

TOEIC Part 7 Practice #19

Read the passages and choose the best answer to the questions about each passage.

Questions 1-2 refer to the following memo.

TO: All Office Staff

FROM: Marcus Liu, IT Manager

RE: Scheduled System Maintenance

Please note that our office network will undergo scheduled maintenance from 11:00 pm Friday to 3:00 am Saturday. During this period, email and internal systems may be temporarily unavailable. Ensure all files are saved before

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How to inform: Write it in the Skype chat or the comments section when making a reservation.

- (C) To schedule training sessions
- (D) To inform staff of system maintenance

2. When will the maintenance occur?
 - (A) Friday morning
 - (B) Friday night to early Saturday
 - (C) Saturday afternoon
 - (D) Sunday evening

Questions 3-5 refer to the following article excerpt.

Global Shipping Costs Decline After Two-Year Surge

After nearly two years of unprecedented increases, global shipping costs have finally begun to stabilize. Analysts attribute this shift to improving port efficiency and the easing of container shortages. Companies that had been struggling with inflated logistics budgets now expect to see modest relief in the second half of the year.

However, experts warn that volatility may return if fuel prices climb sharply or if geopolitical conflicts disrupt supply chains. For now, though, importers are cautiously optimistic. Many are already planning to pass on savings to consumers through lower prices on electronics, clothing, and other goods. Economists emphasize that while the shipping industry is entering calmer waters, long-term investment in infrastructure remains essential to prevent future bottlenecks.

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(D) A shortage of consumer goods

4. What factor is mentioned as a possible risk in the future?

- (A) Higher fuel costs
- (B) Decreased consumer spending
- (C) Lower wages for workers
- (D) More efficient ports

5. What do economists stress is important?

- (A) Raising tariffs on imported goods
- (B) Investing in infrastructure

- (C) Reducing consumer demand
- (D) Expanding retail stores

Questions 6-8 refer to the following memo.

Subject: Change in Quarterly Sales Meeting Schedule

Dear Team,

Please note that our quarterly sales meeting, originally planned for September 14, has been rescheduled to September 21 at 10 a.m. The meeting will still take place in the main conference room. We made this change to accommodate the travel schedule of our regional director, who will now be

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How to inform: Write it in the Skype chat or the comments section when making a reservation.

Thank you for your cooperation.

Sincerely,

Daniel Brooks

Sales Operations Manager

6. Why was the meeting rescheduled?

- (A) The main conference room is unavailable
- (B) The director's schedule changed
- (C) Presentations were not yet ready
- (D) The third quarter has not finished

7. What will department heads need to do?

- (A) Submit written proposals
- (B) Attend training sessions
- (C) Prepare short presentations
- (D) Organize remote meetings

8. What should employees do if they cannot attend?

- (A) Cancel the meeting
- (B) Contact the regional director
- (C) Inform the office manager
- (D) Provide written excuses

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feature keynote speakers from major financial institutions and provide opportunities for networking with fellow entrepreneurs.

The forum is designed to support business growth by offering seminars on marketing, finance, and digital innovation. Attendance is free of charge, but pre-registration is required. Please complete the attached form and return it to our office by September 20.

We encourage participation from businesses of all sizes. The Council looks forward to your involvement in this important community event.

Sincerely,
Laura Stevens
Director, City Business Council

9. What is the purpose of the letter?

- (A) To introduce a new financial program
- (B) To request business donations
- (C) To announce a new regulation
- (D) To invite owners to an event

10. What is required to attend the forum?

- (A) Completing a registration form
- (B) Submitting a business proposal
- (C) Joining the Business Council
- (D) Paying a registration fee

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Questions 12-14 refers to the following memo.

Office Memo – From Human Resources

To: All Employees

From: Human Resources

Date: September 12, 2025

Subject: Updated Remote Work Policy

We are pleased to announce an update to the company's remote work policy, effective October 1. Employees will now have the option to work remotely up to three days per week, provided their department head approves the schedule.

This change reflects the company's commitment to flexibility and work-life balance.

