Questions 5 – 7 refer to the following notice.

Attention: Public Notice

So that we can serve you better, Bay Avenue Metro Station will be closed from June 13 to June 20 for major renovations. New arrival and departure screens, a state-of-the-art communications system, and LED lighting will be installed, among many other improvements.

Please be prepared to take alternative means of transportation during that time. There will be a free shuttle bus service from Bay Avenue Station's east entrance to Woodland Station, which will remain operating. Note that due to extra crowding at other stations during the shutdown, as well as heavier-than-usual traffic due to construction on Bay Avenue, commuters should allow for an additional 15–30 minutes to get to their destinations, especially during peak hours.

This will be the first in a series of station shutdowns as the City Transit Authority upgrades the city's busiest subway line. We will keep you informed, and we apologize for any inconvenience.

City Transit Authority

5. What is the notice mainly about?
(A) Delays in train arrivals
(B) The progress of ongoing repairs
(C) A temporary station shutdown
(D) Construction of a new train line

6. Which is indicated about the City Transit Authority?
(A) It is closing Woodland Station next.
(B) It is providing bus service at no cost.
(C) It has serious passenger safety concerns.
(D) It has no plans for further upgrades.

7. What are people advised to do?
(A) Avoid traveling during peak hours
(B) Walk to a station nearby
(C) Park their cars on Bay Avenue
(D) Leave extra time for their commutes

LIVEWORKSHEETS

Questions 8 – 10 refer to the following memo.

YourHomeDecorator.com

MEMO

To: All YourHomeDecorator.com staff
From: Hector Contreras, IT Department Head
Re: New data center

As you may know, because of our company's rapid growth, we have been building a new data center to host our intranet, databases, and business applications. [1] Today I am pleased to announce that the facility will be up and running this Thursday, November 6. The superior processing power of the new data center will greatly improve the performance, security, and reliability of the website as well as our intranet. [2]

However, migrating all of our data to the new equipment will involve briefly taking the entire system offline. [3] The process will begin on Thursday at 3:00 p.m., so employees (other than IT staff) will be free to leave work at that time. We are confident that we can finish the process before 9:00 the following morning so that the workday can proceed as usual. However, we will notify you if that changes. If you have any questions or concerns, please direct them to me at hcontreras@yourhome.com, or call extension 4846. [4]

8. What is the purpose of the memo?
(A) To inform coworkers about a new data center and its effects
(B) To notify customers of a disruption in service
(C) To invite coworkers and customers to a special event
(D) To seek employee input on a data center

9. What will happen on Thursday, November 6?
(A) The company website will become unavailable.
(B) The whole staff will visit the data center.
(C) The IT staff will meet with customers.
(D) IT employees will be allowed to leave work early.

10. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"We have already notified our customers about this disruption."
(A) [1]
(B) [2]
(C) [3]
(D) [4]

LIVEWORKSHEETS

B. Text Message and Instant Message Chains

Irina Fuchs 10:13

Hi, Marlon. Sorry to bother you, but I'm making the July schedule for our department. So, I'll need to know your vacation plans.

Marlon Garrett 10:14

I'm taking a few days off the first week of July, but I don't know the exact dates offhand. Can I let you know by next week?

Irina Fuchs 10:15

Sure, and you'll need to submit the new vacation request form. Did you get one from Human Resources?

Marlon Garrett 10:16

No, this is the first I've heard of it.

Irina Fuchs 10:17

OK, I'll e-mail it to you. You need to fill it out and send it to HR at least a week before you take time off.

Marlon Garrett 10:17

Got it. Thanks for letting me know.

What to look for

- What does Irina need to know?

  .....

- When will Marlon take a vacation?

