

Questions 1-5 refer to the following receipt and information.

Timko's Garden Center

2 Kingsway Road
Lethbridge AB T1J 4S5
403-326-0155

Customer name: Ralph LeBlanc
Customer club number: 1392988
Date of purchase: February 24

Item	Quantity	Price
Florangea plants	4	4x\$6.00 = \$24.00
Potting soil – 1 kilogram bag	1	\$6.95
Florangea pots	4	4x\$7.50 = \$30.00
Discount	N/A	–\$15.00
Garden gloves (customer points reward)	1	No charge

Discount details: Today only, buy any florangea and receive a florangea pot for half off! These hand-painted pots are specially designed to help your flowers thrive.

Item total:	\$45.95
Tax:	\$2.30
Total:	\$48.25

Payment: Cash
Employee name and number: Caroline Hsu #72

Timko's Tips For Caring For Your Florangeas

Florangeas are attractive house plants that can offer years of enjoyment. To make sure your florangeas remain healthy and continue to bloom year-round, the following is recommended.

- Ceramic pots work the best and are the only pots we use at Timko's.
- Water the plants regularly. Make sure to use a watering can that will reach down to the soil. Do not moisten the leaves or the flowers. This will cause them to become brown. For best results, use room temperature water.
- Florangeas should never experience temperatures below 15°C. Do not put them in a location where they may be harmed by cool air.
- Expose the plants to indirect sunlight only. Direct sunlight will cause the leaves to grow upward instead of outward.

1. What did Mr. LeBlanc receive for free?
 - (A) A florangea plant
 - (B) Potting soil
 - (C) Gardening gloves
 - (D) A guide book for plants
2. What is NOT stated about the pots purchased by Mr. LeBlanc?
 - (A) They are tall and narrow.
 - (B) They are made of ceramic.
 - (C) They were painted by hand.
 - (D) They were sold at a discount.
3. What is indicated about florangeas?
 - (A) They require careful attention in order to bloom.
 - (B) They produce flowers only once a year.
 - (C) They grow faster if they are planted outdoors.
 - (D) They can be eaten in a salad.
4. According to the information, how can owners keep the plants from turning brown?
 - (A) By keeping the plants warm
 - (B) By using a special kind of soil
 - (C) By not applying cold water
 - (D) By keeping the leaves dry
5. According to the information, why should florangeas be placed in indirect sunlight?
 - (A) To keep the plants from getting too big for their pots
 - (B) To maintain the right level of soil moisture
 - (C) To allow the leaves to spread outward
 - (D) To protect the roots from damage

Questions 6-10 refer to the following letter and invoice.

March 16

Drew Martin
Early Bird Distributors
1414 Jackson Lane
Memphis, TN 38118

Dear Mr. Martin:

I am writing in regard to order #7943886, which was delivered to my store on March 15. Unfortunately, three of the four cartons containing item #8752 were damaged during shipping, resulting in many CD's arriving broken. I am afraid that I will not be able to sell them in my store in this condition, so I am returning them to you. I have followed the procedures stated on the form enclosed with the cartons. I have added a note explaining why the packages are being sent back.

I would like the merchandise to be replaced in a timely manner. I have customers who have ordered this particular CD through my store, and I do not want them to go elsewhere to purchase it. Thank you for your immediate attention to this matter. I have enjoyed a long business relationship with Early Bird Distributors, and based on my previous dealings with your company, I am confident that this issue will be resolved quickly.

Sincerely

Deborah Hess
Deborah Hess

Invoice for order #7943886		Order date: March 5	Shipping date: March 9
Customer: Ms. Deborah Hess Willow Music 619 Willow Ave. Amherst, MA 01002			
Item #	CD Title	Number of cartons	
5846	<i>The Fuller Brothers in Concert</i>	4	
7270	<i>Alicia Mathers Live at the Garden Theater</i>	3	
8752	<i>Chong-Greatest Hits</i>	4	
9115	<i>The Best of Mary Drummond</i>	2	
Customer: If returning merchandise, please send to: Early Bird Distributors P.O. Box 7492 Memphis, TN 38127			
It possible, return items in the original packaging. Early Bird guarantee: We will replace any defective merchandise and pay for the cost of return shipping.			
Number of cartons being returned: <u>3</u> Reason for return: <u>CD's arrived damaged, Deborah Hess</u>			

6. Why was the letter written?

- (A) To request replacement of merchandise
- (B) To describe some documents
- (C) To inquire about a delivery date
- (D) To complain about a change in policy

7. About what CD is Deborah Hess concerned?

- (A) *The Fuller Brothers in Concert*
- (B) *Alicia Mathers Live at the Garden Theater*
- (C) *Chong—Greatest Hits*
- (D) *The Best of Mary Drummond*

8. Why is Deborah Hess's concern urgent?

- (A) Ms. Hess cannot afford the shipping costs for her order.
- (B) Customers are waiting for a specific CD to be available at her store.
- (C) A large number of customers are expected at an upcoming sale.
- (D) Ms. Hess has lost business to other stores.