To ensure smooth operations, all staff must be present in the office on Mondays for team meetings. Additionally, remote workers are expected to remain accessible during standard business hours and respond promptly to emails or calls. Supervisors will review compliance quarterly.

We appreciate your cooperation and look forward to continued productivity under this revised policy.

12. What is the purpose of this memo?

- (A) To request more office attendance
- (B) To explain a new work policy

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- (B) Only during quarterly reviews
- (C) On days approved by supervisors
- (D) Each Monday

14. What is one expectation for remote workers?

- (A) They must reduce work hours
- (B) They should ignore calls after 5 p.m.
- (C) They must remain accessible during business hours
- (D) They should come to the office daily

Questions 15-17 refer to the following notice.

NOTICE TO GUESTS — MIDTOWN RIVER HOTEL

We wish to inform all guests that the Midtown River Hotel will perform scheduled maintenance in several public areas beginning Monday, November 2 and continuing through Friday, November 27. This work is intended to upgrade guest amenities and improve accessibility throughout the property; it will include replacement of carpeting in corridors, refurbishment of the lobby seating areas, and installation of additional lighting and handrails on stairways.

During the renovation period the following changes will apply:

- **Main Lobby Seating:** Sections of the lobby will be closed on weekdays from **完全版テキストはレッスン前に“教材名”を講師に伝えてください。
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How to inform: Write it in the Skype chat or the comments section when making a reservation. remain the same; however, seating capacity in that room will be reduced. Guests who require an early departure breakfast may request a boxed meal the evening before by placing an order at the front desk.

- **Fitness Center Access:** The fitness center will be closed for two full days (November 10-11) to permit equipment installation and floor refinishing. Complimentary day passes have been arranged with the nearby Harbor Fitness Club; please see the front desk for details and voucher pickup.
- **Guest Room Housekeeping:** To minimize intrusion during noisy periods, daily housekeeping will occur between 8:00 a.m. and 12:00 noon where possible. Special requests for alternate times should be directed to Guest Services.

- Shuttle Schedule: The hotel shuttle will maintain normal service, although minor delays may occur during peak renovation activity. To help us minimize disruption, please plan meetings and departures with a 30-minute buffer.

We apologize for any inconvenience and thank you for your patience as we complete these improvements. Management will host a brief information session for long-term guests in the Bellevue Lounge on November 1 at 5:00 p.m. For specific concerns or assistance, contact Guest Services at extension 0 or email guestservices@midtownriver.com.

15. What is the main purpose of the notice?

- (A) To announce a change in shuttle service
- (B) To advertise breakfast menu changes

(C) To

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- (C) In boxed meals only
- (D) In the Bellevue Dining Room

17. What will the hotel provide when the fitness center is closed?

- (A) A replacement treadmill in each room
- (B) Day passes to a nearby club
- (C) Free in-room video workouts
- (D) Shuttle service to off-site gyms

Questions 18-20 refer to the following article.

REGIONAL YOUTH LAUNCHPAD EXPANDS TECH TRAINING FOR DISPLACED WORKERS

In response to continuing shifts in the regional labor market, the Regional Youth Launchpad — a nonprofit training and placement organization founded in 2015 — has announced a new expansion of its technology retraining program aimed at mid-career workers who lost jobs during industry consolidations. With funding from a combination of municipal grants, private donors and a matching corporate donation from two local software firms, the program will increase capacity by 60 percent beginning in January.

The expanded curriculum will include three-month bootcamps in web development, data analytics, and cloud operations, plus a six-week intensive course on cybersecurity essentials. Each course combines classroom

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those who have had difficulty reentering the workforce. “We’re targeting workers with prior experience in manufacturing and retail who can upskill quickly and help meet real business needs,” she said. “Our goal is to bridge a growing divide between available talent and the technical skills employers require.”

City officials applauded the plan, noting the potential economic ripple effects. Councilmember Renee Cho remarked that the project “not only strengthens individual households, it attracts businesses that need skilled staff.” Several partner companies have already pledged mentorship and interview pipelines for graduates.

