TOEIC PART 7 – UNIT 4

Questions 147-148 refer to the following flyer.

Jay Furniture

3105 Michigan Avenue, Chicago, IL 60611

Black Friday Weekend Sale

November 29 to December 1

Table-20% off

Couches -30% off

Mattresses -20% to 50% off

Desks and Chairs -25% to 50% off

- -During the sale, any customer who purchase over \$500 of merchandise will receive a coupon for an extra 5% off any purchase during the Christmas Sale. Coupons will be valid from December 9 to December 28.
- -Mention the code BLKFRI for an additional \$10 off of any tables and mattresses during the sale.

Note: Jay Furniture will be closed a day before the weekend sale to prepare for it. Doors will open at 9:00 A.M on November 29.

- **147**. What is the purpose of the flyer?
- (A) To announce the opening of a store
- (C) To introduce new products relocation
- (B) To advertise a sale on furniture
- (D) To inform customers of a business
- **148.** When will the store be closed?
- (A) On November 28
- (C) On November 30

- (B) On November 29
- (D) On December 9

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

Tom Arnold	11:55
Are you coming back to the office today?	
Richard Hewitt	12:08
Yeah, I just finished that pitch to Anderson & Wright about the	
riverside restaurant.	
Tom Arnold	12:13
Great. How did it go?	
Richard Hewitt	12:13
I think they might bite.	
Tom Arnold	12:13
Nice. It'd be great to have them in on this project.	
Richard Hewitt	12:14
Exactly!	
Tom Arnold	12:35
Can you join Harold and I for lunch at 1:00? At the Kettle Room?	
Richard Hewitt	12:35
Sure. I'll have the cab change directions and meet you there.	
Tom Arnold	12:39
Good. See you soon.	

- **149.** What is suggested about Mr. Hewitt?
- (A). He is late for a lunch appointment.
- (B). He has accepted a new position.

(C). He is in a taxi.

- (D). He is on his way to a presentation.
- 150. At 12:14, what does Mr. Hewitt mean when he writes, "Exactly!"?
- (A) He would like to know where they're having lunch.
- (B) He is looking forward to meeting Anderson & Wright.
- (C) He is on his way back to the office.
- (D) He would also like Anderson & Wright to join the project.

Questions 151-152 refer to the following e-mail.

To: Operations Team<operations@acemfg.com>

From: Thomas Wheeler<t.wheeler@acemfg.com>

Date: Monday, June 16

Subject: New Equipment

Operations Team,

The company will order a new set of heavy equipment tomorrow and it will be delivered to the warehouse the following afternoon. Our employees' work schedule will have to be adjusted according to our new addition of equipment. Please submit a report stating the new tasks and responsibilities of each worker for this equipment by no later than 5:00 P.M. on Thursday.

If I am not in the office, please give it to my secretary, Ms. Hardy.

Thanks,

Thomas Wheeler

Director of Manufacturing

- **151.** When will the new equipment most likely arrive at the warehouse?
- (A) On Monday
- (B) On Tuesday
- (C) On Wednesday
- (D) On Thursday

- **152.** What should be included in the report?
- (A) Workers' contact information

(B) Workers' assignments

(C) Workers' résumés

(D) Workers' suggestions

Questions 153-154 refer to the following e-mail.

To: All Subcribers

From: Customer Support < customersupport@stylefashionmz.com>

Date: June 5

Subject: New Edition

Dear loyal subscribers,

Style & Fashion Magazine is excited to announce the launch of the new digital edition of our monthly magazine this summer. Although the print and digital editions are nearly identical, the digital edition will contain some longer content and more images that won't appear in the print edition.

Current subscribers to the print edition of our magazine will automatically receive a code that will allow access to the digital edition. Your code will be included with next month's print magazine that is delivered to your house.

