

TOEIC PART 7 – UNIT 2

Questions 147-148 refer to the following invoice.

Henderson Inc.

1576 Stevens Road, Pleasantville, NY 10571
(231) 555-0786, www.hendersoninc.com

Order Number: 6694

Date: April 2

Customer: Susan Ward
709 Praise Street
Pleasantville, NY 10571
(203) 555-0167

Item	Model	Quantity	Price
Extra-large microwave	MW132	1	\$150.00
Four-door refrigerator	RF4D	1	\$2,399.99
Smart toaster	TR512	1	\$45.50

Subtotal \$2,595.49
Tax \$230.18
Total due \$2,825.67

Local customers are eligible for free shipping on purchases over \$1,000.

147. What does Henderson Inc. sell?

- (A) Home appliances (B) Office furniture
(C) Computer equipment (D) Construction materials

148. What is indicated about Ms. Ward?

- (A) She must pick up her items in person. (B) She is eligible for a special discount.
(C) She will receive her deliveries at no charge. (D) She paid with a check.

Question 149-150 refer to the following text message chain.

Linda Bates	6:55
I'm late. I woke up late.	
Melinda Cruz	6:56
When can I expect you?	
Linda Bates	6:57
I'll be there in an hour.	
Melinda Cruz	6:58
Should I leave without you?	
Linda Bates	7:02
No, just make sure the van is loaded when I get there.	
Melinda Cruz	7:02
Will do.	
Linda Bates	7:03
Thanks.	
Melinda Cruz	7:08
I'll see you soon. Drive carefully.	
Linda Bates	7:10
Yep. I am.	

149. What is suggested about Ms. Bates?

- (A). She works for Ms. Cruz.
- (B). She is being held up by traffic.
- (C). She is currently operating an automobile.
- (D). She is frequently late.

150. At 7:02, what does Ms. Cruz mean when she writes, "Will do"?

- (A). She will be waiting for Ms. Cruz.
- (B). She plans to load the vehicle.
- (C). She is frustrated by Ms. Bates's tardiness.
- (D). She has finished parking the van.

Questions 151-152 refer to the following flyer.

Superbox Theaters

Superbox Theaters is now offering reduced prices on matinee tickets this December. Use this early-bird special and pay half the price for the first matinee show. This offer applies to all movies, seven days a week, even including our new releases!

Group visits from schools and companies are encouraged. If you have a large group, you might want to reserve your tickets in advance.

Tickets can be purchased in person from theater staff or online at [www. superboxtheaters.com](http://www.superboxtheaters.com) and www.abcticketworld.com. Additionally, when buying tickets online, we offer the convenience of choosing your seat number. Information and reviews of current and upcoming films are also available on the website. Come on down to Superbox Theaters and take advantage of this great offer.

151. What is indicated about Superbox Theaters?

- (A) It will screen fewer films this December.
- (B) It is hiring part-timers.
- (C) It will be adding a new theater location.
- (D) It is providing lower prices on certain screenings.

152. What are customers able to do on the website?

- | | |
|------------------------------|----------------------------|
| (A) Demand a refund | (B) Select a seat location |
| (C) Sign up for a newsletter | (D) Renew their membership |

Question 153-154. Refer to the following web page

<http://www.jannisar.com>

Home

Products

Contact

About us

Account

Congratulations! Because of your high level of regular activity on our site, you have been selected to become a Premium Gold Member. Please fill out the following form to complete the process:

First name	
Surname	
Shipping address	
Authorization address	
E-mail address	
Comments	

Check the boxes for the merchandise categories that are of interest to you.

(You may check more than one.)

Electronics [] Music [] Books [] Furniture [] Computer Games []

Please note that as a Premium Gold Member, you will receive e-mail notifications four times a year on special offers for the categories selected. Your account details will be verified by email within the next 24 hours. An email confirmation will be sent. Follow the instructions in that email to confirm your membership.

