

Questions 158-160 refer to the following e-mail.

From: Thiago de Silva <tdasilva@ozatmail.net>
To: Lucia Morais <lucia.morais@olivehotel.fr> Manager, Olive Hotel
Date: Wednesday, October 07, 12:20
Subject: My room

Dear Ms. Morais,

Two weeks ago I e-mailed you to reserve accommodations, along with an online deposit to secure them. I was scheduled to check in tomorrow, so that I could attend the European Manufacturing Conference there in Lyons.

However, I have recently been accepted into a 1-week international management development course in Switzerland, so I would like to cancel my reservation. One of the original team members has had to drop out for health reasons and I have been offered his spot. I realize this is extremely short notice, but considering these circumstances I am hoping I can still get my money back.

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Your teacher can send you the complete material.

Please ask them to send the complete version of this material before the lesson.

(C) To inform of a change

(C) Refund policy

(D) To make a payment

(D) Cancellation deadlines

159. What is the reason Mr. de Silva is going to Switzerland?

(A) A conference is being held there.

(B) A manufacturing facility is being launched there.

(C) A better hotel is available there.

(D) A training program is being operated there.