

Questions 41-45 refer to the following résumé and letter.

Lisa Copeland
256 Victoria Ave
Gladesville NSW 2111

OBJECTIVE

To apply my experience in accounting and corporate customer relations to a challenging new position in hotel management.

SUMMARY

- 8 years experience in guest relations, sales, catering and accounting.
- Ability to work quickly and accurately under pressure to reach targeted objectives.

EXPERIENCE

2006 to Present - Bay Bridge Plaza Hotel, Sydney, Australia (250 rooms)
Assistant Manager

- Supervise a staff of 90, including housekeeping and public relations operations.
- Prepare bi-weekly / monthly housekeeping inventory.
- Developed and implemented a system to reconcile food and beverage transactions.

2004 to 2006 - Peninsula Hotel, Geneva, Switzerland

Sales and public relations

- Increased revenues from conferences and meetings by 25%.
- Trained staff to be hospitality-oriented: instituted "outstanding employee" courtesy awards, which resulted in an upgrade from B to A+ in *Travel & Style Magazine*.

EDUCATION

2003 - Werner Institute of Hotel Management, Geneva, Switzerland

- Diploma in Hotel Management and Tourism
- Won the 2003 Grand Prize scholarship

Dear Ms. Bishop,

Thank you for agreeing to meet me at 3 p.m. on November 5.
Although I understand that you have no openings right now, I am enclosing my résumé to give you an overview of my training and work experience. I hope this information will be helpful as background for the interview.

Sincerely,

Lisa Copeland

41. What kind of job is Lisa interested in?

- (A) Caterer
- (B) Manager
- (C) Accountant
- (D) Public relations officer

42. What is said about Lisa?

- (A) She is goal-oriented.
- (B) She works with Ms. Bishop.
- (C) She trained staff in a hospital.
- (D) She prepared quarterly inventories.

43. What has Lisa achieved in her career?

- (A) She has granted a scholarship.
- (B) She has hired 90 staff members.
- (C) She has published her results in a magazine.
- (D) She has implemented an effective award system.

44. What is one of the purposes of the letter?

- (A) To apply for a scholarship
- (B) To postpone a meeting
- (C) To express her appreciation
- (D) To reply to a job advertisement

45. What is Ms. Bishop going to do on November 5?

- (A) Resume work
- (B) Offer Lisa a job
- (C) Make Lisa redundant
- (D) Have a discussion with Lisa