

Part VII: Reading Comprehension

In Part VII you will read passages in the form of letters, ads, memos, faxes, schedules, etc. The reading section has a number of single passages and 4 double passages. You will be asked 2-4 questions about each single passage, and 5 questions for each double passage. Sometimes you will be asked for specific details. Other times you will be asked about what the passage implies. In the paired passages you will also be asked to make connections between the two related texts. On the real test you will not have time to read every word. You need to practice scanning and reading quickly for details.

Memo

Memorandum

To: Supervisors

From: Judy Mandella, Human Resource Manager

Sub: Probation periods

As of January 1st all new employees 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 employees 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 employees 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.

E-mail and Letter

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

3. Which company was unsatisfied?

- A) Stan Mason's company.
- B) The Shoe People.
- C) JT Construction
- D) The sole company.

4. How many people are on John Trimbald's crew?

- A) Four.
- B) Five.
- C) Six.
- D) Twelve.

5. 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.

6. 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.

Security Health Insurance

Did you know that 1 in 6 Americans don't have health insurance? Even worse is that the uninsured have a 40% higher risk of death than those who are covered.

Why would anyone take such a risk? Because it's too expensive. Well, not anymore! With Security Health Insurance you can find a plan that will meet your budget and protect you and your loved ones.

Compare our plan to those of our competitors and you'll see that we offer the most complete benefits package at a better price than any other company.

One of our agents can get you a quote within minutes or you can apply online.

Don't wait until it's too late!

7. What is the main purpose of this advertisement?

- A. To teach about health statistics.
- B. To explain different kinds of insurance.
- C. To get you interested in buying health insurance.
- D. To inform people of a discount.

8. What do they imply about not having life insurance?

- A. You could die.
- B. You will save money.
- C. You have a 16% chance of disease.
- D. You will pay more when you get

9. What does 'get you a quote' mean?

- A. They will give you something to remember.
- B. They can give you a discount.
- C. They will explain the benefits in detail.
- D. They will tell you the price.

Ms. Joanna Wallace
Chief Finance Officer
Cooper Trading Corp.

I am pleased to recommend Mr. Alfred Engels for the position of apprentice trader. Mr. Engels was my student in Marketing at the University of Missouri. He excelled not only in academics but also in leadership, particularly as student council chairman. He was a member of the College Honors Society.

Mr. Engels has strong persuasive skills and a very positive work outlook--qualities that should make him a valuable member of your organization.

With my best wishes,

Charles B. Kettering

10. What is not mentioned as a strength of Alfred Engels?

- A. Trading experience.
- B. Scholarship.
- C. Leadership exposure.
- D. Persuasiveness.

11. What is the purpose of the letter?

- A. To explain a trading procedure
- B. To reprimand an employee.
- C. To recommend a person for a job.
- D. To apply for a new position.

HOMEWORK

Vocabulary Quiz - "D" Words

1. What has four legs, barks and wags its tail?
2. This is a precious stone often found in expensive rings.
3. If you have twelve eggs or twelve loaves of bread, then you have a ____
4. When someone has too much alcohol to drink, they are _____
5. Somebody who can't hear is said to be _
6. If you have a toothache you might want to visit a ____
7. This kind of book is used to find the spelling of words.
8. Ice cream, sponge pudding, apple pie and cake are all kinds of _____
9. Someone who wants to lose weight or has a health problem goes on a _____
10. Ten years equals a ____