153. Who most likely is the web page aimed at?

- (A). A new customer for an auction website
- (B). An online marketing agency representative
- (C). A supplier to a retail outlet
- (D). A long-term customer of an online retailer

154. What is the reader asked to do?

- (A). Indicate product preferences
- (B). Supply payment details
- (C). Print and sign the form
- (D). Report shipping delays

Question 155-157 refer to the following e-mail.

To Bridget Lee
From Victor Thomas
Subject Shipment
Date June 25

Hello Bridget,

- [1] - Our shipment of beverages will arrive tomorrow morning around 10:00 A.M. Please keep inventory and make sure that all the shipments are accurate as they are unloaded. Also, some of the beverages will need to be refrigerated right away so please make sure that that issue is taken care of in a timely fashion. - [2] - The temperatures are expected to be high tomorrow so we'll need to get all the shipments to storage as soon as possible. - [3] - We have 2 refrigerated trucks we'll send with you and we'll have a crew waiting for your arrival at the warehouse. - [4] -

If there are any problems or you need any help with issues that arise, please contact me by phone. I'll be in the office early tomorrow.

Thanks,

Victor

155. What is the purpose of the e-mail?

- (A) To inform the suppliers of a mistake
(B) To give an employee instructions
(C) To order a shipment of beverages
(D) To keep inventory of products

156. Why is Victor concerned about the shipment?

- (A) The products are fragile. (B) They may arrive late.
(C) They are temperature sensitive. (D) They are for an important client.

157. In which of the positions marked [1], [2], [3] and [4] does the following sentence belong?

“I’m worried about the weather.”

- (A) [1] (B) [2] (C) [3] (D) [4]

Question 158-160 refer to the following advertisement.

Relax and unwind at New Wave Spa!

Take a break from your hectic day with professional spa treatments from New Wave Spa, Located at 458 Worley Avenue. Whether you stay for an hour or a full day, you'll leave feeling refreshed and energized. Check out our regular packages below:

Classic Getaway (\$120)—Try this basic package that's perfect for those on the go
30-minute back and neck massage / cucumber facial treatment / lilac body wrap

Rose Garden (\$155)—Let the scent of roses revive your senses.
45-minute full-body massage / rose water skin treatment / manicure

Ocean Experience (\$180)—Take advantage of the ocean's healing powers in our most popular package.
60-minute full-body massage / head-to-toe sea salt scrub / hot stone treatment / seaweed facial treatment

Complete Rejuvenation (\$210)—Indulge yourself in the luxury of a full day of treatments.
90-minute full-body massage / relaxation scalp massage / mud mask facial treatment / rosemary purifying scrub / manicure / pedicure

Book in advance to secure your spot by calling 555-2940. Groups of four or more people will receive a free lunch of sandwiches, steamed vegetables, and freshly- squeezed juices. All patrons will be given a free New Wave lounging robe on their third visit to our facility.

158. What is the advertisement mainly about?

- (A). The expansion of a health facility (B). A discount on luxury services
(C). The relocation of a spa (D). A business's standard options

159. Which package includes a heat treatment?

- (A). Classic Getaway (B). Rose Garden
(C). Ocean Experience (D). Complete Rejuvenation

160. What will groups of four or more people be given?

- (A). A free robe (B). A reduced rate (C). A complimentary meal (D). A private room

Question 161-164 refer to the following online chat discussion.

