

Property Manager
Wimberly Construction

Dear Mr Grahame,

I am pleased to write a letter of recommendation for Michael Stevens as part of his application to your postgraduate marketing program. As Michael's teacher in the B-to-B module here, I _____ him to be a hard-working and conscientious student during

- (4) (A) have found
(B) have been finding
(C) was finding
(D) found

the year he studied in my class.

Michael's work always demonstrated careful attention to detail. He was also able and willing to pose _____ questions regarding the subjects studied and was generally an

- (5) (A) prevailed
(B) relevant
(C) pertaining
(D) adjacent

asset for many of his classmates and the class dynamic as a whole.

Michael is an extremely likeable young man who seems to be equally comfortable with peers and with faculty. I have spoken to Michael about his career aspirations and have been impressed by his enthusiasm and _____ to succeed in this field.

- (6) (A) commitment
(B) outlook
(C) improvement
(D) oversight

I have no hesitation in recommending him wholeheartedly for your institution.

Sincerely,
Leonard Fairfax
Senior lecturer in marketing
Wimberly Construction

To: Suzie Wang
From: Pascal Ménager
Re: Escalator malfunction
Date: May 5, 15:12:45

Dear Ms Wang,

I am writing to follow up on our discussion last Wednesday. As you requested, I contacted the general services department regarding the _____ to the escalator you

- (1) (A) dismissal
(B) appliance
(C) collapse
(D) damage

reported as being out of order. An examination of the mechanism showed that there was an obstruction in the chain. This obstruction has now been removed and the escalator was tested _____

- (2) (A) extensively
(B) extended
(C) extensive
(D) extending

to ensure this would not happen again. I am pleased to report that the tests were successful, and the escalator has now been reopened.

Thank you for bringing this issue to our attention. Please continue to inform us should you have any other problems in our _____.

- (3) (A) features
(B) frameworks
(C) facilities
(D) devices

Sincerely,
Pascal Ménager