

# Lesson 1

1



Camlot Estates has \_\_\_\_\_.

- A. laundry and food
- B. pool and clubhouse
- C. golf and tennis
- D. one bedroom houses

2



To work as a Receptionist/Office Assistant job, you must:

- A. be disorganized
- B. work at least 40 hours per week
- C. want to earn \$15/hour to start
- D. be reliable

3



The purpose of this sign is to explain:

- A. Only appliances are on sale.
- B. The sale will go on for three weeks.
- C. The company wants to sell everything.
- D. The sale will happen during the week.

4



The Yard Sale is \_\_\_\_\_.

- A. In the morning
- B. In the afternoon
- C. In the afternoon and evening
- D. In the morning and afternoon

keep your smile beautiful

One hour whitening available

**Antonius M. Sowma, D.D.S., P.A.**  
GENERAL AND COSMETIC DENTISTRY

- Senior Discount
- Most Insurance Accepted
- 0% Financing w/approved credit

33633 U.S. Hwy. 19 N., Palm Harbor  
Highland Lakes Shopping Center  
(SteinMart)  
(727) 772-1710

**EXAM, ALL NECESSARY X-RAYS & CLEANING**  
\$99 For New Patients Only (\$269 Value)  
Not to be combined with insurance. Expires 3/31/09. SIC D0210, D0150, D0274, D1110, D4355

**CROWNS \$575**  
Non-Precious (2751)  
Not to be combined with insurance. Expires 3/31/09. SIC

Which answer is not provided by the ad?

- A. The cost of crowns
- B. The price for an exam, x-rays and cleaning for new patients
- C. The name of the dentist
- D. The amount of the senior discount

6

(614) 261-9800  
TO ORDER ONLINE  
www.PizzaFrescaHighSt.com

**PIZZA FRESCA**

2402 North High St. MON - SAT 4:00 PM - 4:00 AM  
SUN 2:00 PM - 2:00 AM  
DINE-IN • DELIVERY • TAKE-OUT  
Last order 30 min before closing

<b>PIZZA FRESCA</b> THE BLACK EYE \$6.99 Large One Item Pizza	<b>PIZZA FRESCA</b> FAN FAVORITE \$9.99 Medium 1 Item & Bread Stix	<b>PIZZA FRESCA</b> THINK GREEN FREE Garden Salad with any Pasta	<b>PIZZA FRESCA</b> THE BERTUS FREE Drink with any Calzone or Stromboli
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The purpose of this ad is to explain:

- A. Pizza Fresca is now open for business.
- B. Pizza Fresca only sells pizza.
- C. They are only open on weekends.
- D. They accept orders 10 minutes before closing.

7

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MENTION THIS AD & SAVE \$25

The purpose of this ad is to explain:

- A. You can save money if you mention the ad.
- B. They provide medical service.
- C. They only help corporations.
- D. They won't give you individual attention.

8

Which phrase is true?

- A. Someone at the company will talk with you and give you advice about your basement at no cost if you buy a basement system.
- B. The people at the company will not help you at all.
- C. Financing is not available.
- D. Cosello Construction serves Hartford, CT.

9

### Sample Newspaper Job Advertisement

RECEPTIONIST (FT), Manchester Family Health Clinic. Seeking personable and cheerful individual to join our team. Will be required to answer phones, greet patients and others, make appointments, arrange referrals, assist with computerized medical records, and other duties. Must have HS diploma/GED, ability to use computer, working knowledge of Microsoft Word/Excel, and good communication skills. EOE. Requires two years of experience in a health care setting. Send cover letter and resume via email to [jdoe@yahoo.com](mailto:jdoe@yahoo.com) or mail to Manchester Family Health Clinic, 10 Johnson Dr., Manchester, KY.

a) The Manchester Family Health Clinic has an opening for:

- A. a doctor
- B. a receptionist
- C. a nurse
- D. a janitor

b) Which of the following is not true?

- A. You don't need to answer phones or talk with patients.
- B. You must have a HS diploma/GED.
- C. You must be personable and cheerful.
- D. You must have two years of experience in a health care setting.

**Lesson 1 continued**

10

**1.**

**PATIENT'S MEDICAL HISTORY FORM**  
DRS. FARR, WAMPLER, HENSON, WILLIAMS & DOUGHERTY

Patient's Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 What is the reason for your visit today? \_\_\_\_\_  
 \_\_\_\_\_  
 Please List all of your Medical Problems (current & old) \_\_\_\_\_  
 \_\_\_\_\_  
 Please List all of your Previous Surgeries \_\_\_\_\_  
 \_\_\_\_\_

**2.**

**Do any of these Medical Problems apply to you? Please Check box to the right of those that do.**

Heart Disease	Diabetes	Depression	Diarrhea	
Chest Pain	Thyroid Disease	Stroke	Constipation	
Heart Murmur	Arthritis	Nervous Disorder	Stomach Ulcers	
High Blood Pressure	Kidney Stones	Back Pain	Heartburn	
Shortness of Breath	Blood in your Urine	Blood Transfusion	Hernia Repairs	
Asthma/Emphysema	Frequent Urination	HIV or Hepatitis	CANCER: list type(s)	
Blood with Coughing	Pain with Urination	Bleeding Tendency		
Anesthetic Reaction				