Peter Jones	[12:10]	I'm heading to the new pizza parlor across the street for lunch. Does anyone want to join me?
Martin Lee	[12:10]	Count me in!
Laura Vans	[12:11]	Theo and I are working on our presentation for tomorrow so we can't.
Theo Gibbs	[12:12]	Can you bring back some pizza for us?
Peter Jones	[12:13]	Sure. What kind of pizza do you want?
Laura Vans	[12:14]	I'll take whatever their best -selling pizza is. One large slice will be enough for me.
Theo Gibbs	[12:15]	Pepperoni for me. One slice.
Peter Jones	[12:15]	No problem. I'll be back in one hour. Is your presentation about the new product line?
Laura Vans	[12:16]	Yes, we're almost finished but we're working on making the visuals more impressive.
Martin Lee	[12:17]	If you'd like, I can help you with the visuals. I have a bit of a background in computer graphics.
Theo Gibbs	[12:17]	That would be great. Laura and I are good with basic computer programs, but neither of us is very good at making visuals.
Peter Jones	[12:18]	When Martin and I come back, we can help you finish your presentation.
Laura Vans	[12:18]	Thanks so much!
Theo Gibbs	[12:19]	Awesome!

161. Where most likely are the participants?

- (A) At a restaurant (B) At a pizza shop (C) At a company (D) In an electronics shop

162. At 12:10, what does Martin Lee mean when he says, "Count me in"?

- (A) He's doing a presentation. (B) He's in his office.
(C) He would like to go out for lunch. (D) He's currently in a meeting.

163. What is indicated about the presentation?

- (A) It will be presented after lunch. (B) It is about new products.
(C) It is very long. (D) It needs more information.

164. What will Martin Lee most likely help the presenters with?

- (A) Their graphics (B) Their information
(C) Their computer use (D) Their presentation format

Question 165-167 refer to the following schedule.

Duluth City
5th Annual Summer Fun Festival
Sunday, July 23

10:00 A.M. to 6:00 P.M. Local Nature Art Competition
Duluth artists will be displaying their paintings of local nature and wildlife in the Duluth Community Center. Visitors are asked to cast their vote for their favorite painting. The winner will be announced at the start of the singing competition.

11:00 A.M. to 12:00 P.M. Magic Show
Please join us for an astonishing magic show. Magician Mick Turner is famous for his creative and entertaining magic tricks.

12:00 P.M. to 2:00 P.M. Live Jazz Concert
Enjoy live jazz in the park performed by New-York-based jazz band The Holloway Band. They will be playing a variety of jazz standards. They will also have their most recent record for sale.

10:00 A.M. to 7:00 P.M. Renewable Energy Expo
Local company Sunshine Energy will be displaying some of its newest renewable energy projects, including solar panels and portable cell phone chargers.

7:00 P.M. to 9:00 P.M. Singing Competition
Local residents are encouraged to take part in this year's singing competition. Those who would like to participate can register by visiting our website at www.duluthcitysff.com and filling out the necessary form.

For more information, please call us at 555-0157.

165. When will the winner of the art competition be announced?

- (A). 2:00 P.M. (B). 6:00 P.M. (C). 7:00 P.M. (D). 9:00 P.M.

166. According to the schedule, what will be available for purchase?

- (A). A work of art (B). A musical album
(C). A cell phone accessory (D). A solar panel

167. How can participants sign up for the singing competition?

- (A). By visiting an information booth (B). By contacting the community center
(C). By visiting a website (D). By sending an e-mail

Question 168-171 refer to the following web page.

<http://www.sanchezcardealership.com/about>

Sanchez Motors

About

News Model

Services

Community

About Sanchez Motors

Carlos Sanchez always had the dream of owning his own car dealership ever since he started working as an assistant in an auto repair shop. After saving his money for ten years, he finally opened Sanchez Motors and has been serving the community with integrity and pride ever since. Sanchez Motors carries all kinds of vehicles, from sports cars and vans to SUVs and trucks. Not sure what car fits your needs? Then come on down and try driving a variety of vehicles to see what's right for you.

Until the end of the year, Sanchez Motors is giving you an amazing offer on our popular line of Spitfire pickup trucks and Stark SUVs. If you make a down payment of just \$3,000, you will be eligible for an extremely low interest rate on your monthly installments.

