

191. What is Mr. Rafsanjani most unsatisfied with?

- (A) The state of the cars
- (B) Rental fees
- (C) The quality of customer service
- (D) Car models available

192. Why does Mr. Rafsanjani mention Falcon Rental Co.?

- (A) To provide a benchmark
- (B) To comment on a car he rented
- (C) To support his comments on price
- (D) To complain about the company's service

193. What do people who answer the survey get?

- (A) Lower rental prices
- (B) Complimentary airline upgrades
- (C) Additional customer points
- (D) Discounted accommodations

194. Why did Ms. Veblen attach the survey?

- (A) To answer her boss' request
- (B) To exemplify the result of the survey
- (C) To correct a previous statistical error
- (D) To gain approval of a new survey draft

195. How does Ms. Veblen justify her request for larger expenses?

- (A) By quoting industry standards
- (B) By citing the CEO's data
- (C) By forecasting better results
- (D) By referring to small department budgets