

Q1) Mr. Doh ____ clients' phonecalls.

rarely returns (*) Adverbs of indefinite frequency may appear before the main verb.

returns rarely

has returned rarely

rarely had returned

Q2) Success depends ____ the efforts of the organization.

from

in

on (*) Depend on is a two-word verb.

of

Q3) There has been strong competition; ____ the new company has made great profits.

instead

nonetheless (*) Nonetheless is a conjunction that indicates an unexpected result.

then

despite

Q4) Ms. Shirish will resign her position as chief ____ officer.

operator

operational

operation

operating (*) Operating forms part of the title chief operating officer.

Q5) The weather report predicts it will rain ____ become colder.

neither

nor

and (*) And is a coordinating conjunction that links items equally.

either

Q6) The printer ____ paper.

ran into

ran out of (*) To run out of something means to not have any more.

ran without

ran over

Q7) The electricity went out ____ we were making coffee.

so

because of

while (*) While is a subordinate conjunction that indicates simultaneous action.

Q8) ____ all the negotiators, Ms. Neos seems the most reliable.

From

As

Of (*) Of indicates that one item is being singled out from a group.

But

Q9) The sales division reported a 64 percent drop ____ the last sales period.

during (*) During is a preposition that indicates a period of time.

with

at

to

Q10) The company is financially sound;____ , there is no debt.

in spite of

for example (*) For example indicates that one item is an instance of another.

on the other hand

nevertheless

Q11) Please get the invoice ____ upon receipt.

signature

sign

signed (*) Someone else will sign the invoice, so the past participle is used.

signing

Q12) ____ time to submit a bid?

Still there is

Is there still

There is still (*) Adverbs of indefinite frequency may appear after forms of the verb be.

They're still is

Q13) Our future will be ____ on what services we can provide.

basic

based (*) The past participle based completes the verb will be based on.

basing

base

Q14) If there ____ better communication, I would not resign.

were (*) Were is the form of be used in the if clause of unreal conditions.

was

is

will be

Q15) ____ the critics and answer their questions.

Stand in for

Stand at

Stand with

Stand up to (*) To stand up to means to support a point of view against others.

Q16) By the end of this century, business ____ greatly.

will be changed

will have changed (*) Future perfect tense indicates a future action that will occur before another future action.

changes

changed

Q17) The ____ market has declined in many parts of the country.

homing

housed

homes

housing (*) Housing market is a business term.

Q18) ____ saving money, you will purchase a reliable product.

With

So

Besides (*) Besides indicates an additional supporting point.

Consequently

Q19) ____ one partner has resigned, others are quitting, too.

Because (*) Because indicates cause and effect.

Although

If

Before

Q20) The management makes an assessment ____.

rarely

still

monthly (*) Adverbs of definite frequency may appear at the end of a clause.

already

Q21) The chairman said his ____ would continue his strategies.

successful

successor (*) Successor means a person who follows another in a job or role.

success

successive

Q22) This region ____ as the costliest place to do business.

often is referred

is often referred

is referred often to

is often referred to (*) Adverbs of indefinite frequency can appear between the auxiliary and the main verb.

Q23) Since 1990, our customers ____ with our service.

are satisfied

have satisfied

have been satisfying

have been satisfied (*) Have been satisfied is the passive form of the present perfect tense, which indicates an action that started in the past and continues to the present.

Q24) People either don't have the money ____ they aren't willing to spend it.

and

neither

or (*) Either... or is a paired conjunction.

although

Q25) The group is composed ____ five companies.

in

of (*) Composed of is a two-word verb that indicates composition.

up

from

Q26) In order to make more money, Mr. Garcia has decided to ____ a second job.

take off

take out

take from

take on (*) Take on means to accept a challenge.

Q27) A survey of ____ shows they are satisfied with their jobs.

employment

employs

employees (*) Employees is a noun that refers to the people who work for a business.

employing

Q28) ____ the bad location, the management is confident of success.

Despite (*) Despite indicates an unexpected result.

Since

With

As

Q29) Company officials must disclose their own ____ affairs.

finance

financing

financial (*) Financial is an adjective that modifies affairs.

financed

Q30) The new business has ____ incorporated.