Sanchez Motors is located off Highway 5, just outside of the town of Stockton. We are open 7 days a week, from 9:00 A.M. to 9:00 P.M. Don't hesitate, and come pay us a visit!

168. What is indicated about Mr. Sanchez?

- (A) He works at an auto repair shop. (B) He started his own business.
(C) He is a race car driver. (D) He designs a variety of vehicles.

169. The word "carries" In paragraph 1, line 4, is closest in meaning to

- (A) moves (B) manufactures (C) sells (D) develops

170. What is suggested about Sanchez Motors?

- (A) It allows customers to test products. (B) It operates a store in downtown Stockton.
(C) It offers vehicle customization. (D) It closes on weekends.

171. What is available to customers until the end of the year?

- (A) Discounts on sports cars and vans (B) An extended warranty at no extra cost
(C) A special payment option (D) A free oil change with any purchase

Question 172-175 refer to the following advertisement.

Wrightman Towers

1234 Broadway Street

New York, NY 49858

- [1] - Located in the financial district of the city, Wrightman Towers offers spectacular views of the city landscape and offers office spaces that are ideal for any company that wishes to operate within the heart of New York. Just one block from the subway station and located within walking distance of public buses and taxis, Wrightman Towers is conveniently located. - [2] - The first-floor lobby offers security as employees and residents must scan their way through the security gates to the elevators behind. At the same time the spacious lobby is welcoming with its luxurious interior designs and friendly staff of attendants. - [3] - The third and fourth floors are available for rent to businesses and corporations. High ceilings and tall glass windows offer open space and beautiful natural lighting. Hurry and send in your requests today. - [4] - Only serious inquiries will be taken and interviews must be conducted in person. Please visit our website at www.wrlghtmantowers.com/rent for more information. You can take a virtual tour of the premises . Or you can call our offices at 555-1234.

172. What is indicated about the rental space?

- (A). It is only for private residents.
- (B). It is only for businesses.
- (C). It is available to the public.
- (D). It is very expensive.

173. What is indicated about the location of Wrightman Towers?

- (A). It is near public transportation.
- (B). It has heavy traffic around the building.
- (C). There are no parking spaces.
- (D). It is just outside the city.

174. What is featured on the website?

- (A). A listing of all occupied spaces
- (B). An exclusive discount promo code
- (C). A virtual tour of the rental space
- (D). A history of the building

175. In which of the positions marked [1], [2], [3] and [4] does the following sentence belong?
“These spaces are in high demand.”

- (A). [1]
- (B). [2]
- (C). [3]
- (D). [4]

Question 176-180 refer to the following e-mail and web-page.

From: Kevin Draper <kdraper@fivestarbanc.com>

To: Sam Brown <sbrown@zippy.com>

Date: April 22

Subject: Home Loan

Dear Mr. Brown,

Thank you for choosing Five Star Financial Bank as the provider of your home loan.

We strive to offer you the most competitive repayment plans as well as superb customer support.

Below is a summary of the loan you have taken out with us.

<u>Mortgage Type</u>	<u>Amount</u>	<u>Repayment Period</u>
Home Opportunity Loan	\$70,000.00	15 years

During the period of your loan, senior banker Martha King will be in charge of your repayment plan. Understanding the terms of your loan is crucial to successfully paying back your loan and avoiding penalties. We advise you to schedule a time to meet with Ms. King so she can help to further familiarize you with your home loan.

If you sign up for our online banking services, you will be able to quickly and conveniently check on your repayment progress.

Thanks again for trusting Five Star Financial Bank with your home loan.

Sincerely,

Kevin Draper

Loan Specialist

Five Star Financial Bank

Listed below are the various home loans available to members of Five Star Financial Bank. Learning about different kinds of loans will help you make an informed decision. Review the loan choices below and decide which loan is right for your situation.

Fixed-Rate Mortgage Loan - This loan ensures that your interest rate and monthly principal repayment remain the same during the entire period of your loan. This loan protects you from rising interest rates and may be a good choice if you plan to live in your home for a long time.