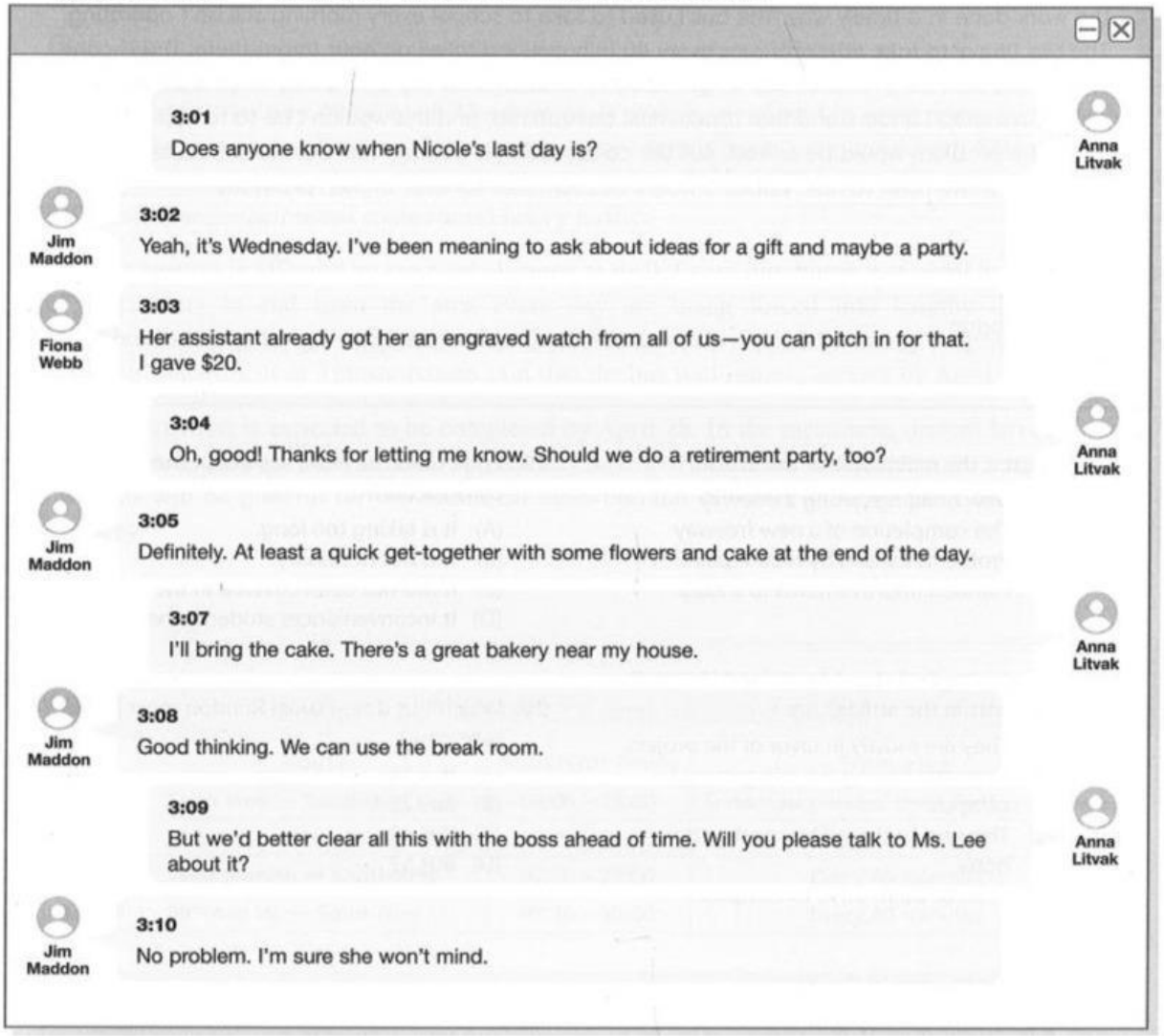
  .....

- What will Irina e-mail to Marlon?

  .....

LIVEWORKSHEETS

Questions 1 – 2 refer to the following online chat.