The Launchpad plans to host an information session on December 10 for prospective applicants and community stakeholders. Applicants will be

selected through a competitive process that evaluates prior work history, motivation, and availability for the program's schedule. Additional funding is being sought to extend the initiative to neighboring counties next year.

18. What is the primary objective of the Launchpad's expansion?

- (A) To create new manufacturing jobs
- (B) To raise municipal taxes
- (C) To provide housing for displaced workers
- (D) To retrain displaced workers for tech roles

19. Which of the following is included in the new training offerings?

- (A) Accounting certification

(B) C

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- (B) 72% job placement within six months
- (C) Students earned less than before
- (D) No measurable outcomes reported

Questions 21-24 refer to the following letter.

November 4

Mr. Alan Moreno
Purchasing Director
North Shore Partners
345 Riverway Road

Greenville, OH 44111

Dear Mr. Moreno,

Thank you for your continued partnership with Crestline Paper & Packaging. I am writing to follow up on our prior conversation regarding your firm's recent increase in demand for recyclable corrugated cartons. We appreciate the opportunity to supply North Shore Partners as you expand packaging for your new product lines.

Over the past six months, market pressures on pulp and recycled fiber availability have caused periodic capacity constraints across the sector. In response, Crestline has invested in additional processing capacity at our Dayton facility and secured long-term supply contracts with two domestic

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- Lead times: Standard lead time remains at 10–14 business days for orders under 50,000 units; expedited production (5–7 business days) is available for a premium fee.
- Sustainability certification: All cartons will carry Crestline's GreenChain certification confirming at least 85% post-consumer recycled content.
- Pilot run: We offer a one-time pilot batch of 10,000 units at no cost to verify fit and print quality, to be shipped within 10 business days upon approval of artwork.

Please review the enclosed contract addendum. If acceptable, sign and return by November 15 to lock in pricing and capacity commitments for Q1. If you would like to arrange a short call to discuss customization, our technical sales engineer, Priya Shah, is available this week.

We look forward to continuing to support North Shore Partners' growth.

Sincerely,

Daniel R. Hayes

Director of Sales, Crestline Paper & Packaging

21. What problem did Crestline address to improve supply?

- (A) Eliminating lead times entirely
- (B) Investing in processing capacity and supply contracts
- (C) Lowering the quality standard for cartons
- (D) Acquiring North Shore Partners

22. What special offer is included in the proposal?

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23. What does the Greenchain certification indicate?

- (A) The cartons are biodegradable in 30 days
- (B) They are suitable for food packaging only
- (C) At least 85% post-consumer recycled content
- (D) The cartons are manufactured overseas

24. By when must North Shore respond to secure pricing?

- (A) November 15
- (B) December 31
- (C) Immediately upon receipt
- (D) End of the fiscal year

Questions 25-28 refer to the following announcement.

SERVICE ALERT — SOLARTEC Home Batteries

SolArtec Technologies is issuing a service advisory for certain units of the HomeCore LPC-X residential battery system, sold between March 2023 and August 2024. During routine post-sale monitoring, a limited number of units were flagged for a firmware issue that can, in rare circumstances, cause the battery to enter a temporary lockout state during extended power cycling. While SolArtec has received no reports of fire or physical injury related to this issue, the lockout can result in loss of backup power at inopportune times.

Affected units are identified by serial numbers in the range STH-LPCX-030323 through STH-LPCX-082424. Owners should check the label on the lower rear

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How to inform: Write it in the Skype chat or the comments section when making a reservation.
If your HomeCore unit falls within the affected serial range, please take the following steps:

1. Verify your serial number and installation details at www.solarteccare.com/homecore-update.
2. If your system is internet-connected, you will see a notification in the SolArtec mobile app to accept and install the firmware update.
Installation typically takes 20–40 minutes during which backup power may be briefly unavailable.
3. If you cannot update via app, call SolArtec Customer Support at 1-866-555-0147 to arrange a technician visit. Standard service windows are Monday–Friday, 8:00 a.m.–6:00 p.m., with weekend appointments available for urgent cases.