Adjustable-Rate Mortgage Loan - Your interest rate remains fixed for the initial 5 years, and then is adjusted annually. Typically, this loan has a lower initial interest rate than on a fixed-rate mortgage.

Interest-Only Mortgage Loan - During the initial 5 years of the loan, you are required to make payments on interest only. This option is suitable for those with fluctuating incomes. When your finances are tight, you can make the interest-only payment. And when your earnings increase, you can make payments on principal.

Home Opportunity Loan - This special loan is designed for first-time home buyers. You do not need a large down payment and a perfect credit rating in order to qualify for this loan.

176. What does Mr. Draper suggest Mr. Brown do?

- (A) Apply for a position
- (B) Arrange a meeting
- (C) Make a down payment in April
- (D) Become a bank member

177. How is Mr. Brown advised to keep track of his loan?

- (A) By meeting with Mr. Draper
- (B) By reading a regular e-mail from a bank
- (C) By using banking services on the Internet
- (D) By calling a bank hotline

178. What information does the web page provide?

- (A) Bank account statements
- (B) Quarterly interest rates
- (C) Repayment options
- (D) A roster of members

179. What plan is suitable for those with unstable earnings?

- (A) Fixed-Rate Mortgage Loan
- (B) Adjustable-Rate Mortgage Loan
- (C) Interest-Only Mortgage Loan
- (D) Home Opportunity Loan

180. What is indicated about Mr. Brown?

- (A) He made a large down payment.
- (B) He earns a steady salary.
- (C) He recently bought his first home
- (D) He will retire in the near future.

Question 181-185 refer to the following e-mail and announcement.

To: Sam Berry <sberry@princetheater.com>
From: Bessie Wagner <bessiewagner@linsuniversity.edu>
Date: July 4
Subject: Openings

Dear Mr. Berry,

My name is Bessie Wagner and I am currently a student in the theater department at Lins University. I have almost finished my degree, and I am starting to look into possible career opportunities for my future. A professor of mine recommended that I contact you at the Prince Theater to ask about possible positions at your company.

At Lins University, I specialized in the production elements of theater. Through both academic and practical experiences, I learned the useful skills necessary for stage management. As of September, I will be available to work either part-time or full-time and apply myself fully to whatever task is assigned to me.

I would really appreciate it if you let me know if there are any available positions starting this fall.

Bessie Wagner

Prince Theater Job Openings

Artistic Intern

Unpaid internship in the artistic department in all aspects of administration and production. This person will perform assistant duties for the artistic director.

Assistant Technical Director

Part-time position responsible for production management and stage machinery. Applicants should have related experience in stage management.

Director of Ticket Operations

Full-time position responsible for overall management of ticket operations for all events taking place at the theater. Responsibilities include box office operations as well as planning and implementing all ticket sales processes, and supervision of the ticketing staff.

Marketing Director

Full-time position responsible for marketing concerning all of the productions put on by the theater. Oversee the preparation of high-quality promotional materials to attract theatergoers to our plays, musicals, and concerts.

-All full-time employees of Prince Theater are eligible for complimentary access to all productions.

-All of the positions will be open starting this October.

- For more information or to apply, contact Sam Berry by e-mail at sberry@princetheater.com.

181. What is indicated about Ms. Wagner?

- | | |
|------------------------------|---|
| (A). She is a stage actress. | (B). She teaches classes on stage design. |
| (C). She will graduate soon. | (D). She is Mr. Berry's co-worker. |

182. Why did Ms. Wagner write to Mr. Berry?

- | | |
|--------------------------------|--|
| (A). To seek a job opportunity | (B). To schedule an interview |
| (C). To express her gratitude | (D). To register for a training course |

183. What is NOT suggested about the Director of Ticket Operations?

- (A). He or she has to manage various types of events.
(B). He or she must direct the work of other employees.
(C). He or she can watch any shows free of charge.
(D). He or she must plan promotional events.

