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**Started on** Sunday, 18 April 2021, 1:47 PM

**State** Finished

**Completed on** Sunday, 18 April 2021, 1:49 PM

**Time taken** 1 min 33 secs

**Grade** 22 out of 22 (100%)

Question 1

Correct

Mark 22 out of 22

## I. Letter

Questions 1 and 2 refer to the following letter.

Dear Alice,

I trust that your meetings have been going well this week. This is just a short note to confirm the plans for Thursday evening. As I mentioned when we met to discuss 'the color scheme for your book, I have reserved two tickets for this Thursday's Swan Lake at the Sydney Arts Center.

The performance begins at 7:30. As I suggested before, let's meet at the theater between 6:30 and 7:00. I will be sending the company's driver to meet you at your hotel at six o'clock. Afterwards, I hope you will be able to join me and our chief editor, Hank Rearden, for supper at La Mirage. Don't hesitate to contact me if there are any problems. This should be a nice relaxing evening before your departure on Friday morning.

Yours truly,

Martina Hayes

Sales Director

1. What is the purpose of the note?

- ☐ A. To extend an invitation
- ☒ B. To confirm plans ✓
- ☐ C. To reply to an invitation
- ☐ D. To cancel plans

2. Why did Martina Hayes write this letter?

- ☐ A. To notify Alice of a change of plans
- ☐ B. To check that Alice knows where the theater is
- ☐ C. To confirm Alice's flight time
- ☒ D. To ensure Alice knows when and where to meet ✓

Questions 3-6 refer to the following letter.

Taylor and Bryce, Attorneys-at-Law,

13 Woodlawn Avenue

Albany, NY 11208

Polar Airlines, Inc.

P.O. Box 1660-100

Minneapolis, MN 55440

Dear Sir/Madam,

I received this free mileage coupon (attached) from your airline when I took a flight to San Francisco in March. Though I am currently not enrolled in the Polar Miles Program, having read about the various benefits on offer, I am interested in becoming a member and receiving the 10,000 bonus Polar Miles offered with the coupon. In addition, I would like to have the mileage of my recent flights on your airline (ticket copies attached) credited to my new Polar Miles account, if possible.

I'd also like to take this opportunity to let you know that I appreciate all you did for me last December when I traveled on your airline from Boston to Finland. It was the first time I had used your airline, and to be honest, I had my doubts about (what kind of service to expect. However, I am happy to say that I was proven wrong. The plane was six hours late taking off) due to a terrible Christmas Eve blizzard-over which I know you had little control but your staff did all they could to ameliorate the situation. I plan to continue to fly your airline because of the courteous assistance and service I received from Polar Airlines employees during that long delay and subsequent flight.

Yours sincerely,

Anthony Taylor

3. What was Mr. Taylor's reason for writing to Polar Airlines?

- ☐ A. He wanted to make a complaint.
- ☒ B. He wanted to enroll in an air miles program ✓
- ☐ C. He wanted to make a reservation
- ☐ D. He wanted to apply for a job

4. What did Mr. Taylor receive from Polar Airlines in March?

- ☒ A. A coupon ✓
- ☐ B. His Polar Miles membership
- ☐ C. 10,000 Polar Miles
- ☐ D. Courteous service

5. Where is this letter being sent from?

- ☐ A. Finland

- ☐ B. Boston
- ☒ C. Albany ✓
- ☐ D. Minneapolis

6. What caused Mr. Taylor's plane to be delayed?

- ☐ A. Poor control by Polar Airlines
- ☒ B. Weather conditions ✓
- ☐ C. Mechanical problems
- ☐ D. Lack of assistance

**Questions 7-10 refer to the following letter.**

Dear Alberta Bank Customer,

The following contains important information about your new Alberta Bank ATM/Debit card. Please read it carefully. This information could help protect you against fraudulent use of your card by others.