SolArtec apologizes for any inconvenience and reiterates its commitment to product safety and performance. Customers with questions may contact technical support or consult the FAQ on the website for further guidance.

25. What is the main concern described in the announcement?

- (A) Risk of fire from the battery units
- (B) Incompatibility with certain inverters
- (C) A firmware issue causing temporary lockout
- (D) An increase in unit pricing

26. How can most affected units receive the fix?

- (A) By replacing hardware components

(B) Through a software update

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How to inform: Write it in the Skype chat or the comments section when making a reservation.

- (B) Call Customer Support to schedule a technician visit
- (C) Unplug the unit and discontinue use
- (D) Perform a factory reset

28. What is SolArtec's general recommendation to owners?

- (A) Purchase a newer model right away
- (B) Ignore the notice if the unit is working
- (C) Verify serial number and follow the update instructions
- (D) Disconnect the unit during storms

Questions 29–33 refer to the following letters.

March 12, 2025

Robert E. Daniels
85 Meridian Parkway
Toledo, OH 43604
Tel: (419) 555-4833

Ms. Karen Hughes
Procurement Manager
Northridge Components, Inc.

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How to inform: Write it in the Skype chat or the comments section when making a reservation.

I am writing to express concern regarding our most recent shipment of circuit boards, invoice #45829, delivered on March 5. Upon inspection, our receiving department found that 120 out of the 600 units supplied were defective due to misaligned solder points. This represents a 20% failure rate, which is considerably higher than the industry standard of 1–2%.

These components were intended for assembly on a time-sensitive contract with our client, Metro Robotics Ltd., whose delivery window closes at the end of March. The shortfall may jeopardize not only our timeline but also our relationship with a long-standing customer.

We kindly request a prompt response with the following:

1. Confirmation that replacement units can be shipped by March 20.

2. Clarification regarding your current quality control procedures.
3. Assurance that corrective measures will be implemented to avoid recurrence.

We value our long-term business relationship with Northridge Components, but we must also emphasize that further lapses of this nature may compel us to reconsider our sourcing arrangements.

Sincerely,

Robert E. Daniels
Operations Director
HarborTech Solutions, LLC

March 14, 2025

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How to inform: Write it in the Skype chat or the comments section when making a reservation.

Toledo, OH 43604

Dear Mr. Daniels,

Thank you for bringing the issue with invoice #45829 to our attention. We sincerely regret the inconvenience caused by the defective shipment and fully acknowledge the urgency of your situation.

After reviewing the production logs, we determined that the defect arose from a calibration error on one of our soldering machines that went undetected during routine checks. We have since corrected the error and introduced an additional inspection stage at the end of the production line to prevent a repeat occurrence.

To resolve the matter, we are preparing 150 replacement circuit boards, which will be shipped via expedited freight on March 17. We will cover all associated costs, including freight charges, to ensure delivery well ahead of your March 20 deadline.

We greatly value the 8-year relationship between our companies and are committed to restoring your confidence in our quality standards. Please accept our apologies, and rest assured that we will continue to monitor output closely to meet your expectations.

Sincerely,
Karen Hughes
Procurement Manager
Northridge Components, Inc.

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(D) A high number of defective products

30. What is implied about Metro Robotics Ltd.?

- (A) It is a new customer of HarborTech.
- (B) It has strict delivery requirements.
- (C) It manufactures soldering equipment.
- (D) It provided the defective parts.

31. What does Mr. Daniels request from Ms. Hughes?

- (A) A detailed price list
- (B) A refund for defective parts
- (C) A confirmation of replacement shipment

(D) An extended contract period

32. In the reply, what action has Northridge Components taken?

- (A) Changed its supplier
- (B) Fixed a calibration issue in equipment
- (C) Offered a permanent discount
- (D) Extended the delivery deadline

33. What does Ms. Hughes emphasize in her closing?

- (A) The value of the business relationship
- (B) The need for immediate payment
- (C) The possibility of future shortages

