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Started on Sunday, 18 April 2021, 1:12 PM

State Finished

Completed on Sunday, 18 April 2021, 1:13 PM

Time taken 1 min 38 secs

Grade 20 out of 21 (95%)

Question 1

Partially correct

Mark 20 out of 21

Exercise 2: LETTER

Questions 1-3 refer to the following letter

To : Will Grace <w_grace@rounders.co.uk>

From : Victoria Cook <v_cook@rounders.co.uk>

CC : Bob Davenport <b_davenport@rounders.co.uk>

Subject : Excessive absences?

Date : October 12 14:20 GMT Will,

I received a (1)_____ e-mail from your supervisor,

1.

- ☒ A. surprising ✓
- ☐ B. surprises
- ☐ C. surprised
- ☐ D. surprise

Bob Davenport, informing me that you (2)_____ a number of unexcused absences

2.

- ☐ A. will have
- ☐ B. will have had
- ☐ C. to have
- ☒ D. have had ✓

in the last couple of months. According to his report, you were absent on August 18 and 19, in addition to yesterday. And you've been late for work every Monday, too.

When you worked directly under me until I was promoted to my current position, my (3) _____ of you was always very positive.

3.

- ☐ A. work
- ☐ B. attitude
- ☒ C. impression ✓

☐ D. search

I'd like to get to the bottom of this. If you'd like to talk, my door is always open.

Victoria

Questions 4-6 refer to the following letter.

GIL DURDIN

Director

Newline Shopping Center

Dear Mr. Durdin,

In high-traffic establishments such as yours, floors are used around the clock as deliverymen bring goods and people come and go into the building. Given the (4)_____ use, the floors must be very durable to remain usable over the years.

4.

☐ A. flexible

☒ B. constant ✓

☐ C. preferred

☐ D. convenient

To (5)_____ this matter, Floorbest, Inc. has designed a special protective floor system specially for

5.

☐ A. research

☐ B. prevent

☒ C. address ✓

☐ D. achieve

supermarkets and commercial centers like yours.

We are the speediest installer in your region! After you make an order, a Floorbest installer will visit your location within two business days to take the exact specifications for your business. Installation of the new flooring system (6)_____ within four weeks.

6.

- ☐ A. will guarantee
- ☐ B. will be guaranteeing
- ☐ C. was guaranteed
- ☒ D. is guaranteed ✓

To request a free estimate, please call today at 373-4555.

CLYDE PARKER

Manager Floorbest, Inc.

Questions 7-9 refer to following letter

To : Jim Strong

From :

Subject : Order #477 Date : 29 August

Jim,

I just checked on the status of your order (#477) and was told by our shipping department that it was sent out on Friday, August 26. You (7) _____ it this coming Wednesday at the latest.

7.

- ☐ A. will be received
- ☒ B. should receive ✓
- ☐ C. received
- ☐ D. have been receiving

I apologize for the delay. Apparently there was some difficulty finding the high-grade wood your custom order required. (8) _____ problem was the drying time required

8.

- ☐ A. All
- ☐ B. Some
- ☐ C. Few
- ☒ D. Another ✓

for the special gloss you requested.

We should have notified you as soon as we noticed the order would be behind schedule. I have already spoken to the head of the production team to make sure something like this never happens again.

Again, we are sorry for the (9)_____ shipment.

9.

- ☒ A. late ✓
- ☐ B. brief
- ☐ C. rush
- ☐ D. defective

We are sure, though, that you will be thoroughly satisfied with the final product.

Questions 10-12 refer to the following letter.

Dear Mr. Castro:

It is my pleasure to (10)_____ you that beginning next month, Chrislyn Spano will be Gibson & Dunn's

10.

- ☐ A. be informative
- ☐ B. informing
- ☒ C. inform ✓
- ☐ D. be informed

Real Estate representative in your area.

Ms. Spano has been assisting clients in purchasing land and housing in the Bromley area for the last seven years. She is very (11)_____ in her field, and we are fortunate to have her in our London office.

11.

- ☐ A. perceived
- ☒ B. knowledgeable ✓
- ☐ C. probable

☐ D. represented

If you are interested in buying (12)____, please write to her at cs@gibsondunn.com.

12.

☐ A. equipment

☐ B. material

☐ C. replacements

☒ D. property ✓

Very sincerely yours,

MARILYN CARR

Manager

Gibson & Dunn, London

Questions 13 to 15 refer to the following letter.

GIL DURDIN

Director

Newline Shopping Center

Dear Mr. Durdin,

In high-traffic establishments such as yours, floors are used around the clock as deliverymen bring goods and people come and go into the building. Given the (13)____ use, the floors must be very

13.

☐ A. flexible

☒ B. constant ✓

☐ C. preferred

☐ D. convenient

durable to remain usable over the years.

To (14)____ this matter, Floorbest, Inc. has designed a special protective floor system specially for

14.

- ☐ A. research
- ☐ B. prevent
- ☒ C. address ✓
- ☐ D. achieve

supermarkets and commercial centers like yours.

We are the speediest installer in your region! After you make an order, a Floorbest installer will visit your location within two business days to take the exact specifications for your business. Installation of the new flooring system (15) ____ within four weeks.

15.

- ☐ A. will guarantee
- ☐ B. will be guaranteeing
- ☐ C. was guaranteed
- ☒ D. is guaranteed ✓

To request a free estimate, please call today at 373-4555.

CLYDE PARKER

Manager Floorbest, Inc.

Questions 16-18 refer to the following letter

September 12, 2008.

Nary Beth Parkinson WWJ

Buffalo, NY 14574

Dear Ms. Parkinson:

I recently published a book called Entrepreneur at risk. I am sending you a (16) ____ of the book to review.

16.

- ☐ A. check
- ☒ B. copy ✓
- ☐ C. sense
- ☐ D. pass

The topic is worthy of your morning show, "Good Morning Buffalo" and I would be interested in discussing the book as a guest on your show. The premise is that entrepreneurs are at risk in the U.S and will soon be an endangered species. This is a very (17)_____ topic, as there is an upcoming forum on entrepreneurs at the Carmine Colosseum.

17.

- ☐ A. timing
- ☐ B. timed
- ☒ C. timely✓
- ☐ D. time

I have enclosed my biographical sketch, a synopsis of the book and a press release from my publishing house. I hope that you (18)_____ the time to look at these. Thank you for your attention.

18.

- ☐ A. took
- ☒ B. take✓
- ☐ C. was taking
- ☐ D. will have taken

Sincerely Larry J. Beiers President

Questions 19-21 refer to the following letter.

Sherri Lu, Senior Floor Nurse University Medical Center Laguna Heights, CA 03992

May 12, 2008

We regret you must leave and reluctantly accept your (19)_____ as senior floor nurse beginning June 1, 2008.

19.

- ☐ A. request
- ☒ B. resignation✓
- ☐ C. promotion

☐ D. reference

We do, however, understand that personal medical concerns demand your attention now.

Your contributions to University Medical Center (20)_____ after your departure.

20.

☒ A. remains ✖

☐ B. were remained

☐ C. have remained

☐ D. will remain

Thank you for your hard work in every aspect of your job. Your dedication to us shows in your willingness to help train your replacement. We have always been able to (21)_____ on you.

21.

☒ A. count ✔

☐ B. counting

☐ C. counts

☐ D. counted

We wish you the best of health. I will miss you immensely. Please stay in touch.

Sincerely, Merl