Still

once

yet

already (*) Already is an adverb of indefinite frequency indicating a completed action and may appear between the auxiliary and the main verb.

Q31) The manufacturer listed assets ____ liabilities.

but

nor

and (*) And is a conjunction that links items equally.

so

Q32) The competitor's attempt to ____ the new company was stopped.

take off

take over (*) Take over means to obtain control of.

take to

take out

Q33) The new agent has experience ____ not expertise.

but (*) But is a conjunction that indicates a contrast between items.

and

with

however

Q34) ____ the flight is canceled, the seminar will have to be postponed.

While

If (*) If can indicate a possible situation.

Although

Besides

Q35) The proposal was submitted ____ April 28.

at

the

on (*) On is used with specific dates.

from

Q36) ____ costs have increased dramatically.

Advertising (*) Advertising costs describes the cost of providing advertisements.

Advertisements

Advertised

Advertise

Q37) Ford Motor Company reported a drop ____ quarterly profits.

to

from

in (*) A drop in (quarterly) is a business expression.

with

Q38) The company was ____ by an immigrant.

found

founding

find

founded (*) Founded means established or started.

Q39) Mr. Daley is our most skilled speaker; ____ , he is unavailable to give the presentation.

besides

nevertheless (*) Nevertheless indicates an unexpected result.

for example

while

Q40) Have Ms. Alva ____ a press release immediately.

writes

to write

writing

write (*) Ms. Alva will write the press release so the simple form write is used.

Q1)

Office Works
544 Hudson Street
Boston, MA 34602
Tel: (617) 555-7664 Fax: (617) 555-7670
Mary Briddock
Banqueting Director
Wynd's Garden Hotel
219 Center Circle
Boston, MA 03299
May 10, 20_

Our company, Office Works, is seeking a place to host a banquet. We will honor our top employees at this event, which will include dinner followed by speeches and the presentation of awards. At the same time we plan to celebrate an

addition (*) An addition is a piece or section added to something.
additive
addend
addendum

to our company. We recently purchased the Office Supply Store, and we are now the region's largest seller of office supplies.
We expect approximately 100 guests. We would like to have our event on Saturday, August 15th. If no room is available for that date, we could consider

have
to have
having (*) The verb consider is followed by a gerund.
will have

it on the following Saturday, August 22nd.
Could you please mail me your latest price list, descriptive brochure, and menus? I am interested in learning more about

my
our
your (*) The second-person possessive adjective your refers to the person to whom the letter is addressed; the facilities and services are those of the hotel where that person works.
their

facilities and services.
Thank you.
Lynn Ishi
Events Coordinator

Q2)

GLOBAL AIRLINES POLICY STATEMENT

Baggage

Each passenger may carry two items onto the plane: one small suitcase and one personal item. The personal item may be a purse, laptop computer, or briefcase.

The items should fit under the seat in front of you or in the overhead bin. These bins fill quickly, so in case of overload, the flight attendant may place your suitcase in the back of the plane.

In addition

of

to (*) The correct form of the expression is in addition to.

with

from

the two carry-on items, each passenger may check two suitcases to be transported in the airplanes luggage compartment. These suitcases must meet the airline's size limits.

Excess (*) When passengers have too much, or excess, baggage, they have to pay an extra charge.

Excelled

Excepted

Executive

baggage charges apply to oversized and additional pieces. These charges must be paid at the time of check-in.

Please

contact (*) This is an imperative sentence, advising or telling the reader what to do in case of questions. This type of sentence doesn't require a subject. The other choices are verb forms that require a subject.

contacts

to contact

can contact

a customer service representative if you have questions about this policy.

Q3)

Is dentistry the career for you? Today's dentists have many more opportunities than they used to. In the past, a dentist life was predictable. Most were men who would leave home for a few years to study at a dental school, then return to their hometown, open up an office, and work there their whole life. Most dentists looked forward to this or something similar. Today, dentists are more mobile. Men and women can

will attend

attending

to attend

attend (*) A modal verb, such as can, must be followed by the base form of a verb.

dental school in different places. Some still return to their hometown to work. Others move on to new cities.

