

HCMC UNIVERSITY OF
TECHNOLOGY & EDUCATION
FACULTY OF FOREIGN LANGUAGES

Invigilator 1

Invigilator 2

Marker 1

Marker 2

Raw score:

Raw score:

Converted score

Converted score

FINAL TEST OF ENGLISH 4

(ENGL430437)

TERM III – SCHOOL YEAR: 2023 - 2024

Date of test: 24/07/2024

The paper has 100 questions, on 20 pages.

Duration: 75 minutes.

No materials are allowed

Student's name:

Student ID No.:

Ordinal No.: Room:

Hướng dẫn đánh
trắc nghiệm

Chọn A:				
1	2	3	4	5
A	X			
B				
C				
D				

Bỏ A, Chọn B:				
1	2	3	4	5
A	X			
B	X			
C				
D				

BỎ B, CHỌN LẠI A:				
1	2	3	4	5
A				
B				
C				
D				

ANSWER SHEET

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
A																				
B																				
C																				
D																				

	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
A																				
B																				
C																				
D																				

	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
A																				
B																				
C																				
D																				

	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80
A																				
B																				
C																				
D																				

	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
A																				
B																				
C																				
D																				

Student's name:Ordinal number:

PART 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

1. Dr. Cho will visit the Teledarr Lab during the annual open house, since ----- may not have another chance to see it.
(A) hers (B) she (C) her (D) herself
2. Because his secretary had a doctor's appointment that day, Chad had to finish the report by -----.
(A) her (B) himself (C) herself (D) him
3. If you leave the office early this afternoon, you ----- the holiday party we have planned.
(A) will miss (B) would miss (C) have missed (D) are missing
4. We plan on ----- at least a week at the beach next month.
(A) spend (B) to spend (C) spending (D) may spend
5. We will wait ----- the Board of Directors returns from New York before we schedule the event.
(A) against (B) to (C) until (D) with
6. Consumer spending is on the rise ----- the Internet makes it easy to do comparison shopping of products and prices.
(A) due to (B) because (C) except (D) rather than
7. Health benefits, vacation time, and bonus payments ----- employees to work hard and stay with the company.
(A) encourages (B) encouraging (C) are encouraged (D) encourage
8. If managers ----- employees to work on weekends, they should pay them overtime.
(A) asking (B) to ask (C) ask (D) were asked
9. Ms. Brooker ----- offered to donate thirty of the office computers to a local elementary school.
(A) generous (B) generously (C) generosity (D) more generous
10. Mr. Biden asked his supervisor ----- the deadline for this month's expense reports.
(A) extend (B) will extend (C) had extended (D) to extend
11. All employees are ----- that the payment of union dues may be submitted at any time.
(A) reminded (B) respected (C) reacted (D) recognized
12. The senior manager, Mr. Redmayne, ----- all of the statistics that were needed for the report.
(A) provide (B) provides (C) to provide (D) providing
13. The budget meeting began on time ----- several participants were late because of heavy morning traffic.
(A) whether (B) despite (C) due to (D) though
14. All items that are ----- placed on the curb will be picked up by 5 p.m. Friday, April 27.
(A) proper (B) property (C) properly (D) properness
15. Nobody could ----- the full impact of the decision.
(A) comprehensive (B) comprehend (C) comprehensively (D) comprehension

16. It is wise to check a company's dress code ----- visiting its head office.
(A) so (B) how (C) like (D) before

17. Cormet Motors' profits are ----- this year than last year.
(A) higher (B) high (C) highly (D) highest

18. Due to the upturn in the global economy, sales have risen ----- over the past two months.
(A) sincerely (B) generously (C) heavily (D) sharply

19. Mr. Gonzales is an important client, but two hundred miles ----- a long way to drive just for a brief meeting.
(A) is (B) are (C) have (D) has

20. The graduation ceremony will start ----- 15 minutes, so we need to hurry or we might not get a seat.
(A) on (B) at (C) in (D) under

21. Personally I liked the presentation, but ----- the people I spoke to said they found it rather dull.
(A) most (B) most of (C) every one (D) almost

22. We were very surprised to get a ----- as we were unaware of the parking restrictions.
(A) fee (B) fine (C) fare (D) tax

23. The results of the survey revealed that ----- were not happy with the level of service they had received from Hum Bug Deliveries.
(A) consume (B) consumption (C) consumers (D) consumer

