

Questions 1-5 refer to the following webpage, email, and schedule.

http://www.acestafftraining.com

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Ace Training is a company that offers developmental courses for the employees of your store or business. You can rely on our team of successful professionals to improve the quality of your staff and help your company achieve its goals. We provide effective and results-oriented programs. Below are the training courses available:

Leadership This program helps staff members develop strategic planning and management skills. It also enhances the supervisory skills of the employees in leadership positions.	Sales We teach innovative strategies to increase sales and market share. This class is suitable for both salespeople in a store and employees who work over the phone.
Customer Service Never undervalue the importance of your customers' satisfaction. Your employees need the skills to become helpful and efficient when working directly with customers.	Technologies In rapidly changing work environments, staff members should keep up with new trends and developments in the technological field. Your staff members will learn how to research and master new technologies quickly and accurately.

To enroll staff members for a program, contact Joshua York at josh@acestafftraining.com.

From: Tiffany Tran <tifftran@zellengifts.com>
To: Joshua York <josh@acestafftraining.com>
Subject: Staff Training for Our Employees
Date: October 9

Dear Mr. York,

I'm contacting you about running a training program for some of our employees here at Zellen Gifts. We are planning on expanding our telemarketing department next month, but we don't have enough properly trained employees to fill these new positions. Therefore, we will be transferring some employees from the customer service department to the telemarketing department to solve this problem. As our products are mainly targeted towards children, we are hoping to increase our profits as much as possible for this Christmas season. Please let me know the maximum number of students that you can accommodate at one time.

Thank you,

Tiffany Tran
Zellen Gifts

PROPOSED ACE TRAINING SCHEDULE FOR ZELLEN GIFTS

November 1–5

Group Code and Student Numbers	Monday Sales Strategies	Tuesday Successful Negotiation	Wednesday Customers First!	Thursday Closing The Deal	Friday Start Polite, Stay Polite
Red Team 10 people	9:00–11:00	9:00–11:30	8:00–10:30	8:00–11:00	9:00–11:00
Blue Team 10 people	1:00–3:00	1:00–3:00	1:00–3:00	1:00–3:00	1:00–3:00
Green Team 10 people	3:00–5:00	3:00–5:00	3:00–5:00	3:00–5:00	3:00–5:00
White Team 10 people	5:00–7:00	5:00–7:00	5:00–7:00	5:00–7:00	5:00–7:00

Here is our proposed schedule for transitioning your customer service staff into successful telemarketers. You can see that we have an ambitious amount of material to cover, but I am confident it will be a success. We have tried to balance your need for a swift transition with your need to continue running Zellen Gifts while the training is in session. Therefore, we divided your staff into groups and staggered them throughout the day. This will result in better student-to-trainer numbers for your staff, and it should cause minimal disruptions in your business. We look forward to a great week of training!

Joshua York
Ace Training Coordinator

Instructions: Read the questions and predict the most likely text where you will find the answer. Mark your choice or choices in **bold**.

Where does Mr. York work?			What is stated about the program on technologies?		
Text 1	Text 2	Text 3	Text 1	Text 2	Text 3
In what program is Ms. Tran most likely interested?			What is indicated by the proposed training schedule and accompanying memo?		
Text 1	Text 2	Text 3	Text 1	Text 2	Text 3
Based on the proposed training schedule and accompanying memo, what can be inferred about Zellen Gifts?					
Text 1	Text 2	Text 3			

Instructions: Now answer the questions. Mark your choice in **bold**.

1. Where does Mr. York work?

- A) At an accounting firm.
- B) At a sports management agency.
- **C) At a skill development institution.**
- D) At an advertising agency.

2. What is stated about the program on technologies?

- A) It is open to the public.
- B) It introduces recent web programming skills.
- C) It teaches environmental protection.
- **D) It keeps employees up-to-date.**

3. In what program is Ms. Tran most likely interested?

- A) Leadership
- **B) Sales**
- C) Customer Service
- D) Technologies

4. What is indicated by the proposed training schedule and accompanying memo?

- A) It is an easy course to complete.
- **B) There are 5 key topics that will be covered.**
- C) 50 employees will take part.
- D) Joshua York will be one of the trainers.

5. Based on the proposed training schedule and accompanying memo, what can be inferred about Zellen Gifts?

- A) They are trying to become better at customer relations.
- **B) They are trying to conduct business as normal during their training period.**
- C) They have a small customer service staff.
- D) They want to finish their training before the end of October.

