



Cô Vũ Thị Mai Phương

TÀI LIỆU ĐI KÈM BÀI GIẢNG

TEST 1 - PART 7

Tài liệu **ĐỘC QUYỀN** đi kèm bài giảng thuộc khóa học
Luyện đề TOEIC New Format

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mail, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A) , (B), (C) or (D) on your answer sheet.

Question 147-148 refer to the following Web page.

Crescent Moon Bistro

Located along the eastern shore of Canawap Bay, the Crescent Moon Bistro is a unique venue for birthday parties, wedding, corporate gatherings, and a host of other social events. Our chefs work with you to craft a perfect menu, while our coordinators will see to it that your event is superbly organized. Rental pricing is based on the date, type of event, and number of attendees. You are welcome to tour our facility on October 10 from 11:00 A.M to 2:00 P.M. Meet with our coordinators and culinary staff, and sample items from our creative menu. Admission is free, but registration is required. We are offering 25% off on any booking made during this open house on October 10.

147. What is being advertised?

- (A) A vacation rental
- (B) A new hotel
- (C) An event space
- (D) A summer camp

148. What will be offered on October 10?

- (A) A discounted reservation rate
- (B) A special concert
- (C) A famous recipe book
- (D) A class by a famous chef

Questions 149-150 refer to the following memo.

To: Processing Plant Managers
From: Sunlight Sugar Executive Board
Date: June 15
Subject: News

We are pleased to announce that, following our strongest quarter in over three years, we were ranked as the number-two sugar distributor in the region in the June 1 edition of *Sugar Industry Times*. We are extremely grateful to all our employees, who helped make this possible through their hard work and dedication.

To celebrate this achievement, we would like to recognize employees with a bonus to be added to their July 15 paycheck. Plant managers at each location should inform staff at the next plant meeting on July 1. Thank you for helping us achieve our goals.

101. What is indicated about Sunlight Sugar?
(A) It is changing the payday schedule.
(B) It publishes the Sugar Industry Times.
(C) It was established more than three years ago.
(D) It was previously the number-one distributor of sugar.

150. When will plant managers announce an employee bonus?
(A) On June 1
(B) On June 15
(C) On July 1
(D) On July 15

Questions 151-152 refer to the following online chat discussion.

Ella Santos [10:02 A.M.]

Good morning, I purchased two tickets to Friday night's performance. However, my business trip was rescheduled, and I won't be in London on Friday. Can I get a refund for this purchase?

Mai Tong, Customer Service [10:04 A.M.]

Thank you for contacting us. Unfortunately, the Mosella Palladium's policies do not allow refunds. We offer exchanges for tickets of equal or lesser value. You can view our entire season, which has a variety of music, dance, and theatre, at www.moselladium.co.uk.

Ella Santos [10:07 A.M.]

I reviewed the season schedule before contacting you. Can you switch the tickets now, or must I call your phone number? I've already made a selection.

Mai Tong, Customer Service [10:08 A.M.]

I can help with that. What would you like to see instead?

Ella Santos [10:10 A.M.]

I'd like two tickets to the Gaperstein Orchestra on 22 October.

151. What most likely is the Mosella Palladium?

- (A) A sports stadium
- (B) A performance venue
- (C) A dance company
- (D) A theatrical group

152. At 10:08 A.M., what does Ms. Tong mean when she writes, "I can help with that"?

- (A) She will send a brochure.
- (B) She will arrange a phone call.
- (C) She can process a refund.
- (D) She can exchange some tickets.

Questions 153-154 refer to the following e-mail.

E-mail

To: Ted Lee <ted.lee@comconnecting.com>
From: Agnaldo Pates <apaes@manosinc.com>
Date: May 3
Subject: Interview

Dear Mr. Lee,

Thank you for your interest in the master electrician position here at Manos Contracting, Inc. Your résumé is very impressive, and I would like to schedule an in-person interview sometime next week. Does next Tuesday afternoon work for you? I am usually in the office until 6 p.m. If Tuesday is not convenient, perhaps Wednesday morning would be acceptable? Any time after 9 a.m. work me. My office is on the second floor of our main building, which is located at the end of Elkton Street. Since this is only our first meeting in the interview process, I do not expect it to last longer than one hour. I look forward to hearing from you soon.