Dentists today may specialize in one or more areas. Two common ones are oral surgery and dental public health. Oral surgery focuses

in

at

on (*) The verb focus is followed by the preposition on.

to

treating diseases and problems through operations. Dental public health concentrates on improving the dental health of a community. For example, these dentists

go (*) This sentence describes what public health dentists normally or habitually do, so the simple present tense is used.

went

had gone

would go

to schools to teach children how to brush their teeth.

Some dentists work only in their specialty areas while others do both general and specialty work.

Q4)

To: frontoffice 1
From: geraldinebennett
Re: Doing our part

Dear Mr. Cobalt:

I'm writing to you to express my concern about Pascal's reputation as a wasteful company. I'm sure you read the recent letter to the editor in the Sydney Daily News regarding our non-recyclable plastic bottles and caps. Since the letter was printed,

we (*) We refers to the writer of the letter and her fellow staff members.
he and I
they
your

have received complaints from hundreds of customers who are threatening to boycott our company if we don't change our practices. We have also received flyers from

varies
variety
various (*) Various is an adjective that describes manufacturing companies.
variable

manufacturing companies offering to help us become a more environmentally friendly company. I have looked briefly into some of these options on my own time but would like to ask your permission to do more.
I would like

devote
devoting
to devote (*) Like is followed by an infinitive verb form.
devotion

20 hours of my upcoming workweek to this cause in hopes of coming up with a viable plan for Pascal's future as a company that cares about recycling. I hope you will agree with me that our environment is worth us making an effort. Please respond as soon as possible.
Sincerely,

Geraldine Bennett,
Administrative Assistant
Pascal's Pharmaceuticals

Q1)

One Devonshire Gardens

7 July, 20__

Fax to : P. Peterman

Fax number : 0101-202-555-1218

Dear Mr. Peterman,

Thank you for your confirmation fax of today. We take great pleasure in confirming your reservation of one superior double room for the evenings of 28 through 30 July. The cost of this room will be £135 a night, inclusive of tax, newspaper, and continental breakfast. The total charge of £405 will be made to the credit card number which you previously provided to us.

I would like to take this opportunity to remind you that we have a fully equipped exercise room, as well as an indoor swimming-pool, for the exclusive use of our guests and at no extra charge. We also have a restaurant located on the premises at which you may purchase lunch or dinner at your discretion.

Should you require transportation from the airport when you arrive in our city, we can arrange a special airport shuttle for you. Just call the hotel from one of the white courtesy phones located throughout the arrivals terminal. Press 15 to reach the One Devonshire Gardens front desk.

We look forward to welcoming you at One Devonshire Gardens. Please don't hesitate to contact me should you have any questions regarding your reservations or your accommodation.

Yours sincerely,

Debbie Smith

Reservations Manager.

What kind of room was reserved?

A Single

A twin

A double (*) A superior double room was reserved.

A suite

Which of the following is NOT included in the price of the room?

Breakfast

Tax

A newspaper

Dinner (*) Dinner is not included in the price of the room.

How did Mr. Peterman make a reservation?

By fax (*) Mr. Peterman faxed his reservation.

Through an agent

By letter

In person

Q2)

Seeking: Assistant Controller

Closing date: November 12

Large downtown law firm is seeking an Assistant Controller for our Accounting Department. Basic responsibilities include control of the accounting systems, supervision of a seven-person team, and assisting with the hiring and training of new employees.

Qualified applicants should have eight years of accounting experience, as well as a minimum of two to three years in a supervisory position. Experience working in a law firm is desirable. Education requirements include an undergraduate degree in accounting. CPA is preferred.

The successful candidate will have the necessary computer skills and be familiar with the most current automated financial systems. To apply for this position, send a résumé and three letters of reference to: Annabelle Smythe

Forbes, Lawrence, and Ross

187 Oakland Boulevard

Detroit, MI 41084

What kind of firm is hiring?

A Computer company

An accounting office

An advertising agency

A law firm (*) A large law firm is hiring an accountant.

Which of the following is NOT mentioned as a qualification?