- **153.** What is the purpose of the e-mail?
- (A) To offer a discounted subscription rate
- (B) To advertise a new online shopping mall
- (C) To introduce a digital publication
- (D) To remind some subscribers to renew their subscription
- **154**. What can subscribers find in a paper edition in July?
- (A) A discount coupon

(B) A special supplement

(C) An exclusive interview

(D) An access code

Questions 155-157 refer to the following article.

Re-Fit Closing Stores

February 9-Nemway Group has announced that 80 Re-Fit stores will be closing down around the country in the next six months with 100 more to follow within the year.

- [1] - However, the last ten years has seen a steady decline in sales as consumers turned to other clothing retailers such as Zanas and HRM. - [2] - "I don't know, I just found the clothing to be outdated," says a former customer. "They should have updated the styles and offered non-sporty options."

CEO Derrick Greenwich agrees, "We focused so much on particular styles of sportswear that we lost sight of the changing tastes of consumers. We're working on restructuring the company and offering consumers what they want. We'll come back bigger than ever."

- [3] -

An internal review of the losses will continue to be conducted as nervous shareholders consider their next moves. - [4] - Nemway is hoping that a good portion of the Re-Fit stores will remain in operation as the company struggles to reinvent the brand.

- **155.** What is indicated about the Re-Fit brand?
- (A) Its popularity has dropped dramatically
- (B) It specializes in sports gear.
- (C) The CEO is renaming the company.
- (D) The brand has a 100-year history.
- **156.** The phrase "lost sight of" in the second paragraph is closest in meaning to:
- (A) Restricted
- (B) Were not blinded by
- (C) Ignored
- (D)

Selected

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

"The clothing store, best known for its affordable but trendy sportswear, was very popular in the 90's and early 2000's."

- (A) [1]
- (B) [2]

- (C)[3]
- (D)[4]

Question 158-160 refer to the following table of content of a booklet.

CONTENTS

9 Easy Snacks

Donald Cohen provides recipes that are suitable for those who are always on the move.

14 The Perfect Resort

Melissa Green discusses the features of the top 10 famous resorts.

19 Passport Guide

Henry Carroll shows you how to apply for a passport in 5 easy steps.

23 Safety First

Tricia Oldham discusses basic first aid to first-time travelers.

158. What is the focus of the booklet?

(A) Food

(B) Transportation

(C) Environment

guidebooks

(D) Traveling

159. Where in the booklet would the pictures most likely be found?

(A) On page 9

(B) On page 19

(C) On page 26

26 Wish You Were Here

Rebecca Barajas shares her

to New Zealand.

33 On a Budget

planning trips.

35 Light My Way

30 Delicious Diners

pictures from her amazing trip

Barry Eason shares his tasty experiences while on the road.

Edward Boyd shares tips on

Reviews of the most popular

how to save money when

(D) On page 30

160. According to the table of contents, who talks about using less money?

(A) Ms. Green

(B) Mr. Carroll

(C) Mr. Eason

(D) Mr. Boyd

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

Ginger Lin	4:59	Just a reminder to everyone to please clear all your desks and shut down all electronic devices before you leave today. The floors will be polished and cleaned over the weekend.		
Dimitri Roberts	5:00	Should we lock all the cabinets and drawers as well?		
Ginger Lin	5:01	Yes. Please make sure that when the furniture is moved around, nothing falls out.		
Dimitri Roberts	5:02	I'll make sure that everything is secure and locked before I		
Janet Leigh	5:03	Ginger, I'm done with our budget reports. I'll have a copy emailed to you soon before I send them off.		
Ginger Lin	5:04	Thank you. And Lance, you'll have to reschedule your meeting with your client tomorrow.		
Lance Sibley	5:04	I've already rescheduled our meeting to the following Monday. And to be on the safe side in case our offices are not ready by then, we'll be meeting at a café not far from here.		
Ginger Lin	5:05	Alright. It looks like most things are in order. Let me know if I missed anything.		
Janet Leigh	5:06	Actually, not everyone sent me their overtime hours. 1 was still able to confirm through the sign-up sheets but I need everyone to confirm over e-mail before I send the payment		
Dimitri Roberts	5:07	Oops, that's me. I'll send an e-mail now.		
Karen Walker	5:07	Me too.		
Janet Leigh	5:08	That's good. I can send the forms once I get your e-mails.		

