

MYRA LEE Just letting you know I'll be a bit late.	4:10
HIRO MATSUO Was your flight delayed?	4:11
MYRA LEE No. It was early, in fact. And I got a cab right away, but I left my suitcase behind at the baggage claim.	4:13
HIRO MATSUO What? Where?	4:14
MYRA LEE At the airport. We were halfway to the office when I realized it. I had to make the cab driver turn around.	4:16
HIRO MATSUO Wow. You must be tired.	4:17
MYRA LEE It's been a long week. I hope they don't delay the staff meeting for me. Would you mind letting the boss know I'll be late? You don't have to tell him why.	4:18
HIRO MATSUO Sure thing. See you soon.	4:20
MYRA LEE Thanks. Expect me in 30 minutes or so.	4:21

What problem does Ms. Lee have?

- (a) She lost her suitcase.
- (b) She missed her flight.
- (c) She couldn't find a taxi.
- (d) She forgot to pick up her bag.

At 4:20, what does Mr. Matsuo mean when he writes, "Sure thing"?

- (a) He will talk to Ms. Lee's boss.
- (b) He knows Ms. Lee will arrive soon.
- (c) He understands why Ms. Lee is arriving late.
- (d) He is certain Ms. Lee's boss won't mind delaying the meeting.

ESTATE AUCTION

An auction for the estate of *Raul Diega*
will be held on

Saturday, October 3, at 11:00 A.M.
(preview starts at 10:00 A.M.)

Location: 5667 North Hedge Lane

Some of the items to be auctioned

- * 2004 Mercedes
- * China and crystal
- * Oriental rugs
- * Jewelry
- * Stamp collection

Questions? Please call Estate Planners at
778-0099 between noon and 5 P.M.

Which of the following items will be auctioned?

- (a) Chinese antiques
- (b) Rare books
- (c) Bracelets
- (d) Wall-to-wall carpeting

When can you start to look at things?

- (a) October 3, 11:00 A.M.
- (b) By appointment after calling 778-0099
- (c) Any day from noon to five
- (d) October 3, 10:00 A.M.

From: Human Resources
To: Transferring Staff
Subj: Information about Transfer
Date: April 10

As you know, you are among the 60 technical and management-level employees who will be making the move to our new manufacturing plant. This is our first overseas plant, and we hope to make the transition as smooth as possible for you and your families. To this end, we are offering a series of seminars designed to help you adjust to life overseas and in a small town. The seminars will address such issues as regional customs, diet, language, and cross-cultural communication. While attendance is not mandatory, it is strongly suggested that you attend as many of these seminars as possible. I have attached a schedule. Please share it with your family members and put them on your calendar. These seminars are suitable for everyone aged 14 and over. Please contact the HR office if you have any questions or concerns.

Amanda Jones
HR officer

Where is the new manufacturing plant?

- (a) Near the mountains
- (b) In another country
- (c) In a large city
- (d) On the coast

What is the purpose of the e-mail?

- (a) To give information about a seminar series
- (b) To help employees plan their move to the new plant
- (c) To announce the opening of a new manufacturing plant
- (d) To explain the importance of cross- cultural understanding

What is indicated about the seminar?

- (a) They are a requirement for new employees.
- (b) They are for both employees and their families.
- (c) They will take place at the new plant.
- (d) They will begin right away.

VAL D'OR CATERING SUPPLY

Val D'Or is pleased to announce its purchase of Gourmet Galore, a company focusing on specialty food products, cookware, and kitchen accessories.

-[1]- Plans for Gourmet Galore include the opening of five more stores across Europe. Ten of the original sixteen stores were remodeled last year, and similar plans are in the works for the remaining six. -[2]- Gourmet Galore will also be expanding its reach with a new line of cooking schools. These schools will take advantage of the current interest in health improvement by focusing on gourmet foods that are both delicious and nutritious. -[3]- Regional specialties will also be included, and guest chefs from all over Europe will act as consultants. -[4]-

What plans does Val D'Or have for six of the Gourmet Galore stores?

- (a) Remodel them
- (b) Buy them
- (c) Sell them
- (d) Relocate them

What will be emphasized in the cooking classes?

- (a) Recipes from one region
- (b) Use of specialty cookware
- (c) Food from around the world
- (d) Healthful food

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

“Val D’ Or aims to expand the business and offerings of this already popular brand.”

- (a) [1]
- (b) [2]
- (c) [3]
- (d) [4]