Experience as a supervisor

Familiarity with automated financial systems

A law degree (*) A law degree is not mentioned as a qualification.

A degree in accounting

What kind of applicant would be most attracted to this job?

A lawyer

An accountant (*) An accountant would probably be most interested in an accounting position.

A computer science major

A director of human resources

The word "automated" in paragraph 3, line 1, is closest in meaning to

global

modern

common

mechanical (*) An automated system uses machines, so mechanical is the correct answer.

Q3)

Dear Customer,

Congratulations! You have just purchased one of the world's most sophisticated microwave oven! This appliance has been designed with your convenience in mind. It combines an array of special features with ease of use. State-of-the-art features include a temperature sensor so that you will never again have an overcooked or undercooked meal; a 24-hour timer so that you can prepare your food when you have time and have it ready to eat when you are; an automated defrosting system so that you can prepare frozen food with no extra waiting time; a programmable chime system to let you know when your food is ready; and an automatic self-cleaning system so that your oven is always fresh and ready for use.

All of these features and more are available to you at just the push of a button. It is so simple to use! Each feature is completely explained in this manual. Just follow the step-by-step instructions and you will be cooking delicious meals in no time at all! In addition, recipes for various entrees and desserts are included at the back of the manual to get you started on your new adventures in microwave cooking. This product has been designed to give you many years of trouble-free operation as long as the instructions are followed. If for some reason the product should fail, it is completely guaranteed for one year. A complete explanation of the warranty is included on page 15 of the manual. Additional instructions and recipes are available on our website.

Thank you again for becoming a Kitchen Appliances customer,

Sincerely,

M.S. Fujimoto

President

Kitchen Appliances, Inc.

Where would this letter most likely be found?

In a microwave manual. (*) This letter would be found in a microwave manual.

In the mail.

In an advertisement

In a design store

The word "sophisticated" in line 2 is closest in meaning to

popular

advanced (*) Sophisticated means advanced. This can also be used to describe a microwave oven, but it has a different meaning.

well-known

What must the user do for trouble-free operation?

Exchange the product.

Follow instructions. (*) The user must follow the instructions in the manual.

Purchase another model.

Redesign the kitchen.

Q4)

More than 50,000 electronics retailers and distributors are expected at the McCormick Convention Center in Chicago starting Saturday. Some 1,300 manufacturers from more than 35 countries will exhibit their latest high-technology equipment, including industrial equipment, office machines, and household appliances. The new products won't appear on retailers' shelves until next fall, but show attendees will be able to purchase them during the show at special prices.

Highlights of the show include the following:

Demonstrations of robots designed for household use. Watch robots perform everyday household chores. Each day, models from a different group of manufacturers will be shown. Hall of Industry, 3:00-5:00 PM. Daily.

Talks by product developers representing companies from various countries on topics such as The Impact of Electronic Technology on Business, Future Developments in Technology, How Electronic Technology Will Solve Our Transportation Problems, and more. Call the Convention Center or visit our website for the list of speakers. Wilson Auditorium, 7:00 PM. Nightly.

Musical equipment demonstrations. Show attendees will be able to try out the latest synthesizers, guitars, and other electronic musical equipment. Exhibit Hall A, ongoing.

Inventors of Tomorrow. a special hands-on workshop for children ages 10-13. Free with the price of admission to the show, but due to space limitations, pre-registration is required. Call the Convention Center or visit our website to register. Saturday and Sunday, 2:00 PM.

Visit the Convention Center website for a complete schedule of demonstrations, workshops, and special events going on throughout the show.

Tickets are available by calling Convention Center or through the Convention Center website. Special prices are available for multi-day passes.

Contact us by phone: 800-555-0913 or on the web.

The Summer Consumer Electronics Show will continue through June 5.

What is the main topic of the press release?

The McCormick Convention Center
Chicago's convention centers
Electronics retailers

The Summer Consumer Electronics Show (*) The press release is about the Summer Consumer Electronics Show.

How many manufacturers are expected?

1,300 (*) Thirteen hundred manufacturers will exhibit.

5,000

13,000

50,000

What is on display at the Convention Center?

