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Started on Sunday, 18 April 2021, 1:56 PM

State Finished

Completed on Sunday, 18 April 2021, 1:58 PM

Time taken 1 min 12 secs

Grade 20 out of 22 (91%)

Question **1**

Partially correct

Mark 20 out of 22

IV. Fax & Email

Questions 1 through 4 refer to the following fax.

To: Celia Kelly

From: Andrew Mathers

Date: Saturday, March 21

Re: Arrival in Tokyo

I have been unexpectedly called to an emergency meeting in Seoul this weekend, and thus will not be able to meet Mr. Robert Bayer at Narita Airport in Tokyo tomorrow morning (Sunday, March 22) as planned. I'm sorry not to have contacted you earlier about this, but the call came through just as I was about to board my flight to Japan from New York.

I was fortunate enough to get a seat right away on a plane for Seoul, so instead of being on my way to Tokyo right now, I am currently waiting in San Francisco to embark on the final leg of my flight to Korea. This whole thing was quite unforeseen, and I apologize for any inconvenience it may have caused; however, my presence in Seoul this weekend is urgently needed. I will contact you again upon my arrival there. My business in Korea will be concluded by Monday afternoon, so I expect no difficulty in being present for the start of the Tokyo conference on Tuesday morning. My assistant, Ms. Alice Lang, will be arriving there as planned, and will act as my agent until my arrival. I have asked her to contact Mr. Bayer as soon as possible to explain the situation and then to meet with him on my behalf according to our original schedule. I have no doubt Ms. Lang will handle the situation professionally and diplomatically.

1. Who will be meeting in Tokyo on Sunday?

- ☒ A. Alice Lang and Robert Bayer ✓
- ☐ B. Celia Kelly and Robert Bayer
- ☐ C. Andrew Mathers and Alice Lang
- ☐ D. Celia Kelly and Andrew Mathers

2. Who will be the last person informed of the change of plans?

- ☐ A. Alice Lang
- ☐ B. Celia Kelly
- ☒ C. Robert Bayer ✓
- ☐ D. Andrew Mathers

3. Where will Andrew Mathers most likely be on Tuesday morning?

- ☐ A. San Francisco
- ☒ B. Tokyo ✓
- ☐ C. Seoul
- ☐ D. New York

4. Due to which of the following reasons is Andrew Mathers changing his plans?

- ☐ A. He decided to take a last minute vacation
- ☐ B. He has to attend an emergency meeting
- ☐ C. He didn't want to meet Robert Bayer
- ☐ D. He thinks Alice Lang can do a better job.

Questions 5-9 refer to the following invoice and email reply.

Invoice #774**Date:** Nov. 6, 2010**From:** CompuPros
515 Kennedy St.
Concord, PA**To:** Adams Inc.
883 Revere Ave.
Concord, PA

Service	No.	Rate/Hr	Hours	Comments	Total
Install personal computers	20	\$40	3	waive install fee	\$120
repair hard drive	2	\$80	4	two main frames	\$320
Set up wireless routers	2	\$40	2		\$80
Create new computer port	1	\$40	1.5	New connect on 2nd flr.	\$60
Test new installations	N/A	\$40	1	Network is fine	\$40
Sub-total:	25		11.5		\$620
Installation fee:					\$300



To: jpowers@adamsinc.com

From: jsmcgraw@compupros.com

Subject: Invoice no. 774

Dear Ms. Powers,

I trust by now that you have received the invoice we sent (# 774) for the services we provided earlier this month for Adams Inc. If you have not received it yet, you will shortly.

I'd like to call your attention to a mistake in the invoice. Per our contract, we had agreed to waive our usual installation fee because you placed a bulk order. However, I note that in the totals at the bottom, we have billed you for a \$300 install fee.

Rest assured we're not trying to pull a fast one on you. We're training a new person in accounting, and she neglected to delete that line item from the bottom of our standardized invoice forms.

So please disregard invoice # 774. We will send an accurate one to you today, without the installation fee charge. Sorry for the inconvenience, and we look forward to working with you again in the future.

If you have any questions, don't hesitate to call or e-mail.

Best,

Jason McGraw

President, CompuPros

5. Why is the invoice being sent?

- ☐ A. To forge an agreement
- ☐ B. To confirm delivery
- ☒ C. To request money ✓
- ☐ D. To order services

6. What can be inferred about CompuPros?

- ☒ A. It provides computer services.✓
- ☐ B. It manufactures computer parts.
- ☐ C. It sells computer supplies
- ☐ D. It is a large corporation

7. In the invoice, the word "waive" on line 1 is closest in meaning to

- ☐ A. Deduct
- ☒ B. Forgo✓
- ☐ C. Reduce
- ☐ D. Charge

8. In the e-mail, the phrase "pull a fast one" is closest in meaning to

- ☐ A. Increase the speed
- ☐ B. Follow the law
- ☐ C. Make an error
- ☒ D. Play a trick✓

9. According to the e-mail, what will Jason McGraw do next?

- ☐ A. Fire an employee
- ☐ B. Ask a question
- ☒ C. Send an new invoice✓
- ☐ D. Disregard a fee

Questions 10-14 refer to the following invitation and e-mail reply.

You're invited

Please join us for an open house to meet our daughter Cathleen's first-born, Keegan Schlitmeier and welcome him into the world.

Where: Diane and Ken's house -- 23847 47th Pl. W., Bear Creek, WA, 98007.

When: 2 p.m. to 4 p.m. Saturday, Dec. 5th.