161. What will take place on Saturday and Sunday?

(A) An office party

(B) A meeting with clients

(C) A renovation

(D) Cleaning services

162. Who most likely is Ginger Lin?

(A) The secretary

(B) The manager

(C) The technician

(D) The security guard

163. At 5:04, what does Lance Sibley mean by "to be on the safe side"?

(A) The offices may not be safe.

(B) The client may need help.

(C) Just as a precaution

(D) He's given a warning.

164. What will Janet Leigh most likely do next?

(A) Check her e-mail

(B) Contact the Finance Department

(C) Call some employees

(D) Print out some reports

Question 165-167 refer to the following job advertisement.

Helping Hands

8732 Bakersfield Avenue, Santa Clara, California
www.helpinghands.conn
Regional Manager—Employment Opportunity

Helping Hands has been dedicated to providing quality, affordable housing for low-income individuals and families. For over 25 years, we have been acquiring multifamily communities and improving the properties to maintain their availability for those earning less than 50 percent of the area's average income. Our properties are currently located in cities throughout the state of Texas—including Austin, Dallas, and Houston—with plans to expand to make more homes available to more people.

We are looking for someone for the position of regional manager. The new manager will be stationed in Austin and will supervise and evaluate the performance of on-site management and ensure that the properties are well- maintained. The candidate must have a bachelor's degree or higher in a business or management field, have a minimum of three years of experience in supervising other personnel, and possess certain certificates (more details in the application page).

Applications can be submitted in person Monday through Friday from 9:00 A.M. to 5:00 P.M. or through mail or e-mail. They will be accepted only if they are received before 5:00 P.M. on October 14.

- **165**. What is mentioned about Helping Hands?
- (A) It offers community service for senior citizens.
- (B) It Is committed to nature conservation.
- (C) It is sponsored by the government.
- (D) It is supplying homes to a disadvantaged group.
- **166.** Where is the successful candidate required to work?
- (A) In Santa Clara
- (B) In Austin
- (C) In Dallas
- (D) In Houston

167. What is NOT suggested about the position?

- (A) It includes supervision of the local staff.
- (C) It needs official documents.

- (B) It requires an academic degree.
- (D) It is limited to only California residents.

Question 168-171 refer to the following e-mail.

To cmason@centersports.com

From sdixon@instaprinting.com

Date November 3

Subject Your Inquiry

Dear Mr. Mason,

We are responding to the inquiry you made through our website yesterday. Insta Printing promises to provide faster, cheaper, and more reliable service than any of our competitors in the area. And we also guarantee to beat any price offered by a competitor.

As per your request, our company would be happy to help design and print jerseys for your soccer team. Besides casual wear, our company also has plenty of experience producing athletic wear for sports teams and clubs.

Customers can choose from a variety of materials and printing methods. These include denim, cotton, flannel, nylon and many more, and there are several printing methods including screen printing, heat press, and direct-to-garment printing.

Please feel free to contact me directly at 712-555-9804 to discuss the details further about working with Insta Printing. We look forward to working with you and helping your organization achieve its goals.

Sincerely,

Stephen Dixon

Client Relations Representative, Insta Printing

168. Why did Mr. Dixon send the e-mail?

- (A) To give a quote for a project
- (C) To persuade a client to agree on a deal
- (B) To explain a new policy
- (D) To confirm a reservation

169. What does Mr. Mason want to do?

- (A) Purchase a set of shirts
- (C) Devise a new printing technique
- (B) Apply for a position
- (D) Expand business internationally

170. What is mentioned about Insta Printing?

- (A) It opened a second branch yesterday.
- (B) It offers various production options.