Sincerely,

Agnaldo Pates
Assistant Director of Human Resources
Manos Contracting, Inc.

153. What is probably true about Mr. Lee?

- (A) He is moving to a new town.
- (B) He is an experienced electrician.
- (C) He has recently received pro-fessional certification.
- (D) He will be offered a job at the interview.

154. When is Mr. Pates most likely NOT available for an interview?

- (A) Tuesday at 3:15 P.M.
- (B) Tuesday at 6:30 P.M.
- (C) Wednesday at 9:30 A.M.
- (D) Wednesday at 11:30 A.M.

Questions 155-157 refer to the following Web page.

http://www.mazullospizza.com			
Home	About	Our Ingredients	Order Online
<p>Mazullo's Deep-Dish Pizza Get a taste of the best pizza Chicago! We have been serving authentic deep-dish Chicago-style pizza since Tonia Mazullo opened the original restaurant in a humble shop in Bridgeport. Thirty-five years later, her children and grandchildren continue to craft delectable pizzas using traditional Mazullo-family dough and tomato sauce recipes. We offer dine-in, carryout, and delivery service within three miles of our locations.</p> <ul style="list-style-type: none">All pizzas are made fresh to order and include your choice of three toppings. Every pizza is served with a large beverage and our famous garlic rolls.A variety of salads and pastas make optional side dishes.All vegetable topping are local, organic, and farm-to-table. <p>Click on a location to get directions, phone numbers, and restaurant hours.</p>			
❖ Bridgeport	❖ Lincoln Park	❖ Edgewater	❖ Avondale

155. What is true about Mazullo's Bridgeport shop?
- (A) It has recently expanded.
 - (B) It is under new management.
 - (C) It does not offer delivery.
 - (D) It was the first location to open.
156. What is indicated about Mazullo's pizzas?
- (A) They are reasonably priced.
 - (B) They are imported from Chicago.
 - (C) Their sauce is made from a family recipe.
 - (D) Their vegetable toppings come from Mazullo-owned farms.
157. What is NOT included with a deep-dish pizza order?
- (A) Garlic rolls
 - (B) Pasta
 - (C) Toppings
 - (D) A beverage

Questions 158-160 refer to the following letter.

Kendinburgh Transit
64 Ponteland Rd
Kendinburgh, TD9 5UW

6464

Callum Stevenson
42 Leicester Road
Girvaton, P24 9 QS

3 January

Dear Mr. Stevenson,

____[1]. We are happy to have you as part of the Kendinburgh Transit team. Prior to your receiving training on the vehicle you will be assigned to, we must first ensure that your medical documentation is up-to-date. ____[2].

The main priority of public transport is the safety of passengers and other motorists. Your ability to safely operate a bus in city traffic and changing weather conditions depends in part on your good health. For this purpose, you will need to undergo a pre-employment physical checkup. To make an appointment, please call (0500) 555 0140. ____[3]. Your examination will be performed by a physician selected by Kendinburgh Transit, and you will not be charged of it. ____[4]. Please present the physician's report to your supervisor on your first day.

We look forward to working with you.

Kristine Yerkes
Kendinburgh Transit

158. Who most likely is Mr. Stevenson?

- (A) A driver (B) A mechanic
(C) A medical assistant (D) A city official

159. What is Mr. Stevenson asked to do by phone?

- (A) Extend his medical leave (B) Schedule an examination
(C) Contact his examination (D) Inquire about weather conditions

160. In which of the positions marked [1], [2], [3] and [4] does the following sentence best belong?

“To that end, need you to complete one more task before beginning employment with us next month.”

- (A) [1] (B) [2] (C) [3] (D) [4]

Questions 161- 163 refer to the following article.

A Changing of the Guard at

Rolidge Motors

By Nathan Kekana

DURBAN-Rolidge Motors has announced that Cara Walters will be the next CEO of the Durban-based company. Ms. Walters succeeds Thomas Hsing, who has served in the role for fifteen years and is retiring. Most recently Ms. Walters was executive vice president for Cermak & Holden Ltd., which she helped to grow into one of the largest electronics firms in South Africa.

