

**A****Strategy:** Scan the questions to decide which to answer first

Looking at the questions first will allow you to find exactly what you are looking for in the reading text so you can answer the questions most efficiently.

**1 Test tactic: Answer easier/faster questions first**

Look at the list of question types below. This is the order in which you should do them to make best use of your time.

**1. Specific information (positive)**

These are the easiest and quickest to find the answer for. Do these first.

- *According to the author, what will x be used for?*
- *Where did x come from?*
- *Which x will benefit from this?*

**2. Vocabulary questions**

(See Unit 7.2)

These should be answered quickly. If you don't know the word or words, guess and move on.

- *The word "x" in paragraph 1 line 3 is closest in meaning to ...*

**3. Main idea/inference questions**

(See Unit 7.2)

Doing the previous question types first will help prepare you for these.

- *What is the **purpose** of this memo?*
- *Why is Mr. Jones writing this letter?*
- *What **can be said/inferred** about...?*
- *Who might read this advertisement?*

**4. Specific information (negative)**

(See Unit 7.3)

These can be the most time consuming. Leave them till last, when you may have already got information to help you with the answers.

- *Which of the following is **NOT** true?*
- *Which of the following positions is **NOT** available?*

For each question below mark in the box the order it should be done. The first one has been done for you.

- |   |                                     |
|---|-------------------------------------|
| 1. What is this notice mainly about?                                      | <input checked="" type="checkbox"/> |
| 2. Where might you see this notice?                                       | <input type="checkbox"/>            |
| 3. By when must you give notice in order to get the maximum refund?       | <input type="checkbox"/>            |
| 4. What will happen if you withdraw prior to the second lesson?           | <input type="checkbox"/>            |
| 5. Which of the following is NOT true?                                    | <input type="checkbox"/>            |
| 6. The word "constitute" in paragraph 3, line 5, is closest in meaning to | <input type="checkbox"/>            |

**2 Test tactic: Answer specific information questions (positive) first**

A Circle the specific information questions from the list below.

- |  |   |
|--|---|
| 1 At what time does the club open?                                   | 5 Where did the man buy his bicycle?          |
| 2 The word "robust" in paragraph 1, line 2, is closest in meaning to | 6 How long should the man wait for a reply?   |
| 3 What is the price of the guitar?                                   | 7 What can be inferred about the woman's job? |
| 4 Who might reply to this advertisement?                             |   |

**B** Look at the specific information questions from activity 1.

Underline the key words in the question and answer choices, and then scan the passage below to find the sentence that answers the question.

**3.** By when must you give notice in order to get the maximum refund?

- (A) Just after the first class
- (B) Before the second class is held
- (C) Five business days before the first lesson
- (D) Within four to six weeks

**4.** What will happen if you withdraw prior to the second lesson?

- (A) All costs will be refunded by check.
- (B) You will receive the full amount minus \$25.
- (C) No refunds or credits will be issued.
- (D) You will pay for the first lesson plus admin fee.

*Follow up:* Compare your answers with your partner.

**Questions 1–6** refer to the following notice.

#### **Summer program refund policy**

The effective date of the withdrawal/cancellation is the date the withdrawal notice is received by the center, regardless of the date the participant stopped attending the class.

Withdrawal requests from all registered courses must be made before the second class is held. If the request is received 5 business days prior to the first class, the amount refunded will be the full amount, less the refund administration fee (\$25.00). If the request is received after the first class, but before the second class, the amount refunded will be the full amount, less the cost of the first class and less the administration fee (\$25.00). From the second lesson onwards, no refunds/credits will be issued.

If there is a medical reason for the request, it must be received prior to the mid-point of the program. Refunds for sports and fitness programs will NOT be processed until ALL gym and pool passes have been returned.

Please note that advising an instructor or not attending a program will not constitute a notice of withdrawal.

Cash/check remittances will be refunded by check. Please allow our office 4 to 6 weeks to process your refund. Credit card refunds will go back on the original card.

## Tactics checklist

- Don't read the text first.
- Skim the questions and do the specific questions first.
- Skim the text to find the answer to the question. (Be careful! It may use different words.)
- Answer the question yourself, then choose the best answer choice.

### 3 Tactic practice: Specific information

Use the tactics you have practiced to answer the following questions.