184. What do all of the advertised jobs have in common?

- | | |
|------------------------------------|--|
| (A). They need musical talent. | (B). They will be available in the fourth quarter. |
| (C). They are part-time positions. | (D). They require a degree in theater. |

185. What job is most suitable for Ms. Wagner?

- | | |
|------------------------------------|-----------------------------------|
| (A). Artistic Intern | (B). Assistant Technical Director |
| (C). Director of Ticket Operations | (D). Marketing Director |

Question 186-190 refer to the following e-mails and advertisement.

From: Henry Choi <henrychoi@neatsolutions.com>
To: Jenny Davis <jennydavis@tmgolf.com>
Date: August 8
Subject: Endless Acres Golf Club
Attachment: draft

Dear Ms. Davis,

Attached is the newest draft of the advertisement for Endless Acres Golf Club. I have incorporated the advertising slogan you sent me into my design. I used a combination of eye-catching graphics to grab the attention of newspaper readers. I also added some helpful information to the end of the advertisement. Please let me know if the design and new additions meet your expectations. Along with the concurrent television ad, I think this advertisement will help bring a lot of new customers to Endless Acres Golf Club.

Sincerely,

Henry Choi

ENDLESS ACRES GOLF CLUB

1232 Hilly Meadows Drive, Maplevue, CO

Take a break from all the stress of life and play a round of relaxing golf at Endless Acres Golf Club. After a game of golf, enjoy a meal at our restaurant in a sophisticated and welcoming environment.

We are currently offering the following promotion:

Reserve a tee time for a party of seven or more golfers and receive 20% off. Additionally, every member of your group will receive a coupon for \$5 off any purchase from our golf shop.

We were recently praised by The Rolling Meadows Daily for the superb maintenance of our golf course and grounds. Come in and enjoy the best golf course in the state of Colorado. We are located off exit 21 on Highway 5. Just look for our billboard. You can't miss it!

Reservations can now be made online at our website at www.endlessacresgolf.com or by calling 555-4834.

From: Logan Mankins <lmankins@crushing.com>

To: reservations@endlessacresgolfclub.com

Date: July 6

Subject: Re: Tee Time and Dinner for 10

Hello

I saw your ad in the newspaper and I have a couple quick questions about your deals. First, we have a group of ten golfers. Now I know most courses generally limit a group to four players to keep up the pace of play, but I was really hoping you could make an exception for us and allow two groups of five. We will even rent golf carts to ensure that we don't cause a delay. As for the \$5 gift cards to the pro shop, I was wondering if they could be pooled together for one large purchase. It is my son's birthday and I would like to buy him a new putter and they are awfully expensive these days. \$50 bucks could go a long way to giving him a great gift!

We would like to tee off around 11:30 A.M. on Saturday, July 20th, and then have dinner there at about 6:00 P.M. Please write back to confirm our tee time and answer my queries. Thank you for your time!

Have a great day,

Logan Mankins

186. How does Logan Mankins propose to keep his two groups of 5 golfers from delaying the other golfers on the course?

- (A) He guarantees they will play fast.
- (B) He promises that they are very good at golf.
- (C) He writes that he will buy a new putter for his son.
- (D) He informs the club that the two groups will be driving golf carts.

187. Where would the advertisement most likely appear?

- (A) On television
- (B) In a magazine
- (C) In a newspaper
- (D) On a billboard

188. What has been added to the advertisement?

- (A) Promotional details
- (B) Driving directions
- (C) Contact information
- (D) Customer reviews

189. What does Logan Mankins want to do with the \$5 credit the members get for the golf shop?

- (A) He wants to buy his son a putter with his.
- (B) He wants to use them to pay for green fees.
- (C) He wants to combine it with the 20% group discount.
- (D) He wants to combine all of the discounts together and apply it to one purchase.