24. We ----- the same vendor to provide all our food services since 2010.
(A) used (B) were using (C) had used (D) have used

25. Management let the employees ----- at two o'clock.
(A) leave (B) left (C) was leaving (D) was left

26. The new city hall, ----- is scheduled to be completed by the beginning of next year, is located in the centre of the town.
(A) when (B) which (C) where (D) who

27. Women are requested to wear ----- a dress or a blouse and a skirt for the retirement dinner.
(A) either (B) neither (C) so (D) both

28. We do not have ----- time to waste.
(A) no (B) few (C) little (D) any

29. This crisis is ----- the company has ever faced.
(A) so serious that (B) the most serious (C) most serious (D) more serious than

30. ----- personal calls at work is allowed during breaks.
(A) To make (B) Made (C) They make (D) Making

PART 6

Directions: Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 31-34 refer to the following email.

To: mnandy@gmancs.com
From: jblaire@blaireaccounting.ca
Re: AUTOMATIC REPLY
Date: 9 January, 10:34 AM

Hello, and thank you for contacting Blaire Accounting. I will be out of the office until 31 January. I will respond to your message when I (31) _____. If you need (32) _____ assistance, please contact Susan Lewis, my administrative assistant, at slewis@blaireaccounting.ca. You can (33) _____ call her directly at 416-555-0193. (34) _____.

Jean Blaire, President

31. (A) recover (B) return (C) begin (D) finish
32. (A) immediate (B) immediately (C) immediacy (D) immediacies
33. (A) also (B) lightly (C) similarly (D) again
34. (A) Ms. Blaire will be back in the office earlier than expected.
 (B) Please come and see us if you ever find yourself in Toronto.
 (C) It is essential to hire a competent payroll and tax accountant.
 (D) Ms. Lewis is in the office on weekdays from 9 AM to 5 P.M.

Questions 35-38 refer to the following notice.

Summer Blockbuster Sale

Come to Estafan's Video Shop to get great discounts during our Summer Blockbuster Sale. From now until the end of July, all documentaries and classic films (35) _____ 50% off. Also, if you rent two new releases, you can choose a third for free. (36) _____. Foreign films are individually (37) _____. This week, every customer gets a (38) _____ bag of popcorn just for walking in, so hurry and stop by today!

35. (A) are (B) were (C) was (D) is
36. (A) This may be cancelled due to weather.
 (B) Open the menu to turn on subtitles.
 (C) And the summer deals don't stop there!
 (D) Auditions for the lead role have ended.
37. (A) released (B) fascinated (C) discounted (D) multiplied
38. (A) compliment (B) compliments (C) complimented (D) complimentary

Questions 39-42 refer to the following notice.

April 2

Dear TP&G Customer,

Takoradi Power & Gas (TP&G) is committed to providing every customer with dependable electricity service. To this end, we need to make some improvements to our (39) _____. A maintenance crew will be upgrading transformers in your neighbourhood on or about 22 April, beginning at 10 A.M. (40) _____, we will need to shut off the electricity to residences in your area from approximately 10 A.M. to

I P.M. on that day. (41) ———. We hope that by (42) ——— this notice, any disruptions caused by the planned outage will be minimized.

Questions 43-46 refer to the following email.

To: Jang-Ho Kwon <jkwon@newart.nz>
From: Kenneth Okim <k.okim@okimjewelry.nz>
Subject: Good news
Date: 30 August

Dear Jang-Ho,

Thank you for the shipment last month of 80 units of your jewelry pieces. I am happy to report that they have been selling very well in my shop. My (43) ----- love the colourful designs as well as the quality of your workmanship. (44) -----.
I would like to increase the number of units I order from you. Would you be able to (45) -----
---- my order for the September shipment?
Finally, I would like to discuss the possibility of featuring your work exclusively in my store. I believe that I could reach your target audience best and that the agreement would serve (46) ----- both very well. I look forward to hearing from you.

Best regards,

*Kenneth Okim
Okim Jewelry*

43. (A) patients (B) students (C) customers (D) teammates
44. (A) If you need more time, please let me know.
 (B) Unfortunately, I do not have adequate shelf space at this time.
 (C) I would like to show you some of my own designs.
 (D) The reasonable prices also make your pieces a great value.
45. (A) include (B) double (C) repeat (D) insure
46. (A) us (B) you (C) we (D) these

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 47-48 refer to the following article.