1. Who is the intended recipient of this letter?
  - (A) Alberto Romero
  - (B) Benjamin Weintraub
  - (C) John Teirney
  - (D) Alex Andreas
2. What kind of job did the person apply for?
  - (A) Human resources
  - (B) Administrative work
  - (C) Marketing
  - (D) Sales
3. Where was Mr Romero applying for a job?
  - (A) In Britain
  - (B) In America
  - (C) In Europe
  - (D) In Asia

Questions 1–3 refer to the following letter.

Alberto Romero  
3254 Turney Road  
Garfield Heights  
OH 44125  
USA

Dear Mr Romero,

This letter is to thank you for your application to join our International sales team. Unfortunately, we must inform you that due to the large number of highly-qualified applicants that applied for the position of Eastern European sales representative, we have already filled all the positions that were advertised in the May issue of the Human Resources Bulletin.

As you know, administrative and marketing positions in our European and Asia-Pacific offices regularly become available during the year and we would welcome your application for future international postings.

Yours truly,

*Alex Andreas*

p.p. Benjamin Weintraub  
Human Resources Manager  
London Office  
John Teirney & Sons Ltd.



Now apply the *Test tactics* at the actual test speed with questions 1–9.



You have 12 minutes to complete 12 items.

Questions 1–3 refer to the following advertisement.

**Printing for your personal & small business needs**

# Gaines Bros Printing

*A commitment to quality and service since 1959*

New opening hours:

Monday to Saturday from 9 a.m. – 7 p.m.

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Business Forms</li> <li>• Business Cards</li> <li>• Envelopes</li> <li>• Folders</li> <li>• Letterhead</li> <li>• Full Color Printing</li> </ul> | <ul style="list-style-type: none"> <li>• Graphic Design</li> <li>• Digital Copying</li> <li>• Invitations</li> <li>• Graduation and Wedding Announcements</li> </ul> |
|---|--|

**Special offers, only for June:**

- Order 10 sets of letterhead and get matching envelopes at a 50% discount
- 2 for 1 business cards or invitations for any order over \$100
- Purchase over \$250 and you will receive a voucher worth 10% off the your next order during the coming year

Order by phone, fax or in person.

555–3467 • FAX 555–3478

458 Notting Drive Unit 119 • Alansburg

1. Who would NOT be a potential customer for this company?
  - (A) A couple whose daughter is getting married
  - (B) A major corporation
  - (C) A local real estate agent
  - (D) A restaurant in need of new menus
2. What could customers who spend 150 dollars get?
  - (A) A 10% discount
  - (B) Double the number of invitations
  - (C) A discount on envelopes
  - (D) Two free sets of business cards
3. What will happen from July 1?
  - (A) The time the shop opens will change
  - (B) You will not be allowed to make fax orders
  - (C) Discount vouchers will become invalid
  - (D) No bonus will be given for large letterhead orders

Questions 4–6 refer to the following notice.

## Welcome to the Groveland library service

We would like to invite all Groveland residents to become members of the public library.

Interested applicants should follow the procedure below to receive their library card promptly and make use of the full range of facilities.

Please complete the accompanying personal information form and submit it to the applications desk in any of the Groveland branch libraries or to your local ward office community service desk.

Within two working days (Monday–Friday) of the application being submitted:

- You will receive a library barcode number via email (enabling you to place reservations and access online databases before collecting your card).  
Note: You will require a PIN to place reservations and to access your record online. Please note that the default PIN number is the last four digits of your telephone number. If you would prefer to specify a different number please do so on the application form.
- Your card will be available for collection at the branch library you have nominated.

If you are under the age of 18, we require a parent or guardian's signature on a permission letter (Form 103) which will need to be brought into the library when you are collecting your card.

4. The word “promptly” in paragraph 2, line 2 is closest in meaning to
- (A) correctly
  - (B) quickly
  - (C) appropriately
  - (D) suitably
5. What will NOT be possible two working days after submitting the application?
- (A) You will receive a number that will let you reserve books.
  - (B) You will be able to collect your card at your nominated branch library.
  - (C) You get a barcode that will let you check book availability online.
  - (D) You will be able to change your PIN number.
6. What special conditions apply to children?
- (A) They need a parent or guardian to collect their card.
  - (B) They must wait until they are 18.
  - (C) They need a signed permission letter.
  - (D) They must sign a form.