Instructions regarding the enclosed item(s):

- If the enclosed Alberta Bank Card replaces a valid card that is about to expire, simply sign the back of the new card and begin using it as you would ordinarily. Your confidential Personal Identification Number (PIN) is the same one you have been using.
- In all other cases, please take it to the Alberta Bank branch which is most convenient for you to sign and validate your new Bank Card, and choose a new PIN. The Alberta Bank recommends that customers do not use dates of birth as their PIN. Please remember to bring two forms of identification with you, such as a passport, student ID card, driver's license, or credit card issued by the Alberta Bank.

If your Bank Card is lost, stolen or damaged, please call the Alberta Bank Card Helpline, in operation 24 hours a day. The telephone number for this help line can be found on the back of your card. We advise you to make a note of this and keep it in a safe place.

Remember, please destroy your old bank card properly.

Do not hesitate to visit any of our branches any time you have any questions about the Alberta Bank and our wide range of services.

Sincerely,

Alberta Bank

7. What was enclosed with this letter?

- ☐ A. A Personal Identification Number
- ☐ B. A bank statement
- ☒ C. A new Bank Card ✓
- ☐ D. An expiration notice

8. Who is the letter from?

- ☐ A. An advertising agency
- ☐ B. A customer
- ☒ C. A bank ✓
- ☐ D. Friends

9. If this card is a replacement for a lost card, what must the customer do?

- ☐ A. Call Alberta Bank
- ☒ B. Visit an Alberta Bank branch ✓
- ☐ C. Pick up a new card
- ☐ D. Begin using the card as usual

10. Which of the following is NOT recommended as a PIN?

- ☐ A. Customer's favorite numbers
- ☒ B. Customer's date of birth ✓
- ☐ C. Dates from US history
- ☐ D. Binary numbers

**Questions 11-14 refer to the following letter.**

13870 Nares Road

Bangkok

Thailand 10500

June 30

Dear Ms. Baharn,

I'd like to thank you for the time you spent with me discussing the marketing researcher position at Amarin, Ltd. After interviewing with you and touring the facility, I feel strongly that this company would be an ideal place for me to work.

I now understand why Amarin, Ltd., is considered the premier publisher of travel and tourism books in the region. I am impressed by the fact that it has been listed as one of Thailand's ten most successful businesses since it was founded six years ago. The company's reputation for quality is also reflected in its outstanding record of employee retention.

I wanted to emphasize the fact that I attended a three-week intensive seminar on Mark Trends, the foremost marketing research software package. I know the job description mentions the ability to use Mark Trends, and I wanted to let you know that I am very comfortable using this software.

Again, thank you for your time and consideration. I hope to hear from you soon concerning your hiring decision.

Yours truly,

Anusak Arinchai

11. What kind of business is Amarin, Ltd.?

- ☐ A. A marketing firm
- ☐ B. A trading company
- ☐ C. A research institute
- ☒ D. A publishing company ✓

12. What is stated in the letter about Amarin, Ltd.?

- ☒ A. It was started six years ago. ✓
- ☐ B. It plans to expand its operations to other countries.
- ☐ C. It will be hiring several marketing researchers.
- ☐ D. It has been successful because of its marketing strategies.

13. What did the writer want to emphasize about his background?

- ☐ A. His degree in marketing
- ☐ B. His overseas travel experience
- ☒ C. His familiarity with a software program ✓
- ☐ D. His presentations at professional seminars

14. What does the letter indicate is a sign that Amarin, Ltd., is doing very well?

- ☐ A. Its large number of employees
- ☐ B. Its international reputation
- ☐ C. Its use of up-to-date computer technology
- ☒ D. Its high ranking on a list of successful businesses ✓

**Questions 15-19 refer to the following invitation and letter.**

You're invited,

Howard and Jennifer Jacobson request the honor of your presence on Aug. 10th to celebrate the joining of their son, Jeffrey Parker Jacobson, and his fiancée, Marilyn Strummers, in holy matrimony.

The ceremony will take place at 11 a.m. in Riverside Park, 11220 River Dr. NW, followed by a luncheon reception at the adjacent Green Mansion, then a procession to the airport to see the couple off to their honeymoon in Bermuda.