Ventura Toys Announces CEO Retirement and New Appointee

Ventura Toys Corporation announced Monday that Paolo Lucas will retire as chief executive officer on October 30. However, Lucas will continue to serve as chairman of the board. The board of directors elected Manuel Garza as Lucas's successor, *effective* on October 31. Garza currently serves as president and chief operating officer.

Lucas has played a variety of roles at the company, including senior attorney, product manager, and treasurer. He has served on the board of directors since 2004. Lucas was appointed president of Ventura Toys in 2008 and CEO in 2009. Under Lucas's leadership, the company has grown through strategic acquisitions and a strong emphasis on new product development.

Lucas said of his successor, "I'm confident that Ventura will continue its growth under Manuel's leadership." Manuel Garza is a 20-year veteran of the company who has served as COO since 2012. In that role, he led all of Ventura's global operations.

47. What is NOT stated about the retiring CEO?
- (A) He will remain on the board of directors.
 - (B) He has held several jobs at the company.
 - (C) He has been with Ventura for 20 years.
 - (D) He focused on creating new products as CEO.
48. The word "*effective*" in paragraph 1, line 3, is closest in meaning to -----.
- (A) successful
 - (B) operative
 - (C) intentional
 - (D) sufficient

Questions 49-50 refer to the following text message chain

Meryl K

11:42 a.m.

How about going out to lunch for a change? I'm tired of the cafeteria food. There's a Thai place a few blocks away that looks good. Not too expensive, and lots of vegetarian options for you, too..

Ellen B

11:44 a.m.

I wish we could do that, but there's the CFO visit at 1:00, remember? Everyone is supposed to be here, and I don't think we could make it back in time. Maybe tomorrow?

Meryl K

11:45 a.m.

Oh, I guess you didn't see the e-mail that went around about an hour ago. The visit's been moved to 3:00, so it's not a problem.

Ellen B

11:48 a.m.

Just read it. Thai food it is, then.

49. What is suggested about Ellen B?

- (A) She is willing to miss the CFO visit.
- (B) She prefers the cafeteria food.
- (C) She did not receive an e-mail.
- (D) She does not eat meat.

50. At 11:48, what does Ellen B mean when she writes, "Thai food it is, then"?

- (A) She especially enjoys Thai food
- (B) She wants to try the restaurant another time
- (C) She will go to the restaurant for lunch.
- (D) She wants to know more about Thai food

Questions 51-52 refer to the following notice.

You're too busy to cook!

Let Stella's do it for you!

Stella's Bistro has opened a new restaurant in Winchester.

Located across the street from the Federal Courthouse

Mention this ad at Stella's and receive 10 % off your total purchase!

Visit us today!

Offer good only at the Winchester location.

Stella's Bistro

1404 West First Street

Winchester TX 76830

Questions 53-54 refer to the following coupon

Blossom's Flowers

ANNUAL SPRING EVENT

This offer is valid from April 1 to April 30. Purchase must exceed minimum required before tax and delivery charges. Not valid online. Offer excludes special-order custom floral arrangements. Gift cards do not qualify toward the \$50 purchase requirement. Coupon is good for one-time use and must be presented at time of purchase. No reproductions. Limited to one coupon per customer per transaction.

53. What is the coupon for?
(A) A free item worth \$50.
(C) A sale to celebrate a store opening.
(B) A price cut on all store items.
(D) A discount on a minimum purchase.

54. Which is true about the coupon?
(A) It cannot be used on the store website.
(C) It may be used to pay for delivery.
(B) It can be used to purchase gift cards.
(D) It does not have a time limit.

Questions 55-56 refer to the following newspaper article.

Thank you for shopping at Marlowe's! Please fill out this questionnaire in order to help us better understand customer needs.

1. How often do you visit Marlowe's?
Daily Weekly Monthly

2. How much do you spend on an average visit?
 Under \$20 \$20-\$40 \$40+
 \$60-\$80 \$80+
 Over \$100

3. What kinds of products did you purchase today?

- Uniforms for chefs and waiters
 - Cookware (pots, pans)
 - Tableware (glasses, plates, cutlery)
 - Professional cleaning supplies

Name (optional) Sanjiv Patel _____
Business (optional) India Palace

Questions 57-60 refer to the following newspaper article.

(Center City) The Metro Airport Authority (MAA) announced at a news conference today that it has reached a long-sought agreement with Great Lakes Airways to increase flight service at both local airports. MAA spokesman William Henry James told reporters the airline had agreed to add two new weekly departures for and one new daily arrival from Chicago to its existing City Airport schedule, and that County Airport would see one new daily round trip to Chicago and one more daily departure for Buffalo.

