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**Started on** Sunday, 18 April 2021, 1:34 PM

**State** Finished

**Completed on** Sunday, 18 April 2021, 1:36 PM

**Time taken** 1 min 34 secs

**Grade** 21 out of 22 (95%)

Question 1

Partially correct

Mark 21 out of 22

## **Exercise 4: MEMO**

Questions 1 - 3 refer to the following memo.

To: Staff, Research and Development Dept.

From: Jasmine Sparks, Manager

Date: October 20

Re: David Yang's farewell party

I'm sure everyone in the department knows that David Yang will be leaving the company to work for Meyers and Goldman by now. A farewell party (1) \_\_\_\_ for David from 5:30 to 8:30 P.M. on Friday,

1.

- ☐ A. was held
- ☒ B. will be held ✓
- ☐ C. is held
- ☐ D. had been held

October 31, in the main conference room. I would like to ask each of you to contribute a small sum of money for a present that the department will purchase for David in appreciation for the excellent work he has done (2) \_\_\_\_ the years. I have asked my secretary, Claudette, to receive your donations, so please drop by her desk before the end of next week.

2.

- ☐ A. around
- ☐ B. since
- ☒ C. over ✓
- ☐ D. past

It is my hope that you will be able to join the entire department in honoring David's ten years with the company. Please get in touch with Claudette by 5 P.M. on Monday, October 27 to let us know (3) \_\_\_\_ you

3.

- ☐ A. what

- ☒ B. whether ✓
- ☐ C. whose
- ☐ D. whenever

will be attending the commemoration.

Questions 4-6 refer to the following memo

MEMORANDUM

TO : Accounting Staff

FROM : Ananda Jeyraj, Comptroller

RE : Revised deadline for departmental audits DATE : April 3

Since we are short of two staff members who went on a business trip, I have decided to (4) \_\_\_\_\_

4.

- ☐ A. sense
- ☐ B. advance
- ☐ C. meet
- ☒ D. extend ✓

the April 12 deadline for the quarterly audits of all department budgets. Your reports on the financial status of each section of the corporation will be due on April 28. I cannot prolong the due date any later than this, though.

I appreciate (5) \_\_\_\_\_ hard work and will keep it in mind when performance-based salary

5.

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

increases are (6) \_\_\_\_\_ at the end of the year.

6.

- ☐ A. reached
- ☒ B. awarded ✓
- ☐ C. endured
- ☐ D. magnified

**Questions 7-9 refer to the following memo**

To: All managers

From: Dennis Kruger, CEO

Re: Employee performance reviews

All of you (7)\_\_\_\_\_ have received forms for annual employee evaluations. If you haven't, contact Candice in human resources as soon as possible. Evaluation forms must be completed by Jan. 10th and returned to human resources. Thank you for your prompt cooperation.

7.

- ☐ A. would
- ☒ B. should ✓
- ☐ C. could
- ☐ D. must

You will notice that this year's forms contain a new section that rates employee initiative and group

participation. Please be sure to take a few minutes (8) \_\_\_\_\_ this section before beginning performance reviews. Also remember to have each employee sign the review form.

8.

- ☐ A. explain
- ☐ B. explains
- ☐ C. explained
- ☒ D. explaining ✓

I will be conducting manager evaluations the week (9)\_\_\_\_\_ Christmas and New Year's, and I hope to have a schedule made up by the 15th.

9.

- ☐ A. next to
- ☐ B. of
- ☒ C. between ✓
- ☐ D. after

**Questions 10 - 12 refer to the following memo.**

Memo

MEMORANDUM

TO: All employees

FROM: Craig Wertz, CEO

DATE: Dec. 8th, 2012

SUBJECT: Christmas party

Hi all,

Our (10)\_\_\_\_\_ company Christmas party will be held at 6 p.m. Saturday, Dec. 18th, in the grand ballroom of the Ritzy Hotel on Main Street. All employees and their immediate family members are invited to attend. There will be a six-course dinner, followed by music, dancing, and special activities for the children.

10.