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Department	Avg. Monthly Overtime Hours (Q3)	Avg. Monthly Overtime Hours (Q4)	% Change	Main Reason Cited by Staff
Warehouse Operations	28	42	+50%	Seasonal shipment surge, understaffed night shift
Transportation	35	30	-14%	New routing software reduced delays
Customer Service	15	22	+47%	Higher call volumes from holiday returns

Department	Avg. Monthly Overtime Hours (Q3)	Avg. Monthly Overtime Hours (Q4)	% Change	Main Reason Cited by Staff
Inventory Control	12	18	+50%	Manual reconciliation of stock discrepancies
Administration	8	7	-12%	Automated payroll system introduced

Analysis by HR Department

The overtime spike in Warehouse Operations and Customer Service is a clear indicator that holiday demand exceeded our seasonal staffing plan. While Transportation saw a reduction due to software implementation, Inventory Control and Customer Service saw significant increases.

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- Expanding cross-training so Customer Service staff can rotate during peak periods.
- Exploring automation tools for Inventory Control to reduce manual reconciliation.
- Monitoring overtime in Q1 2025 to evaluate whether reductions hold in Transportation and Administration.

While total company overtime expenses rose by 18% compared to Q3, improved efficiency in transportation offset what could have been an even steeper increase.

34. What is the main cause of increased overtime in Warehouse Operations?

- (A) Seasonal shipment surge and lack of staff
- (B) Manual payroll processing
- (C) Stock discrepancies
- (D) Delayed supplier invoices

35. What is suggested for Customer Service?

- (A) Hiring additional permanent staff
- (B) Rotating staff through cross-training
- (C) Reducing holiday returns
- (D) Outsourcing operations

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How to inform: Write it in the Skype chat or the comments section when making a reservation.

37. What is implied about Inventory Control?

- (A) It has automated its stock auditing system.
- (B) It suffered from manual reconciliation issues.
- (C) It is overstaffed compared to other departments.
- (D) It had no overtime increase.

38. According to the analysis, what offset the overall rise in overtime costs?

- (A) Temporary staff in Warehouse Operations
- (B) Efficiency gains in Transportation

- (C) Lower call volumes in Customer Service
- (D) Reductions in Inventory Control overtime

Questions 39–43: Advertisement/Notice + Response

Community Development Association – Call for Proposals

The Maplewood Community Development Association (MCDA) invites local organizations, businesses, and individual residents to submit project proposals for the 2025 Community Improvement Grant Program. Proposals should address at least one of the following priority areas:

1. Enhancing public green spaces and recreational facilities.
2. Promoting local arts, cultural events, and educational workshops.

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How to inform: Write it in the Skype chat or the comments section when making a reservation, depending on scope and community impact. Proposals must include a detailed budget, implementation timeline, and measurable outcomes.

The deadline for submission is **April 30, 2025**. Applications should be submitted online through the MCDA website. An informational workshop will be held on **March 15, 2025**, at the Maplewood Public Library to guide applicants through the process.

For questions, contact the MCDA Program Office at proposals@mcda.org.

To: proposals@mcda.org

From: GreenRoots Initiative (greenroots@nonprofit.org)

Subject: Proposal Submission – Maplewood Community Garden Expansion

Dear Grant Committee,

On behalf of the GreenRoots Initiative, I am pleased to submit our proposal for the 2025 Community Improvement Grant Program. Our project, “*Maplewood Community Garden Expansion and Education Hub*”, aligns with both priority area 1 and priority area 2 outlined in your notice.

The project seeks to transform an underutilized municipal lot into an expanded community garden that will not only increase green space but also host a series of seasonal workshops on sustainable gardening, composting, and healthy cooking. The site will feature wheelchair-accessible raised beds, a rainwater collection system, and solar lighting to ensure safety during evening activities.

Our projected budget is **\$12,800**, covering soil preparation, lumber, gardening

完全版テキストはレッスン前に“教材名”を講師に伝えてください。
(リンクだけ送っても講師には伝わりません。)

伝え方: スカイプチャット or 予約時のコメント欄に記入

Please inform your teacher “name of the material” before the lesson.
(Sending a link won't convey the message.)