High-technology products (*) Manufacturers will exhibit the latest high-technology equipment.

Distribution of networks

Retail outlets

Shelving samples

Q5)

Programming for Sunday, March 26	
	11:30 A.M.
Ch 4	<i>Business Review</i> A review of this week's business news. This week's special guest is international business analyst Marilyn Kim of the McGuire Institute.
	1:00 P.M.
Ch 9, 11	<i>Company Profiles</i> An in-depth look at significant companies around the world. Featured this week are Limnex, Inc., and Asian Global Industries, two newcomers to the international finance scene.
	1:30 P.M.
Ch 4	<i>Up Front with Politics and Economics</i> Discussion of the latest political decisions affecting business and finance. Host Richard Lee interviews political analysts and finance experts.
	2:00 P.M.
Ch 7, 13	<i>Business Today</i> Recent innovations in business. This week we visit with Tina and Luis Gomez, who will share how they built their small family clothing business into an international company.
	3:00 P.M.
Ch 4	<i>World View of Business</i> News on business around the world, with commentaries by Masafumi Sachimoto and Jacques DeLeon.
	4:00 P.M.
Ch 20	<i>Making Money</i> Successful personal investing. This week's topic: "How to Take Advantage of the Real Estate Market." Plus, tips for financing your child's college education.

What do these TV listings feature?

Concerts

Business programsCorrect (*)

Travelogues

Sports events

What begins on TV at 2:00 PM?

Business Today (*)

Company Profiles

Making Money

Business Review

Which station would someone who has money to invest watch?

Ch 4

Ch 7

Ch 11

Ch 20 (*)

Q6)

As a national leader with over forty years of experience providing TV, radio, and marketing services to the corporate world, Abingdon can offer you outstanding career opportunities.

We are looking for energetic, creative, and committed professionals to join the Abingdon family. If you are looking for a position in a dynamic and stimulating work environment with plenty of room for professional growth, we want to talk to you.

We are currently seeking applications for computer programmers and software developers. We offer a competitive salary and benefits, excellent working conditions, and a chance to make a difference.

Please visit our booth at the National Career Center Job Fair during the Week of October 8 to find out about the exciting job opportunities awaiting you at Abingdon.

What type of announcement is this?

A government proclamation

A job announcement. (*)

A television listing

Publicity for the opening of a National Career Center

Which of the following people would be most interested in this announcement?

A communications major

A retired radio announcer

A production manager

A computer specialist (*)

Q7)

International Films, Ltd.

124 West Houston St., New York, NY 10012

E. Denikos, Inc.

Earos 42

Aghia Paraskeví 15342

Athens, Greece

July 30, 20__

Dear Mr. Denikos :

I am writing to you at the request of Ms. Evangelia Makestos, who is applying for a position as an assistant in your company.

Ms. Makestos worked for me as an assistant during her summer vacations for the past three years. My colleagues and I found her to be a very competent and reliable employee. Her duties consisted of typing and copying documents, maintaining files, organizing appointment schedules, assisting visitors to the office, and other office tasks as they arose. She was able to handle multiple tasks and to work independently. She always assisted our clients in a knowledgeable, professional, and patient manner. In addition, she developed a high level of ability in the English language during the time she worked and studied in this country. We had hoped to rehire her at our company in a permanent position when she finished her business course here in New York. However, she has decided to go through with her original plan of returning to Greece.

We will miss Ms. Makestos here at International Films, but I am happy to recommend her as a valuable addition to your company staff. Please feel free to contact me at the above address if you have any questions or need further information.

Sincerely,
Elizabeth Hogan, Director
International Films, Ltd.

What is Ms. Makestos probably doing?

Job hunting (*)
Quitting her job
This answer is incorrect because she currently doesn't have a job.
Moving to New York
Applying to school

The word "competent" in paragraph 2, line 2, is closest in meaning to

responsible
friendly
skilled (*)
useful

How long did Ms. Makestos work at International Films?

One summer
Three summers (*)
One year
Three years

What kind of letter is this?

