Home exercise 01: E-mail (Questions 159-161, Test 03, ETS 5 Tests)

**Questions 159-161** refer to the following e-mail.

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| |  | | --- | | Tom Gough <tomgough@versatileware.com> |   From:   |  | | --- | | Marc Hammond <marchammond@versatileware.com> |   To:   |  | | --- | | Thursday, June 13, 4:12 P.M. |   Date:   |  | | --- | | Ride tomorrow? |   Subject:   |  | | --- | | Hi Marc,  I’m writing to ask a favor of you. My car broke down on my way home today, and I had to take it to the mechanic. Could you give me a ride to and from work tomorrow? I’m hoping it won’t be too much of an inconvenience since we live on the same street and work in the same building. The mechanic says he’ll have the car running again by Saturday, so I shouldn't need a ride on Monday. ·  Thanks, Tom | |

**159.** What is the purpose of the message?  
 (A) To arrange transportation  
 (B) To recommend an auto repair shop  
 (C) To request time off from work  
 (D) To advertise a car for sale

**160.** Who most likely is Mr. Hammond?  
 (A) Mr. Gough’s landlord  
 (B) Mr. Gough’s coworker  
 (C) Mr. Gough’s auto mechanic  
 (D) Mr. Gough’s customer

**161.** What is indicated about Mr. Gough?  
 (A) His car is being repaired.  
 (B) He lives near his workplace.  
 (C) He works on Saturdays.  
 (D) His office is being remodeled.

Home exercise 02: E-mail (Questions 174-177, Test 04, ETS 1200)

**Questions 174-177** refer to the following e-mail.

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| **Coleman Bank** |
| To: All Randolph branch employees  From: Roger Smithwick, Randolph branch manager  Re: Sylvia Langley  July 16  Dear All:  I am sure you are all aware that as of July 1, Coleman Bank has a new president. I am writing to inform you that Sylvia Langley will be visiting us here at the Randolph branch on August 5. We want to do our best to welcome the new president warmly and ensure she recognizes the excellence of our branch. I have a few requests.  1. Please clean all visible work spaces. Discard old papers or materials you no longer need; organize other materials into files.  2. Please review the dress code. If you have questions regarding appropriate attire, please discuss them with my assistant, Peter.  3. Ms. Langley would like to meet with as many Randolph branch employees as possible. If you are interested in speaking with her, please see me by July 25 so I can organize the meetings.  4. Remember that treating customers well is our number one goal at Coleman Bank. As always, do your best to interact with customers in a courteous manner.  I am confident that with your cooperation, the visit by Ms. Langley will be positive and productive.  Thank you,  Roger |

**174.** What is the purpose of the e-mail?

(A) To discuss an upcoming visit

(B) To review the employee dress code

(C) To notify employees of a customer

service award

(D) To announce the retirement of the

bank’s president

**175.** Who is Sylvia Langley?

(A) The president of the bank

(B) Mr. Smithwick’s assistant

(C) A bank customer

(D) The Randolph branch manager

**176.** What are employees NOT asked to do?

(A) Organize their files

(B) Review guidelines for appropriate

clothing

(C) Throw away unneeded material

(D) Remind customers of bank policy

**177.** What is the significance of July 25?

(A) It is the date the new president was

installed.

(B) It is the date the company president

will inspect the Randolph branch.

(C) It is the deadline for scheduling a

meeting with the bank president.

(D) It is the deadline for organizing

Home exercise 03: Letter (Questions 169-172, Test 03, ETS 1200)

**Questions 169-172** refer to the following letter

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| Eastern Styles, Inc. 25 Mission Blvd. Fullerton, CA 92837  February 15  Tsurumi Ito 11 Almont Street Los Angeles, CA 90103  Dear Ms. Ito:  Our records indicate that you have not ordered from our seasonal catalogs in the last twelve months. As a company dedicated to maintaining our relationships with previous customers, we would like to offer you a 20 percent discount on all telephone or mail orders, available for 30 days fromthe date of this letter.  You may be interested to know that in January we introduced a brand-new line of casual attire, including several comfortable and fashionable new items under 50 dollars. These attractive outfits appear in both our winter and spring catalogs.  To take advantage of this special offer, just mention reference code ES005 when ordering. If you would like a copy of our latest cataglos or if your address has changed over the last six months, please call us at 415-555-9990, and one of our representatives will be delighted to assist you.We hope to hear from you soon!  Sincerely,  Brenda Mason  Brenda Mason Vice President of Customer Relations |