This marks Ms. Walters' return to Rolidge Motors, where she began her career after Graduating from university. She completed the Rolidge Leadership Programme and stayed for seven years before moving on to Cermak & Holden.

“Ms. Walters has both the leadership Experience and inside knowledge of Rolidge Motors to make her tenure here successful.” Remarked Mr. Hsing. “We are excited to have Ms. Walters join us,” added Matilde Bekwa, Rolidge Motor's chair,am of the board. “Her word at Cermak & Holden has been remarkable, and we look forward to benefiting from her vivionary leadership.”

161. What does the article mainly discuss?

- (A) The benefits of a leadership training program
(B) A successful electronics com-pany
(C) The appointment of a new CEO
(D) A company opening in Durban

162. What is indicated about Ms. Walters?

- (A) She worked in several depart-ment at Cermak & Holden.
(B) She was hired by Rolidge Mo-tors after finishing university.
(C) She was a professor before starting her own company.
(D) Dhe specializes in saving struggling companies.

163. Which of Ms. Walter's qualifications is mentioned by both Mr. Hsing and Ms. Bekwa?

- (A) Her popularity among col-leagues
(B) Her innovations at Cermak & Holden
(C) Her academic credentials
(D) Her reputation as a leader

Question 164-167 refer to the following e-mail.

E-mail	
To:	skim@jigyeapartments.com
From:	larue@waterservices.org
Subject:	Water Shut-off
Date:	7 January
<p>Dear Mr. Kim,</p> <p>Because of a maintenance project, the water to Jigye Apartments will be turned off for several hours next Wednesday, 12 January. The interruption will begin at 11:00 A.M. water service will be restored by 5:00 P.M. please inform all of your building's tenants in advance about the interruption, as well as these general guidelines:</p> <ol style="list-style-type: none">1. After the water is turned back on, air in the pipes may cause sudden bursts of water. You can fix this problem by running water slowly at first.2. For any other issues that occur after water service is returned, call our Customer Service desk at the number listed on our Web site for your specific area.3. Maintenance workers do their best to work quickly and finish as scheduled. <p>this service interruption is necessary to improve the quality of your water service in the future. We apologize for any inconvenience and thank you for patience.</p> <p>Best regards,</p> <p>Pierrick de la Rue</p>	

164. According to the e-mail, when can residents expect to use water again?

- (A) At 7:00 A.M. (B) At 11:00 A.M.
(C) At 3:00 P.M. (D) At 5:00 P.M.

165. Who most likely is Mr. Kim?

- (A) A plumber (B) A building manager
(C) A construction worker (D) A customer-service agent

166. What potential issue does Mr. de la Rue mention?

- (A) There could be an additional maintenance charge.
(B) There could be a leak in the main water line.
(C) There might be problems with the water flow.
(D) There might be a follow-up check in a week.

167. What is indicated about the residents of Jigye Apartments?

- (A) They should call a specific number with any concerns.
(B) They should try to decrease their water usage.
(C) They have complained to the Customer Service desk.
(D) They have scheduled a tenant meeting on January 12.

Questions 168-171 refer to the following memo.

To: South Street Bank staff
From: William Rees-Yates, Chief Executive officer
Date: May 12

I am pleased to announce that our bank is expanding. Thanks to our creative marketing and award-winning customer service, the demand for our services has been growing. __[1]__. We will therefore be opening a branch in Leesburg this year.

Although the new branch will not be in operation until July 1, it is already virtually ready to open. __[2]__. There remain, however, a couple of job openings to be filled that can be viewed at www.southstreetbank.com/jobs. If any of current staff are interested in transferring to the Leesburg branch, we encourage you to review the vacancies soon and apply at the Web site listed above. Please contact Human Resources with any questions. __[3]__.

Meanwhile, our business continues to thrive and grow in other ways. __[4]__. We have recently been nominated for the Business of the Year award by the Chamber of Commerce. This is a significant achievement, due in no small part to the dedicated work of our outstanding team. On behalf of our management team, thank you very much and congratulations.