A letter of complaint
A job inquiry
A letter of recommendation (*)
A request for information

Q8)

The image shows a screenshot of a web browser window displaying a subscription form for the Moscow Daily. The browser window has a title bar and standard navigation buttons. The page content includes the newspaper's name, current issue information, a subscription information section with instructions, a checkbox list for charity donations, and a money-back guarantee. At the bottom, there are links for contact information and a copyright notice.

Current Issue (#148, March 20-26)
SPP Archive of back issues
Prospects (SPP Culture & Lifestyle Guide)

Moscow DAILY

Subscription Information

To order an international subscription to the English language edition of the *Moscow Daily*, please e-mail Vladimir Alekseev, subscription service manager.

Please include your name and address to receive a subscription coupon.

Yes! I want to subscribe to the *Moscow Daily* and have 5 percent of the subscription rate go to the charity of my choice:

Please check one:

- ☐ Protecting Our Natural Resources Organization
- ☐ Clean Oceans Today Association
- ☐ Saving Endangered Species Society

All subscriptions are honored with a money-back guarantee. The first month's issue is complimentary. [CONTINUE](#)

- [How to contact us](#)
- [More about the Moscow Daily](#)
- [How to subscribe to the printed newspaper](#)
- [Staff](#)

[Return to Moscow Daily web home page](#)

© *Moscow Daily*. All rights reserved

Where would this form most likely be seen?

On a computer monitorCorrectCorrect: This form would most likely be seen on a computer monitor.

On a movie screen

In a phone book

In a newspaper

What would happen if they were dissatisfied with the newspaper?

The newspaper would send a complimentary issue.

The subscription would be extended.

The reader would be contacted.

The subscription price would be refunded.CorrectCorrect: All subscriptions are honored with a money-back guarantee.

Which type of charities does the newspaper support?

Disadvantaged children

Disease prevention

Environmental concernsCorrectCorrect: The newspaper supports charities that deal with environmental concerns.

Art and cultural institutions

Q9)

TWO TYPES OF TRAINING

There are two common forms of employee training -- on-the-job training and off-the-job training. On-the-job training is the most widely used and least expensive form of training. It consists of an employee learning from a supervisor or co-worker how to do the job. On-the-job training could be described as an apprenticeship. It is efficient because it is done at the workplace while the employee is fulfilling work duties. As time goes by, the employee becomes more and more skilled at the job and eventually can train other employees in turn.

Off-the-job training is the most expensive form of training. It consists of an employee being sent away from the workplace to a training program where training is provided. It is less efficient because it requires the employee to take time away from work duties. In addition, depending on where the training site is located, travel and accommodation expenses may be incurred. And of course, fees must be paid to the person or organization providing the training.

When deciding which form of training to provide, an employer must consider such things as the availability of staff with necessary skills and time to provide on-the-job training and the types of off-site training available, in addition to the expense. It may well be decided that off-the-job training is worth the cost. While the requirements are different for on-the-job training as compared to off-the-job training, the purpose of both types is the same - to improve employee efficiency and productivity.

Which of the following best describes on-the job training?

Expensive

Ineffective

Common (*)

Quick

What is on-the-job training similar to?

An apprenticeship (*)

Off-the-job training

A supervisory position

A company benefit

According to the passage, what is the purpose of training?

To improve employee efficiency. (*)

To spend excess capital.

To satisfy government requirements.

To please a supervisor.

Q10)

Directory

Audiovisual (DVDs, Videos)	Level 1
Biography	Level 3
Children's Services	Level 5
Fiction	Level 3
Information Desk	Level 1
International Languages	Level 3
Lost and Found Items	Level 1
Music Research Collections	Level 6
Political Science	Level 2
Research Collection, A–M	Level 6
Research Collection, N–Z	Level 6
Security Desk	Level 1
Telephones	Level 1
Workshop Rooms	Level 4

From: Hussein Gitai
To: Olga Montgomery
Subject: Errands for Monday

Olga, I am out sick today, so there are several errands I'll need you to do for me. I have outlined them below. Please call me at home if this message is not clear.

