

B**Mini-test**

Now apply what you have learnt at the actual test speed with questions 1–10.



Recommended Time: 12 minutes (or less)

Try to spend no more than about 60 seconds on each item; if you don't know the answer, guess and move on. If you have time at the end review any answers you weren't sure about.

Questions 1–2 refer to the following memo.

Memorandum

To: Sales Department Staff
From: P.B. Anderson, Office Administrator
Subject: Garbage disposal

We received a complaint last Wednesday about improper garbage disposal by your department. Despite the recent guidelines, several bags of garbage were found in black plastic bags. We would therefore like to remind you of the following:

- Transparent garbage bags should be used for all garbage.
- Burnable and non-burnable items should be separated as previously advised.
- All garbage must be taken out before 6 P.M. on Tuesday and Friday evenings. If garbage is not out by this time, the collection will be missed.
- All glass and metal waste should be placed in the separate receptacle near the rear gate for pickup on Monday morning before noon.

1. What is the main purpose of this memo?
(A) To describe how to dispose of metal and glass
(B) To outline procedures for burnable waste
(C) To reinforce waste disposal guidelines
(D) To remind staff of the collection schedule
2. What have the sales staff failed to do?
(A) Use specific garbage bags
(B) Separate the garbage
(C) Place metal waste in the correct receptacle
(D) Take out the garbage at the correct time

unit
14

GO ON TO THE NEXT PAGE 

Questions 3–5 refer to the following advertisement.

New Muscles Gym opening in Collingwood

Muscles Gym is the place for serious fitness, with over 50 multi-purpose gyms nationwide. We are pleased to announce that a new Muscles Gym is set to open in January next to Main Street Station. This new Muscles Gym features a fully stocked workout gym including free weights, machines and a range of cardiovascular equipment. There is also an exercise studio, which will offer a comprehensive program of dance, aerobic and martial arts classes. Membership in the Main Street branch also allows full use of the pool and aquatics programs in either the Central or Lansdowne branches.

We are now open for membership applications, so please visit us, take a tour of our wonderful facilities and see how we can truly add power to your dreams!

- Monthly membership rates from as little as \$60
- Family packages available from \$100
- 20% discount for group membership (min. of 4 members)
- Many other membership rates and packages
- Sign up by December 31 and get a 10% discount and complimentary locker

Membership inquiries:

Reception open 12 – 6 P.M. weekdays, 9 A.M. – 6 P.M. Sat/Sun

3. What is the main purpose of this advertisement?
(A) To announce the opening of a new gym
(B) To give details of group membership rates
(C) To notify the public of an equipment sale
(D) To describe the available facilities in Lansdowne
4. What do people who join before the end of the year get?
(A) A \$60 membership rate
(B) A 20% discount
(C) A free locker
(D) Special passes for family members
5. What is suggested in the advertisement?
(A) People may sign up from 9–6 all week.
(B) Joining will be more expensive after the new year.
(C) Children are not able to use this gym.
(D) The Main Street branch gym is convenient for swimmers.

Questions 6–9 refer to the following notice.

Notice to all guests of the Glenvale Inn

The management of the Glenvale Inn would like to apologize to all its guests for any inconvenience caused by our remodeling efforts. We assure you that the greatest efforts are being made to ensure all public spaces are kept immaculately clean, that all guests are provided with courteous professionalism, and that noise is kept to a minimum.

During the remodeling, we are also offering all guests 10% off their bill and 10% off their next stay as well, when the remodeling is complete.

Our new and improved facilities

- A 24-hour coffee bar in the lobby with a menu that will feature all your favorite specialty beverages as well as home-made baked goods.
- An expanded exercise room with spa and sauna will be available to melt away any chill you get on the slopes, plus personal trainers on hand for workouts or lessons in skiing or snowboarding.
- A massage salon will relieve any aches from your exercise in our gym or on the mountain.
- 20 log cabins, each complete with antique furnishings and bay windows overlooking the scenic valley and the main hotel building, will provide a little extra privacy but with all the amenities of one of our suites.

Once again, the management thanks you for your patronage and patience.

unit
14

6. Why is the management apologizing?
 - (A) There has been a lack of professionalism.
 - (B) The exercise room is too small.
 - (C) Some construction is underway.
 - (D) Guests are being overbilled.
7. What is being offered to current guests because of the problem?
 - (A) A discount on their stay
 - (B) Personal training
 - (C) Free coffee
 - (D) A massage
8. The word “feature” in paragraph 3, line 1 is closest in meaning to
 - (A) make
 - (B) include
 - (C) highlight
 - (D) introduce
9. What is stated about the log cabins?
 - (A) They have a good view of the area.
 - (B) They have ultra-modern furniture.
 - (C) They are not as well equipped as the suites.
 - (D) They are connected to the main hotel.

GO ON TO THE NEXT PAGE 

Questions 10–12 refer to the following job advertisement and letter.

Global Architecture Associates Business Development Director

The person filling this position will develop the company's development plan and oversee the expansion of the business. Candidates should be able to demonstrate a background in successful business planning.

JOB DESCRIPTION

Responsible for managing external contracts and relationships with local businesses and the local government offices. Responsible for tracking and evaluating the success of contracts and services.

QUALIFICATIONS, TRAINING and EXPERIENCE

A degree in business management. Minimum of five years relevant experience, preferably managing a multi-functional team. Excellent sales, negotiation and interpersonal skills are key requirements of the job. Strong numerical and analytical ability and a solid grasp of computer spreadsheet applications are essential. Personnel management required. Good communication skills are essential, both written and verbal. Must be willing to travel.

Send cover letter and résumé to:

Marko Cerise
Human Relations Manager
Global Architecture Associates

Dear Mr Cerise,

I read your job advertisement in *Professional Monthly* and believe that I am well suited to fill the position.

For the past 6 years I have been working as the regional promotions manager for a national chain of stationery stores. In this position, I was responsible for overseeing a team of six promotions and marketing staff. It was my responsibility to plan the sales events and promotional campaigns, and produce evaluation reports on the impact of each campaign. The position entailed regular visits to each of the nine branches in the area, so I am used to spending a significant part of my working week on the road.

A big part of the job was interacting with both senior management and individual store managers to ensure that new product lines were appropriately supported and within budget targets. I have found working in this position to be very rewarding but I feel I am ready for a change of horizons and look forward to facing new challenges.

In respect to my current position, I would be willing to start within one month of receiving a job offer.

For further employment and educational details please see the accompanying résumé.

Sincerely,

Jennifer Dankert
Jennifer Dankert

10. What kind of work is advertised?
- (A) Human resources
 - (B) Architecture
 - (C) Management
 - (D) Marketing
11. In the letter, the word "impact" in paragraph 2, line 4, is closest in meaning to
- (A) effect
 - (B) collision
 - (C) force
 - (D) problem
12. What requirement stated in the advertisement does Ms. Dankert NOT address?
- (A) Budget management experience
 - (B) Experience with promotional events
 - (C) Knowledge of computer software
 - (D) Supervisory skills