- 168.** What is the memo mainly about?
- (A) A merger with another company
 - (B) The hiring of several new staff
 - (C) A temporary closing for renovations
 - (D) The opening of a new branch
- 169.** What are staff invited to do?
- (A) Join a local business group
 - (B) Attend a celebratory gathering
 - (C) Review information on a Web site
 - (D) Submit ideas for better customer service
- 170.** What is one achievement Mr. Rees-Yates mentions?
- (A) An award nomination
 - (B) A positive review in local publication
 - (C) An invitation to a popular event
 - (D) An unexpected increase in investment
- 171.** In which of the positions marked [1], [2], [3] and [4] does the following sentence best belong?
“Most Leesburg staff have already been recruited.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 172-175 refer to the following online chat discussion.

Monday, 8 May

Gabriel Li (9:10 A.M.)

Good morning, everyone. I want to remind you that Larkin Landscaping will be here at Derryco tomorrow morning to remove the trees from the front parking area. My workers will block off the area before the contractor arrives, so you and your staff should plan to find parking elsewhere or use public transit.

Ava Abberton (9:11 A.M.)

I have a client, Jan McGonagle, who will be driving in from Belfast to meet with me at 10:00 A.M. What should I tell her? Can she contact the facilities department?

Martin Beattie (9:12 A.M.)

There's heavy rain in the forecast. Are you sure the tree work will go forward?

Gabriel Li (9:13 A.M.)

Yes, give Ms. McGonagle my mobile phone number and have her call me when she arrives. I will direct her around the back. The spots there will be reserved for visitors only.

Gabriel Li (9:14 A.M.)

And yes, Larkin assured me the crew comes out rain or shine.

Daniel Deegan (9:15 A.M.)

Remember, too, that we can approve team members to work from home tomorrow. Just make sure that all conference calls are listed on the master schedule on the intranet.

Gabriel Li (9:16 A.M.)

Right. Thank you, all.

172. Who most likely is Mr. Li?

- (A) A landscaping crew member
(C) A warehouse worker

- (B) A delivery coordinator
(D) A facilities supervisor

173. Why will Ms. McGonagle contact Mr. Li?

- (A) To schedule a visit with him
(C) To get a list of directions to the office

- (B) To obtain parking assistance
(D) To advise him of transit delays

174. What is likely to happen on May 9?
- (A) Some Derryco employees will work at home. (B) Derryco will be closed for business.
(C) Ms. McGonagle will stay in a local hotel. (D) Mr. deegan will cancel a conference call.
175. At 9:14 A.M., what does Me. Li mean when he writes, “the crew comes out rain or shine”?
- (A) The weather forecast is probably
(B) The outdoor work will proceed as scheduled.
(C) Larkin Landscaping employs an outstanding group of workers.
(D) Derryco employees should prepare for bad weather

Questions 176-180 refer to the following Web page and e-mail.

http://www.sunriseaerospace.co.au/companynews			
Sunrise Aerospace			
HOME	<u>COMPANY NEWS</u>	CONTACT	REVIEWS
<p>We are pleased to announce that our latest design, the Suppliss Seat, will be introduced on Honshu Express’s Tokyo-Osaka service, which is sheduled to debut soon. Since last February, our design team has worked closely with Honshu Express to produce a comfortable seat that meets the most stringent safety standards. Like all our products, it is made of lightweight yet materials, resulng in significant fuel-cost saving over time. The prototype for the Sppliss Seat has received high marks from designers and was nominated for a Design Award in January.</p>			

To: Joseph Tama <jtama@sunriseaerospace.co.au>
From: Yoshi Yamamoto <yyamamoto@honshuexpress.co.jp>
Subject: Information
<div><p>Hello, Joseph,</p><p>I hope that you are well. Many thanks for your quick turnaround since we tested the product with a small group of consumers last month. The features your team added to the initial design are perfect, particularly the optional footrests. We were also impressed with the overall style and noticed how well the seats fit in with the contemporary look of our air carrier interiors.</p><p>By the way, the Tokyo-Osaka service route will go operational at the end of April. I’ll send you the details next week so that you can them on Web site.</p><p>Thanks again, Yoshi</p></div>
Date: 18 March