There are several things to deliver to other floors in the library. All of these items are on my desk, and they must be delivered today. Take the DVDs to Marjorie. At the same time, you can take the black umbrella to the Lost and Found since it's on the same floor. Also, there are some books in Arabic. They go to Level 2. Deliver the biography on Anwar Sadat to Level 3.

I was scheduled to give two presentations today. The first one is a workshop in Room C. Please put a sign on the door saying, "Today's workshop is canceled." I am also scheduled to read a book to the children. Please go Children's Services and let Adishree know that I can't do it.

Because you are a new employee, I have attached a copy of the library directory to help you find your way around. Thank you again. I hope to recover quickly and see you at work tomorrow.

Hussein

Where does Marjorie work?

Level 1 (*)
Level 2
Level 3
Level 4

To which department should Olga take the Arabic books?

Biography

Fiction

International Languages

Political Science (*)

Why should Olga put a sign on a door?

To help Children learn to read.

To tell library users that a workshop location has changed.

To inform people that Hussein can't give a presentation. (*)

To let Adishree know that Hussein is out of the office today.

Why does Olga need a library directory?

She hasn't been working at the library for long. Correct Correct: Hussein attached a copy of the directory for Olga because she is a new employee.

Several locations have changed recently.

She has never been in the library before.

People often get lost in the library.

What does Hussein plan to do tomorrow?

Stay home.

Show Olga around the library.

Return to work. (*)

Read a story to children.

Q11)

From: Christina van Dijk

To: Heinz Niebaum

Subject: Meeting next week

Dear Heinz,

I am coming to Germany next Wednesday at 10:00 AM. I will be at our office in Berlin, I am free on Thursday at 9:00 AM. to go to Potsdam and meet with you, are you available then?

I'd like to talk about ordering computer systems from your company. Our offices in Utrecht and Tillburg are expanding and need to upgrade their technology. I'd also like to meet with a trainer from your company so that we can work out a training package. Also, could you bring a training manual with you?

Let me know if you need me to bring anything. Also let me know if 9:00 isn't good for you. Maybe we can work something out in the day.

Christina

From: Heinz Niebaum
To: Christina van Dijk
Subject: Re: Meeting next Week

Christina,

I'm delighted that you're coming to Germany. It will be very convenient for us to meet because I will actually be in Potsdam from Tuesday through Friday, so we'll be able to meet at our office there on the day you suggested. The time you suggested is a bit early for me as I will be meeting with our CEO all morning. Are you available to meet at noon? Perhaps we could meet during lunch.

I will bring the materials that you requested. Theodor Eckert, our training supervisor, will join us. It would be helpful if you could bring some of your company's brochures and a copy of the annual report for us. Thank you.

Heinz

What does Christina want to discuss at the meeting with Heinz?

Finding train schedules.
Buying computers. (*)
Mailing packages.
Expanding office space.

Where will Heinz and Christina meet?

Berlin
Potsdam (*)
Utrecht
Tillburg

What day will they meet?

Tuesday
Wednesday
Thursday (*)
Friday

Why can't Heinz see Christina at 9:00?

He will be in another city.
He has to pick up Mr. Eckert at the train station.
He will be supervising a training session.
He has to meet with someone else. (*)

What will Heinz bring to the meeting with Christina?

Some computers
A training manual (*)
Some brochures
An annual report

Q12)

PURCHASE ORDER					
Ship Prepaid—Add all delivery charges on invoice					
National Bank 349 Taksim Square Istanbul, Turkey 34400-4488					
Tel: (212) 555-9890 Fax: (212) 555-9899					
Vendor: Green Construction Co. 429 Mills Road Minneapolis, MN 55440-0710 Tel: (763) 555-2100 Fax: (763) 555-2252			Ship To: Melike Paksoy Purchasing Department Address above		
Reference: Purchase Order 22-385-06T Date: 25 February 20__			Invoice To: Mert Miller Accounting Department Address above		
Delivery Date: ASAP					
Item	Model	Number	Quantity	Unit Cost	Total Cost
C84	Standard carpet	E569C	2	\$500.00	\$1000.00
M22	Motion lights	L230M	4	100.00	400.00
S76	Solar panels	L194S	4	200.00	800.00
Subtotal					2200.00
Shipping/Handling 10%					220.00
TOTAL					\$2420.00

