

Questions 196-200 refer to the following advertisement and e-mail.

Branson Lawn & Garden Co.
We make the exterior of every home a lovely one.

Lawn care	Garden care
Bush, tree and hedge trimming	Special services as required

Deposits accepted but not required.
Handling both commercial and residential projects. Our clients include:

- *XSoft Computer Corporation*
- *Briar City Park*
- *Leviston Apartment Complex*
- *And homes all over the city*

Our Management Team:

Linda Wu — President
linda.wu@bransononline.com

Armando Benitez — Personnel manager
armando.b@bransononline.com

Mary Listz — Client Project manager
mary.l@bransononline.com

Frank Cole — Equipment manager
frank.cole@bransononline.com

**Voted number 1 Landscaping Service
by City Life Magazine**

Drop by our office
at 302 Beckridge Way
or contact us at:
info@bransononline.com.
You'll be glad you did!

* On the job seven days a week, through all four seasons. All work done from November 1 through April 1 requires additional fees.

From: michelle017@northtel.com
To: linda.wu@bransononline.com
Date: Monday, May 25, 11:23
Subject: Your Company

Dear Ms. Wu,

Thank you for taking the time to talk with me on the phone earlier today. After doing so, I think I might be interested in hiring your company for some landscaping projects around my home. Ordinarily, I enjoy taking care of my yard and garden on weekends, but I'm so busy at the office nowadays it's hard for me to devote as much time to it as I used to.

I think that if you carried out the work we discussed for me every fourteen days, I could keep the greenery around my home looking good. So I'd like to start with that sort of schedule. However, weekly visits might be required during spring, when everything grows very fast. If your company also does snow removal, I might also have monthly work for you in winter, or more frequently according to the snowfall.

I understand you will be sending out one of your managers tomorrow who is responsible for customer cost estimates. During that meeting I would like to discuss the service contract, including all labor, equipment and other factors. I prefer a complete total of that in your estimate, rather than being surprised later by unanticipated prices.

Best regards,

Michelle Walker