- 176.** What is the purpose of the Web page?
- (A) To invite feedback about a service
 - (B) To announce a business merger
 - (C) To publicize a successful product
 - (D) To nominate a product for an award
- 177.** What type of industry does the design team support?
- (A) Airline
 - (B) Technology
 - (C) Education
 - (D) City transit systems
- 178.** What characteristic of the Suppliss Seat is NOT mentioned?
- (A) It is lightweight.
 - (B) It supports the feet.
 - (C) It features a contemporary style.
 - (D) It has a reclining position.
- 179.** What does the e-mail indicate about the consumer tests?
- (A) They have not yet been completed.
 - (B) They resulted in design changes.
 - (C) They took place on a specific route.
 - (D) They did not meet all safety standards.
- 180.** When will the Suppliss Seat come into regular use?
- (A) In January
 - (B) In February
 - (C) In March
 - (D) In April

Question 181-185 refer to the following advertisement and e-mail.

Leasing Opportunities

La Gardina Mall offers a unique shopping experience in a beautiful setting of landscaped gardens, courtyards, courtyards, and fountains. The mall features retail shops that range from well-known chain stores to one-of-a-kind boutiques, as well as a large variety of restaurant and cafés.

With 300,00 square of pedestrian-only retail space, La Gardina Mall attracts more than four million visitors per year. It is a shopping and dining destination for local Bay Shore residents and tourists alike.

If you would like more information about leasing retail or restaurant space at La Gardina, please contact Cecilia Goncalves, our Leasing Administrator, at cgoncalves@lagardina.com. While most of our space is occupied by long-term lessees, a limited number of seasonal contracts (four months minimum) are available.

E-mail

To: Cecilia Goncalves <cgoncalves@lagardina.com>
From: Marco Sabatini <msabatini@sabatinileather.com>
Subject: Retail space
Attachment: List of products

Dear Ms. Goncalves:

As owner of Sabatini Leather Goods, I would like to express interest in a short-term leasing opportunity at La Gardina Mall.

Sabatini Leather Goods is a small company that manufactures and sells souvenir handbags and wallets. Our high-quality leather products are imprinted with the name of the tourist destination where they are sold. I have attached some images of our best-selling items from our most recent temporary shop in Glastonbury, where we had our best sales performance in the company's history. We have sold our products in 24 different locations so far, all with great success.

We have been looking for a place in Bay Shore for a while, and La Gardina Mall seems to be a good fit. We would like a space of about 150 square meters for a three-month period over the summer tourism season. Could you please call me 550-0125 so that we can discuss this matter further?

Respectfully,

Marco Sabatini

181. What is suggested about La Gardina Mall?

- | | |
|--------------------------------------|---|
| (A) It is located in Bay Store. | (B) It is open only in the summer. |
| (C) It recently added many new shop. | (D) It features mainly fashion boutiques. |

182. In the advertisement, the word “occupied” in paragraph 3, line 3, is closest in meaning to

- | | | | |
|------------|--------------|---------------|-----------------|
| (A) filled | (B) captured | (C) kept busy | (D) made steady |
|------------|--------------|---------------|-----------------|

- 183.** What is the main purpose of the e-mail?
(A) To promote a new botanical garden (B) To profile a popular company
(C) To inquire about a potential business deal (D) To ask about job opportunities at a mall
- 184.** What is indicated about Sabatini Leather Goods products?
(A) They are sold online. (B) They are often discounted.
(C) They are marketed to tourists. (D) They are manufactured in Galastonbury.
- 185.** What will Mr. Sabatini and Ms. Goncalves most likely have to negotiate?
(A) The location of a store (B) The length of a contract
(C) The size of a retail space (D) The cost of a monthly lease questions

Question 186-190 refer to the following chart, e-mail, and article.

