

1. Exercise 1
 1. False -> Small retail sportswear company
 2. True
 3. False -> His business is located in Lipfield
 4. False -> Helen J
 5. True
 6. True
2. Exercise 2
 1. E
 2. C
 3. F
 4. A
 5. D
 6. B
3. Exercise 3
 1. Practise the dialogue
4. Exercise 4
 1. 48 Tassmin Ave.
 2. Business
 3. 56 Parker Street, Butler, 19942
 4. On Monday, 20th September, 12.00
 5. Your cable order by 1st October
 6. Send quote for new laptops to Natasha M, purchasing department
5. Exercise 5
 1. a
 2. f
 3. e
 4. b
 5. c
 6. d
6. Exercise 6
 1. Owner
 2. Update
 3. Store
 4. Records
 5. Retail
 6. Retrieve
 7. Query
7. Exercise 7
 1. b
 2. c
 3. e
 4. f
 5. a
 6. d