- ☐ A. only
- ☐ B. quarterly
- ☒ C. annual ✓
- ☐ D. ongoing

As usual, we will (11)\_\_\_\_\_ donations for the Children's Home at the party. Please bring a toy, game, or clothes for Christmas presents for needy children. We will also take donations of cash or check.

11.

- ☒ A. be collecting ✓
- ☐ B. have collected
- ☐ C. collects
- ☐ D. to collect

I hope to see all of you at the party, and that you will give (12) \_\_\_\_\_ to support the Children's Home. If you can come, please RSVP to your manager by Dec. 11th. Be sure to include the number of family members attending, and to indicate how many children you'll be bringing, and how old they are.

Look forward to seeing you there,

Craig

12.

- ☐ A. sparingly
- ☐ B. cautiously
- ☒ C. generously ✓
- ☐ D. occasionally

**Questions 13 - 15 refer to the following memo.**

Memo

VALUE EMPORIUM

MEMORANDUM

TO: Sales Staff

FROM: Management A.W.

DATE: October 9th, 2009

SUBJECT: Flyer misprint

This is to alert you to a misprint in an advertisement for our store in this week's local newspaper. The ad states that on Saturday all men's footwear is on sale for 55% percent off rather (13) \_\_\_\_\_ 15% off.

13.

- ☐ A. that

- ☒ B. than ✓
- ☐ C. then
- ☐ D. they're

If customers ask about this sale, please (14)\_\_\_\_\_ and explain the printing error. Offer them an additional 5% off coupon to thank them for coming into our store. The coupon can be given out even if the customer decides not to purchase any shoes, and can be applied to any purchase made in the store.

14.

- ☒ A. apologize ✓
- ☐ B. compromise
- ☐ C. categorize
- ☐ D. analyze

(15)\_\_\_\_\_ you encounter any customers who have the ad with them and demand to receive the 55% discount, please call a manager to the sales floor. These cases will be handled on an individual basis.

15.

- ☐ A. Before
- ☐ B. Whether
- ☒ C. If ✓
- ☐ D. Because

**Questions 16 - 18 refer to the following memo.**

This month's meeting will be held on Wednesday March 13'h at 4:00 p.m. in the small meeting room. The following items are to be (16)\_\_\_\_\_. This is to be a fairly informal meeting, and it is hoped it will be over by 5:30.

16.

- ☐ A. talked
- ☐ B. spoken about

- ☒ C. discussed ✓
- ☐ D. gossiped about

#### New Business

- Changes to maternity and paternity leave regulations--extension of period
- New positions (17) \_\_\_\_ for applications

17.

- ☐ A. limit
- ☐ B. time up
- ☐ C. end
- ☒ D. deadline ✓

- "Women in Advertising" conference presentations
- Feedback on (18) \_\_\_\_ introduction of flex-time for all full-time workers

18.

- ☐ A. suggestion
- ☐ B. indicated
- ☒ C. proposed ✓
- ☐ D. implied

**Committee reports** (no reports to be given this month)

**Any other business** - feel free to bring up anything you feel needs discussing

**Questions 19-22 refer to the following memo.**

To: Graeme Lynch

From: Finance

Re: Taxes

It has been brought to our (19) \_\_\_\_ that you have been charged incorrectly for taxes over the last five

19.

- ☐ A. sign



- ☐ B. notice
- ☒ C. attention ✓
- ☐ D. desk

months. We apologize sincerely because this is (20)\_\_\_\_\_ to an error in our office. We were going

20.

- ☒ A. due ✓
- ☐ B. owed
- ☐ C. indebted
- ☐ D. resulted

through some personnel changes when you joined the company, and unfortunately some incorrect

data was entered into our database. We have just realized that you have been charged for a higher tax

bracket than you should have been. We are making (21)\_\_\_\_\_ to rectify the situation immediately, and in

21.

- ☐ A. results
- ☐ B. designs
- ☐ C. affords
- ☒ D. efforts ✓

your next paycheck you will notice that less tax has been subtracted than in previous months. You

can reclaim the previous extra deductions if you (22)\_\_\_\_\_ for a rebate at the end of the financial year.

22.

- ☒ A. insist ✗
- ☐ B. hold
- ☐ C. file

☐ D. claim