(C) It only produces athletic wear.

- (D) It sponsors a local soccer team.
- 171. The word "further" in paragraph 4, line 1, is closest in meaning to
- (A) urgently
- (B) officially
- (C) additionally
- (D) carefully

Question 172-175 refer to the following e-mail.

(Man) - [1] - I remember when Sergio Hernandez first came to work here at Trout & Lee. He was a young man of thirty with a heart and mind filled with ambition and drive. - [2] - It is that ambition and drive, along with a lot of integrity and intelligence, that made him one of the most valuable players in the garment business and us one of the most successful companies.

- [3] - I can't help but remember how emotional I was when I left the company to pursue a life of leisure last year. - [4] - I know the speech Serg gave then came back to help me during the difficult transition into living without an office to go to and colleagues to be continually inspired by, and I hope the few humble words I've strung together will remind him of how well-respected he is and what an astounding life he has lived as he goes through the same process. Please, put your hands together for Mr. Sergio Hernandez.

- **172.** What is implied about Mr. Hernandez?
- (A) He is the CEO of Trout & Lee.

- (B) He is receiving a promotion.
- (C) He is transferring to a new department.
- (D) He is retiring from the company.
- **173.** What is indicated about Trout & Lee?
- (A) It is an international company.

- (B) It is a real estate company.
- (C) It has manufacturing plants in the U.S.
- (D) It has existed for many decades.
- 174. What is NOT mentioned about Mr. Hernandez?
- (A) When he started working for the company
- (B) The type of employee he was
- (C) The type of industry he worked in
- (D) His position in the company

175.In which of the marked positions [1], [2], [3], or [4] does this sentence best belong? "I feel it a great honor to be asked to speak about him here today."

(A)[1]

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

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

September 21—What is the secret to delicious home-cooked meals? Kimberly Lee, host of the

My Home Cooking television show and owner of her own restaurant chain, seems to know all the secrets. Her show has been on the air for over two years, and now she has a devoted group of followers around the country. When she sat down for an interview with us, she said that fresh vegetables and local produce are the key to cooking healthy and tasty food.

Ms. Lee is scheduled to publish her very first cookbook near the end of the month. The book is entitled Kimberly Lee's My Home Cooking, and it provides easy-to-follow recipes that can be made in less than 30 minutes. Over 40,000 copies have already been pre-ordered so far.

Ms. Lee says that the final page of the book will include a detachable fan club membership form. Those who fill the form out and send it in to the provided address will receive a monthly newsletter and exclusive recipes available only to those in the fan club. Fan club members will also receive a password

To: Kimberly Lee <kimberlylee@kimberlylee.com> From: Suzie Sanders <suziesanders@kimberlylee.com>

Date: October 12 Subject: Update

Dear Ms. Lee,

Great news! I'm happy to report that not only has your book been selling well, but the number of new members joining the fan club has been increasing drastically since it was published. I'm certain that the article in the newspaper helped generate considerable publicity for your book.

Also, we have received a lot of feedback from new members expressing a desire for more recipes for cakes, cookies, and candies to be featured in next month's newsletter. I think it would be a good idea to meet their needs this time.

Sincerely,		
Suzie Sanders		
Publicity Coordinator		
•		

- **176**. What is the main purpose of the article?
- (A) To publicize an upcoming book
- (B) To provide advice for professional chefs

(C) To advertise a new restaurant

- (D) To describe a television show
- 177. According to Ms. Lee, what is the secret to successful cooking?
- (A) Following a recipe book

(B) Using quality ingredients

(C) Balancing all the flavors

- (D) Choosing the correct spices
- **178.** What is the first thing to do in order to become a fan club member?
- (A) Access a website

(B) Call a hotline

(C) Visit Ms. Lee's restaurant

- (D) Purchase a book
- 179. In the e-mail, what does Suzie Sanders say about the article?
- (A) It was written by a famous journalist.
- (B) It was featured on a popular cooking website.
- (C) It helped increase fan club membership.
- (D) It contained excerpts from Ms. Lee's book.
- **180**. What is suggested about next month's newsletter?
- (A) It will be mailed behind schedule.
- (B) It will feature a column about healthy eating habits.
- (C) It will contain an article on desserts.
- (D) It will include a copy of Ms. Lee's book.

