

Questions 186-190 refer to the following e-mails and report.

To: Customer Service <custservice@furniturehall.com>

From: Emmett Weber <eweber@imail.net>

Subject: Order 83-IW-49-OU-76

I need to report a problem with the reclining sofa I received in the mail yesterday. I wanted to purchase it in person at the store, but I was told that only direct shipping from the factory was available. For over two weeks I waited to receive it, and when I finally did, I was very disappointed. First off, one of the legs is slightly shorter than the other three, causing it to wobble. Second off, the reclining mechanism gets stuck easily and makes a loud screeching sound. Please let me know how I can get this one exchanged. If the replacement does not meet my expectations, I expect to get a full refund.

Emmett Weber

Defective Merchandise Report

Employee ID: 91880114

Merchandise UPC: LS104-8734

Description: Reclining sofa

Problem: Defective Damaged Worn Out Other

Problem Description: Rear left leg is 1/4 inch shorter than the other 3, causing wobble. Reclining mechanism slightly misaligned, causing sticking and loud metal on metal sound.

Action Taken: Customer contacted by e-mail, shipping refund plus 10% off replacement furniture offered

To: Emmett Weber <eweber@imail.net>
From: Customer Service <custservice@furniturehall.com>
Subject: Follow-up on Order 83-IW-49-OU-76
Attachment: fh83.jpg

Dear Mr. Weber,

We apologize again for the inconveniences you had with your order. Thank you for responding to us quickly with your preference.

As we indicated, the original shipping fee has already been returned to your card. The cost of the original recliner was fully refunded, and the cost of a replacement with a 10% discount was charged to your card on the day it shipped out.

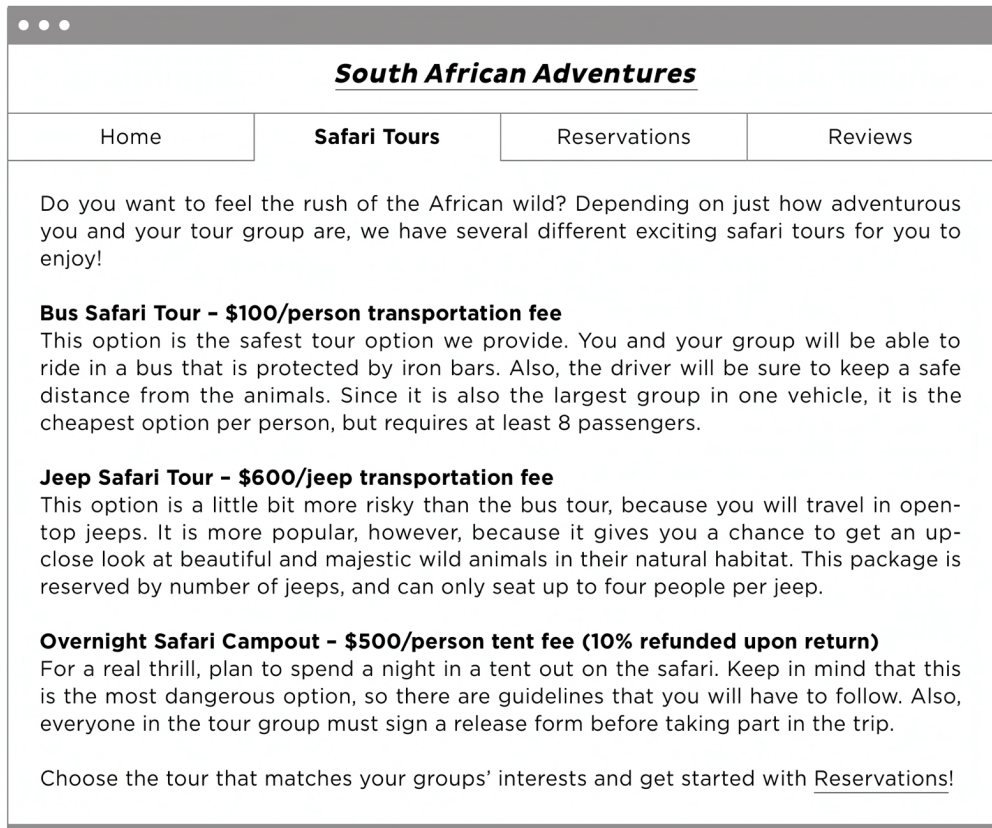
We appreciate your doing business with us, and express our deepest gratitude for your understanding. To express our thanks, we are also sending this coupon for expedited shipping on a future order. Please fill out our customer satisfaction survey at <http://survey.furniturehall.com> to receive free shipping for a future purchase.

