

พาร์ทปราบเซียน แต่ถ้าเขียนก็ปราบ Double Passage สบายๆ

Questions 181–185 refer to the following memorandum and doctor's letter.

Electrofile Co.

MEMORANDUM

Human Resources Policy

Subject: Changes to Sick Leave Policy

Date: January 4, 20—

The following changes apply to all regular full-time and part-time employees as of January 12:

1. All employees must notify supervisors three days in advance for routine medical appointments (including dental appointments). *Electrofile* continues to encourage you to make your appointments outside of working hours, but acknowledges that this is not always possible.
2. All employees who miss work due to a sick family member must provide a medical note at the supervisor's request. To avoid a loss of pay, documentation must be addressed to the supervisor of the correct department, and presented within five days of returning to work.

Note: Student and contract workers do not qualify for paid sick days and are not required to give advance notice for medical leave. A phone call to report any planned or emergency absence is requested.

Maple Medical Clinic

To Whom It May Concern,

At 9:15 a.m. on January 15, I examined seven-year old Keiko, daughter of your employee, Ai Tanaka. Keiko was in my office after experiencing stomach pains on the night of January 14. I diagnosed Keiko with a severe case of food poisoning.

It is necessary to excuse Ai Tanaka from work until January 18, as Keiko will require time away from school to recover.

Sincerely,

Kenji Ito

Dr. Kenji Ito, Pediatrician

- 181.** Which of the following rules will apply at Electrofile as of January 12?
- (A) Employees must make appointments outside of work hours.
 - (B) Supervisors must notify managers of medical emergencies.
 - (C) Contract workers must use no more than three days of paid sick leave a year.
 - (D) Employees must give notice for planned medical appointments.
- 182.** What will happen to employees who do not submit a medical letter upon request?
- (A) They will lose their jobs.
 - (B) They will get transferred.
 - (C) They will lose pay.
 - (D) They will get less sick time.
- 183.** Why did Ai visit the doctor on January 15?
- (A) She had very bad stomach pains.
 - (B) She wanted her daughter's health checked.
 - (C) She needed a signed document.
 - (D) She had a routine appointment.
- 184.** To whom will Ai give this letter?
- (A) Her doctor
 - (B) Her daughter's school
 - (C) Her supervisor
 - (D) The Human Resources Director
- 185.** When will Ai have to submit the letter?
- (A) By January 12
 - (B) By January 15
 - (C) By January 18
 - (D) By January 23

Questions 186–190 refer to the following overdue invoice and late payment cover letter.

The Affordable Paper People
72 Green Ave.
Alistair Park, KS 662340
814-555-9000

OVERDUE

Billing for Alistair Learning Lab
Attn: Jerry Lamb
Due Date: 03/15/20—
Account # 2345689
Invoice # 7

Description	Quantity	Cost
8 x 10 standard printing paper	100,000 sheets	\$165.00
5 x 10 index cards	50 packs	\$139.00
Size 10 envelopes	100 packs	\$ 50.00
Mixed ballpoint pens	800	\$ 50.00
Three-ringed notebooks (lined)	20 packs	\$215.00
TOTAL (including tax and delivery)		\$619.00

To avoid an interest charge of 5% per day, please send payment within 10 days of the due date. For inquiries, email Joseph Hall at accounting@paperpeople.com.

Alistair Learning Lab
5th Floor, Havensworth Tower
89 Main St.
Alistair Park, KS 662457

The Affordable Paper People
Attn: Accounting Department

March 30, 20—

Dear Mr. Hall,

Enclosed is a partial payment of \$200 to be applied to our overdue invoice. I apologize for inconveniencing your company this month.

Our school has been having financial difficulties this year and was almost forced to close last month. Many of the parents we deal with cannot afford to pay for the tutoring services that we provide. This has made it difficult for us to keep up with our bills. However, we have just received news that a grant from the local government will be made available to us at the beginning of May. This money will provide 100% of the funds we need to keep our doors open. We will also be able to pay off any debts we have acquired this term. For the sake of the students and our school, please consider waiving your interest charges this month.