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

Attention Passengers

Clinton Bus Lines

In response to customer feedback, Clinton Bus Lines will be expanding its bus routes connecting Texas to other metropolitan centers in the Southwest. Starting on May 1, the new routes listed below will take effect. In order to promote these new bus lines, we will be offering tickets at half price during the first week of operation. Improving your satisfaction is our main priority. To get more detailed information such as departure and arrival times, please visit our website at www.clintonbusses.com.

- From Dallas Bus Terminal to Phoenix, Arizona Bus Terminal
- From Austin Bus Terminal to Santa Fe, New Mexico Bus Terminal
- From Fort Worth Bus Terminal to Denver, Colorado Bus Terminal

To: erichanson@prplanning.com

From: dangregory@trentonlogistics.com

Date: April 27

Subject: Upcoming Visit

Dear Mr. Hanson,

I am currently finalizing all the details for my visit to your company's headquarters in Santa Fe. Thank you for inviting me down to take part in these business negotiations. Please let me know what time I should arrive. Will the meeting begin after lunchtime like it did last time?

You won't need to pick up me up, as I have arranged for a cab to pick me up at the Santa Fe Bus Terminal. Fortunately, a new bus line was established between where I live and your offices. It has made transit in the Southwestern region considerably convenient.

There are routes that now travel to Denver and Phoenix as well. Also, thanks to some lucky circumstances, I will be able to buy my ticket to Santa Fe at half the original price.

I can't wait to see you and your co-workers again soon.

Dan Gregory

181. According to the notice, what are C website?	Clinton Bus Lines passengers en	acouraged to do on the			
(A) Reserve a ticket in advance	(B) Check bus schedules				
(C) Apply for membership	(D) Request a discount co	upon			
182. What is indicated about Mr. Gregor	ry's previous meeting with Mr.	Hanson?			
(A) It took place in Texas.	(B) It lasted an entire weel	k.			
(C) It commenced in the afternoon.	(D) It was canceled due to	(D) It was canceled due to bad weather.			
183 . In the e-mail, the word "transit" in	paragraph 2, line 3, is closest in	n meaning to			
(A) participation (B) transportation		(D) collaboration			
184. Where does Mr. Gregory most like	ly live?				
(A) In Santa Fe (B) In Austin	(C) In Dallas	(D) In Denver			
185. When is the meeting scheduled to t	take place?				
(A) Before April 24	(B) Between April	24 and April 30			
(C) Between May 1 and May 7	(D) After May 7	. ,			

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

To: John Masterson imasterson@masterstrokeindustries.com>

From: Carl Ennens < cennens@gmail.com>

Date: December 30

Subject: Internship

Dear Mr. Masterson,

My name is Carl Ennens and I am entering my final year at Evergreen State College. I am majoring in industrial engineering here, and my liquid dynamics professor, Dr. Alcobar, recommended Master Stroke Industries as a possible internship opportunity. Your company is recognized as a leader in flow research. If you would be willing to accept an intern for the coming spring semester, I could give you up to 15 hours per week of work, provided that you are able to write some performance evaluations that I could turn In to Dr. Alcobar for credit. Thank you for your consideration, and if you would like to see my, I would be happy to forward it to you.