9. What is stated in the letter?

- (A) Ms. Hess has ordered from Early Bird Distributors before.
- (B) Early Bird Distributors sent the wrong CD's.
- (C) Ms. Hess does not understand the instructions on a form.
- (D) Early Bird Distributors has requested the return of some cartons.

10. What does Early Bird Distributors promise to do?

- (A) Deliver merchandise within two days
- (B) Give a discount for items returned in their original packaging
- (C) Replace damaged goods at no cost to the customer
- (D) Provide sample merchandise for inspection

Questions 11-15 refer to the following article and survey.

Airport Travelers Lounge Opens

Travelers passing through Kansai International Airport have a new place to relax. On Monday, the Nakadai Group opened The Overlook, its long-awaited travelers lounge, in Terminal 1.

What sets The Overlook apart from other such airport facilities, says Nakadai Group President Takashi Aoki, is the level of comfort it offers. "It is an oasis of peace, with soundproofing against airport noise and ergonomic furniture designed for maximum relaxation."

Visitors may pay for access over a

specified number of hours or obtain unlimited access by purchasing an annual membership. Upon entering the lounge, guests are offered an array of information and entertainment options. Food and drinks are available at no additional charge.

The opening of The Overlook expands the Nakadai Group's reach in the global hospitality industry. In the last decade, it has extended its hotel enterprise to Hong Kong, Singapore, and Australia. According to Aoki, the company will open additional lounges in airports in Sydney and Singapore in the coming year.

 **Welcome to The Overlook Web Page**

The Overlook—Guest Survey

Before ending your wireless Internet session, please complete this brief survey.

Name (optional): Miranda Blethyn E-mail (optional): mblethyn@tdysolutions.co.uk

Place of residence: Leicester, UK My travel today is ☐ personal ☒ business related

How comfortable was the lounge?
☒ Very comfortable ☐ Moderately comfortable ☐ Unsatisfactory ☐ No opinion

How would you rate the food and/or beverages?
☒ Excellent ☐ Acceptable ☐ Unsatisfactory ☐ I did not try any

Comments:
The lounge is quite peaceful. I travel to and from Kyoto regularly and will consider getting an annual membership. If I have a complaint, it is that your wait staff is not sufficiently attentive. I had to call for a waiter several times before one came.

Submit survey

11. According to the article, what is indicated about the lounge?
- (A) It features a popular brand of furniture.
 - (B) It offers a high level of comfort for travelers.
 - (C) It sells headphones designed for air travel.
 - (D) It is the largest lounge in the airport.
12. According to the article, what is true about the entry fee?
- (A) It can be paid with a coupon.
 - (B) It is more expensive during peak hours of travel.
 - (C) It is waived for passengers of certain airlines.
 - (D) It includes beverages and snacks.
13. What most likely is the Nakadai Group's main business?
- (A) Operating hotels
 - (B) Managing airlines
 - (C) Constructing airports
 - (D) Catering in-flight meals
14. What did Ms. Blethyn find unsatisfactory?
- (A) Noise coming from outside the lounge
 - (B) The selection of refreshments
 - (C) The service provided by the lounge staff
 - (D) The wireless Internet network
15. What is suggested about Ms. Blethyn?
- (A) She has visited the lounge several times.
 - (B) She has lived in Kyoto for many years.
 - (C) She paid for lounge entry by the hour.
 - (D) She rarely flies for personal reasons.

Questions 16-20 refer to the following résumé and e-mail.

CVSE
10-10-11

Elena Nikolov 157 Thanet House, London WC1 KJ5 EXPERIENCE Tokyo Integration Systems, Tokyo, Japan Lead Programmer, 3 years ◦ Developed financial accounting software at a large, multinational bank ◦ Directed a team of programmer on a systems integration project Intercommerce Bank of Canada, Ottawa, Canada Systems Analyst, Human Resources Department, 2 years ◦ Supervised periodic upgrades of computer software ◦ Created software to generate automatic reports of employee information ◦ Assisted management staff with training of new analysts EDUCATION M.A., Computer Science Certificate in Business Management California University B.A., Economics London Polytechnic University SKILLS Fluent Japanese, proficient Russian and German
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E-Mail Message	
From: Carlos Bolivar, Human Resources Director To: Elena Nikolov Date: Monday, October 11 4:31 P.M.	
Dear Ms. Nikolov: Thank you for your interest in the principal consultant position at our firm. We were very impressed with your credentials and would like to invite you to interview at our office in Mexico City on Wednesday, October 20, at 9:00 A.M. In reviewing your application, our team was particularly impressed with your experience working in human resources, especially since we recently undertook a project to overhaul a similar system in our personnel department. If you have any examples of your work in this area, you are encouraged to bring them to the interview. In addition, your knowledge of several languages may be useful, since we have several clients overseas. Please respond to me by October 14 if the above date and time are acceptable to you, and my assistant will make all necessary arrangements regarding travel and accommodations. The Millennium staff and I look forward to meeting you. Sincerely, Carlos Bolivar Millennium Management Services	