Questions 6-10 refer to the following form, memo, and notice.

Auburn City Restaurant Inspection

Restaurant Name: Polito's Pizza Location: 43 Clark Street Inspection Date: January 22

A: Comply completely with safety and health requirements with no violations

B: Conform to most safety and health requirements with a few minor violations

C: Not meet some safety and health requirements with some violations

D: Not satisfy many safety and health requirements with serious violations that could result in harm or illness for a customer

(Fines will be imposed for any C or D level violations related to food preparation and storage.)

Item	Score
1. Personnel regularly wash hands and follow hygienic practices.	B
2. Raw meats and vegetables are refrigerated at proper temperatures.	A
3. All ingredients are properly stored and labeled.	C
4. Dishes and utensils are cleaned and sterilized.	A
5. Fire extinguishers are easily accessible.	B
6. Fire exits are clearly marked.	C
7. Floors are clean and dry.	B

To avoid additional penalties, restaurants are warned to correct violations before their next inspection.

Restaurant Owner: Greg Kluck

Inspector: Melissa Tenner

MEMO

To: All Employees <employees@politospizza.com>

From: Greg Kluck <gregkluck@politospizza.com>

Subject: Inspection Results

Date: January 25

Dear employees,

The results from our recent inspection on January 22 indicate that there are a few problems that we need to address.

First, it was brought to my attention that fire exit signs need to be installed again.

The most serious violation concerned the improper storage and labeling of food. All ingredients stored for later use must be labeled with an exact date and detailed contents. If we do not label containers properly, spoiled food could accidentally be served to customers.

We received relatively low grades for employee hygiene and the cleanliness of our facilities.

All employees are required to wear their uniform and hairnet at all times and wash their hands after every bathroom visit. We also need to mop floors more often and keep them dry.

In order to correct these poor situations, I will be posting a checklist that all employees will be required to complete every morning. It will include necessary preparations to ensure that we are not breaking any regulations. This measure will go into effect on January 29.

If you have any questions about these changes, please bring them up at the staff meeting tomorrow.

NOTICE TO ALL EMPLOYEES

The checklist below must be signed by every employee on every day that they have a shift at Polito's Pizza. Only sign the task once it has been completed or checked. Failure to fill out the checklist with the date, time, and signature will be treated as a violation of Polito's new health standards.

POLITO'S CHECKLIST

Polito's	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Rotate Food	K.P.	K.P.	K.P.	K.P.			K.P.
Mop Floors	K.P.	K.P.	K.P.	K.P.			K.P.
Uniforms	K.P.	K.P.	K.P.	K.P.			K.P.
Wash hands	K.P.	K.P.	K.P.	K.P.			K.P.

Instructions: Read the questions and predict the most likely text where you will find the answer. Mark your choice or choices in **bold**.

Why was the inspection conducted?			Why has Polito's Pizza been charged a fine?		
Text 1	Text 2	Text 3	Text 1	Text 2	Text 3
What does Mr. Kluck ask his employees to do?			What will happen if an employee fails to sign the work checklist?		
Text 1	Text 2	Text 3	Text 1	Text 2	Text 3
Based on Polito's Checklist, what can we infer about K.P.?					
Text 1	Text 2	Text 3			

Instructions: Now answer the questions. Mark your choice in **bold**.

6. Why was the inspection conducted?

- **A) To monitor compliance with food industry regulations.**
- B) To rate the taste and quality of the cuisine.
- C) To inspect the structural safety of the building.
- D) To evaluate the effectiveness of new policies.

7. Why has Polito's Pizza been charged a fine?

- A) Because fire extinguishers were not in place.
- **B) Because containers of food were not marked appropriately.**
- C) Because raw meats and vegetables were handled incorrectly.
- D) Because the facilities were not cleaned according to standards.

8. What does Mr. Kluck ask his employees to do?

- A) Apologize to customers.
- B) Wear a name tag at all times.
- C) File a complaint with Ms. Tenner.
- **D) Fill out a required form.**

9. What will happen if an employee fails to sign the work checklist?

- **A) They will have a violation on their record.**
- B) They will have to pay a fine.
- C) They will have to come in on weekends.
- D) They will be fired.

10. Based on Polito's Checklist, what can we infer about K.P.?

- A) He works at night.
- **B) He did not work on Thursday and Friday.**
- C) He will be fired for violations.
- D) He is slow at work.