All the best,

Carl Ennens

To: Carl Ennens < cennens@gmail.com>

From: John Masterson < imasterson@masterstrokeindustries.com>

Date: December 31
Subject: Internship

Dear Carl Ennens,

I appreciate your interest in interning with us here at Master Stroke Industries. We have not accepted a lot of interns in the past, but I know Dr. Alcobar personally, and if he recommended that you contact us, he must have faith in your ability. I think we should set up an interview at our headquarters downtown on Holly Street. We can get to know each other a bit over some coffee and I will show you around our facilities. Don't worry about your transcripts; like I said, if Dr. Alcobar thinks you'll be a good fit, I'll trust his judgment. How about this coming Friday at 10 A.M.?

Look forward to meeting you Carl,

John Masterson

CEO, Master Stroke Industries

Memorandum To Master Stroke Industry Employees

This spring, at Master Stroke Industries, we will have an intern assisting us with everything from making coffee to solving complex equations. Carl Ennens is a student here at the University and has kindly offered his services in exchange for a piece of our operational knowledge. Please treat him with respect and don't be afraid to use him for an extra pair of hands, eyes, or opinion should you need it. And I did hear he makes a good cup of coffee!

186. What is indicated about Carl Ennens?

- (A) He is a senior in high school.
- (C) II is a sement in high semeen

(B) He is a junior in college.

(C) He will graduate in two years.

(D) He is a senior in college.

187. What is indicated about Dr. Alcobar?

(A) Nobody knows who he is.

- (B) People do not appreciate his opinion.
- (C) He is respected by John Masterson.
- (D) He has done a lot of prominent research.

188. In the second e-mail, the term "headquarters" in the 3rd line is closest in meaning to

- (A) base
- (B) main office
- (C) warehouse
- (D) distribution center

189. According to the memorandum, what will Carl Ennens be expected to do?

(A) Fluid dynamic research

(B) Cook

(C) Help wherever is needed

(D) Watch and learn

190. What position does John Masterson have in the company?

(A) Chief Executive Officer

(B) Chief Financial Officer

(C) Sales Executive

(D) Owner

Questions 191-195 refer to the following e-mails and order form.

To: Raquel Jenkins < cservice @starproducts.com >

From: Jose Ramos < jramos.zipnet.com>

Date: October 14

Subject: Defective Hose

Dear Ms. Jenkins,

Recently, I purchased 5,000 yards of XP100 industrial hosing from your company, Star Products. The hosing was listed as capable of handling up to 1,000 pounds of pressure per square inch (psi). My company, Advanced Dynamic Cleaning, refitted all of our pressure washers with your hosing at considerable cost and time. Every single one of our pressure washers failed somewhere along the hosing from the joint of the gun to the compressor. Our compressors only create 500 psi, so I have to conclude that there is some defect in the design of your hose. I would like to get a refund of my purchase or a replacement of my order with hosing that meets industry standards. I have included my purchase order and a copy of the invoice.

Sincerely,

Jose Ramos

To: Jose Ramos <jramos.zipnet.com>

From: Raquel Jenkins <cservice@starproducts.com>

Date: October 16 Subject: Defective Hose Dear Mr. Ramos,

We have received your report of a defective hose and reviewed the attached documents. We really value your business and hate that you went through such a waste of time and energy with our hosing. However, I am afraid to say that the mistake may be on your end. In looking over your purchase, you clearly ordered XP100 hosing x 5,000 yards. If you look at the specs for that hosing, it is only rated at appropriate for 100 psi. This could explain why all of your hosing failed. What I can offer you is an exchange of the remaining XP100 hosing in your inventory for a hosing more appropriate to your needs. We will do this at no charge and pay for the shipping as a show of our appreciation for your business. Please fill out the purchase order that I have attached and include it with the XP100 hosing when you ship it back to us for exchange.