Sincerely,

Furniture Hall Customer Service

- 186.** What is the purpose of the first e-mail?
(A) To request repair work
(B) To express dissatisfaction
(C) To order some furniture
(D) To cancel an order
- 187.** According to the first e-mail, what does Mr. Weber ask for?
(A) A full refund for his purchase
(B) Express shipping services
(C) A discount for future orders
(D) Instructions for making an exchange
- 188.** What can be inferred about the replacement?
(A) It is an entirely different model.
(B) It has already been paid for.
(C) It fulfilled Mr. Weber's expectation.
(D) It will be sent via expedited shipping.
- 189.** What was included with the second e-mail?
(A) A voucher for an urgently shipped order
(B) An invitation to a VIP sales event
(C) A full inventory catalog
(D) An extended warranty
- 190.** How can Mr. Weber avoid a delivery fee on his next order?
(A) By visiting the customer service center
(B) By speaking with a manager
(C) By sending a letter to the manufacturer
(D) By completing an online survey

Questions 191-195 refer to the following Web pages and e-mail.



South African Adventures

Home	Safari Tours	Reservations	Reviews
------	---------------------	--------------	---------

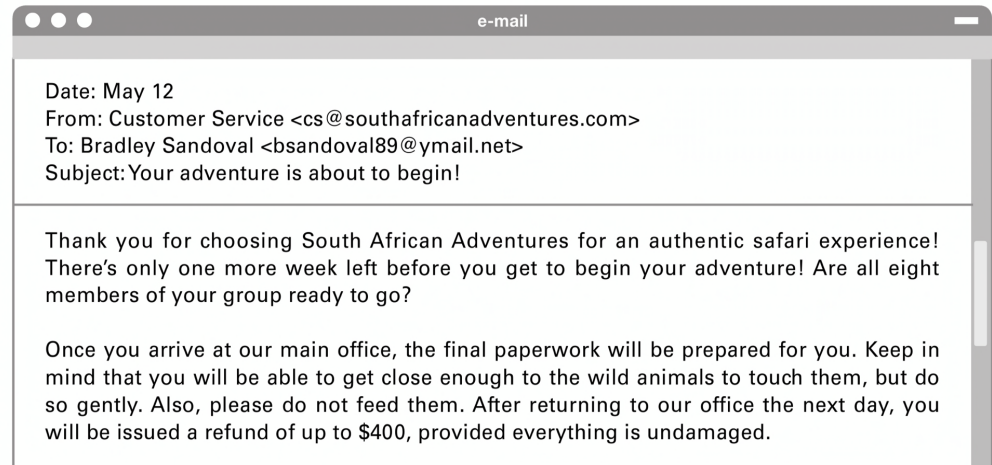
Do you want to feel the rush of the African wild? Depending on just how adventurous you and your tour group are, we have several different exciting safari tours for you to enjoy!

Bus Safari Tour - \$100/person transportation fee
This option is the safest tour option we provide. You and your group will be able to ride in a bus that is protected by iron bars. Also, the driver will be sure to keep a safe distance from the animals. Since it is also the largest group in one vehicle, it is the cheapest option per person, but requires at least 8 passengers.

Jeep Safari Tour - \$600/jeep transportation fee
This option is a little bit more risky than the bus tour, because you will travel in open-top jeeps. It is more popular, however, because it gives you a chance to get an up-close look at beautiful and majestic wild animals in their natural habitat. This package is reserved by number of jeeps, and can only seat up to four people per jeep.

Overnight Safari Campout - \$500/person tent fee (10% refunded upon return)
For a real thrill, plan to spend a night in a tent out on the safari. Keep in mind that this is the most dangerous option, so there are guidelines that you will have to follow. Also, everyone in the tour group must sign a release form before taking part in the trip.

Choose the tour that matches your groups' interests and get started with [Reservations!](#)



e-mail

Date: May 12
From: Customer Service <cs@southafricanadventures.com>
To: Bradley Sandoval <bsandoval89@ymail.net>
Subject: Your adventure is about to begin!

Thank you for choosing South African Adventures for an authentic safari experience! There's only one more week left before you get to begin your adventure! Are all eight members of your group ready to go?

Once you arrive at our main office, the final paperwork will be prepared for you. Keep in mind that you will be able to get close enough to the wild animals to touch them, but do so gently. Also, please do not feed them. After returning to our office the next day, you will be issued a refund of up to \$400, provided everything is undamaged.