190. What did The Rolling Meadows Daily indicate about Endless Acres Golf Club?

- (A) The location is convenient.
- (B) The facilities are well kept.
- (C) The membership fees are affordable.
- (D) The restaurant updates its menu regularly.

Question 191-195 refer to the following letter and e-mails.

Mr. John Morris
1423 Bernard Avenue
Millville, CA 90117

Dear Mr. Morris,

24/7 Fitness is the most successful workout facility in the United States. With over 3 million members nationwide, our franchise has become known as a reputable and trustworthy brand. Our success is a result of great relationships between us the franchiser and our franchisees.

You are receiving this mailing because you expressed interest in partnering with 24/7 Fitness in order to open a new location in your town. According to our preliminary research, your town has a large population of young, single people working in the professional field. This is our target demographic, and it means the business outlook for your 24/7 Fitness location is positive in your town. If you would like more information about the specific terms and regulations when partnering with 24/7 Fitness, please don't hesitate to call me at 347-555-3363. Additionally, if you would like to talk to another franchise owner, that information can be supplied by one of our associates.

Sincerely,

Lori Swanson

Chief Operating Officer

To: Zack Carter <zcarter@zenmail.com>

From: John Morris <jmorris@cbnet.com>

Subject: 24/7 Fitness

Date: March 6

Dear Mr. Carter,

My name is John Morris and I am a small business owner living in the Millville area. I am currently in negotiations with 24/7 Fitness to open my own location here in Millville. As someone who works with 24/7 Fitness, you would help me a lot by sharing your opinions.

I am interested in how you assess 24/7 Fitness as a franchiser. I operated several franchises in the past, and I always found that trust and honesty are the most important factors in a successful relationship. More importantly, I was also wondering what kind of support is provided by the parent company. Before opening your location, did you receive adequate training to allow you to smoothly begin operating your business? Any advice you can give me would be much appreciated.

Sincerely,

John Morris

To: John Morris <jmorris@cbnet.com>
From: Zack Carter <zcarter@zenmail.com>
Subject: 24/7 Fitness

Date: March 7

Dear Mr. Morris,

I am happy to provide some insight into the operation of a 24/7 Fitness franchise. I have been working with 24/7 Fitness as a franchise owner for 10 years now. I actually run three different branches now. I completely agree with you that trust and honesty are the two most important aspects of any business relationship. On that count, I believe the fact that I own three franchises is testament to my faith in the franchiser.

Let me put your mind at ease. First off, 24/7 Fitness has a very specific way that they want their brand to develop no matter who owns the branch. The parent company will not only provide training, but they insist on controlling the actual layout of the facilities from the locker rooms to the free weights. They want any of their 3 million members to be able to walk into any one of their gyms and feel at home. Until you have been operating for one full year, you must make monthly reports to corporate headquarters detailing all aspects of sales, membership, and a flow chart describing the usage of the facilities. It really is hands on until they have confidence you can represent the brand. I hope this helps you decide to join the 24/7 Fitness team!

All the best,

Zack Carter

191. According to the letter, what is the key to 24/7 Fitness' success?

- (A). Effective communication with regional owners
- (B). Rapid nationwide expansion
- (C). A team of experienced researchers
- (D). Comprehensive training of employees

192. Where did Mr. Morris most likely get Mr. Carter's contact information?

- (A). From a 24/7 Fitness representative
- (B). From 24/7 Fitness's website
- (C). From Mr. Carter's blog
- (D). From Mr. Carter's employee

193. What concerns Mr. Morris most about 24/7 Fitness?

- (A). The reputation of its band
- (B). The financial status
- (C). The types of assistance
- (D). The mandatory regulations

194. What is the purpose of Zack Carter's e-mail?

- (A). To ask for information about a franchise
- (B). To tell John Morris about 24/7 Fitness and the training they provide
- (C). To persuade John Morris to avoid becoming an owner of a 24/7 Fitness franchise
- (D). To remind 24/7 Fitness of their responsibility to their franchisees

195. In Zack Carter's e-mail, what is indicated about 24/7 Fitness?

- (A). They want all of their fitness centers to be nearly identical.
- (B). They would like their franchisees to personalize their locations.
- (C). They would like to sell more supplements and memberships next year.
- (D). They require their franchisees to send quarterly reports about usage.