GO ON TO THE NEXT PAGE 

Questions 7-9 refer to the following notice.

### Online water/sewer payment

Welcome to the Worthwood Water/sewer Account Payment System. You can now pay your bill online via credit card using the most secure online payment system available.

Please enter your Worthwood Water/sewer account number below, then click "Submit". Your account number can be found in the upper left-hand corner of your bill. If you do not know your account number, please call 555-8375.

If your door has been tagged for non-payment, you must call 555-0874 to stop termination of water service.

Please do not use this website if your payment is intended for overdue sewer charges related to sewer certification. If you recently received a notice about unpaid sewer charges, please follow the payment instructions on the notice.

Sewer payments can be mailed to Division of Water, P.O. Box 139012, Worthwood, NP 8926-2412. Payments must be received by Feb 16.

A two dollar (\$2.00) or two percent (2%) processing fee (whichever is GREATER) will be added to your payment.

All general inquiries should be addressed to the Information Section, Worthwood Public Works Section, P.O. Box 138976, Worthwood, NP 8926-2469, or call 555-2378 (ext. 124).

7. Who would be most interested in this notice?
  - (A) People who need sewer certification
  - (B) People who don't wish to pay additional processing charges
  - (C) People who want to pay by computer
  - (D) People who wish to receive a Water/sewer account number
8. What number should you call if you don't want your water disconnected?
  - (A) 555-0874
  - (B) 555-8375
  - (C) 555-2378
  - (D) 8926-2412
9. What must people who have been notified of an overdue sewer bill do?
  - (A) Call the Division of Water
  - (B) Pay an additional processing fee
  - (C) Address their inquiries to the Information Section
  - (D) Follow the instructions given



## Reading in action

- A You are Sam Hong, the branch manager for Sea Star Shipping in Singapore. Read the notice your company has recently sent you and answer questions 1–4.

### Notice

The recent typhoon has caused delays in some of our shipping contracts of up to three days. Because of this we anticipate complaints from our customers due to late delivery.

Our official policy is that we are not responsible for any costs resulting from failure to meet delivery schedules due to natural disasters. This is clearly stated in all our shipping contracts.

To assist customers with especially time-sensitive deliveries, we can offer a special 50% discount on Express air freight costs. Especially valued customers may be offered a 15% discount on their next order.

1. What problem does this company have?
2. Will Sea Star pay for any extra costs customers may have due to the delay?
3. What can the company do for customers who need quick delivery?
4. What bonus can the company offer important customers?

- B One hour ago you received the following letter from the agent for MegaCo, one of your largest customers. Read the letter, then discuss the situation with your partner. Say what you think Mr. Hong should do. Then complete the reply to the letter of 16 February 2006.

16 February 2006

Mr. Hong,

We were recently informed that the recent typhoon and suspension of shipping out of Singapore has delayed the delivery of product shipment SD1278 to San Francisco by an estimated five days.

This is an extremely time-sensitive shipment for our customer, and because of this we will have to pay late penalties of approximately \$7,500 per day.

I am writing to inform you that we hold you responsible for these and any additional fees resulting from your failure to deliver as per our shipping contract.

I look forward to hearing from you soon.

*Martha Rogers*

### Culture note

When talking about amounts of money, we often use the letter K, to mean thousand  
*The job offers a starting salary of \$40K.*  
 (meaning \$40,000)

Dear Ms Rogers,

We received your letter of 16 February concerning the delay to your shipment, consignment number (1) .....

We are very sorry for the unfortunate delays to your shipment, but I am afraid however that we are not responsible for any

- (2) ..... due to  
(3) ..... This is clearly stated in your  
(4) .....

As you are a valued customer, however, we would like to assist you as much as possible in making the delivery to (5) ..... on time. We are prepared to offer you a special (6) ..... In addition to this we will give you a (7) ..... off the costs of your next order.

Please let us know as soon as possible about your intentions.

Yours sincerely,

*Sam Hong*

## D

### Further study

Write a short report on how you handled the delayed shipping problem. Be prepared to describe what you did in your next lesson.

Go to word list and quiz page 164.