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Started on Sunday, 18 April 2021, 1:07 PM

State Finished

Completed on Sunday, 18 April 2021, 1:11 PM

Time taken 3 mins 29 secs

Grade 17 out of 21 (81%)

Question 1

Partially correct

Mark 17 out of 21

Exercise 1: FAX & EMAIL

Questions 1-3 refer to the following fax

From : Max Stein <mstein@fscorp.com> To : All employees

Re : Newly developed e-mail guidelines

Last week I met several times (1)_____ Sonya Bell,

1.

- ☐ A. about
- ☐ B. among
- ☐ C. to
- ☒ D. with ✓

Director of Human Resources, to discuss the results of the recent professional development workshops held throughout the firm. We especially talked about the widespread dissatisfaction among our employees that they are spending excessive time and energy on reading answering e-mail each day. (2) _____,

2.

- ☐ A. However
- ☒ B. As a result ✓
- ☐ C. In addition
- ☐ D. While

my staff has put together a (3)_____ of suggestions to improve this situation.

3.

- ☒ A. series ✓
- ☐ B. total
- ☐ C. piece
- ☐ D. word

We have enclosed a document which lists those suggestions. Please read them carefully and tell us what you think.

Questions 4-6 refer to the following e-mail.

Dear Molly

I would like to congratulate you on your recent promotion to assistant plant supervisor. You must be (4)_____ of your accomplishments.

4.

- ☐ A. pride
- ☒ B. proud ✓
- ☐ C. prides
- ☐ D. proudly

Because of your hard work and dedication, you (5)_____ this promotion.

5.

- ☐ A. observe
- ☐ B. reserve
- ☐ C. preserve
- ☐ D. deserve

Employees like (6) _____ help Cadrell's keep ahead of the competition and lead the way

6.

- ☐ A. they
- ☐ B. himself
- ☐ C. her
- ☒ D. yourself ✓

in the field of dental equipment. Your efforts are appreciated. Congratulations again. Welcome to the management team at Cadrell's.

Sincerely yours,

J.K Cadrell, Jr.

President.

Questions 7-9 refer to the following e-mail.

I am sending this e-mail to make a (7)_____ on behalf of our division manager.

7.

- ☐ A. presentation
- ☐ B. correction
- ☒ C. request ✓
- ☐ D. diagnosis

As you know, our robotics design project has a deadline of August 31st. We're on target to meet that deadline, but we'd like to finish even earlier. The sooner we complete the engineering design and pass it on to manufacturing, the sooner we'll get this product to market.

We (8)_____ that by having everyone work through the whole summer,

8.

- ☐ A. having done
- ☐ B. will be done
- ☐ C. have done
- ☒ D. could do ✓

which means giving up your summer holidays. Not forever, though. The CEO has offered five additional vacation days to the members (9)_____

9.

- ☒ A. willing ✗
- ☐ B. optimistic
- ☐ C. visionary
- ☐ D. convincing

to hold off on their vacations until our part of the project has been wrapped up.

Questions 10-12 refer to the following e-mail.

E-mail

To: dscott@aceconsulting.net

From: tflowers@jbsanders.com

Subject: confirmation

Dear Dave Scott,

This is to confirm the (10)_____ reached this morning in the conference call between yourself and our president, Jed Sanders. If any of this information is incomplete or inaccurate, please let us know immediately.

10.

- ☒ A. agreement ✓
- ☐ B. conversation
- ☐ C. argument
- ☐ D. election

Ace Consulting has agreed to provide 40 hours of consultation for the JB Sanders Corporation, commencing on March 1st, at a rate of \$120 an hour. Payment will be sent once a month upon (11)_____ of invoice from Ace Consulting. Ace agrees that invoices must be submitted no later than the 20th of each month.

11.

- ☐ A. receiving
- ☐ B. receiver
- ☒ C. receipt ✓
- ☐ D. receive

JB Sanders Corporation has agreed to (12)_____ up a formal contract and send it to Dave Scott for his approval by the end of the week. This contract will remain in effect until Ace Consulting has fulfilled its commitment. At that time, the contract may be extended upon approval of both parties, or a new arrangement may be negotiated.

12.

- ☐ A. get
- ☐ B. make
- ☐ C. tear
- ☒ D. draw ✓

Questions 13-15 refer to the following e-mail.

E-mail

To: Little School parents

From: John Otterson

Subject: Flu vaccinations

Little School parents:

Dr. Baker has decided to set up free visits to her clinic for children and families of Little School (and the staff as well) (13) _____ host a clinic at the school. She will begin getting shipments of the vaccine in batches. The first batch will arrive Tuesday, November 3rd.

13.

- ☐ A. because of
- ☒ B. rather than ✓
- ☐ C. in addition to
- ☐ D. instead of

For family members who are under 3, pregnant or have underlying health / respiratory conditions you

(14) _____ to get a shot. Please e-mail me (John), I will be setting up a list of those individuals so that I can notify you as soon as a batch of vaccination shots become available.

14.

- ☒ A. will need ✓
- ☐ B. must
- ☐ C. cannot
- ☐ D. should

For everyone else, I will e-mail information as soon as vaccines (15) _____ available. There is no need to e-mail me at this time, as I want to focus on the groups deemed most at risk by public health officials.

15.

- ☐ A. will come
- ☐ B. became
- ☐ C. becoming
- ☒ D. become ✓

Questions 16-18 refer to the following e-mail.

E-mail

From: Dawn Fiorini

To: Carter Berquist

Subject: Health insurance

Hello Carter,

I am responding to (16)_____ request for information on health coverage plans. One option is through LifeWise. This plan covers six doctor visits a year, without meeting deductibles. There is 100-percent coverage for preventive screenings, and a discount on prescriptions. Monthly premiums for your family are \$ 479.

16.

- ☐ A. our
- ☐ B. their
- ☐ C. his
- ☒ D. your ✓

Another (17)_____ is through Regent Red Shield, a comprehensive plan that charges a \$20 co-pay for unlimited doctor visits. Prescriptions are a \$10 co-pay, and the plan provides preventive care up to \$400 annually. Monthly premiums would be \$738.

17.

- ☐ A. contrast
- ☐ B. dilemma
- ☒ C. choice ✓

☐ D. decision

Both plans will allow doctor visits and preventive care before your deductible comes into effect.

A dental plan is also available. The monthly premium for that is \$17.75. I will be happy to meet and go (18)_____ the options and the benefits, or mail a packet out to you.

18.

- ☐ A. past
- ☐ B. along
- ☐ C. by
- ☒ D. over ✓

Questions 19-21 refer to the following e-mail.

To: administration@autotech.ca

From: accounting@microserve.com

Re: Missing Invoice

Dear Stone Blair,

I'm not certain that you are the person I need to address, but the help desk operator at Autotech forwarded me (19) _____ e-mail address. It is now midmonth, and Microserve has still not received a March invoice from Autotech.

19.

- ☐ A. their
- ☒ B. his ✗
- ☐ C. your
- ☐ D. its

We (20)_____ receive an electronic invoice on the first of the month, and a reminder notice approximately half way through the month. Neither of these has been received; therefore, I assume the bill has not been issued.

20.

- ☒ A. generally ✓

- ☐ B. never
- ☐ C. rarely
- ☐ D. almost

It is particularly important that we sort out this error before May first. We are a small company that submits tax forms twice a year, and we must include this information as part of our (21)_____. As the accountant of Microserve, it is my duty to submit all invoices related to spending to our head office by May 3rd at the latest.

21.

- ☐ A. exercise
- ☐ B. expenses
- ☒ C. expertise ✖
- ☐ D. exchange