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

To: Emily Williams <ewilliams@tayloraccounting.com>
From: Gwen Scott <gwen_s@tayloraccounting.com>
Subject: Thanks
Date: April 28

Emily,

I really appreciate your agreeing to handle my clients while I'm away on my honeymoon in Hawaii. It's such a comforting feeling knowing that everyone will be in your capable hands.

To make the process go as smoothly as possible, I thought I should provide you with a few notes regarding some clients you'll be handling. First off, the file examination for the Westside Bakery tax report hasn't been done yet because Mr. Thompson hasn't submitted all of his information to us. He said he'll do that by May 1. The examination was set to take place on May 3 but has been bumped back by two days. It will still occur at the same place and time though. Second, the Douglas Bank file can wait a while, so I'm going to work on it when I return. If anyone from the bank calls, remind them that I spoke with Alicia Franks and confirmed my plans with her. Last, and most importantly, the Baker Construction account needs to be reexamined from top to bottom. City inspectors are investigating the construction of Lincoln Stadium, which Baker is working on, so you need to read everything in the file to make sure there's nothing unusual. Sorry for dumping that one on you, but I only found out about it this morning.

That's everything you need to know. I'll be leaving the day after tomorrow and will return in ten days. If anything comes up, you know how to reach me. Thanks again. I owe you big time.

Best,

Gwen

LIVEWORKSHEETS

168. Why was the e-mail written?

(A) To request that some meetings be scheduled
(B) To provide some work instructions
(C) To thank a person for the work she did
(D) To apologize for a heavy workload

169. What is suggested about Ms. Scott?

(A) She runs the Accounting Department.
(B) She will visit Douglas Bank today.
(C) She needs to meet Alicia Franks.
(D) She is getting married soon.

170. Why has the work for Westside Bakery been delayed?

(A) The owner only wants to work with Ms. Scott.
(B) Some information is missing.
(C) A payment has not been made yet.
(D) The client is not available.

171. What does Ms. Scott mention about Baker Construction?

(A) It is one of her newest clients.
(B) It just signed a contract to build a stadium.
(C) It is in danger of going out of business.
(D) It is being investigated by the government.

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LIVEWORKSHEETS

Questions 172–175 refer to the following online message chain.

Ortega, Pedro [2:12 P.M.]	Great news, everyone. Mr. Butler just informed me that our team has been selected to work on the Madison account.
Atwell, Gary [2:15 P.M.]	Seriously? That's awesome news. I was expecting it to be given to Samantha's team.
Struthers, Lucy [2:16 P.M.]	So was I. How did we manage to get it?
Ortega, Pedro [2:19 P.M.]	I had a long chat with Mr. Butler and informed him that we're up to the task. So don't let me down. The company has high expectations for this account.
Struthers, Lucy [2:21 P.M.]	We'll do our best. Oh... do we need to get together for a meeting sometime soon?
Ortega, Pedro [2:23 P.M.]	Yes, that's one of the reasons I'm writing to both of you. I won't be back at the office until 4:30, so how about getting together at 5:00 to discuss what needs to be done this week?
Atwell, Gary [2:24 P.M.]	Sure. I can do that. How about you, Lucy?
Struthers, Lucy [2:24 P.M.]	That works for me as well.
Atwell, Gary [2:25 P.M.]	Shall I talk to Denise and have her reserve the small conference room on the third floor? That will give us a quiet place to meet.
Ortega, Pedro [2:27 P.M.]	I'd appreciate that, Gary. Lucy, could you go into my office and print three copies of the report sitting on my desk, please? It's in a yellow folder labeled "Madison". You can't miss it.
Struthers, Lucy [2:30 P.M.]	Consider it done. See you in a couple of hours, Pedro.

Send

LIVEWORKSHEETS

172. What is mostly being discussed?

(A) The work that has been done on a new project
(B) The competition against Samantha's team
(C) The requirements for the Madison account
(D) Preparations for a meeting on a new account

173. How did Mr. Ortega get the Madison account?

(A) By meeting the CEO of Madison, Inc. in person
(B) By convincing Mr. Butler to give him the project
(C) By working harder than Samantha's team
(D) By performing better than the company's other teams

174. What will Mr. Atwell probably do next?

(A) Visit Mr. Ortega's office
(B) Read a file on the Madison account
(C) Make arrangements to book a room
(D) Get together with Ms. Struthers

175. At 2:30 P.M., what does Ms. Struthers mean when she writes, "Consider it done"?

(A) She has already complied with Mr. Ortega's request.
(B) She is going to do her best on the Madison account.
(C) She will copy the files that Mr. Ortega asked about.
(D) She is looking forward to discussing the new assignment.

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LIVEWORKSHEETS

Questions 176–180 refer to the following memo and survey.

To: All Staff, Fairview Convention Center
From: Helga Matzner
Subject: Upcoming Conference
Date: October 12

We're only three days away from the start of the annual National Geologists' Conference that's set to take place from October 15 to 17. We need to make sure everything is prepared since the attendees are going to begin arriving to check out the premises tomorrow. Please remember that most of the attendees will be staying at the Emporium Hotel or the Marconi Hotel. Since the Marconi Hotel is right across the street from the convention center, those individuals can get here with no problem. But we'll be running a complimentary shuttle bus to the Emporium Hotel every 30 minutes from 8 A.M. to 10 P.M. on all three days of the conference. It takes roughly 25 minutes to get here from the hotel, so we'll have a couple of buses running nonstop. Those of you who are responsible for the electronics need to double-check everything to make sure we don't have any glitches. And we need to confirm with the caterers that the snacks, sandwiches, and drinks are going to arrive exactly when they need to be here. Let's do our best to make this a successful conference.