South African Adventures

Home

Safari Tours

Reservations

Reviews

My friends and I had an amazing time on this safari adventure! Since it was our first time doing something like this, the safety briefing was really helpful. I feel very grateful to our tour guide, Sven Holland, for his useful advice. My friends and I all thought that it came in handy.

There was one slight problem that we encountered on our trip, though. The tents were very difficult to set up on our own. We were able to work together as a group to finally finish before it got completely dark, but I think it would have been nice to have someone demonstrate how to set them up. Perhaps they could include a demonstration in the safety briefing.

By Bradley Sandoval

- 191.** According to the first Web page, what is stated about the Jeep Safari Tour?
- (A) Jeeps are equipped with protective bars.
 - (B) Participants spend a night in the wild.
 - (C) It requires a valid driver's license.
 - (D) It travels through areas with wild animals.
- 192.** What is indicated about Mr. Sandoval?
- (A) He was required to complete a form.
 - (B) He experienced animal feeding.
 - (C) He rode a bus.
 - (D) He wore protective gear.
- 193.** How much was Mr. Sandoval's group initially charged for their trip?
- (A) \$600
 - (B) \$800
 - (C) \$1,200
 - (D) \$4,000
- 194.** In the second Web page, the phrase "came in handy" in paragraph 1, line 4, is closest in meaning to
- (A) hurried up
 - (B) was portable
 - (C) was on time
 - (D) was useful
- 195.** What complaint does Mr. Sandoval have about the trip?
- (A) A demonstration was not provided.
 - (B) The guide did not get Mr. Sandoval's group close to animals.
 - (C) The wild animals were too intimidating.
 - (D) The duration of the trip was too short.

Questions 196-200 refer to the following advertisement, transaction details, and e-mail.

Contact Mountain Movers

Are you planning a major move? Contact Mountain Movers to get a quote! Mountain Movers prides itself on being able to move even the largest and bulkiest items from one location to another faster than any competitor in the region. The cost of our service is based on the dimensions, weight, and number of objects that need to be moved. For large moving orders, we will send a representative to give an estimate. Here is a general breakdown of costs (subject to change based on size, weight, or special packing):

Compact Move (1 small truck, 1 loader): \$450

Small Move (1 small truck, 2 loaders): \$600

Medium Move (1 large truck, 2 loaders): \$1,000

Large Move (1 large truck, 4 loaders): \$1,500

Contact Name: Naomi Gross

Phone Number: 384-555-1743

Original Address: A+ Academy, 221 Edgewater Ave., Rapid City, SD 57701

Destination Address: 522 Heritage Rd., Arvada, CO 80003

Transport Date: Saturday, August 24

Description: All classroom furniture (desks, chairs, blackboards, bookshelves, books) needs to be moved to the new location in Arvada, CO. One large truck should be sufficient. The move must be completed before August 25 as classes are to start again at the new location on the Tuesday of the following week and I want to give my teachers a day to get accustomed to their new classrooms.

Date	August 3
To	Naomi Gross <ngross@aplusacademy.edu>
From	Thomas Cobb <tcobb@mountainmanmoving.com>
Subject	Estimate Request

Ms. Gross,

Upon reviewing all of the items you need us to move, most of them are not very large or heavy. However, they will be space-consuming. Therefore, this move would require two large trucks and a total of four loaders. Since there is nothing especially heavy, awkward, or fragile among the items, we will not add any extra service fee.

Since you mentioned that you want to complete your move quickly, we recommend creating a floor plan for the Arvada location in advance. If you do so, our loaders can refer to it and put everything where it needs to go.

Sincerely,

Thomas Cobb
Mountain Movers

196. What is true about Mountain Movers?

- (A) Its price rates are all fixed.
- (B) Its movers work as individuals.
- (C) It specializes in oversized items.
- (D) It uses a wide variety of trucks.

197. According to Ms. Gross, when will classes commence at the new location?

- (A) On August 24
- (B) On August 25
- (C) On August 26
- (D) On August 27

198. In the transaction details, the word “accustomed” in paragraph 1, line 5, is closest in meaning to

- (A) trained
- (B) familiar
- (C) traditional
- (D) normal

199. How much will Mountain Movers most likely charge Ms. Gross for the move?

- (A) \$1,000
- (B) \$1,500
- (C) \$1,600
- (D) \$2,000

200. What is Ms. Gross advised to do?

- (A) Prepare a map for the movers
- (B) Use more compact desks
- (C) Upgrade to express service
- (D) Have the teachers help move