16. Where did Elena Nikolov train other analysts?
- (A) At California University
 - (B) At Intercommerce Bank of Canada
 - (C) At Tokyo Integration Systems
 - (D) At Millennium Management Services
17. What is NOT listed as one of Elena Nikolov's qualifications?
- (A) A degree in accounting
 - (B) Knowledge of multiple languages
 - (C) Experience with financial institutions
 - (D) A background in software development
18. What job is Elena Nikolov applying for?
- (A) Lead programmer
 - (B) Principal consultant
 - (C) Assistant to Mr. Bolivar
 - (D) Human resources director
19. Which part of Ms. Nikolov's experience is most interesting to Millennium Management?
- (A) She was a programmer at a bank in Germany.
 - (B) She has experience recruiting employees.
 - (C) She developed a system for processing information about employees.
 - (D) She was the training manager of a personnel department.
20. In the e-mail, the word "accommodations" in paragraph 3, line 2, is closest in meaning to
- (A) solutions
 - (B) adjustments
 - (C) fuel expenses
 - (D) hotel arrangements

Questions 21-25 refer to the following Web page, e-mail, and list.



Welcome to the Mandray City events pageDate last updated: July 6

Mandray City's 100th anniversary festival starts soon! Join in these great free events:

August 16 Our Sports Center's Foundation Day
Celebrate our Sports Center's 10th year of operations. We'll have live music (7 P.M. to 9 P.M.), provided by the Tremont Trio, at Fountain Plaza.

August 22 The 24th Annual Street Fair
During the fair, the Stanmetz Folk Quartet will perform (2 P.M. to 4 P.M.) at Westec Theater.

August 26 Celebration Day
Join our birthday party. On this very day our founders created Mandray City 100 years ago. Ned Orton's String Band will give a live concert (6 P.M. to 8 P.M.) at Courtyard Park.

August 30 Taste of Mandray City
Come to our annual food festival at Brayland Square. The Millard Street Jazz Band will perform live music in the square from 3 P.M. to 5 P.M.

Also... Our official souvenir magazine, *A Big Birthday*, will be sold online (www.mandray.org) for \$10. All members of our featured music groups will get free copies of the magazine.

From: Linda Jarvis (jarvis@city.org)
To: Cindy Tatum (tatum@mailing.com)
Subject: Reconfirming
Date: July 9

Dear Ms. Tatum,

I just want to reconfirm the new concert time and date for your band, the Tremont Trio, during our city's festival. As we discussed over the phone, our committee has reshuffled some of the concerts. Your band will perform on August 26th at the same venue listed on the Web site. The string band will perform during the food festival, and the Millard Street Jazz Band will play on August 16th. We made these changes so that each band's unique sound will match the theme of the day's festivities. I will update our Web site's event schedule today.

One more thing – our official souvenir magazine is now ready! To get free copies for you and your band members, simply phone our treasurer at 555-0225.

We look forward to seeing you at the festival.

Regards,
Linda Jarvis, MCPC Chairperson

Mandray City Planning Committee (MCPC) – personnel list

Committee Chairperson
Public Relations Director
Treasurer
Development Director
Volunteer Coordinator

Linda Jarvis (jarvis@city.org)
Dario Cuomo (dario@city.org)
Bertha Hidalgo (bertha@city.org)
Luke Tidwell (luke@city.org)
Mandy Kirk (mandy@city.org)

21. On what date was Mandray City founded?
- (A) On August 16
 - (B) On August 22
 - (C) On August 26
 - (D) On August 30
22. Where most likely will the Tremont Trio perform?
- (A) At Fountain Plaza
 - (B) At Westec Theater
 - (C) At Courtyard Park
 - (D) At Brayland Square
23. In the e-mail, the word “match” in paragraph 1, line 5, is closest in meaning to
- (A) compete against
 - (B) be in harmony with
 - (C) grow used to
 - (D) check with
24. What is suggested about Ms. Tatum?
- (A) She has spoken previously to Ms. Jarvis.
 - (B) She plans to lengthen her band's performance.
 - (C) She will sell goods at the city's street fair.
 - (D) She helped design the city's sports center.
25. Who most likely would Ms. Tatum contact to receive copies of *A Big Birthday*?
- (A) Dario Cuomo
 - (B) Linda Jarvis
 - (C) Bertha Hidalgo
 - (D) Luke Tidwell