Though the starting dates for the new flight service have yet to be formalized, James said that he and Great Lakes representatives had an understanding that all new flights would be on the airline's schedule by the end of November or early December. Making the announcement at city hall this morning, James said that the schedule changes should be especially welcome news for local business travelers, many of whom have criticized the MA for its inability to persuade airlines serving the area to expand their schedules.

57. According to the information given, which of the following will be the result of the flight schedule changes?

 - (A) City Airport will be busier than County Airport.
 - (B) Prices for airline tickets in Center City will decline.
 - (C) There will be one more daily flight to Buffalo from County Airport.
 - (D) Criticism of the Metro Airport Authority will cease.

58. When the changes take effect, how many new flights will be departing from County Airport each day?

 - (A) One
 - (B) Two
 - (C) Four
 - (D) Seven

59. What is true of William Henry James?
- (A) He works for the Metro Airport Authority (B) His office is at City Airport.
(C) He works for Great Lakes Airlines. (D) His office is at city hall.
60. What is true of the increase in flight service to the Center City area?
- (A) It will begin in January.
(B) It will increase local taxes.
(C) It was desired by local business travelers.
(D) There will be new flights to several cities.

Questions 61-63 refer to the following letter.

First Choice Bank
625 Parham Road
Melbourne, Victoria 3000
Australia

February 17
Mr. Peter Kuhn
707 Row Street
Melbourne, Victoria 4500

Dear Mr. Kuhn,

Thank you for your interest in First Choice Bank - [1] -. We received your online application and resume for the Branch Manager position in Heidelberg, - [2] -. However, I was impressed with your resume and think that you would be a good candidate for an Assistant Branch Manager position. - [3] -. We currently have a need for one at our Deer Park branch. I forwarded your resume to the District Manager of that branch, but you will also need to submit a new application online. - [4] -. You should expect to hear from that manager within the week. Thank you again for your application and I hope this opportunity is of interest to you.

Sincerely,

Leslie Fishburne
Human Resources Representative

61. What does Ms. Fishburne suggest that Mr. Kuhn do?
- (A) Apply in person at the Deer Park branch
(B) Fill out a new application
(C) Send an e-mail to the hiring manager at the Deer Park branch
(D) Enroll in First Choice Bank's management training program
62. What is the main purpose of the letter?
- (A) To inform an applicant that he is qualified for another position
(B) To let an applicant know that the job he applied for is no longer vacant
(C) To arrange an interview with an applicant
(D) To ask an applicant to provide additional
63. In which of the positions marked [1], [2], [3] and [4] does the following sentence best belong?
"Unfortunately, we require 2 years of previous managerial experience for that position."
- (A) [1] (B) [2] (C) [3] (D) [4]

Questions 64-67 refer to the following text message chain.

The next meeting of the Techno Business Group will take place on February 23 from noon until 2:00 p.m. at the Woodside Café. This is the third in a series of networking events organized for people who are considering starting up a technology business. The intent is to provide a relaxed and casual atmosphere in which to network with other technology business owners and potential business partners. This event is co-sponsored by the Woodside Economic Development Corporation, the Northside Investment Advisory Group, and Woodside Business College.

There is no charge for attending this event beyond the cost of the lunch provided by the café (\$15/person). The event is open to all who are interested. Membership is not required. However, membership information is available at our website, www.technogroup.com.

A list of upcoming events will be posted on the website soon, or you can call the events coordinator, Janet Selway, at 594-555-9761.

Questions 68-71 refer to the following advertisement.

MEMO

To: All Sales Managers
From: Amanda
Steel, Resources
Manager
Date: March 11
Re: expenses

I have just finished analyzing the company expense reports for last month. ---[1]--- Currently, it seems sales representatives are spending far too much on sales trips away from the office. We are 30% over our budget already. ---[2]--- I would therefore like all sales managers to please tell their staff to reduce their expenses significantly. From now on, overnight stays in hotels will only be allowed for destinations over 200 km from the company. There should be no first class train travel, even for senior managers. ---[3]--- I will also need receipts for all expenses, not just expenses over 20 Euros as is presently the case. These measures are necessary to help us avoid cutting expense budgets. However, if savings are not made within the next three months, budgets will have to be cut. ---[4]---

Thank you for passing this news on to your sales teams.

