases
(B) By visiting the business on a particular day
(C) By signing up for a publication
(D) By recommending the business to a friend

LIVEWORKSHEETS

Questions 158-160 refer to the following voucher.

Fairmont Department Store

Thank you for taking the time to complete our annual questionnaire. To show our appreciation, we offer you this discount voucher.

15% off all cookware, bedding, and appliances in the store

Can be used at any Fairmont Department Store location. Does not include delivery or installation fees. Applicable to all brands, including TJ Home, coming October 1. Present your Fairmont Rewards Membership Card at the time of purchase to receive an additional 5% off.

Thank you for being a Fairmont Department Store customer!

158. What is indicated about the voucher?

(A) It is valid until October 1.
(B) It was issued to a survey participant.
(C) It can only be used at a certain branch.
(D) It cannot be combined with other offers.

159. What is NOT something that could be purchased with the voucher?

(A) A kitchen table
(B) A set of sheets
(C) A washing machine
(D) A frying pan

160. What is suggested about Fairmont Department Store?

(A) It has a customer loyalty program.
(B) It provides discounts to new customers.
(C) It offers free delivery for all products.
(D) It is the only store carrying the TJ Home brand.

LIVEWORKSHEETS

Questions 161-163 refer to the following notice.

NOTICE TO WOODFORD APARTMENT TENANTS:

On Wednesday, August 17, the Woodford Apartments maintenance crew will be testing the fire alarms and sprinkler system throughout the building. The testing is part of a quarterly check performed to fulfill the terms of the building owner's insurance policy and to ensure the safety of all tenants. The work will begin around 10 A.M. and is expected to take approximately two hours. During the testing procedures, the alarm system may sound continuously for up to a few minutes at a time. In addition, the hallways' emergency lights may flash on and off. You may ignore both of these signals, and there is no need to evacuate the building or take any further action. In the very unlikely event that an emergency presents itself during the testing, we will use the building's loudspeaker to instruct tenants to vacate the building. The procedures for evacuation can be obtained from the building manager. All questions about the testing should be directed to Scott Porter, as his team will be carrying out the work. Thank you for your cooperation.

161. What is the purpose of the work on August 17?

(A) To meet new government safety regulations
(B) To install fire prevention equipment for tenant use
(C) To comply with insurance requirements
(D) To replace a security system throughout the building

162. According to the notice, when should tenants take action during the August 17 work?

(A) If they hear an alarm sound
(B) If they see the hallway lights flashing
(C) If they hear an announcement
(D) If they receive a phone call

163. Who most likely is Mr. Porter?

(A) A maintenance manager
(B) A building owner
(C) A government official
(D) A building manager

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LIVEWORKSHEETS