

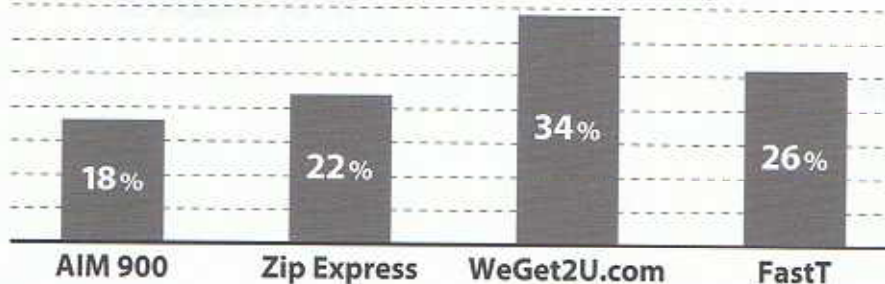
Questions 165-167 refer to the following memo.

To: Sanjaya Ventakesh Office Manager
From: Barbara Warden Senior Supply & Deliveries Clerk
Date: May 5
RE: Express Deliveries

Dear Mr. Ventakesh,

As you requested, we reviewed the major express delivery services operating in the country today, represented by the graph below.

► Market Share of Major Express Delivery Companies



The information above is current as of April 29, and in our opinion speaks for itself. We recommend choosing the market leader for our delivery service. If most fellow New Zealanders are choosing that company, it will probably suit our needs as well. I've also left some brochures on all of the companies on your desk for you to look at. Instead of exchanging any more phone calls about this, I think it would be better if I came over to your office on the third floor this afternoon to discuss this. After you've made a decision as to which company you want, I'll fax over a signed work order to them.

All these companies also offer a 1-month trial period. If we aren't satisfied with their service after a month, we can cancel without being charged.

Yours sincerely,
Barbara Warden

165. Why is Barbara Warden writing to Sanjaya Ventakesh?

- (A) To review changes in a market
- (B) To prepare details of a sales plan
- (C) To predict corporate performance
- (D) To provide data for a decision

167. How will Barbara Warden and Sanjaya Ventakesh continue the discussion?

- (A) By sending e-mails
- (B) By talking on the phone
- (C) By meeting in person
- (D) By sending faxes

166. Which company does Barbara Warden prefer?

- (A) AIM 900
- (B) Zip Express
- (C) WeGet2U.com
- (D) FastT