Thank you,

Raquel Jenkins

Star Products Purchase Order Form

Product name	PSI	Length required	Price per yard	Applicable discount
XP1000	1000	2500 yards	\$.50	Total discount as per agreed upon exchange with product XP100

- **191.** Why did Jose Ramos write to Star Products?
- (A) To exchange hosing

- (B) To order new hosing
- (C) To report a malfunction of hosing
- (D) To compliment the hosing
- **192.** What is indicated about the hosing that Jose Ramos ordered?
- (A) It was not rated for the right PSI for his use.
- (B) It was defective.
- (C) It was installed incorrectly.
- (D) They were delivered to the wrong address.
- 193. According to the purchase order form, how much XP100 hosing is Jose Ramos returning?
- (A) 1,000 yards
- (B) 2,000 yards
- (C) 2,500 yards
- (D) 5,000 yards

- 194. What is indicated in the e-mail from Star Products?
- (A) Star Products does not value Jose Ramos' business.
- (B) Star Products appreciates Jose Ramos' patronage.

- (C) Star Products doesn't need any more business.
- (D) Star Products wants to expand their business.

195. What job does Raquel Jenkins likely have?

(A) CEO

- (B) CFO
- (C) Customer service
- (D) Sales

Questions 196-200 refer to the following e-mails and schedule.

To: Bill Johnson

 bj@action.net>

From: Laurie Wheeler < lwheeler@zipnet.com>

Date: October 11

Subject: Reservation Info

Dear Mr. Johnson,

I am writing you on behalf of the company I work for, Competitive Excellence. We work with productivity and efficiency training for corporations and small businesses. Lately, our staff has been suffering from low morale, and while searching the Internet for solutions, I came across your website www.action.net. I am interested in hearing more about the motivational speaking that you do. Specifically, could you tell me if your speeches are religious in nature? We have a diverse staff and I am looking for something that is secular. Please write me back with an overview of what you do and what your rates are for a presentation.

Laurie Wheeler,

Managing Director, Competitive Excellence

To: Laurie Wheeler < lwheeler@zipnet.com > Bill

From: Johnson

 j@action.net>

Date: October 13

Subject: Reservation Info

Dear Ms. Wheeler,

Thank you so much for your interest in Action. I am happy to answer your questions and provide you with a full breakdown of what we can do for you, your team, and your company. To begin with, all of our talks are secular, though not necessarily free from the concept of spirituality. Our professional speakers seek to motivate people to look internally to find their own spirit and help it rise. Morale, after all, is an intangible but essential aspect of an effective team. Please refer to the topic list and pricing guide I have attached to this e-mail. Once you have found a theme, speaker, and chosen the appropriate class size for your company, please send me a follow-up e-mail to schedule your event.

Bill Johnson,

Action Coordinator

STARGATE CONVENTION CENTER SCHEDULE OF EVENTS

Theme	Location	Speaker	Class Size	Duration	Price
Stay in the Moment!	On Site	Jim Grey	15-20	3 hours	\$450
New You Everyday	Off Site	Darlene Woodward	20-25	3 hours	\$400
Stay Positive for the Team!	Off Site	Jeff' Boxer	15-30	3 hours	\$400
Blessed are We All	Off Site	John Brown	20-30	4 hours	\$500

196. How did Laurie Wheeler learn about Action?

(A) From a friend (B) Through a client (C) In a newspaper (D) From searching the Internet

197. What is indicated about Action?

(A) They do not promote a religion.

(B) They are Christian.

(C) They are just building their brand.

(D) They are moving to a new location.

198. According to the graphic, what is NOT mentioned as an option for customers?

(A) Off-site courses (B) Classes for 10

(C) A 4-hour course (D) Courses to build positivity

- 199. What course will Laurie Wheeler likely sign up for?
- (A) Stay in the Moment!

(B) New You Everyday

(C) Stay Positive for the Team!

- (D) Blessed are We All
- **200.** What is indicated about Competitive Excellence?
- (A) They are struggling with employee sales.
- (B) The mood in the office is not good.
- (C) They are having a booming year of sales.
- (D) They want to try to change their business focus.