Thank you for doing your part in helping us put our students first.

Sincerely,

Jerry Lamb

Jerry Lamb
Director, Alistair Learning Lab

เอกสารฉบับนี้เป็นสิทธิ์ของบริษัทอิงลิช- มี – อัพ ไบบริด เอ็ดดูเคชั่น จำกัด

ห้ามทำซ้ำลอกเลียนแบบดัดแปลงหรือเผยแพร่ไม่ว่าในรูปแบบใด โดยไม่ได้รับอนุญาตเป็นลายลักษณ์อักษรจากบริษัท

186. What is Alistair Learning Lab?
- (A) A paper company
 - (B) A tutoring company
 - (C) A government agency
 - (D) A daycare service for children
187. What did Alistair Learning Lab buy from the Affordable Paper People?
- (A) Drawing paper
 - (B) Greeting cards
 - (C) Writing instruments
 - (D) Rings
188. What reason does Jerry Lamb give for not paying this invoice in full?
- (A) His students are from poor families.
 - (B) A government check is late.
 - (C) His own children need the money.
 - (D) He has a personal debt to pay.
189. When does Jerry Lamb plan to clear up his debts?
- (A) In a few days
 - (B) Before the end of the month
 - (C) In about one month's time
 - (D) By the end of the year
190. Approximately how much of the bill does Jerry Lamb pay for?
- (A) 5%
 - (B) 10%
 - (C) 30%
 - (D) 100%

Questions 191–195 refer to the following suggestion card and email.

BEIJING BUFFET
5TH FLOOR, METROTOWN MALL
RICHMOND, BC
CANADA
V2A X8B

Please rate each category from 1 to 5 (1 = very poor, 5 = excellent)

Category	Rating
Food:	
Your meal	1
Service:	1
Cleanliness:	
Washrooms	5
Your table	4

Your comments:

My brother arrived from Singapore today and was very hungry and tired from a long flight. After we picked him up from the airport, my family and I decided to drive to the nearby Airport Shopping Mall for lunch. We decided to eat at the Beijing Buffet so that we wouldn't have to wait for table service. However, when we arrived the buffet was almost empty. It was the middle of your lunch hour, and yet there were no vegetables or egg rolls on the buffet. We waited for twenty minutes just for a pitcher of water and as a result, my brother was late for a conference. I am very disappointed in your restaurant and staff and will not be back.

Name: Patricia Marr
Email: marr145mail@home.com

To: marr145mail@home.com
From: beijingbuffetsy@din.com
Re: Customer Service

Dear Ms. Marr:

Thank you for choosing Beijing Buffet for your family lunch. I apologize that you did not enjoy the food or service last week. I reviewed the schedule for that day and realized that we were very understaffed. Two of my employees called in sick that day. This does not excuse the poor food and service, but it explains why your experience was unsatisfactory. I hope you will accept my sincere apology.

I would like to invite you and your family back to the Beijing Buffet. Please accept this coupon for \$10 off your lunch or dinner. If you have time to make a reservation, I promise to seat your family at our VIP table. (On a clear day this table has a fantastic view of the ocean.)

Best wishes,
Tang Yung
Owner, Beijing Buffet

191. Where is the Beijing Buffet located?

- (A) At an airport.
- (B) In a conference center
- (C) In a shopping center
- (D) On a ship

192. Why did this family choose this restaurant?

- (A) It was recommended to them.
- (B) They wanted to eat right away.
- (C) It isn't usually crowded.
- (D) They knew the manager.

193. What does the restaurant owner apologize for?

- (A) The taste of the food
- (B) The bad service
- (C) His employees' attitudes
- (D) His restaurant's appearance

194. What excuse does Mr. Yung offer Ms. Marr?

- (A) He was away on vacation.
- (B) He didn't have enough staff that day.
- (C) Lunch hours are always busy.
- (D) Two of his family members were sick.

195. What does Mr. Yung guarantee if this customer calls ahead next time?

- (A) The buffet will be available.
- (B) The food will be free of charge.
- (C) The ocean will be visible.
- (D) The family will be given the best table.