

HOMEWORK:

Kindly give the definition of the following words and make the sentence.

1. **arbitration**
2. **outrage**
3. **repel**

TOEIC2-7 Reading Comprehension

Memorandum

To: Supervisors

From: ETOC, Human Resource Manager

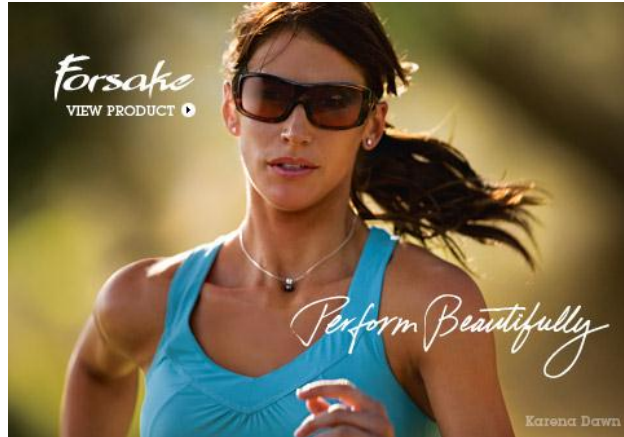
Sub: probationary coaches

As of January 1st all new coaches will be subject to a 3 month probationary period. Medical, holiday, and flextime benefits will not apply to new staff members until the full 3 months have expired. After the three months have been completed, please contact your coaches and inform them that their probationary period has ended. The HR department will contact you by email 2 days in advance to remind you of the date. Thank you for your cooperation.

1. What is the main purpose of this memo?
 - a. To inform all coaches of a new expiration date.
 - b. To put staff members on probation.
 - c. To introduce the HR department.
 - d. To inform supervisors of a change in policy.

2. When does the change come into effect?
 - a. Today.
 - b. In 2 days.
 - c. In 3 months.
 - d. On January 1st.

Advertisement



Purchase a 12 month subscription to *Vacation the Nation* today and receive a free pair of Sunnies Sunglasses with your very own soft leather case.*

To get your free Sunnies follow these 3 easy steps.

1.	Purchase a copy of <i>Vacation the Nation</i> , New York's #1 Travel magazine.
2.	Fill out the application card (found in the center of the magazine)
3.	Mail the card and \$21.95 US to the address provided

*This is a limited time offer only. Application and funds must be received no later than Dec 1st 2004. Canadian residents should add \$3 US for shipping. Offer not available for residents outside of North America.

3. What is this advertisement for?
 - a. A summer trip.
 - b. A travel company.
 - c. A special deal.
 - d. A free magazine.

4. How much do the sunglasses cost?
 - a. They are free with a subscription.
 - b. They cost \$1.
 - c. They cost \$3 Canadian.
 - d. They cost \$21.95 US.

E-mail

To: "The Shoe People" <inquiries@shoepeople.com>

Cc:

From: "John Trimbald" <jtconstruction@img.com>

Subject: Customer Complaint

To Whom it May Concern,

I have trusted the Shoe People to protect the feet of my employees for over ten years now. I recently purchased a few pairs of boots from your company for my crew. Though my men were initially satisfied with the boots, the soles began to fall apart on them after just twelve weeks. This was extremely surprising considering they came with a six year warranty. The boots are unsafe to wear because my men are pouring hot concrete. Please respond as soon as possible with instructions on how I can return the boots and receive a refund.

Thank you,

John Trimbald

John Trimbald, Foreman, JT Construction

The Shoe People

22 Circular Rd.

Castlerock, Northern Ireland

BT51 6TP

John Trimbald

JT Construction

22 Mark Lane Rd.

London, England

EC3R 4BT

January 3rd, 2008

Dear Mr. Trimbald,

Thank you for your e-mail concerning the poor quality of our rubber soled black workboots. A representative will be by your office next week to pick up the damaged boots. We apologize for any inconvenience this has caused you and your crew. Along with five new pairs of workboots for your crew (we included one extra pair), we have enclosed a free year's supply of sole protector spray. In our retail stores, this spray is always recommended to buyers who work on heated floors. This should have been brought to your attention at the time of your initial order (received by telephone on

October 12, 2007). Please excuse our oversight. To date we have had no complaints about these workboots from customers who have used the protector spray. However, should you use the spray and find that you are still unsatisfied with the boots, please return the boots and spray for a full refund. Thank you for supporting The Shoe People. Have a Happy New Year.

Sincerely,

Stan Mason, President

5. Which company was unsatisfied?
 - a. Stan Mason's company.
 - b. The Shoe People.
 - c. JT Construction
 - d. The sole company.

6. How many people are on John Trimbald's crew?
 - a. Four.
 - b. Five.
 - c. Six.
 - d. Twelve.

7. What is the spray used for?
 - a. To protect the boots from water.
 - b. To protect the soles from heat.
 - c. To protect the floors from soles.
 - d. To protect the boots from rubber.

8. What should John Trimbald do if he remains unsatisfied?
 - a. Return just the spray.
 - b. Call the President.
 - c. Mail another letter.
 - d. Request a refund.

ANNOUNCEMENT

Are you setting up a small business? Worried about the costs of renting office space and employing the right people?

Rebus Virtual Office World can help you. With our **Basic Office Deal**, we can set up a virtual office for you practically overnight.

We will give your business a professional image and our polite, friendly staff will handle your calls and present your business in the best possible way. We can provide you with: a professional business address, a local phone number and we will also handle mail. For a more personal approach, with the option of forwarding mail and messages to your home address, don't hesitate to ask us about our **Premier Office Deals**.

9. Where is the text from?
 - a. A message from a business to a current client
 - b. An advertisement for a new business service
 - c. An email from one business worker to another
 - d. A newspaper article about a new business's success

10. What does the service provide?
 - a. Off-site staff to perform general office duties
 - b. A site where several businesses can locate their offices
 - c. Advice on how to make your business more professional
 - d. Temporary staff for local businesses

11. Which of the following is not included in the Basic Office deal?
 - a. A polite receptionist
 - b. A mail-forwarding service
 - c. A professional address
 - d. A telephone-answering service