68. Why was this memo written?
- To announce cuts in expense budgets.
 - To ask sales staff to reduce their expenses.
 - To report the company's latest losses.
 - To encourage fewer sales trips.
69. What does Ms. Steel intend to do in three months' time?
- Cut spending by sales staff
 - Reduce the number of sales staff
 - Review expense budgets
 - Announce cuts of up to 30 percent
70. Which of the following does Ms. Steel NOT mention?
- Travel by air
 - Trips by rail
 - Receipts
 - Accommodations
71. In which position marked [1], [2], [3], and [4] does the following sentence best belong?
"I'm afraid there will be no way to avoid it."
- [1]
 - [2]
 - [3]
 - [4]

Questions 72-75 refer to the following advertisement.

Active Life

Invites you to activate your life!

Let us help you get in shape, increase your energy, and feel better about yourself!

- All new members get the first month free!
- Afraid of an annual commitment? Don't worry, our membership renews quarterly.
- Choose from a broad selection of classes including aerobics, spinning, yoga, and more.
- We offer family plans at discounted rates.
- Bring your kids too! Let our childcare specialists supervise your children in our new playroom (\$10/hour).

This Month's Special!

Join Us This Month and Save 50% off the \$200 Enrollment Fee.

1086 Patterson Ave, Houston, TX 84873 832-565-4538

72. What kind of business is Active Life?
- A fitness club
 - A vitamin store
 - A sporting goods store
 - A travel agency
73. How frequently are memberships renewed?
- Once every two weeks
 - Once a month
 - Once every three months
 - Once a year
74. What can new members receive for free?
- Child care services
 - Vitamins and nutritional supplements
 - One-month membership
 - Membership for their family
75. What is the original enrollment fee for the current month?
- \$50
 - \$100
 - \$150
 - \$200

Questions 76-80 refer to the following memo and e-mail.

MEMO

To: All Branch Managers
From: Sunshine Holidays Marketing
Re: Customer Preferences

As a result of recent research, we have decided to launch a staff competition.

More than 1,000 British people were recently surveyed by Sunshine Holidays about their vacation plans for the coming summer. About 200 people in each of five different age ranges were surveyed. They were asked to indicate which countries they planned to visit out of four possible choices: Italy, France, England, and Spain. It seems that as they get older, people tend to choose not to travel overseas. Participants over 55 chose Britain as their first choice to visit. When asked why, they gave several reasons, including fears about health problems and access to medical treatment in a foreign country, worries about communicating in a foreign language, and the desire to spend time with their grandchildren during school vacations. However, overall, France was the most popular destination for all age groups. This is because of its close location to Britain.

We want to increase the number of older customers visiting Spain (target A) and the number of younger visitors traveling within Britain (target B). For this reason, we are launching a staff competition. Please submit your ideas to increase the number of customers in these two groups. All staff at the branch with the winning ideas will get five additional paid vacation days. You have until March 27 to make your submissions. Good luck!

To: Nigel Rory nrory@sunshineholidays.com, Yasmin Farhad farhad@sunshineholidays.com, Greg Stiles gstile@sunshineholidays.com
From: Olivia Benn <obenn@sunshineholidays.com>
Date: Competition
Subject: March 20

Hello everyone.

This is to follow up on our brief discussion of the recent memo from Marketing about the staff competition. I think it makes sense to divide into two teams: Greg and I will work on target A. Nigel and Yasmin, I'd like you to *tackle* target B. Let's meet as teams tomorrow at 4:30 and start brainstorming. Then on Friday, each team will make a presentation, and we'll give each other feedback. My assistant will combine all the best ideas into a slide deck, which I'll send in by Monday. Let's win this!

Olivia Benn, Branch Manager

79. In the e-mail, the word "*tackle*" in *line 3* is closest in meaning to -----.
(A) finish (B) explain (C) handle (D) challenge

80. What will Olivia Benn do this week?
(A) Prepare slides on marketing Ideas
(B) Give a presentation to the marketing department
(C) Work on ideas for marketing trips to young people
(D) Think of ways to market Spanish vacations

Questions 81-85 refer to the following article and e-mail

The 23rd Annual Take Flight Festival

By Georgina Bryant, *New Haven Times*

This weekend, the popular Take Flight Festival returns to Rosebud Fairgrounds off Highway 64.