1. What is the chat mainly about?

(A) Celebrating a coworker's retirement

(B) Collecting money for a coworker

(C) Choosing a cake for a party

(D) Buying a retirement gift

2. What does Anna Litvak ask Jim Maddon to do?

(A) Choose a gift

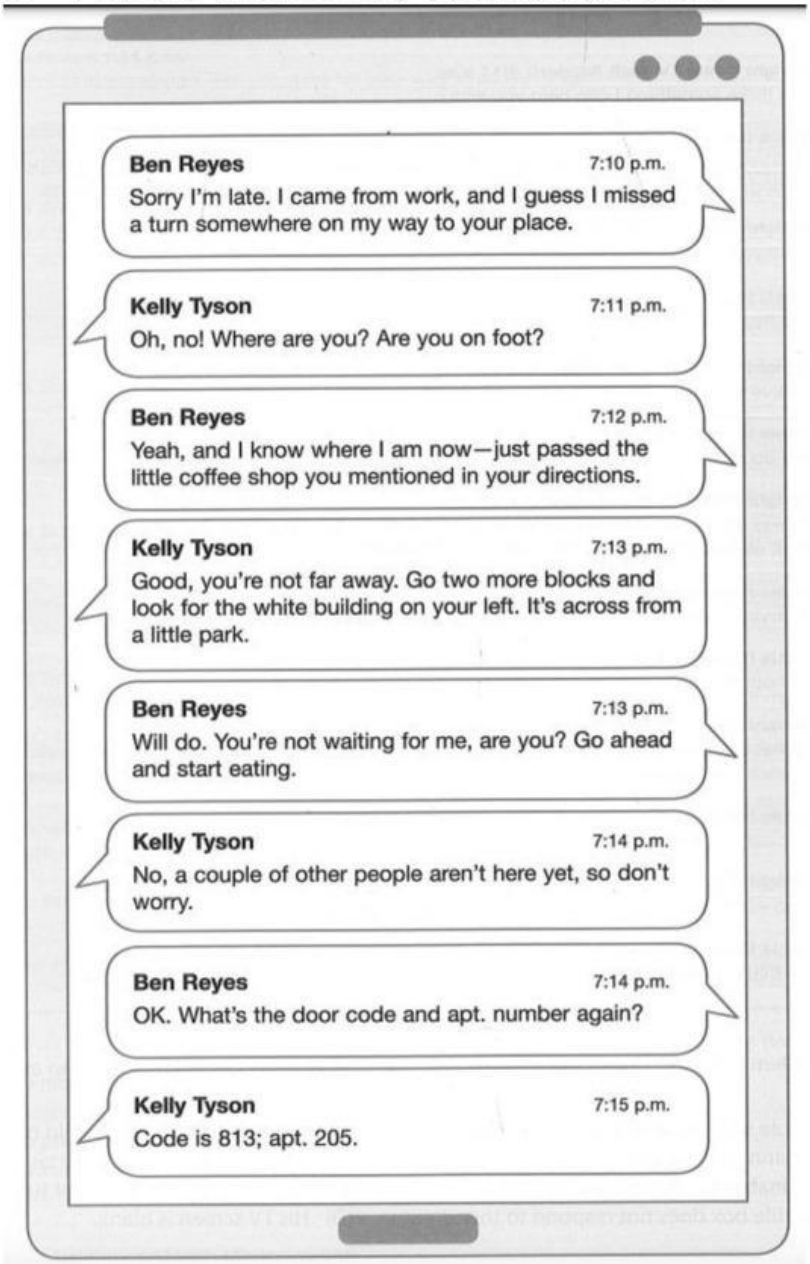
(B) Purchase a cake

(C) Reserve the break room

(D) Check with their supervisor

LIVEWORKSHEETS

Questions 3 – 4 refer to the following text message chain.



3. What kind of event is Ben Reyes going to?
(A) A gathering in a park
(B) A dinner at a home
(C) A party at a restaurant
(D) A meeting in a coffee shop

4. What is implied about Ben Reyes?
(A) He will be the last to arrive.
(B) He often arrives late to events.
(C) He and Kelly Tyson are coworkers.
(D) He has not been to Kelly Tyson's apartment.

LIVEWORKSHEETS

Questions 5 – 7 refer to the following online chat.

Pam (Bright Cable TV Tech Support) 4:11 p.m.
Hello! Is there something I can help you with?

Dennis Hume 4:12 p.m.
Yes, I've had a subscription for about five years, and my cable remote control just stopped working. I can't change the channel or anything. I press buttons, but nothing happens.

Pam (Bright Cable TV Tech Support) 4:13 p.m.
OK, have you checked the batteries in the remote?

Dennis Hume 4:13 p.m.
I put fresh ones in. Still nothing.

Pam (Bright Cable TV Tech Support) 4:14 p.m.
I see. Have you tried rebooting your cable box?

Dennis Hume 4:14 p.m.
How do I do that?

Pam (Bright Cable TV Tech Support) 4:16 p.m.
First, press the power button on the box until the green light goes out. Then unplug the box, wait at least 30 seconds, and then plug it back in.

Dennis Hume 4:16 p.m.
OK, trying it right now.

Dennis Hume 4:18 p.m.
No, nothing's changed.

Pam (Bright Cable TV Tech Support) 4:18 p.m.
OK. In that case, we'd better have a technician look at it. Would you prefer the morning or the afternoon tomorrow?

Dennis Hume 4:19 p.m.
They can't come today?

Pam (Bright Cable TV Tech Support) 4:19 p.m.
Sorry, no—how about between 1 p.m. and 3 p.m.? Will you be home?

Dennis Hume 4:20 p.m.
Yes, that'll be fine.

