**4. Reading practice:**

Read the following passages and choose the best answer to each question given.

Passage 01: Form (Questions 164-165, Test 05, ETS 1200)

**Questions 164-165** refer to the following form

**FACSIMILE TRANSMISSION**

**RECIPIENT FAX NUMBER: 7246-11-9137**

**DATE:** March 10\_\_\_\_\_\_\_\_\_\_\_\_\_

**TO:** Janet Alexander, Senior Architect, Infinity Architects\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**FROM:** Marc Ogden, Manager, Bayes Construction\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**NUMBER:** fax: 7246-80-2806 phone: 22-1327, extension 108­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_

**PAGES** (**including cover sheet):** 8\_ \_\_\_

Dear Ms. Alexander,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
I hope that all is well with you. I am sending you the most recent blueprints for the new wing at Spruce Hill Plaza, as you requested. These contain minor\_\_\_\_\_\_\_ modifications to the placement of water and electricity lines, which I have\_\_\_\_\_ circled. Please review the changes and let me know whether you approve. I can\_ be reached at the above numbers.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Thanks very much.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Marc\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**164.** What is the purpose of the note?

(A) To submit a request for housing  
 (B) To apply for a construction permit  
 (C) To describe some documents  
 (D) To relay a telephone message

**165.** What does Mr. Ogden request that  
 Ms. Alexander do?

(A) Draw diagrams for Spruce Hill

Plaza  
 (B) Examine changes to building plans  
 (C) Telephone an electricity provider  
 (D) Confirm receipt of eight pages

Passage 02: Receipt (Question 162-165, Test 02, ETS 5 Tests)

**Questions 162-165** refer to the following receipt.

|  |
| --- |
| Suterland's  **------------------------------------------**  **8000 Oak Ridge Road Farmington, Connecticut 06032 Tel (860) 555-0190**  **February 7 store #: 76 3:32 P.M. Cashier: Ben M.**  **SAWZALL 12 AMP RECIPROCATING SAW** 74.97 **SKU #96010** Qty / Price 1 @ 99.95 25% Special Discount -24.98  **ROTOR 18-VOLT CORDLESS DRILL** 56.22 **SKU #20144** Qty / Price 1 @ 74.95 25% Special Discount -18.73  **ECO CFL 16-WATT LIGHTBULB 2-PK** 38.97 **SKU #89109** Qty / Price 3 @ 12.99  Subtotal 170.16 T1 Taxable Amount 131. 19 T1 Tax (@ 6.35%) 8.33 Total 178.49 PURCHASE CODE: ZYB3487  Unused, defective, or damaged merchandise may be returned to any Suterland’s store in the United States within60 days of purchase if accompanied by a receipt. A return without a receipt is accepted only at the place of purchase and within 30 days. Item must be unused and in the original packaging. Merchandise marked “NR” for “no return” is final sale. No returns or exchanges are permitted on final-sale items. “ECO” items are not subject to sales tax.  Customer satisfaction is important to us! Please log onto our Web site (www.suterlandco.com) and take a quick survey about your experience shopping at our store. Customers who complete the online survey will receive a 10%discount coupon toward a future purchase. |

**162.** What kind of store most likely is

Suterland’s?

(A) A toy store  
 (B) A grocery store  
 (C) A hardware store  
 (D) A clothing store

**163.** How much tax was the customer

required to pay?

(A) $3.32  
 (B) $8.33  
 (C) $24.98  
 (D) $131.19

**164.** According to the receipt, what is not  
 returnable?

(A) Items w ith a special marking  
 (B) Items that were damaged  
 (C) Items with original packaging  
 (D) Items purchased more than 30 days

ago

**165.** Where can a customer find a coupon?

(A) At the store  
 (B) In a newspaper  
 (C) On a receipt  
 (D) On the store's Web site

Passage 03: Form (Questions 155-159, Test 06, ETS 1200)

**Questions 155-159** refer to thefollowing form.

|  |
| --- |
| Dear Customer,  Rockton Electronics Company wishes to provide you with products that meet your needs and service that is customer friendly and efficient. We welcome your comments, questions, and suggestions.  Please take a moment to let us know how we are doing by completing this questionnaire. Be assured that we will read it carefully to see how we can turn your suggestions into benefits for you, the customer!  Please send back the completed survey by August 10. As a token of appreciation, after we receive the survey, we will send a coupon for 15 percent off any Rockton product.  Sincerely,  Alex Sullivan  Alex Sullivan Marketing Services Director  1. What Rockton Electronics products have you purchased in the past year?  \_\_\_\_\_\_\_ Telephone \_\_\_\_\_\_\_ Computer \_\_\_\_X\_\_ Camera \_\_\_\_\_\_\_ Game  2. How satisfied have you been with your purchase?  \_\_\_X\_\_\_ Very \_\_\_\_\_\_\_ Somewhat \_\_\_\_\_\_\_ Not Satisfied  3. Where did you purchase your product?  \_\_\_X\_\_\_ Store \_\_\_\_\_\_\_ Mail-order Catalog \_\_\_\_\_\_\_ Web site  4. What motivated you to buy a product from Rockton Electronics?  \_\_\_\_\_\_\_ Store Display \_\_\_X\_\_\_ Print Advertisement \_\_\_\_\_\_\_ Friend  \_\_\_\_\_\_\_ Web site \_\_\_\_\_\_\_ Other  Name: \_\_\_\_Jennifer Chang**\_\_\_\_** Street Address: \_\_\_\_357 Parker Road\_\_\_\_  City: \_\_\_\_Boston\_\_\_\_ State: \_\_\_\_MA\_\_\_\_ Zip code: \_\_\_\_02990\_\_\_\_ |

**155.** Why did Ms. Chang complete this

form?  
 (A) To request details about a warranty  
 (B) To register a complaint with a

company  
 (C) To place an order for a product  
 (D) To provide a company with

information

**156.** What does Mr. Sullivan offer?  
 (A) An apology for a mistake  
 (B) An idea for a gift  
 (C) A discount on a purchase  
 (D) A free camera

**157.** What does Ms. Chang report on the

form?  
 (A) She recently bought a computer

game.  
 (B) She sometimes orders products on

the Internet.  
 (C) She likes the camera that she owns.  
 (D) She told a friend about Rockton’s  
 products.

**158.** Why did Ms. Chang decide to buy a

Rockton Electronics product?  
 (A) She saw an advertisement about it.  
 (B) She received a coupon for a

discount.  
 (C) She noticed a store display.  
 (D) She received a recommendation

from a friend.

**159.** The word “appreciation” in paragraph

3, line 1, is closest in meaning to  
 (A) increase  
 (B) thanks  
 (C) enjoyment  
 (D) understanding