TYCHE FINE CARPETS-Pleiades Collection Product Availability (updated daily)					
Name	Size (cm)	Shipping Weight	Quantity Available (today)	Quantity Available (in 30 days)	Quantity Available (in 60 days)
Artemis	190 x 280	13 kg	30	60	0
Hera	190 x 280	14 kg	16	20	0
Janus	160 x 230	11 kg	0	0	20
Iris	120 x 170	9 kg	10	15	15

To: Frieda Zuckerman
From: Miles Sorrell
Date: February 5
Subject: Logistical arrangements
Attachment: Photos

Dear Ms. Zuckerman:

I regret to inform you that Tyche Fine Carpets, the supplier we selected for the carpets in The Pavel Hotel's lobby and lounge areas, will not have our chosen pattern available until after the hotel's anticipated opening date of March 1. Attached are photographs of several alternative selections that I believe will work well with the décor. They are all made of the same material as the previous selection, and the prices are comparable. With the grand opening less than a month away, I need a decision from you as soon as possible. Even with this last-minute change, I am certain that The Pavel Hotel will provide the ambience we have set out to create.

Thank you,
Miles Sorrell

Pavel Hotel Open

By Lavonne Coe

(Centerville-March 2) Former city court judge Mildred Simpson joined owner patrice Snell yesterday to celebrate the opening of The Pavel Hotel in downtown Centerville, between the library and the visitors center. Once the city's courthouse and Ms. Simpson's workplace, the existing structure had been vacant for the past nine years. Now the space boasts 34 elegant rooms, an inviting lounge with a fireplace, and a gorgeous lobby. An on-site café is expected to open next month. The interior, designed by Miles Sorrell, retains the old features of the building, such as expansive windows and high ceilings, while creating a warm and inviting space.

- 186.** What does the chart indicate about the carpets in the Pleiades Collection?
- (A) They will be available in 60 days.
 - (B) They are currently in stock.
 - (C) They have different weights.
 - (D) They are the same size.
- 187.** What carpet did Mr. Sorrell originally order?
- (A) Artemis
 - (B) Hera
 - (C) Janus
 - (D) Iris
- 188.** What does Mr. Sorrell ask Ms. Zucker-man to do?
- (A) Delay the hotel's opening
 - (B) Select a substitute item
 - (C) Order some different furniture
 - (D) Send photographs of the lobby
- 189.** According to the article, what occupied the building prior The Pavel Hotel?
- (A) A library
 - (B) A visitors center
 - (C) A courthouse
 - (D) A café
- 190.** What is indicated about The Pavel Hotel?
- (A) It opened on schedule.
 - (B) It was under construction for nine years.
 - (C) It is becoming a tourist destination.
 - (D) It is managed by Ms. Simpson.

Questions 191-195 refer to the following memo, schedule, and e-mail.

From: Optier Office of Parking and Transportation
To: All Optieris staff
Date: December 20
Subject: Upcoming enhancements to our shuttle bus system

In direct response to your helpful feedback, we would like to announce a number of improvements to the shuttle system that connects the Optieris campus with the Morbrook and Nesse train stations. The following changes will go into effect on January 2:

- (1) A third bus will be added to our fleet to increase service frequency as well as capacity in case one bus is ever down for maintenance. Buses will now run every 15 minutes instead of 30 minutes.
- (2) A second campus stop will be added. Besides the current stop at the main administration building on the east side of the Optieris campus, there will be a second stop to better accommodate all staff.
- (3) A service will be added in the evening. It will depart the Optieris campus 30 minutes later than the current last service of the day.

Thanks again for your input. For the sake of our environment, we are proud to facilitate your use of public transportation by making our shuttle bus service more convenient than ever.

**Shuttle Bus Schedule-Weekday Mornings
(Updated January 2)**

Morbrook → Station	Nesse → Station	East → Campus	West Campus
7:15	7:21	7:39	7:42
7:30	7:36	7:54	7:57
7:45	7:51	8:09	8:12
8:00	8:06	8:24	8:27
8:15	8:21	8:39	8:42
8:30	8:36	8:54	8:57

E-mail

From: Sofia Edgren <sofiadgren@lekmail.com>
To: Sharani Khamis <s.khamis@optieris.com>
Subject: Applicant interview at Optieris
Date: January 25

Dear Ms. Khamis

Thanks for inviting me to an interview with Mr. Rochon next week on the Optieris campus. I am certainly excited to be finalist for this position in quality control. I also appreciate your sending me the company shuttle bus schedule. I will take a train arriving at Nesse Station at 7:55 A.M. and then your shuttle bus arrival, which should get me to your Campus at a reasonable time.

