

# 1 Read the following message.

Hi Janice,

I would like to apply for a leave of absence for the month of December. I know that's a very busy time for us in the store, and it will leave you in a difficult position since I am the chief buyer. I wouldn't ask except that it's important.

Lately I've been feeling very tired and not at all like myself. I went to the doctor and he said that I'm experiencing stress and that I must take time off. He said I have to do that now, before it gets any worse. I love my job, but he says stress can happen because of being too busy for too long. Well, that does describe me all right!

Fortunately, we've already interviewed some promising new staff members to help during the busy Christmas season. Perhaps they could start work soon, and I can help train them during the next two weeks before I'm off. I'm sure we'll have a good balance of experienced staff and new sales staff to see us through the busy period.

I've been ordering stock this month, as usual, so that we are fully prepared for Christmas shoppers. I think it's unlikely that more shoe orders will need to be made in December, unless there are special orders for occasions such as weddings. That's usually your area of expertise anyway.

If you recall, last summer you asked me to prepare a procedures manual for all store staff. I did this, and the permanent staff have given me feedback. I've made all the changes. It explains everything, such as store policies, breaks and time off, shifts, cash register procedures and problems, and chain of command. I think this will help new staff members learn what to do in their job.

David and I have made arrangements to spend the month in Florida. Hopefully the weather will be warm and sunny. The cottage we've rented is right on the beach and a bit isolated. I'm glad about that because we want to rest, not get caught up in a busy social circle.

Again, I'm sorry for the inconvenience, but I have no choice.

Thanks,

Tracey

# 2 Using the drop-down menu (▼), choose the best option according to the information given in the message.

## 3

- Who is Tracey writing to?
- Which item would the store be short of?
- Why is Tracey worried about the store?
- Tracey is going to Florida to
- Which statement best describes Tracey?
- Why does Tracey mention the manual?

# 4 Here is a response to the message. Complete the response by filling in the blanks. Select the best choice for each blank from the drop-down menu (▼).

Hi Tracey,

I've noticed that you haven't seemed yourself lately, and I've been worried. I'm glad you are 7. . But it will be difficult getting through 8.  without you!

## 5

I'm wondering if you ordered enough of product number BL-4829. This item was very popular last winter, so I think it 9. . Maybe you could show me how to reorder, so I can be prepared. Overall, I agree that 10. .

As you say, we have some good temporary staff members starting soon. I'll contact them to see if they can begin work next Monday. You and I can do the training together. I'm sure 11.  will be useful when you're not here.

I hope the break in December does you good!

Janice

- Main passage is email.
- There are eleven questions in total.
- First six questions refer to main passage.
- Second passage is response to main passage.
- There are five text-completion questions for short response.