Question 196-200 refer to the following information, form and letter

Red Rock Leather Goods

Thank you for purchasing a leather product from Red Rock Leather Goods. We manufacture all of our products to meet the highest quality standards and pride ourselves on excellent customer service. All of our products are individually and meticulously made by skillful craftsmen. We offer a lifetime guarantee that covers all defects in craftsmanship except normal wear and tear. We will repair or replace any pieces due to our fault for as long as you own your Red Rock product.

If your Red Rock product is not under warranty, we offer repairs at the following rates:

	Wallets	Handbags	Jackets
Missing button repair	\$10	\$15	\$20
Zipper repair and replacement	\$20	\$30	\$45
Seam repair and stitching	\$40	\$50	\$60

The warranty is non-transferable and covers only the original purchaser. Additionally, the sales receipt is necessary to validate your warranty and receive service. This warranty does not apply to products purchased from second-hand stores or unauthorized dealers.

Red Rock Leather Goods**Repair Request Form**

Name: Melisa Perkins

Date: February 28

Address: 458 Center Circle Drive, Chicago, IL

Product: Coco TX Handbag

Description of repairs to be made:

I bought this item last year from a Red Rock Leather goods store in Chicago, IL. However, after just six months, the zipper became jammed and no longer opens or closes. Because this is a manufacturing defect, I assume it will be covered by the warranty. I have been a regular customer of Red Rock Leather Goods for 12 years, and this is the first time I have had a problem.

I have read and agree to all the terms concerning returns and repairs. I certify that this product was purchased at an official Red Rock Leather Goods store and that I am the original purchaser of this product.

Signature: *Melisa Perkins*

Date: *February 28*

Note: It may take some time for your product to be returned to you. If you have any questions, please call us at 812-555-8541.

Dear Melisa Perkins,

Thank you for submitting your request for repairs to your Red Rock Leather Goods Coco TX Handbag. We have received and inspected your item and documents and concluded that it falls within our warranty. It is scheduled to go in for repair this coming week. Once it has been returned to working order, we will express mail it to the address you provided in your Repair Request Form. I would like to thank you on behalf of Red Rock Leather Goods for your 12 years of patronage and apologize for any inconvenience the failure of your Coco TX Handbag has caused you.

Sincerely,

Cheryl Timmins,

Customer Service Specialist

Red Rock Leather Goods

196. What is indicated about Red Rock Leather Goods' products?

- (A) They are sold nationwide.
- (B) They are relatively expensive.
- (C) They are made by hand.
- (D) They come in a variety of colors.

197. Why did Ms. Perkins fill out a form?

- (A) To receive a cash refund on a product
- (B) To report a defective item
- (C) To file a customer service complaint
- (D) To extend a warranty contract

198. How much would Ms. Perkins be charged if her item was purchased at a second-hand store?

- (A) \$15
- (B) \$20
- (C) \$30
- (D) \$45

199. In the letter to Melisa Perkins, the word "patronage" in line 7 is closest in meaning to

- (A) Marketing
- (B) Support
- (C) Competition
- (D) Investment

200. What can you infer from the letter to Melisa Perkins approving her request for warranty coverage?

- (A) It was a manufacturing defect.
- (B) Red Rock Leather Goods is a quality brand.
- (C) Melisa Perkins included her receipt of sale from an authorized Red Rock Leather Goods store.
- (D) Melisa Perkins included \$30 for zipper repair to her Coco TX Handbag.