How to inform: Write it in the Skype chat or the comments section when making a reservation.

We would be honored if you considered this proposal. Please confirm receipt, and do let us know if any additional documents are required.

Sincerely,

Elaine Park

Director, GreenRoots Initiative

39. What is the main purpose of the notice from the MCDA?

- A. To announce a new community garden project
- B. To request volunteers for an upcoming festival
- C. To invite proposals for community improvement funding

D. To report on projects completed in the previous year

40. According to the notice, when is the proposal submission deadline?

- A. April 30, 2025
- B. March 15, 2025
- C. May 1, 2025
- D. June 15, 2025

41. In the response, what two priority areas does the project address?

- A. Business development and accessibility
- B. Public safety and transportation
- C. Recreational facilities and job training

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D. \$15,000

43. What does the writer of the response request at the end of the letter?

- A. Confirmation that the proposal has been received
- B. A higher amount of funding than listed
- C. Permission to hold the ribbon-cutting in September
- D. An exemption from accessibility requirements

Instruction/Offer

To: Department Heads

From: Office of the Chief Financial Officer

Subject: Submission of Departmental Travel Expense Reports

All department heads are reminded to submit their finalized travel expense reports for **Q1 2025** no later than **April 5, 2025**. Reports must include original receipts for airfare, accommodation, ground transportation, and meals, along with the standard reimbursement form.

To ensure consistency and compliance with the company's financial guidelines, please use the updated travel expense template provided by the Finance Office. Any incomplete submissions will be returned for revision, potentially delaying reimbursement. Departments with more than five travelers

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Brighton Corporation – Q1 2025 Travel Expense Report

Department: Marketing

Prepared by: Julia Sanderson, Department Coordinator

Date Submitted: April 3, 2025

Traveler Name	Destination	Purpose of Travel	Airfare	Hotel	Meals	Ground Transport	Total	Notes
J. Sanderson	Chicago, IL	National Trade Expo	\$450	\$620	\$185	\$95	\$1,350	Shared booth costs billed separately

Traveler Name	Destination	Purpose of Travel	Airfare	Hotel	Meals	Ground Transport	Total	Notes
R. Lopez	Denver, CO	Client Onboarding Workshops	\$390	\$540	\$160	\$110	\$1,200	Mileage reimbursed per standard policy
M. Hughes	Atlanta, GA	Media Partnership Meetings	\$410	\$575	\$175	\$105	\$1,265	Included one-day rental car fee
S. Patel	Boston, MA	Product Launch	\$480	\$680	\$190	\$120	\$1,470	Hotel included

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伝え方: スカイプチャット or 予約時のコメント欄に記入

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separately

Department Total: \$6,835

Certification:

I hereby certify that the above expenses are accurate, documented with receipts, and in compliance with Brighton Corporation's travel reimbursement policy.

Signed,

Julia Sanderson

44. What is the main purpose of the CFO's message?

A. To introduce a new travel booking policy

- B. To announce the next quarter's budget
- C. To remind staff to submit expense reports
- D. To approve specific reimbursement claims

45. According to the instructions, how should departments with more than five travelers submit expenses?

- A. In multiple separate reports
- B. In a single consolidated summary sheet
- C. By sending receipts only without forms
- D. By mailing hard copies to the Finance Office

46. In the Marketing Department's report, which traveler rented a car?

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- A. \$5,490
- B. \$6,835
- C. \$7,200
- D. \$8,100

48. How does Julia Sanderson indicate the report's accuracy?

- A. By attaching a memo from the CFO
- B. By including hotel invoices in the table
- C. By signing a certification statement
- D. By providing scanned receipts only

Answers

1. D	29. B
2. B	30. A
3. C	31. C
4. A	32. D
5. B	33. D
6. B	34. A
7. C	35. A
8. C	36. C
9. D	37. C

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16. D	44. C
17. B	45. B
18. D	46. D
19. B	47. B
20. B	48. B
21. B	
22. B	
23. C	
24. A	
25. C	
26. B	
27. B	
28. C	