Gifts are appreciated but not necessary; the fellowship of family and friends at this special time is blessing enough. We hope and pray that you will be able to join us for this momentous occasion. Please RSVP by July 15th via letter or email to:

Gloria Stroust Superior Catering 120 Union Ave. gstroust@fmail.com

July 11th, 2009

Dear Ms. Stroust,

I am writing in regard to the invitation sent by Howard and Jennifer Jacobson. Please forgive my relatively late reply, as I was out of town and did not have a chance to read the invitation until last week.

I am thrilled that my friend and former college roommate, Marilyn Strummers, is finally tying the knot. I am disappointed, however, that I will not be able to attend her milestone event. I had a vacation to China scheduled for several weeks prior to hearing Marilyn's exciting news, and subsequent efforts to rearrange my travel plans have proved unsuccessful. Ironically, my flight departs at exactly the same time as the ceremony. I'll miss Jeff and Marilyn at the airport by only a few hours!

It is with great regret that I must decline this gracious invitation, though I will contact Marilyn and congratulate her personally before I leave. Also, I would like to leave a gift for the newlyweds. Would it be appropriate to send a present to you?

Please let me know.

Sincerely,  
Patty Pakola  
4334 Stone Drive  
555-762-0091

15. In the invitation, the letters "RSVP" in paragraph 4, line 1, are closest in meaning to

- ☒ A. respond ✓
- ☐ B. renounce
- ☐ C. receive
- ☐ D. rejoice

16. Why is the invitation mainly being sent?

- ☐ A. To celebrate a birthday
- ☒ B. To announce a wedding ✓
- ☐ C. To raise money for charity
- ☐ D. To solicit lots of presents

17. Who is Howard Jacobson?

- ☐ A. Father of the bride
- ☐ B. The groom
- ☒ C. Father of the groom ✓
- ☐ D. The minister

18. What time does Patty Pakola's flight leave for China?

- ☐ A. 10 o'clock
- ☒ B. 11 o'clock ✓
- ☐ C. 2 o'clock
- ☐ D. Noon

19. What can be inferred about Gloria Stroust?

- ☐ A. She used to live with Marilyn Strummers.
- ☐ B. She is good friends with Patty Pakola.



- ☐ C. She will take photographs at the wedding
- ☒ D. She will serve food at the lunch and reception ✓

**Questions 20--22 refer to the following letter.**

Ms. Carol Lambert

Coby Electronics

P.O. Box 2

Framingham, MA 01702

October 27, 2007

Dear Ms. Lambert,

On October 10, 2007, I purchased a Coby 135 M P3 player from your Helena, Montana dealership. After only two weeks of use, the device started to show significant problems with downloading music from the Internet. I made a complaint to the branch manager, but he told me to contact the manufacturer instead.

According to my product warranty, however, the seller is fully responsible for any defects up to 60 days after the purchase of the item. It also states that a customer is eligible for a full refund or replacement with a new product in such a case. As I purchased the product at a Coby's branch, my contract was made with Coby Electronics, not with the manufacturer.

On top of that, since the Helena branch manager was inappropriately impolite in dealing with my issues, I have no intention to get a replacement. Therefore, I am requesting a full refund of the purchase immediately. Additionally, please confirm that you have received this letter as soon as possible.

Yours faithfully,

Mike Hermanson

20. What is the primary purpose of the letter?

- ☐ A. To request some repairs
- ☐ B. To renew a contract
- ☒ C. To ask for a refund ✓
- ☐ D. To request a replacement

21. Where does Mike Hermanson insist he get a refund from?

- ☒ A. Coby Electronics ✓
- ☐ B. The shop manager

☐ C. Coby's Helena branch

☐ D. The manufacturer

22. According to the letter, where does Carol Lambert probably work?

☐ A. At Coby's Helena, Montana branch

☐ B. At the manufacturer of Coby products

☐ C. At a department store in Montana

☒ D. At the main office of Coby Electronics ✓