Please list **ALL** the **MEDICATIONS** you are presently taking. \_\_\_\_\_  
 \_\_\_\_\_

**3.**

Are you **ALLERGIC** to any **MEDICATIONS**? (Please list) \_\_\_\_\_

**a) What is the purpose of this form?**

- A. To provide medical information including medications, surgeries and medical problems
- B. To apply for a job in a medical office
- C. To file a health insurance claim
- D. To order a prescription

**b) What information goes in Line 1?**

- A. The name of your drug store and phone number
- B. Your doctor's name and the date
- C. The name of the person to be treated by the doctor and the date
- D. The name of your insurance company and the date

**c) In Section 2, what is the meaning of bleeding tendency?**

- A. Unusual bleeding
- B. No strange bleeding
- C. No abnormal bleeding
- D. No irregular bleeding

**d) In section 3, what is the meaning of allergic?**

- A. Sensitive to, or made sick by a medication
- B. Not bothered by, or made ill by a medication
- C. Insensitive to medications



## Lesson 2

Send	To...	All employees
	Cc...	
	Bcc...	
	Subject	Close the Windows

This is a reminder to close all of the windows when you leave the office. When I came in today, I found three windows left open. We are using the air conditioner to keep our office cool. When you leave the windows open with the air conditioner on, it is very expensive.

Thank you for your help!

John Murphy

### 1. What is the purpose of the email?

- A. To ask employees to turn on the air conditioner.
- B. To remind employees to close the windows before they leave.
- C. To explain all of the problems that the employees have.
- D. To compare the problem with what happens at other offices.

### 2. Who wrote the email?

- A. The employees
- B. John
- C. Maria
- D. Doug

### 3. What is this email about?

- A. To tell employees to close the windows because it costs a lot of money when they forget to close them when the air conditioner is on.
- B. The air conditioner is broken.
- C. The employees left three doors open.
- D. It doesn't cost much money to run the air conditioner.

## Lesson 2, Continued

Send	To...	Mary Santiago
	Cc...	
	Bcc...	
Subject	School Assignments	

Dear Ms. Santiago,

As you know, my daughter Jennifer has been home sick this entire week. She is worried about the classes she has missed and does not want to get behind in her studies. I am writing to you to arrange a date to pick up Jennifer's school assignments. Are you available tomorrow, October 1<sup>st</sup> at 9am to meet with me?

Thank you,  
Susan Smith

### 1. Who wrote the email?

- A. Susan Smith
- B. Mary Santiago
- C. Unknown
- D. Jennifer Smith

### 2. What is the main purpose of the email?

- A. To set up time to meet with her daughter's teacher to pick up her school assignments.
- B. To complain about the amount of homework the teacher gave her daughter.
- C. To find out when school will end for the year.
- D. To say that her daughter is not concerned at all about missing school.

### 3. Jennifer has been out of school:

- A. one day
- B. five days
- C. one month
- D. a couple of days

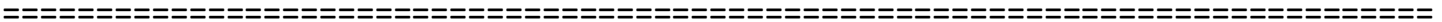
### 4. Jennifer is concerned because:

- A. She missed classes and doesn't want to get behind in her studies.
- B. She failed an exam.
- C. The teacher won't meet with her.
- D. Her mom is angry with her.

Send	To...	Jeff Jones
	Cc...	
	Bcc...	
	Subject	Short staff

Jeff,  
We will be very busy in our department for the next few months because of the holidays. We don't have enough staff to keep up with the increased amount of work. Can we hire more staff to help out?

Mike Smith  
Team Leader  
ABC Company



**1. What does short staff mean?**

- A. Too many employees
- B. Not enough employees
- C. The right amount of employees
- D. More than enough employees


**2. Who is the team leader?**

- A. Jeff Jones
- B. John Smith
- C. Mike Smith
- D. Mike Jones

**3. What is the main purpose of the email?**

- A. to request more employees to keep up with the work demand
- B. to ask for time off for vacation during the holidays
- C. to tell Mike that the staff is busy
- D. to ask Jeff for a promotion

**Lesson 2, Continued**

 Send	To...	Team
	Cc...	
	Bcc...	
Subject		Congratulations!

I am so happy to let everyone know that Marcus Johnson will be promoted to a new job. He will be the manager of the sales team effective 2-5-19. Marcus is a very talented employee. He is the top sales person on the team. His customers respect his knowledge and his strong customer service skills. Marcus has been with the company for five years. Over the years, he has grown professionally and has taken on more complex accounts. Please join me in congratulating Marcus!

Mary Stevenson  
Vice President  
XYZ Company

=====

**1. Which question is not answered by this email?**

- A. What companies has Marcus worked for?
- B. Is he the top sales person?
- C. Has he been with the company five years?
- D. What date will Marcus start his new job?

**3. Another way to say the word congratulations is:**

- A. Telling someone that you are jealous of their success
- B. Telling someone that you are sad that they got a new job
- C. Telling someone that you are angry that they got promoted
- D. Telling someone that you are happy because of his or her success or good luck