5. What problem is Dennis Hume having with his cable?
(A) His cable subscription does not include the channels he wants.
(B) He is unable to plug in his cable box.
(C) The cable box does not respond to the remote.
(D) The cable box keeps rebooting itself.

6. According to Dennis Hume, what had he done before the chat began?
(A) He pressed the power button.
(B) He unplugged the cable box.
(C) He called a technician.
(D) He replaced the batteries in the remote.

7. What does Dennis Hume mean at 4:13 when he writes, "*Still nothing*"?
(A) Changing the batteries did not work.
(B) He is unable to access certain channels.
(C) The cable box still will not turn on.
(D) His TV screen is blank.

LIVEWORKSHEETS

Questions 8 – 10 refer to the following text message chain.

Tricia Brown 1:21 p.m.
I'm almost at the airport. Are you guys on your way already?

Victor Younis 1:21 p.m.
Yeah, we're on the bus—it left about ten minutes ago.

Tricia Brown 1:22 p.m.
Oh, too bad. I was going to ask you to grab some extra copies of the new catalog from the office. I just scheduled meetings with two more potential customers in Atlanta.

Dean Mahoney 1:23 p.m.
No worries. I have 25 copies. Brought some extra samples, too.

Tricia Brown 1:23 p.m.
Excellent! Thanks, Dean.

Victor Younis 1:24 p.m.
When are these meetings? I thought our schedule was full for the whole three days.

Tricia Brown 1:25 p.m.
It is. I'll be staying one more day to meet with these people and coming back Friday.

Dean Mahoney 1:25 p.m.
Should we stay, too?

Tricia Brown 1:26 p.m.
Not unless you really want to. These are personal contacts of mine, so I can handle it myself.

Dean Mahoney 1:27 p.m.
That's good, because I'm supposed to be back Thursday to teach a training class.

Victor Younis 1:28 p.m.
Same here.

Tricia Brown 1:28 p.m.
OK. Gotta go, the cab's about to stop.

8. Why does Tricia Brown text the others?
(A) To request that they bring extra materials
(B) To ask them to extend their trip by a day
(C) To inform them that she will be late
(D) To let them know she's on her way

9. Which is true about Dean Mahoney and Victor Younis?
(A) They will return before Tricia Brown does.
(B) They will have free time on the trip.
(C) They are on their way to a training class.
(D) They are not experienced employees.

10. Where most likely is Tricia Brown?
(A) At the airport
(B) On a bus
(C) At the office
(D) In a taxi

LIVEWORKSHEETS

C. Forms

Mercury Cleaning

DATE: 08/20/2017 INVOICE #:7129498

BILL TO:

Company: Locke's Auto Repair
Name: Joel Nelson, Manager
Address: 330 65th St.
Tel: 1-885-487-7883

DESCRIPTION	QUANTITY	COST
Commercial cleaning service	1	$350.00
Window cleaning	1	$120.00
Air duct cleaning	1	$100.00

SUBTOTAL	$570.00
TAXES (5%)	$28.50
LATE PAYMENT FEE	$50.00
TOTAL DUE	**$648.50**

What to look for

- How much does Mercury Cleaning charge to clean windows?
  .....
- Where does Joel Nelson work?
  .....
- Why does Locke's Auto Repair have to pay an extra $50?
  .....

LIVEWORKSHEETS

Questions 1 – 2 refer to the following invoice.

Office Galore

555 East Gore Avenue,
Stockton, CA
Phone: (209) 555-1234
Fax: (209) 555-1233

INVOICE
Invoice #:77-9065
Date: January 10

To: Jacobs & Assoc.
2425 West Shore Drive,
Stockton, CA

DESCRIPTION	AMOUNT
Office chairs, 3 @ $355.95	$1,067.85
Photocopy paper, 40 boxes @ $39.95	$1,598.00
Pens – blue, 20 boxes (10 count) @ $5.95	$119.00
Subtotal	$2,784.85
Tax @ 8.00%	$222.79
Shipping and handling	$45.95
Delivery	$69.95
TOTAL	$3,123.54

Thank you for your order. Please remit payment within 30 days of the invoice date. Make all checks payable to Office Galore.

1. What kind of company is Office Galore?
(A) A furniture store
(B) A paper supply store
(C) An office supply store
(D) A stationery manufacturer

2. What costs $5.95?
(A) One pen
(B) One box of pens
(C) Twenty pens
(D) Ten boxes of pens

LIVEWORKSHEETS

Questions 3 – 4 refer to the following form.

