

## 450 – Lesson 14 – Reading Part 7

E-mail

To: Randall Jones, Alpha Stationery Supplies <randyjones@alpha.com>

From: Leslie Yamamoto, Corporate Office Manager <yamamoto@hotmail.com>

Re: Looking for new supplier

Dear Mr. Jones,

My name is Leslie Yamamoto. As corporate office manager, I am responsible for ordering all the office supplies for our five branch offices as well as the head office. Our contract with our previous office supply company has ended, and as I was unhappy with their service, I am now looking for a new supplier. The last company had issues with keeping large enough quantities of catalog items in stock. Therefore, I am looking for a company that has a reliable source of inventory to meet our needs. I would very much like to set up a time for us to meet so that we can discuss details about what your company can and is willing to offer. Please call me at (360) 213-5555 to schedule an appointment at your earliest convenience.

Thank you,

Leslie Yamamoto  
Corporate Office Manager

**Read the passage and choose the correct answer.**

**1. What is the purpose of this e-mail?**

- (A) To get advice on supplies
- (B) To complain about poor service
- (C) To arrange a meeting
- (D) To ask about products

**2. What was the problem with the previous supplier?**

- (A) They were late with most of their shipments.
- (B) They did not always have enough of some items.
- (C) They did not fulfill the terms of the contract.
- (D) They were unwilling to supply Yamamoto's company.

**3. What does Leslie Yamamoto ask Randall Jones to do?**

- (A) Get in touch by phone
- (B) Describe his company's inventory
- (C) E-mail a product catalog
- (D) Send a shipment of office supplies

**From:** \_carla.simmons@prontoprint.co.us  
**To:** bradley.corke@trentnet.org  
**Date:** March 18  
**Subject:** Policy no. 79105a

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Dear Mr. Corke:

I am writing in response to your letter of March 6, in which you state that Pronto Print's annual buildings insurance policy is due to expire at the end of the month. The renewal quote you gave of \$1,379 is far higher than expected, especially since we have not had occasion to make a claim since taking out the policy with you almost four years ago. Going through our records, I noticed that each year the premium we have paid has risen significantly, and is now more than three times what it was when we started with you. In addition, your claim to be "the cheapest insurer in town" is inaccurate. I have recently received a far more competitive offer from Arch Insurance, providing exactly the same coverage for just \$975.

I have called several times to discuss this matter, only to be put through to your voicemail service. In the past week I have left three messages for you, yet have heard nothing back. Consequently, I can confirm that for reasons of both price and customer service, we will no longer be using Trent Insurance for our coverage.

Sincerely,

Carla Simmons, Office Manager

**Read the passage and choose the correct answer.**

**1. What is the purpose of this e-mail?**

- (A) To make insurance claim
- (B) To complain about poor service
- (C) To terminate a business relationship
- (D) To ask for a further discount

**2. How long has Pronto Print been a customer of Trent Insurance?**

- (A) Since March 6
- (B) Three months
- (C) Over two years
- (D) Nearly four years

**3. What is indicated about Mr. Corke?**

- (A) He will be very busy until the end of the month
- (B) He did not receive the messages Ms Simmons left.
- (C) He has not spoken to Ms Simmons recently
- (D) He used to be employed by Arch Insurance.