

Foreign Language and Fine Arts Departments

Thursday, April 2nd, 2009

Level **3** questions

Valley Business Machines, Inc.

Memorandum

Date: April 2, 2009
TO: Thomas Johnson
FROM: Jordan Bates
Re: Incomplete Equipment Shipment

Last week I had asked you to buy new computers for the Foreign Language Department staff. The order has arrived and is incomplete. The computers did not come with keypads and mice. The computer company, DELL, Inc., requires that you send a written request for the keypads and mice. Please make a complete list of the serial numbers of all the computers without keypads and mice, noting their model numbers, and include Valley Business Machines account number and address. Please fax this information to Valley Business's customer service representative.

Thank you,

Jordan Bates
Director of Operations

1. What was wrong with the shipment of computers?
 - A. There weren't enough sent for the whole foreign language department staff.
 - B. They don't have the right serial numbers.
 - C. They cost too much.
 - D. They were sent without keypads and mice.
 - E. They have the wrong operating system.
2. As it is used in the passage, the word keypad means:
 - A. The process of giving a test and having an answer key provided.
 - B. A device to open a door.
 - C. A soft cushion to put your keys on.
 - D. A device for typing information on a computer.
 - E. A viewing device for closed-circuit television
3. Based on the passage, which piece of information do you NOT need to send to the computer company?
 - A. Valley Business Machine's account number
 - B. The address of Valley Business Machines
 - C. The serial number of computers sent without keypads and mice
 - D. The model numbers of computers that arrived without keypads and mice
 - E. The serial numbers of all computers at Valley Business Machines

Foreign Language and Fine Arts Departments

Tuesday, April 7th, 2009

Level 4 question

Dear Mr. LaRosa:

I saw your newspaper ad looking for a new tool & die maker. I would like to apply for the job. I have been a tool & die maker for 8 years at Camcar and 4 years at Ford Tools. I was responsible for making parts for Chrysler's cars, Ford's cars, and ACE Hardware. Along with making parts, I was responsible for arranging repairs for ACE Hardware. I have been laid off of work the last six months due to the economy and less need for a tool & die maker; yet, my previous employers would be glad to send references. For Camcar, please call (815) 421- 1333 after 2 P.M. on Mondays or Fridays and ask to speak with Lewis Giordanni. For Ford Tools, please call (815) 233 – 1111 after 3 P.M. on Wednesdays or Thursdays and ask to speak with George Saliz. I look forward to hearing from you.

Sincerely,

James Brown

(815) 111 - 5555

brownj@rcc.com

4. Which of the following is not a responsibility of James's at Camcar or Ford Tools?
- A. Arranging for repairs to equipment at ACE Hardware
 - B. Ordering parts for ACE Hardware
 - C. Making parts for Chrysler
 - D. Making parts for Ford
 - E. Making parts for ACE Hardware
5. If Mr. LaRosa wishes to get references for James, what should he do?
- A. Contact James after 2 P.M.
 - B. Contact Lewis on Wednesdays
 - C. Call (815) 233 – 1111 and ask for Lewis
 - D. Email James
 - E. Contact George on Thursdays

School board coverage for health insurance

To receive health insurance, visit www.bluecrossblueshield.com to find doctors in your area. You will be prompted to enter your ZIP code and employee number. You will then receive a list of local doctors covered under the school board's plan.

It is your responsibility to find out if these doctors are currently taking new patients. If you require care only a specialist can provide your regular doctor will refer you to a specialist who is covered under the BluecrossBlueshield policy. BluecrossBlueshield covers up to 85% of visits to in-network specialist doctors and 15% of specialists outside the network.

If you require doctor care while away from home, BluecrossBlueshield will cover up to \$10,000 (\$5000 for a dependent), provided the care is given at least 50 miles from the employee's home, and the person needing the care is unable to visit his or her regular doctor.

6. Pam needs to find a new doctor. Which of the following is NOT a step she should take?
- A. Visit www.bluecrossblueshield.com
 - B. Call human resources to ask for authorization.
 - C. Enter her ZIP code at www.bluecrossbuleshield.com
 - D. Give her employee number at www.bluecrossbuleshield.com
 - E. Call listed doctors to find out if they're accepting new patients.
7. Phil visits a specialist in the BluecrossBlueshield network to have his ears checked. He pays \$4,800 for the visit and surgery to have tubes put into his ears. How much will BluecrossBlueshield pay?
- A. 100%
 - B. 85%
 - C. 50%
 - D. \$50
 - E. 15%
8. As it is used in the passage, the word dependent means:
- A. Children
 - B. Contingent
 - C. Trusting
 - D. Relative
 - E. Needy

Foreign Language and Fine Arts Departments
Tuesday, April 14th, 2009
Level 6 question

Memorandum

DATE: April 14, 2009
TO: Sundstrand employees
FROM: Management
Re: Internet use and manners

The Company's cell phone provided is for business use only. Personal usage must be limited to emergencies. Landline phones are located in the lobby for personal use on breaks and lunch periods only.

Procedure for using company cell phones:

- Answer with your department and name (i.e. "Marketing, William Anderson).
- If the caller is outside the company, ask about the purpose for calling and offer to transfer the call to someone who can help. Never answer an outside phone call with "you've got the wrong department" or "we don't handle that", or similar statements. If in doubt, refer the call to your supervisor.
- Please notify your department's head coordinator if your work extension changes.

-
9. Sam's 9-year-old son has been injured at school, and the school nurse calls Sam to let him know that his son must be taken to the hospital. This use is permitted under this policy, because:
- A.** The matter concern's Sam's son.
 - B.** The matter is a personal call.
 - C.** There are pay phones in the lobby Sam could use.
 - D.** It is an emergency.
 - E.** It is a long-distance call.
10. Carlos's phone rings on his desk. He answers it, and it's a customer looking for Janet Keagon, who has recently left the company. What should Carlos's reply be?
- A.** "Insurance department, Janet Keagon speaking."
 - B.** "I'm sorry, she's not here at the moment, can I take a message?"
 - C.** "I'm sorry, she's left the company. I f you tell me what you need, I'll transfer you to the correct person."
 - D.** "I'm sorry he's no longer employed here?"

Foreign Language and Fine Arts Departments
Thursday, April 16th, 2009
Level 6 question

Foreign Language and Fine Arts Departments
Tuesday, April 21st, 2009
Level 6 question