

Questions 158-160 refer to the following e-mail.

From: Thiago de Silva <tdasilva@ozatmail.net>  
To: Lucia Morais <lucia.morais@olivehotel.fr> Manager, Olive Hotel  
Date: Wednesday, October 07, 12:20  
Subject: My room

Dear Ms. Morais,

Two weeks ago I e-mailed you to reserve accommodations, along with an online deposit to secure them. I was scheduled to check in tomorrow, so that I could attend the European Manufacturing Conference there in Lyons.

However, I have recently been accepted into a 1-week international management development course in Switzerland, so I would like to cancel my reservation. One of the original team members has had to drop out for health reasons and I have been offered his spot. I realize this is extremely short notice, but considering these circumstances I am hoping I can still get my money back.

Please e-mail as soon as possible to let me know. I leave for the training program within 12 hours of this e-mail. I hope to hear from you before then.

Kind regards,

Thiago de Silva

158. What is the purpose of the e-mail?

- (A) To schedule an arrival
- (B) To confirm a transaction
- (C) To inform of a change
- (D) To make a payment

160. What is a stated concern of Mr. de Silva?

- (A) Room availability
- (B) Hotel amenities
- (C) Refund policy
- (D) Cancellation deadlines

159. What is the reason Mr. de Silva is going to Switzerland?

- (A) A conference is being held there.
- (B) A manufacturing facility is being launched there.
- (C) A better hotel is available there.
- (D) A training program is being operated there.