What: Hors d'oeuvres and drinks will be provided. All you need to bring is yourselves, but if you want to bring a gift, Cathleen has a registry of needs at babies.com and Tot Toys.

RSVP: Call us at home -- 555-7362 -- or e-mail: dadkinson52@hotmail.com.

We hope to see you!

To: dadkinson52@hotmail.com

From: dragon001@zmail.com

Hi Di,

I got your invitation today to the open house for Cathleen and Keegan. I'm so sorry that I have to miss it!

Brad and I are going skiing in Utah that weekend. We've been planning the trip for months, and it's too late to change even though we wish we could. I'm dying to meet little Keegan! We'll be back on the ninth, and I'd like to get together ASAP after that. Would that be OK?

You must be so proud, grandma! Wow, I never thought I'd be calling you that soon. I'm glad that Cath had a smooth delivery, and that Keegan is healthy. Thanks for sending his picture. He's a cute little guy.

Anyway, we'll check the gift registries you mentioned, and I'll look forward to seeing Cath and Keegan shortly. Hope the open house goes well. I know it takes a lot to plan and host one.

I'll e-mail Cathleen separately and say sorry and hi. Please give my love to Ken.

See you soon,

Robin

10. What event is the open house celebrating?

- ☐ A. A marriage
- ☐ B. A graduation
- ☐ C. An engagement
- ☒ D. A birth ✓

11. In the invitation, the letters "RSVP" are closest in meaning to

- ☐ A. Obey
- ☒ B. Respond ✓
- ☐ C. Come
- ☐ D. Affirm

12. In the invitation, the term "Hors devours" is closest in meaning to

- ☒ A. Snacks ✓
- ☐ B. Gifts
- ☐ C. Dinner
- ☐ D. Photographs

13. Why can't Robin attend the open house?

- ☐ A. Her husband is sick
- ☐ B. She has to work
- ☒ C. She will be on vacation ✓
- ☐ D. Her car needs repair.

14. What can be inferred about Robin?

- ☐ A. She is a relative of Keegan's
- ☐ B. She is impulsive
- ☐ C. She is inconsiderate
- ☒ D. She is good friends with Diane ✓

Questions 15-19 refer to the following fax and response.

Fax No. 1

To: Bob Atom, Atom Inc.

From: Fred Savage, Regulatory Services

Re: Receipt of Application

Page: 1

Number of pages: 1

The Minneapolis Health and Wellness Group received your request for a research grant on Monday, Feb. 14, and is currently processing your application.

This process takes about six months. Your proposal will be brought before the regulatory services department and the board of directors. Both must agree to the terms before your proposal is approved.

You will be notified by phone after the decision has been made. Please do not call us.

NOTE: The following documentation was not included in your grant proposal application: A detailed list of any grants for which you have applied. This includes grants you did not receive.

Thank you,

Minneapolis Health and Wellness Group

Fax No. 2

To: Minneapolis Health and Wellness Group

From: Bob Atom

Attn: Regulatory Services

To Whom It May Concern,

We received your fax today regarding the grant application from Minneapolis Health and Wellness Group. This grant is very important to our organization, as we are determined to provide safe cosmetic alternatives for women with allergies and sensitive skin.

Unfortunately, our previous executive assistant did not keep good records, and I don't have a list of all of the grants we have applied for. I could put together a list of those that I was personally involved with; would that be sufficient?

Please e-mail me at your earliest convenience so that I can begin gathering the necessary documentation.

Thank you,

Bob Atom

Atom Inc.

batom@atominc.com

15. What does the first fax say about the grant application?

- ☐ A. It's been lost
- ☒ B. It's been received ✓
- ☐ C. It's been rejected
- ☐ D. It's been accepted

16. To whom was the first fax sent?

- ☒ A. Bob Atom ✓
- ☐ B. Andrea Karmer

- ☐ C. Fred Savage
- ☐ D. Columbia Cosmetics

17. What does the initial fax say was missing from the grant proposal application?

- ☒ A. Detailed list of grants applied for ✓
- ☐ B. Name of applicant
- ☐ C. Contact information
- ☐ D. Detailed product information

18. Who is blamed for not keeping good records in the responding fax?

- ☐ A. Bob Atom
- ☐ B. Fred Savage
- ☐ C. Previous owner
- ☒ D. Previous executive assistant ✓

19. What is Bob Atom asking for in the second fax?

- ☐ A. Detailed instructions on filling out the application
- ☒ B. Permission to send potentially incomplete documentation ✓
- ☐ C. The name of Fred Savage's supervisor
- ☐ D. A duplicate application

Questions 20-22 refer to the following email

To: satty980hatmail.net

From: bcy099ralions.co.sp

Subject: Recordings

Hi Samantha,

This is just a quick email to let you know that we have found enough voice actors to make the recording for the radio advertisement. The Heartful Acting Agency is providing us with three children who will work with the man and the woman you had already found. They are charging \$50 an hour per child, so let's try to get it done as quickly as we can to keep costs down. I have given the agency the scripts.

See you at the studio.

Brian

20. Why did Brian send this email?

- ☐ A. To ask Samantha to find more actors
- ☒ B. To let Samantha know they have enough actors ✓
- ☐ C. To tell Samantha about a meeting
- ☐ D. To complain to Samantha

21. How many voices will be used in the advertisement?

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

22. Why does Brian want to finish the recording quickly?

- ☐ A. He hates recording.
- ☒ B. He wants to save money. ✓
- ☐ C. He has another appointment afterwards.
- ☐ D. He is impatient.