As usual, there will be various planes on display, ranging from historical models like the *Martin Stinger* to the latest high-tech wonders. The highlight of the weekend is the display of a 1941 B-57, one of only 15 functioning models left in the world. This magnificent aircraft will be highlighted during a special exhibition open on Sunday only.

The festivities will be topped off with an impressive air show with members of the Air Force's Battalion 102 performing astonishing aerobatics. To see all this and more, simply arrive and purchase your tickets at the gate. Proceeds go to the U.S. Veteran's Fund. All seating is first come, first served, so be sure to arrive early. Gates open at 9:30 A.M.

To: Georgina Bryant, New Haven Times <georginabryant@newhaven.com>

From: Peter Faraday, Aeronautics <peterfaraday@aeronautics.com>

Subject: A special request regarding the Take Flight Festival

Date: May 4

Dear Ms. Bryant,

I am writing in response to your article about the Take Flight Festival.

I am wondering if it would be possible for me to take some photographs at the event for *Aeronautics* magazine. Specifically, I would like to do a photo series based on the B-57 model. Since B-57s are exceedingly rare, I would like to document the details of this impressive aircraft up close for the benefit of our readers.

I know that this request is unusual, but as soon as I read your article, I immediately realized what an exceptional chance this was. Please put me in contact with the *relevant* person from the organizers.

Sincerely,

Peter Faraday, *Aeronautics*

81. What is the purpose of the article?
(A) To announce a holiday parade
(C) To sell tickets for a concert
(B) To document a historical battle
(D) To promote an upcoming festival

82. How can people gain entry to the event?
(A) By contacting Ms. Bryant
(C) By reserving tickets in advance
(B) By buying tickets at the entrance
(D) By donating to a charity
83. What does Mr. Faraday ask about?
(A) The closing time for an event
(C) Permission to take photographs
(B) A subscription to a magazine
(D) Additional tickets for his colleagues
84. What can be inferred about Mr. Faraday?
(A) He is a writer for the *New Haven Times*.
(C) He will be visiting on Sunday.
(B) He is interested in the *Martin Stinger*.
(D) He is licensed to fly aeroplanes.
85. In the e-mail, the word "*relevant*" in paragraph 3, line 2, is closest in meaning to -----.
(A) related
(C) reliable
(B) typical
(D) determined

Questions 86-90 refer to the following information, customer review and response

<http://www.sandoval.net/products>

Sandoval Memory Foam Mattresses

Home

Products

Customer Forum

Contact

Sandoval offers a wide range of sizes to maximize your comfort! Click a product below for further details.

Memory foam mattresses:

Twin (90 x 190cm): £1,499
Double (135 x 190cm): £1,699
King (150 x 200cm): £1,999
Super King (180 x 200cm): £2,399

Accessories:

Mattress cover (twin/double/king/super king): £20/£25/£30/£35
Standard memory foam pillow: £50
Sleeping mask: £10

New contour pillow coming July 1!

<http://www.sandoval.netcustomerforum>

Posted July 4 by Woo-Seok Choi

I decided to buy a Sandoval mattress because I thought that Sandoval had many strong *points*, including its high quality and reasonable prices. I've been using it for about two weeks, and I especially like how the foam doesn't absorb heat, so it keeps the surface of the mattress the same temperature all night. I would not recommend buying the standard pillow, as it is too high for sleeping on your back.

I haven't bought a cover for the mattress yet, but I'm considering it because it is designed to soak up sweat and other moisture under your sheets. The Web site says that it can be taken off, but I'm not sure whether or not it has to be dry cleaned, which would be expensive due to its size.

<http://www.sandoval.net/customerforum>

Posted July 5 by Clara Veloz [Sandoval Customer Service Team]

Mr. Choi, thank you for sharing your feedback! We're sorry that you are displeased with one of our products. We'd like to send you our newly released item by way of apology. Please send a message to claraSCST@sandoval.net to let me know whether the address listed in your customer account file is still accurate.

As for the mattress cover, we highly recommend getting one to protect your purchase. It can be washed in a regular washing machine, so there is very little upkeep. It will help to keep your mattress looking like new for many years.

Thank you for being a Sandoval customer!

Questions 91-95 refer to the following agenda, memo, and e-mail.

Pallman Brothers, Inc.

SALES MEETING AGENDA

Date: Monday, June 15

Time: 2:00 - 4:00 p.m.

