Are you setting up a small business? Worried about the costs of renting office space and employing the right people?

Rebus Virtual Office World can help you. With our **Basic Office Deal**, we can set up a virtual office for you practically overnight.

We will give your business a professional image and our polite, friendly staff will handle your calls and present your business in the best possible way. We can provide you with: a professional business address, a local phone number and we will also handle mail.

For a more personal approach, with the option of forwarding mail and messages to your home address, don't hesitate to ask us about our **Premier Office Deals**.

1 Where is the text from?

- ○ A message from a business to a current client
- ○ An advertisement for a new business service
- ○ An email from one business worker to another
- ○ A newspaper article about a new business's success

2 What does the service provide?

- ○ Off-site staff to perform general office duties
- ○ A site where several businesses can locate their offices
- ○ Advice on how to make your business more professional
- ○ Temporary staff for local businesses

3 Which of the following is not included in the Basic Office deal?

- ○ A polite receptionist
- ○ A mail-forwarding service
- ○ A professional address
- ○ A telephone-answering service

LIVEWORKSHEETS

Dear Helen,
I would like to congratulate you on organising such an excellent and informative workshop. I know a lot of people learnt a great deal from it. Can you pass on my thanks to Doctor Friedman for his fascinating talk on Staff Motivation? I realise how lucky we were that he was able to find the time for us. The feedback from the staff was very positive. Let's hope we actually see an improvement in staff motivation as a result!
By the way, I'm missing my list of addresses of the delegates who attended. Did I happen to leave it in your office? It's just that I haven't seen it since our meeting on Friday.
Thanks again for a great day,
Anne

4 What is the main objective of the message?

- ○ to inform
- ○ to accuse
- ○ to make a request
- ○ to praise

5 What can be implied about the workshop?

- ○ All the delegates were staff from the same office.
- ○ It included several talks.
- ○ It lasted one day.
- ○ Motivation was the only topic discussed.

6 What can be implied about Dr Friedman?

- ○ He works in the same office as Anne.
- ○ He has a very busy schedule.
- ○ He is a leading expert on staff motivation.
- ○ Anne knows him better than Helen does.

7 What has happened to the address list?

- ○ Anne has lost it.
- ○ Anne has found it.
- ○ Anne has sent it to Helen.
- ○ Anne has completed it.

LIVEWORKSHEETS

Here's a mouth-watering cookie recipe for you to try at home. You will need two cups each of margarine, white sugar and brown sugar; four eggs, four cups of flour, 1 teaspoon of baking powder, a pinch of salt and a cup of milk chocolate chips. First of all, pre-heat the oven to 350 degrees Fahrenheit. Take a large bowl and cream together the margarine and sugar until they are smooth. Then add the eggs, one by one. Sift the flour and baking powder into the mixture and add the salt. Finally add the chocolate chips. Drop spoonfuls of the mixture onto ungreased cookie sheets and bake for eight to ten minutes until the edges are golden brown. Cool for one hour before eating.

8 Which of the following is NOT an ingredient in the recipe?

- ○ cream
- ○ flour
- ○ eggs
- ○ margarine

9 What must the cook do first?

- ○ Put the margarine and sugar in a bowl
- ○ Turn on the oven
- ○ Sift the flour
- ○ Break the eggs

10 Which of the following items is needed to make this recipe?

- ○ a microwave
- ○ a sieve
- ○ a saucepan
- ○ a knife

11 Which of the following ingredients is added last?

- ○ salt
- ○ baking powder
- ○ chocolate chips
- ○ eggs

LIVEWORKSHEETS

A new ruling which came into effect last week requires some homeowners to purchase new smoke alarms. The ordinance states that there should be a fire alarm installed in every bedroom of the house, and these alarms must comply with certain safety standards. Some local residents are displeased at these new regulations. Gwen Ellis of McKinley says that to meet with the new regulations, she has to buy five new alarms to replace the ones she installed just six months ago. With fire alarms costing up to $20 apiece, this is an unwelcome ruling for many people. Fortunately, the McKinley Fire Department is offering grants for homeowners and will provide and install new fire alarms free of charge. If you have small children or are older than 65 years of age, you may be eligible for these. The McKinley Fire Department has 5,000 smoke alarms to give away. To inquire about obtaining a free alarm, or to find out whether you qualify, call 692-569-0372.

