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Started on Sunday, 18 April 2021, 1:53 PM

State Finished

Completed on Sunday, 18 April 2021, 1:54 PM

Time taken 1 min 33 secs

Grade 21 out of 22 (95%)

Question 1

Partially correct

Mark 21 out of 22

III. Memorandum, Message and Announcement

Questions 1-3 refer to the following announcement.

Personnel Department News-It gives us great pleasure to announce the appointment of our new vice presidents. As of tomorrow, Marshall and Young, Inc. will have two new vice presidents: Research and Development's Gary Shepherd and Constance Hayes from the Product Design Department, who were informed of their promotions last Tuesday. Mr. Shepherd, who has been with this firm for ten years, will remain in R&D and will be working with Jordan Jones, Senior VP in that department. Ms. Hayes, who has been a Project Manager in Product Design since joining Marshall and Young five years ago, will be heading up the Consumer Products Department along with Eugene Park, who is transferring from his position as vice president in R&D. We are expecting an exciting year and looking forward to the continued success of Mr. Shepherd and Ms. Hayes.

1. How many people from Product Design were promoted?

- ☐ A. One
- ☒ B. Two ✓
- ☐ C. Three
- ☐ D. Four

2. Who will be leading the Consumer Products Department along with Eugene?

- ☐ A. The Senior VP
- ☐ B. Jordan Jones
- ☐ C. Gary Shepherd
- ☒ D. Constance Hayes ✓

3. When were the new vice-presidents told about the promotion?

- ☐ A. The day after the vote
- ☐ B. Tomorrow
- ☒ C. Last Tuesday ✓
- ☐ D. Over a month ago

Questions 4 - 6 refer to the following message.

WHILE YOU WERE OUT

To: *William Maxwell*

From: *Katherine Potter, Blade Travel*

Date: *Wed., February 2nd*

Time: *7:30 p.m.*

RETURNED YOUR CALL/ IMPORTANT/ WILL CALL AGAIN/ PLEASE CALL

MESSAGE: The air portion of your trip has not yet been confirmed. Confirmation will probably come early tomorrow. However, all ground and hotel reservations have been confirmed for you and Joseph Hill. All confirmation numbers, tickets, etc. will be sent by messenger to Mr. Hill once everything is finalized.

TAKEN BY: *David Sales*

4. Why did Katherine Potter call?

- ☐ A. To ask William Maxwell to call Mr. Hill
- ☐ B. To make a booking
- ☐ C. To confirm William Maxwell's flight reservation
- ☒ D. To inform William Maxwell that his flight is not confirmed ✓

5. Who will be traveling?

- ☐ A. Only David Sales
- ☐ B. David Sales and William Maxwell
- ☒ C. William Maxwell and Joseph Hill ✓
- ☐ D. Joseph Hill and Katherine Potter

6. Where does Katherine Potter probably work?

- ☐ A. A messenger service
- ☐ B. A hotel
- ☐ C. An airline
- ☒ D. A travel agency ✓

Questions 7- 10 refer to the following memorandum.

MEMORANDUM

To: All Employees

From: Sidney Flanders, Office Manager

Date: September 4

Re: Vacation Days

Since it is never too early to be prepared, I am requesting that all employees promptly submit to their departmental managers any requests for vacation days for the remainder of the year. As you know, the end of the year is our busiest time, and there is always the problem of having to schedule vacations and personal time off around the end-of-year holidays. This is the most popular time for vacations, apart from the summer months, and it takes a lot of time to coordinate. I will work with all departmental managers to see that all vacation requests are honored where possible, except in cases where it is anticipated that the temporary staff will not be able to cover the projected workload. Unfortunately, we will have to request that some employees (generally employees with little seniority) postpone their vacation plans until a more convenient time. Those of you who do not get your first choice of vacation this time round will be given priority next time. However, please note that this is still not a flat guarantee that you will get your choice, even then. I would like to ask that all requests be made to the appropriate offices before the end of the week. Thank you for your cooperation in this matter. Rest assured that I will do my very best to accommodate all wishes.

7. Who will be receiving vacation requests?

- ☐ A. Temporary employees
- ☒ B. The office manager ✓
- ☐ C. The personnel secretary
- ☐ D. All employees

8. What is true for employees with more seniority?

- ☐ A. They will not need to make vacation requests.
- ☐ B. They will not receive this memorandum.
- ☒ C. They will probably have their vacation requests honored. ✓
- ☐ D. They may be asked to postpone their vacations.

9. According to the memo, when should requests for vacation time be made?

- ☐ A. By the end of the month
- ☒ B. By the end of the week ✓
- ☐ C. By the end of the day

☐ D. By the end of the year

10. According to the memo, what problem often occurs?

☐ A. Employees do not schedule enough vacation time.

☐ B. Vacation time is used too early in the year

☒ C. There is difficulty scheduling ✓

☐ D. Departmental managers often reject requests for time off.

Questions 11-13 refer to the following memo.

Memorandum

To: Supervisors

From: Janelle Requia, Human Resources Director

Re: Vacations

As of January 1st we will institute a new vacation policy. All employees who have been working for the company two years or less will receive one week (five working days) of paid vacation per year. Employees who have been working here three to five years will receive two weeks (ten working days) of paid vacation per year. Employees who have been with the company five to ten years will receive three weeks (15 working days) of paid vacation per year. Employees who have been here more than 10 years will receive four weeks (20 working days) of paid vacation per year.

Please note that this does not affect current policies for sick days and personal leave. All employees, regardless of experience, will still receive five days of paid sick leave per year, as well as two days of paid personal leave. Please post the new vacation policy in your departments as soon as possible. Also, employee handbooks are being revised to reflect the changes in vacation policy. These handbooks should be ready within the next two weeks. When they are, you are responsible to distribute them to employees, and to send us verification that each employee has received the handbook and understands the new vacation policy.