2:00 - 2:10	<i>Opening/Introduction</i>	Marcus Rivera, Sales Manager
2:10 - 2:20	<i>The Language of Property Listings</i>	Helen Eisenberg, Regional
2:20 - 2:40	<i>Advertising & Promotions for Commercial Properties</i>	Roseanne Jackson, Agent
2:40 - 3:00	<i>Housing Market Update</i>	Young-Joon Lee, Agent

3:00 - 3:10	BREAK	
3:10 - 3:35	<i>Finding Mortgage Lenders for Clients</i>	Leonard Kuryle, Finance Manager
3:35 - 3:55	<i>Know the Law on Leases</i>	Simon Conniff, General Counsel
3:55 - 4:00	<i>Closing</i>	Marcus Rivera, Sales Manager

Location: Conference room 1

Pallman Brothers, Inc.

MEMO

Date: June 10

To: Sales staff

From: Marcus Rivera

RE: Sales meeting

You may have already noticed that this month's sales meeting was mistakenly scheduled for June 15, which conflicts with an out-of-town conference that several agents are attending. They won't be back in town until late Tuesday. Therefore, we are rescheduling the meeting for Wednesday, June 17. And since conference room 1 is reserved for that time, we will meet in conference room 2 instead. (We can all fit, though it may be a little crowded.) The times on the agenda remain unchanged. I apologize for the confusion and look forward to seeing you on Wednesday.

To: mrivera@pallman.com

From: sconniff@pallman.com

Subject: Re: Sales meeting

Date: June 11

Hi Marcus,

Thanks for the memo. The rescheduling caused a slight problem for me, as I have an appointment on Wednesday at 4:30, more than an hour's drive away. But I spoke to Young-Joon and he agreed to switch places with me on the agenda. In other words, I'll be presenting in his spot and he'll be presenting in mine, and I'll have to excuse myself after my presentation. Since it's a minor change, I don't think it will be necessary to send out an amended agenda—we can simply make an announcement at the start of the meeting.

Simon Conniff

91. What type of company most likely is Pallman Brother, Inc.?
 - (A) A home construction company
 - (B) A marketing company
 - (C) A real estate agency
 - (D) A law firm

92. Why was the meeting postponed?
 - (A) The conference room was already reserved.
 - (B) Some attendees would be unable to go.
 - (C) The only available room was too small.
 - (D) Marcus Rivera would be away at a conference.

93. What is implied about conference room 2?
 - (A) It was already reserved for June 15 at 2:00.
 - (B) It is not available for the sales meeting.

Questions 96-100 refer to the following e-mails.

To: Ken Alberts <kalberts@emergentsolutions.com>

From: Clarissa Pierce <cpierce@actionservices.com>

Date: June 13

Hello Mr. Alberts,

I am writing on behalf of my company, Action Services. Our company specializes in creating personalized flower arrangements, gift baskets, and novelty gifts. Recently we have been going over our books and realized we were paying too much to our current shipping company. We would be interested in offering you the opportunity to take over our account if you could provide us with some competitive rates. I have included a recent invoice of shipping costs with our current carrier, Express Corp. If you feel that you could beat their prices, we would like to try to work with you. Please let me know what you think.

Sincerely,

Clarissa Pierce

Account Manager, Action Services

To: Clarissa Pierce <cpierce@actionservices.com>
From: Ken Alberts <kalberts@emergentsolutions.com>
Date: June 14
Subject: Shipping Contracts

Dear Ms. Pierce,

Thank you for contacting us at Emergent Solutions. I have taken a look at your invoice from your last bill from Express Corp. and I believe that we can beat their prices. I would be happy to send over my account director to try to tailor a delivery package that is perfect for your needs. Since most of the shipping that you do is within the state and composed of relatively small items, I believe our express courier service will be perfect. We use fuel-efficient hybrid vehicles to run our small deliveries and are able to pass the savings on to our customers. As the Account Director, I look forward to working with Action Services in the future.

Sincerely,

Ken Alberts

To: Ken Alberts <kalberts@emergentsolutions.com>
From: Clarissa Pierce <cpierce@actionservices.com>
Date: June 16
Subject: Shipping Contracts

Mr. Alberts,

This sounds amazing! You have no idea how much it means to our company that you are using environmentally responsible transportation. Action Services was originally formed by a collection of Environmental Studies students at City College here. Everything we do is ethically sourced and recyclable. We can't wait to meet with your team.

Best,

Clarissa Pierce

Account Manager, Action Services

- THE END OF THE TEST