12 Which of the following is true about the new rule?

- ○ Every house should have five fire alarms.
- ○ All fire alarms must be of a certain quality.
- ○ All fire alarms need to first be approved by the Fire Department.
- ○ All fire alarms must be less than six months old.

13 How much do five fire alarms cost?

- ○ $20
- ○ $100
- ○ $120
- ○ $4

14 Which of the following people may be able to receive a free fire alarm?

- ○ an elderly couple
- ○ a family of two adults and two teenagers
- ○ a woman living alone
- ○ a man who owns his own home

15 What does the number 5,000 refer to?

- ○ the number of people who are eligible for free smoke alarms
- ○ the number of smoke alarms which need to be replaced in the town of McKinley
- ○ the number of smoke alarms which have already been installed by the Fire Department
- ○ the number of smoke alarms which are available free to certain people

16 Why did Gwen Ellis have to buy new smoke alarms?

- ○ her old alarms stopped working
- ○ she now has a young family
- ○ her previous alarms didn't meet the safety regulations
- ○ she has just moved into a new house

LIVEWORKSHEETS

In this part, there are ten texts and 40 multiple choice questions.

You are going to read some reading passages, each with 2-5 questions. For each question, choose the answer which you think fits best according to the text.

Dear Residents,
Due to the Fitness First cycling event on Sunday 14th March, this street will be closed to traffic from 6am until 7pm on this date. Please ensure that your car is not parked on the street at this time, otherwise it will be clamped and/or towed away. Thank you for your co-operation in this matter.
Keith Watchet
Berrington Council

17 Who is the letter to?

- ○ People who are attending the cycling event
- ○ Car owners living on one street
- ○ Homeowners who ride bicycles
- ○ Colleagues at Berrington Council

18 What must residents do?

- ○ Tow their cars away
- ○ Park in a different street
- ○ Use their cars between 6am and 7pm
- ○ Co-operate with the cyclists at the event

LIVEWORKSHEETS

Do you feel stressed? Chances are, you do. Levels of stress in our society are increasing more and more these days, and this is true for both workers and students. There are a number of ways you can relieve stress, but there are also several ways in which you can avoid stress in the first place, and this article will focus on these. Here are four things you should avoid like the plague if you want to develop a more peaceful lifestyle.

What's the first thing you do when you get home after a stressful day at work or college? Many of us collapse on the couch and reach for the TV remote. Don't do it! Not only does the TV fill your living room with the stressful lives of on-screen characters, think about commercials. The aim of advertising is to make people feel that their lives are inadequate and unfulfilled. They often bring out negative emotions in viewers.

And while we are on the subject of television, have you noticed how much of the news we watch is bad news? Research states that over 90% of the news we watch, read or hear on the radio is bad news. In order to sell stories, the media bombard us with negative story after negative story. What is more, the stories which are reported are often ones which you have no control over, and this leads to a sense of powerlessness. Why not buy a local paper instead? The news is often far more optimistic, and you may be inspired to take action in a way that can have a positive effect on your own neighbourhood.

Avoiding television may also help you avoid another sort of stress – arguments. How often do you and your family row about what to watch on the television? Arguments will never help you feel better, and no-one ever wins an argument. When you feel that an argument is brewing, go for a walk or find a quiet place where you calm down, or you will only prolong the tension.

The last thing to avoid is caffeine. Anything which contains caffeine, and that includes coffee, tea, chocolate and even a nice soothing cup of cocoa, is a stimulant, and is more likely to keep you tense than relax you. Sugary drinks are also going to keep you buzzing. Have a cup of herbal tea and eat foods which are natural rather than processed.

19 What is the text about?

- ○ Ways to relieve stress
- ○ How to prevent stress
- ○ Reasons why stress levels are increasing
- ○ The consequences of a stressful lifestyle

20 Why does the writer consider commercials stressful?

- ○ They often depict characters in stressful situations
- ○ They make people worry about money
- ○ They make you feel your life is not good enough
- ○ They contain flashing and fat-moving images

21 Why, according to the writer, do news stories often depress us?

- ○ The stories highlight problems in the local neighbourhood
- ○ The stories address problems that the reader cannot control
- ○ The stories describe people who are powerless
- ○ The stories force readers to take action

22 What does the writer suggest you do if you feel angry with someone?

- ○ Have a big argument
- ○ Have some quiet time alone
- ○ Turn the television on
- ○ brew a cup of tea

LIVEWORKSHEETS