Sincerely,

Sofia Edgren

191. What reason is given for updating the shuttle bus system?
- (A) Optieris employees provided feedback.
(B) The current bus fleet is getting old.
(C) More staff are coming to work by train.
(D) Optieris has built new facilities on its campus.
192. What will one change to the bus system from January 2?
- (A) Buses will create air pollution.
(B) Buses will be more frequent.
(C) Each bus will follow a different route.
(D) The first morning bus will run earlier.
193. What bus stop will be added to the route?
- (A) Morbrook Station (B) Nesse Station
(C) East Campus (D) West Campus
194. Why will Ms. Edgren visit the Optieris campus?
- (A) To finalize a contract between her company and Optieris
(B) To run a quality-control check
(C) To attend a training session
(D) To pursue an employment opportunity
195. What time does Ms. Edgren expect to get off her bus at Optieris?
- (A) At 7:57 A.M. (B) At 8:12 A.M.
(C) At 8:27 A.M. (D) At 8:42 A.M.

Questions 196-200 refer to the following invoice, review, and e-mail.

<i>Bright Now Home</i>			
Order Number: 92584 Customer Name: Jesse Beeby Preferred Store: Northwest store			
Item Number	Item Name	Quantity	Price
BN-101	Coastland Gray	2 gallons	\$50.00
BN-102	Linwall Gray	1 gallon	\$25.00
BN-116	Darby Olive	1 gallon	\$25.00
BN-118	Brightwyn Green	2 gallons	\$50.00
BN-126	Foxdell Green	1 gallon	\$25.00
			Total \$175.00
Pick Up in Store: Bright Now Home-Northwest store 348 Main Street (720) 555-0112 Customerservice@brightnowhomw.com			
Additional locations: Northeast store: 986 14 th Street Southwest store: 1455 Smith Road Southeast flagship store: 152 32 nd Avenue			

<http://www.uopine.com/business/bright-now-home>

September 18

I used Bright Now Home's new in-store customer pickup for the first time this week. The service was a big time-saver because my order was ready for me when I got to the store. Since I had already paid online, I didn't have to wait in the regular line in the store.

Unfortunately, I didn't double-check my order before I left the store. When I arrived at the house I was working on, I realized I had received only one of the two gallons of BN-101 paint I had ordered. I called the store immediately, and the manager arranged for me to pick up the missing gallon of paint at the location closest to where I was working. Also, he gave me my money back for both gallons. I will definitely use this service again!

Jesse Beeby

To: Jesse Beeby <jbeeby@jbeebyinc.com>
From: Hattie Jones <hattie.jones@brightnowhome.com>
Date: September 19
Subject: Online Order

Mr. beeby,

We are glad to have served your business recently. We saw the comments you posted about us on uopine.com, and we are grateful to you. It was nice to hear that our flagship location was so convenient to your work site and that you were able to pick up your missing paint there.

We stand behind our products and services and look forward to seeing you again soon. After all, the rainy season is almost here, so now is a great time to come in and get the tools you need for those upcoming roof jobs!

Hattie Jones
Customer Service Manager
Bright Now Home

196. What most likely is Mr. beeby's job?

- | | |
|---------------------|-----------------------|
| (A) Salesclerk | (B) Housepainter |
| (C) Delivery driver | (D) Real estate agent |

197. What item did Mr. Beedy need more of?

- | | |
|---------------------|-------------------|
| (A) Coastland Gray | (B) Linwall Gray |
| (C) Brightwyn Green | (D) Foxdell Green |

198. Where did Mr. Beedy pick up the item missing from his order?

- | | |
|----------------------------|----------------------------|
| (A) At the northwest store | (B) At the northeast store |
| (C) At the southwest store | (D) At the southeast store |

- 199.** What is indicated about Bright Now Home?
- (A) It has design experts in stores.
 - (B) It provides same-day delivery service.
 - (C) It sells supplies for building maintenance.
 - (D) It offer coupons on its Web siter.

- 200.** What is one purpose of Ms. Jone's e-mail?
- (A) To ntroduce a new service
 - (B) To tank a customer
 - (C) To announce a seasonal sale
 - (D) To explain a policy change