BARDEN INN GUEST SATISFACTION SURVEY

Guest name: *Lila Kim* **Check-in date:** *07/20* **Check-out date:** *07/23*

Overall Experience

Please rate your overall satisfaction with your stay at the Barden Inn.

☐ Excellent ☑ Very good ☐ Good ☐ Fair ☐ Poor ☐ Not applicable

Leisure & Fitness Facilities

Selection of equipment

☐ Excellent ☐ Very good ☑ Good ☐ Fair ☐ Poor ☐ Not applicable

Condition of equipment

☐ Excellent ☑ Very good ☐ Good ☐ Fair ☐ Poor ☐ Not applicable

Meeting Facilities & Services

Comfort of event rooms

☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor ☑ Not applicable

Service provided by event staff

☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor ☑ Not applicable

About You

Was this your first stay at the Barden Inn? ☑ Yes ☐ No

What was the reason for your stay? ☐ Business ☑ Pleasure ☐ Both

We welcome your feedback, both positive and negative. Please make additional comments in the space below.

This hotel is great value for money. The free breakfast was above-average, and my room was clean and comfortable. I also appreciated the free shuttle rides to the water park and other attractions. The only negative experience was at the front desk when I was checking out. The two clerks made me wait for several minutes while having a private conversation. I think those employees need a little more training in customer service.

3. Which is NOT true about Lila Kim?
(A) She stayed for less than a week.
(B) She was pleased with the fitness facilities.
(C) She had never stayed at the hotel before.
(D) She was at the hotel for business meetings.

4. Which of the following does Lila Kim complain about?
(A) The hotel's food
(B) The hotel's staff
(C) The hotel's location
(D) The hotel's prices

LIVEWORKSHEETS

Questions 5 – 7 refer to the following receipt.

TOYS & MORE
735 Memorial Dr.
Ellison

DATE: 09/27 3:55 p.m.

SALES RECEIPT

1	BASKETBALL	12.00
2	BOARD GAME	20.00-
	CLEARANCE 50% OFF ITEM	10.00
3	ELECTRIC TRAIN	30.00
4	ACTION FIGURE	4.00
	SUBTOTAL	56.00
	8.0% SALES TAX	4.48
	TOTAL	60.48
	DEBIT	60.48
	CHANGE DUE	0.00

********** APPROVED **********

RETURN POLICY
If for any reason you are not satisfied with your purchase, you may return it in its original packaging for a refund. (Returns are not available for clearance items.) Returns must be made within 60 days. You will receive a full refund in the original method of payment. Checks and debit card transactions are treated as cash payments. Cash refunds are not available for items without a receipt. These items may be exchanged for in-store items of equal or lesser value or for a gift card in the purchase amount.

5. What is the cost of the items before sales tax?
(A) $60.48
(B) $56.00
(C) $30.00
(D) $4.48

6. Which item cannot be returned?
(A) The basketball
(B) The board game
(C) The electric train
(D) The action figure

7. What is indicated about the store's return policy?
(A) Returns without a receipt are not accepted.
(B) Debit card purchases are not refundable.
(C) Purchases made by check are refunded in cash.
(D) Returns must be made within a month of purchase.

LIVEWORKSHEETS

Questions 8 – 10 refer to the following message form.

Date: 11/16 **Time:** 3:25 p.m.
To: Jason McMillan

WHILE YOU WERE OUT

From: Marta Stanberry
Of: Acme Electronics
Phone: (212) 718-5555 **extension** 7727 ☑ Office ☐ Mobile ☐ Fax
E-mail:

Telephoned ☐ Returned call ☐ Please call ☑
Please see me ☐ Will call again ☐ URGENT ☐

MESSAGE:
Ms. Stanberry called and apologized profusely about hanging up on you this morning. She said that the phone system at her office is currently being updated and that you were disconnected because the technician didn't know she was on the line with you. She requests that you call her back so that you can continue the discussion about partnering on the future project that she mentioned.

Signed: A. Simpson

8. What is indicated about this morning's phone call?
(A) It ended in a disagreement.
(B) It began at 3:25.
(C) It was about a completed project.
(D) It was ended by mistake.

9. What is Jason McMillan asked to do?
(A) Check Marta Stanberry's phone line
(B) Apologize to Marta Stanberry
(C) Call Marta Stanberry
(D) E-mail Marta Stanberry

10. Who most likely is A. Simpson?
(A) Jason McMillan's coworker
(B) Jason McMillan's customer
(C) Marta Stanberry's partner
(D) Marta Stanberry's employee

LIVEWORKSHEETS