Thank you for your cooperation in this matter. If you have any questions, please contact me at extension 254 or the assistant HR director, Gladys Haynes, at extension 256.

11. What is the main purpose of this memo?

☐ A. To inform all employees of sick-leave procedures

☐ B. To extend staff members' vacation time

☐ C. To introduce the PR department

☒ D. To inform managers of a policy change ✓

12. When does the change take effect?

- ☐ A. Immediately
- ☐ B. Next week
- ☐ C. In three months
- ☒ D. At the start of the new year ✓

13. What should supervisors do if they have questions?

- ☐ A. Dial extension 526
- ☒ B. Contact a Human Resources director ✓
- ☐ C. E-mail the company CEO
- ☐ D. Consult the employee handbook

Questions 14-17 refer to the following note.

Dear Jean,

I wanted to write you a note to thank you. I am sorry that you felt disappointed that your work responsibilities were not what you expected. I have enjoyed having your assistance with my projects. Although the tasks we handled were not as varied as you would have liked, just think about what you and I have accomplished since September. We organized the annual small business conference, updated the association's web site, and answered scores of inquiries, many in great detail, from business owners who needed advice on a range of topics: loans, benefits, licensing, etc. I feel the year has been very productive for both of us. You've been a congenial and conscientious assistant and all of us have the highest regard for your abilities. Please feel free to call upon me for a recommendation if you require one for future employment.

Best of luck,

Thomas

14. What can be inferred about Jean?

- ☒ A. She was unhappy in her job ✓
- ☐ B. She asked for a promotion.
- ☐ C. She started a new business.
- ☐ D. She lent money to Thomas.

15. What is NOT cited as part of Jean's work?

- ☐ A. Corresponding with clients
- ☒ B. Processing business loans ✓
- ☐ C. Organizing conferences
- ☐ D. Maintaining a Website

16. What does Thomas say about Jean?

- ☐ A. She is an experienced supervisor.
- ☒ B. She is a diligent worker ✓
- ☐ C. She is an excellent teacher.
- ☐ D. She is a skillful writer

17. What does Thomas offer to do for Jean?

- ☐ A. Raise her salary
- ☐ B. Increase her hours
- ☐ C. Reduce her workload
- ☒ D. Recommend her for a job ✓

Questions 18-22 refer to the following schedule and notice.

City Pool - Summer swim schedule

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Adult and Sr. Swim	Sun	5:30 -7 pm	
	Mon-Fri	12 -1:15 pm	
	M/W	8:30 -9:30 pm	
Aqua Jog	T/TH	11:10 -11:55 am	
Early Morning Lap	Mon-Fri	6 -7:30 am	
Family Swim	Sun	4:30 -5:30 pm	
	Tue	7:30 -8:30 pm	
Hydrofit/Deep Water Exercise	Sun	1:10 -1:55 pm	
	T/TH	8:40 -9:25 pm	
Lap Swim	Sun	11:30 am-1 pm	(4 Lanes)
	Thu	7:30 -8:30 pm	
	Fri	5:30 -6:30 pm	
Masters Workout	M/W	7:30 -8:30 pm	
Public Swim	Sun	2 -3 pm	
	T/F	1:30 -2:30 pm	(1/2 of the pool)
	Wed	6:30 -7:30 pm	(slide is free)
	Fri	7 -8 pm	
Water Exercise	Sun	10:40 -11:25 am	
	M/W/F	11:10 -11:55 am	
	T/TH	8:30 -9:30 pm	
Water Fun	M/TH	1:30 -2:30 pm	(1/2 pool, 1/2 lap lanes)
	Wed	1:30 -2:30 pm	



For more information about any of these programs, call the pool office at 506-807-7667.

For the latest updates, including schedule changes and special events, call our 24-hour automated information line at 506-363-8123.

NOTICE

Due to a maintenance problem, City Pool will be closed on Monday and Tuesday next week. The Aqua Jog, Master's Workout, Hydrofit, and Water Exercise classes on those days have been cancelled, and instructors will notify participants when the classes will be rescheduled. We are sorry for the inconvenience, and thank you for your patience.

Also, please note that there will be no public swims on the afternoons of July 14th through 18th, because the pool will be hosting the annual All-City Swimming and Diving Meet. Tickets for the meet are \$5 for adults and \$2.50 for children 12 and under, and can be purchased at the pool

office or online at www.citypool.com/allcity.

Thank you for using City Pool. For up-to-the-minute schedule information, call our info hotline at 506-363-8123.

18. What is the main purpose of the notice?

- ☐ A. To apologize for maintenance work
- ☐ B. To promote a swimming-diving meet
- ☐ C. To publicize the information hotline
- ☒ D. To announce schedule changes ✓

19. How many Water Exercise classes will be affected by the pool closure?

- ☐ A. One
- ☐ B. Two
- ☒ C. Three ✗
- ☐ D. Four

20. What is NOT true?

- ☐ A. There will be a public swim from 6:30-7:30 p.m. Wednesday, July 16th.
- ☐ B. There will be a Water Fun class from 1:30-2:30 p.m. on Thursday of next week.
- ☒ C. Family swims are scheduled in the summer on Sundays and Thursdays ✓
- ☐ D. Adult and senior swims are offered twice on Mondays throughout the summer

21. In the schedule, the word "aqua" in line 4 is closest in meaning to

- ☐ A. strenuous
- ☒ B. water ✓
- ☐ C. adolescent
- ☐ D. oxygen

22. According to the schedule, how would someone find out more about the Masters Workout?

- ☒ A. By calling the pool office ✓
- ☐ B. By calling the information hot line
- ☐ C. By visiting the pool website

☐ D. By writing for a special notice