Green Construction Co.
429 Mills Road
Minneapolis, MN 55440-0710
Tel: (763) 555-2100 Fax: (763) 555-2252
Sevil Tuncay
Construction Manager
National Bank
349 Taksim Square
Istanbul, Turkey 34400-4488

July 30, 20__

Dear Ms. Tuncay,

Thank you for contacting us to learn more about our environmentally friendly products. We suggest that you try a sample of our materials first. If you are happy with them, then you can buy more. If your order totals \$10,000 or more, then we will reduce your shipping/handling fee by 3%. We prepared a purchase order for you so that you can try a sample of our products.

Our products may seem to cost more up front than other similar products. For example, you pay \$200 more for our standard carpet than you would for a similar carpet that is not environmentally friendly. However, you save money in other ways. Because our carpets are made of special materials, they are much easier to clean and maintain.

One motion light is double the price of a regular light, However, motion lights save you money on electricity bills because the light stays on only when people are in the room. Also, the solar panels provide free energy. We suggest that you try the panels in several places on your building. To buy the materials, please sign the purchase order. You may fax it to us, with your credit card number. We will ship the supplies immediately. Thank you for your business,
Yours truly,

Peter Lindstrom
Product Consultant

Who is the construction manager at the National Bank?

Sevil Tuncay (*)
Peter Lindstrom
Melike Paksoy
Mert Miller

What is special about the products at Green Construction?

They cost less than other companies' products.
They don't harm the natural environment. (*)
They use more electricity than most other products.
They can be ordered by fax.

How much does Green Construction charge for shipping on orders over \$10,000?

3%
7%CorrectCorrect: the company charges 7%, which is 3% less than its usual 10% shipping fee.
10%
22%

What is the price for a carpet that is not environmentally friendly?

\$200
\$500
\$300 (*)
\$700

What is the price of one regular light?

\$40
\$50 (*)
\$100
\$400
Q13)

Central Engineering Company
Board of Directors Meeting
Wednesday, November 15, 20__
W 8:30 A.M.
Place: Suite 10

AGENDA

1. Hiring challenges Jorgen Spelrnan
2. Management changes Narelle Dundee
3. Financial report Madeira Jones
4. Technology upgrades Jerry Carver

FAX COVER SHEET

CENTRAL ENGINEERING COMPANY

294 Green Street

Brasilia

Brazil

Tel: (55) 61 3420 4015

Fax: (55) 61 3420 4017

To: Ruben Baker

From: Narelle Dundee

Date: November 15, 20__

Pages: 1

Ref: Results of the board meeting

Message:

I hope your business trip is going well. Today's meeting went well for the most part, even though it began 30 minutes late. Jorgen wasn't there at the beginning, so I used his time slot to give my report. Jorgen finally arrived at 9:30 and gave his report. The board members were surprised to hear that job applicants complain about our salary offers. Jerry's report really shocked and upset the board. Fortunately, Madeira's report had the opposite effect. Everyone was happy to hear about our great profits.

The technology upgrades report didn't go so well. Jerry had to leave the meeting before his report because there was an Internet problem in the Electrical Engineering department. Because of this, the presenter for our third agenda item read Jerry's report, and it was a bit confusing. She didn't really know what she was talking about and couldn't answer questions satisfactorily. We decided to ask Jerry to provide written answers to questions raised by board members during the meeting.

Because we started late, we finished a half hour late, but we still had to hurry to finish within the allotted time. We decided to make the next board meeting a half hour longer to give more time for discussion and questions.

What time did the meeting start?

8:30

9:00 (*)

9:30

11:30

What was the topic of the first report given?

Hiring challenges

Management changes (*)%0%Finances#This is a topic that was presented later.

Technology

How did people feel about the financial report?

Dissatisfied

Confused

Happy (*)

Shocked

Who spoke about technology upgrades?

Larry Carver

Narelle Dundee

Madeira Jones (*)

Jorgen Spelman

How long did the meeting last?

1/2 hour

2 1/2 hours

3 hours (*)

3 1/2 hours