Fairview Convention Center
Survey Card

Thank you for attending an event at the Fairview Convention Center. In order to improve the quality of the service we provide, please take a few moments to fill out this card and to answer the questions in full.

Name: *Rupert Helmond*
Event: *National Geologists' Conference*
Date(s) Attended: *October 15–17*
E-mail: *rupert@gemstones.org*
Telephone Number: *(604) 455-5847*

How did you feel about the following:

	Conference Organization	Professionalism of the Staff	Shuttle Bus	Overall Quality of the Conference
Outstanding		✓	✓	
Good	✓			✓
Poor				
Terrible				

Comments: *This was the first event I ever attended at your convention center. However, I have attended numerous conferences at other similar centers. Your staff members compare very favorably to those individuals working at those places. Anytime I had a problem, a staff member was able to assist me almost immediately. The shuttle bus was impressive as well. I took it several times, and not once was it late. There were a couple of problems with the electronics malfunctioning during speeches though. For example, a microphone stopped working for around ten minutes during one individual's speech. But the conference went quite well overall.*

LIVEWORKSHEETS

176. Why did Ms. Matzner write the memo?

(A) To review how well a conference went
(B) To discuss some final preparations
(C) To provide an overview of the day's events
(D) To mention some changes in plans

177. According to the memo, what is true about the attendees at the conference?

(A) Most of them have never visited Fairview before.
(B) They are all staying at the Marconi Hotel.
(C) A few of them have not registered yet.
(D) Some of them will arrive on October 13.

178. What does the memo NOT mention about the conference?

(A) People interested in geology will be attending it.
(B) The shuttle bus for passengers will be free of charge.
(C) It is going to last for three days.
(D) Attendees must pay for the catered food.

179. How does Mr. Helmond feel about the staff at the Fairview Convention Center?

(A) They were not very knowledgeable.
(B) They provided him with lots of help.
(C) They acted rudely to attendees at times.
(D) They made the conference a success.

180. What is suggested about Mr. Helmond?

(A) He stayed at the Emporium Hotel.
(B) He is a professor of geology.
(C) He is a resident of Fairview.
(D) He has an interest in electronics.

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LIVEWORKSHEETS

Questions 181–185 refer to the following advertisement and letter.

Morrell Bank Seeks New Employee

Morrell Bank, one of the oldest banks in the state of Texas, is looking for a qualified individual to manage its branch on Gila Street in Waco.

Responsibilities: The manager will be responsible for the daily operations of the bank. He or she will be in charge of looking after the financial stability of the bank and will give final approval for all loan applications. The manager will also make sure the employees at the branch are providing quality service and are sufficiently representing the values of Morrell Bank.

Qualifications: The manager should have the following qualifications:
- Have a minimum of five years of experience in a supervisory position at a bank
- Be outgoing and get along well with others
- Have a thorough knowledge of the banking industry, finance, and economics
- Be a good organizer

How to Apply: Qualified applicants should send a résumé, a cover letter, and the names of and contact information for three professional references to Urania Desmond, HR Director, Morrell Bank, 46 Alamo Drive, Dallas, TX. Ms. Desmond may be contacted with any questions at udesmond@morrellbank.com.

Morrell Bank is an equal opportunity employer and does not discriminate on the basis of an individual's age, gender, or ethnicity.

Urania Desmond
HR Director
Morrell Bank
46 Alamo Drive
Dallas, Texas

August 2

Harry Astley
302 Rio Grande Boulevard
Waco, TX

Dear Mr. Astley,

Thank you for submitting your application for branch manager at the Morrell Bank in Waco. In normal situations, I would not be contacting you since you have only managed Freedom Bank for the past couple of years. However, I am aware of how well your bank is doing, so I took the liberty of speaking with two of the references you provided. Both of them spoke about you in glowing terms. They stressed that you not only possess a keen financial mind but also get along with people and that your employees all like you.

You sound like the kind of individual who would excel at Morrell Bank. As such, I would like to invite you to interview for the position. While the job is in Waco, the first interview will be held at our headquarters in Dallas. We have scheduled you for an interview on Saturday, August 16, at 10 A.M. If you can interview then, a first-class round-trip plane ticket from Waco to Dallas will be reserved for you, and we will also book you a room at the Emerson Hotel. Please note that should you do well, we will conduct a second interview at the Waco branch where you would be working. That interview would take place on August 30.

Please call me at (382) 634-6468 to confirm that you will be interviewing with us.

Sincerely,

Urania Desmond
HR Director
Morrell Bank

LIVEWORKSHEETS

181. What is the bank manager expected to do?

(A) Interview individuals requesting loans
(B) Organize training sessions for employees
(C) Oversee all matters related to personnel
(D) Confirm that employees are doing their duties

182. How can people apply for the position?

(A) By filling out an application on a web page
(B) By submitting their applications by e-mail
(C) By sending their applications in the mail
(D) By turning in their applications in person

183. According to Ms. Desmond, why is Mr. Astley NOT qualified for the position?

(A) He has poor organizational skills.
(B) He does not have a degree in economics.
(C) He has fewer than five years of experience.
(D) He has never worked at a bank before.

184. In the letter, the word "keen" in paragraph 1, line 5 is closest in meaning to:

(A) sharp
(B) curious
(C) adequate
(D) precise

185. What is Mr. Astley asked to do?

(A) Reserve a plane ticket to Dallas
(B) Confirm he can interview on August 16
(C) Send an e-mail to Ms. Desmond
(D) Visit Waco for an interview on August 30

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LIVEWORKSHEETS