Example 01: E-mail (Questions 165-167, Test 01, ETS 5 Tests)

**Questions 165-167** refer to the following e-mail

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | | Klaus Wittem <kwittern@meisterkorp.de> |   From:   |  | | --- | | Victoria Jonsen <victoria.jonsen@citymail.co.uk> |   To:   |  | | --- | | 26 December |   Date:   |  | | --- | | Order #BK-23 |   Subject:   |  | | --- | | Dear Ms. Jonsen:  Thank you for the e-mail you sent this morning regarding your recent purchase. I have reviewed the order you placed on 19 December and it does indeed show that you ordered a tin of Chocolate Nougat Biscuits and not a tin of Butter Almond Stollen. We sincerely apologize for the mistake. During the busy holiday season, we handle a high volume of orders, and occasionally errors are made.  As an apology for our mistake, please keep the Butter Almond Stollen with our compliments. We will send you a tin of the biscuits immediately, via Locus Package Couriers, and we will mark it as an express delivery shipment at no cost to you. You should receive the package in two to three days , on 29 December or earlier. Thank you for your patience.  Sincerely,  Klaus Wittern Customer Service Representative Meisterkorp Products | |

**165.** For whom does Mr. Wittern most likely

work?

(A) A delivery service  
 (B) A specialty foods retailer  
 (C) A greeting card company  
 (D) A manufacturer of packaging

materials

**166.** When did Ms. Jonsen report a problem

with her order?

(A) On December 19  
 (B) On December 23  
 (C) On December 26  
 (D) On December 29

**167.** How does Mr. Wittern propose to

resolve the problem?

(A) By sending a replacement product  
 (B) By issuing a refund check  
 (C) By giving a discount on a future

order  
 (D) By offering to repair a product for

free

Example 02: Letter (Questions 172-175, Test 01, ETS 5 Tests)

**Questions 172-175** refer to the following letter

4 April

Charles Tang  
350 Lady Jane Way  
Melbourne VIC 3004  
Australia

Dear Mr. Tang:

Thank you for stopping by our booth at the International Fibre Optics Trade Conference in Sydney last month. I enjoyed speaking to you about your career interests.

As I mentioned when we spoke, our company is currently in the process of launching operations in South America through our soon-to-open Buenos Aires bureau. We are thus very interested in individuals with Spanish-language skills such as yours. If we were to offer you employment, we would first invite you to our headquarters in New Delhi for a three-week training course to familiarize you with our company's products and business model.

If you would like to pursue this opportunity, please send me your resume at your earliest convenience. I will then send it on to one of the division managers to arrange an interview. If you have any questions, please do not hesitate to contact me.

Sincerely,

Nandita Rajawat

Nandita Rajawat  
Human Resources  
Telefibro Systems Ltd

**172.** What is the purpose of the letter?

(A) To revise the terms of a contract  
 (B) To request information about a

company  
 (C) To recruit a new employee  
 (D) To announce an upcoming talk

**173.** According to the letter, what did Mr.

Tang do in March?

(A) Attend a trade conference  
 (B) Take a course in Spanish  
 (C) Sign up for a training session  
 (D) Create a resume

**174.** What does Ms. Rajawat mention that

her company is planning to do?

(A) Reduce its sales staff  
 (B) Change its business model  
 (C) Hold an annual trade show  
 (D) Open a new office

**175.** Where is Telefibro Systems based?

(A) In Buenos Aires  
 (B) In Melbourne  
 (C) In Sydney  
 (D) In New Delhi

Example 03: Letter (Questions 176-180, Test 05, ETS 5 Tests)

**Questions 176-180** refer to the following letter

|  |
| --- |
| **Meadlin Books**  147 Woodland Ave. Roanoke, VA 24016 Phone: (540) 555-0128 • Fax: (540) 555-0139 www.meadlinbooks.com  Hyun Sil Kim 451 Aspen Drive Richmond, VA 23219  July 15  Dear Ms. Kim:  Thank you for becoming a preferred member of Meadlin Books.Your preferred member number is H2389X, and your membership is valid for one year.  Our records indicate that the e-mail address associated with your account is hskim@redkin.net. As you have requested, all correspondence will be sent to you by both postal mail and e-mail. If you wish to change your contact details, please call us at (540) 555-0128 between the hours of 9:00 A.M. and 6:00 P.M., Monday through Friday, or visit us online at www.meadlinbooks.com.  You may continue to purchase books from us online, or you may use your membership card at ourstore in Roanoke. As a member, you will save 15% on all new books, and you can preregister online for book signings, question-and-answer sessions with notable authors, and other popular in-store events.  Your business is important to us, and we hope you enjoy your membership. For your convenience, your Meadlin Books membership card is enclosed so that you can take advantage of your savings immediately.  Sincerely,  John Hewitt  John Hewitt Member Services Meadlin Books  Enclosure |

**176.** What is the purpose of the letter?  
 (A) To confirm a deadline  
 (B) To ask for a donation  
 (C) To renew an account  
 (D) To provide membership details

**177.** What is suggested about Ms. Kim?  
 (A) She has organized a book fair.  
 (B) She has designed a Web site.  
 (C) She buys books on the Internet.  
 (D) She manages a bookstore.

**178.** What is indicated about Meadlin

Books?  
 (A) It holds promotional events in the

store.  
 (B) It offers discounts on magazines.  
 (C) It contains a large selection of

travel books.  
 (D) It advertises in area newspapers

**179.** The word “savings” in paragraph 4,

line 3, is closest in meaning to  
 (A) account  
 (B) rescue  
 (C) supply  
 (D) discount

**180.** What did Mr. Hewitt send with the

letter?  
 (A) A receipt  
 (B) A card  
 (C) An order form  
 (D) A catalog