

Review the information on the message below and choose the BEST answer to the questions.

CASAS
REVIEW:
VARIABLED
TOPICS #2

WHILE YOU WERE OUT

Date: 9/28 Time: 2:00
 To: Charles O'Neal
 From: Cathy Porter
 Of: Dellwood Advertising
 Phone: 651-271-8961

Telephoned Returned your call
 Please call Will call again

Urgent

Message: Pick up the new brochures at her office before 4:00 today.

Taken by: Jim

1. Who filled out this form?
 - a. Charles
 - b. Ms. Porter
 - c. Jim
 - d. Dellwood Advertising
2. What does Charles need to do?
 - a. return a phone call
 - b. pick up brochures
 - c. talk to Cathy
 - d. call Jim
3. How does Cathy feel about this message?
 - a. it is important
 - b. it is unnecessary
 - c. it is useless
 - d. it is insignificant
4. What should happen to this form after it is filled out?
 - a. Jim should give it to Cathy.
 - b. Charles should give it to Jim.
 - c. Cathy should give it to Charles.
 - d. Jim should give it to Charles.

Community Service Numbers

Source: DEX Official Directory Minneapolis

Dial 211. In most areas of the state if an individual dials 211, he/she will be connected with the United Way First Call For Help. The service is a free 24-hour information and referral to community services.

Please note: Only the numbers for Hennepin County are given on this page. Six metropolitan counties are actually included in the Minneapolis phone book. This list is a sampling of numbers that can be found in this section.

Adult Protection	612-348-8526
Animal Control	612-348-4250
Child Abuse/Protection	612-348-3552
Crisis Intervention	763-591-0100
Disabled Services	
Epilepsy Foundation.....	651-646-8675
Hennepin County Services to the Disabled.....	612-348-4500
Metropolitan Center for Independent Living.....	651-646-8342
Minnesota Council on Disability.....	651-296-6785
Food Shelves	
Emergency Foodshelf Network Hennepin County..	952-925-6265
Gambling	
Compulsive Gambling Hotline.....	1-800-437-3641
Health Care	
American Cancer Society.....	1-800-227-2345
Minnesota Aids Line.....	612-373-2437
Minnesota Care.....	651-297-3862
Human Rights	
Minneapolis Department of Civil Rights.....	612-673-3012
Minnesota Department of Human Rights.....	651-296-5663
Legal Assistance	
Legal Aid Society.....	612-334-5970
Mental Health	
Crisis Connection (24 Hour).....	612-379-6363
Hennepin County Mental Health Center.....	612-331-6840
School Information	651-582-8200
Social Security Administration	1-800-772-1213
Social Services, Hennepin County	612-348-3000
Substance Abuse	
Al-Anon/Alateen Information Services.....	952-920-3961
Alcoholics Anonymous Central Office.....	952-922-0880
Transportation	
Metro Transit Information.....	612-341-0140

Handwritten note:
Linda Strand
RFL volume I

Look at the "Community Service Numbers" chart and answer the question below.

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Which number would you call if a neighbor's dog digs up flowers (in your yard) after asking your neighbor several times to control their pet?

- a. 612-348-4250
- b. 612-348-3000
- c. 612-673-3012
- d. 651-296-5663

Summons

Civil Court of Minneapolis
Hennepin County, MN

Plaintiff: Treetop Apartments

against

Defendant: Akil Suma

Complaint:

Collect \$ 1200 in past due charges

Attorney for Plaintiff

Joe Smith, Attorney
102 West Main St
Sunshine, MN 54212

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Which is true according to the summons?

- a. Akil is suing Treetop Apartments for not receiving his \$1200 safety deposit after moving out.
- b. Treetop Apartments is suing Akil for failure to pay \$1200 worth of rent related charges.
- c. This summons is a copy of Akil's Cure or Quit notice.
- d. Akil has received several noise complaints.

EMERGENCY TELEPHONE NUMBERS

DOLMIN STEEL

For all EMERGENCY SITUATIONS use **911**

For all other instances use the phone numbers listed below

Fire Department	905-555-0011
Police	905-555-4210
Ambulance	905-555-9688
Poison Control Centre	800-555-8181
Environment Spilling Reporting	800-555-3366
Gas Company	905-555-3636
Ministry of Labour	416-555-9905
ALERT (Alarm Company)	Sprinkler Alarm System Numbers Office: AL 49002 Area A: PC 39411 Area B: PC 39412 Warehouse: AL 49003

After the emergency services have been contacted, notify the Plant Supervisor. A home number has been provided for after-hour emergencies:

Carl Passuto home (519) 555-8259

⑦ Which number would you call in case of a serious injury?

- a. 905-555-0011
- b. 905-555-9688
- c. (519) 555-8259
- d. 905-555-0101

Graphics Etc.

DEPARTMENT: Finishing								
Period Ending March 11, 2002								
Employee	SUN	MON	TUES	WED	THUR	FRI	SAT	Hours
Jane Milton	11-4			4-9:30				
Alex Bochmann		9-6	9-6	1-9	1-9	8-4		
Anna Ong	11-5		11-3	12-6	4-9:30	4-9:30	12-6	
George Dongas			11-3		12-6		1-9	
Greg Davis	12-5:30	1-9:30		8-4	8-4		1-9:30	
Arlene Craig		1-9:00	1-9:30				10-6	
Sonia Hayden			8-4	12-6				
Joseph Cerqua		8-4	8-4			8-4	8-4	
Valerie Martin	10-5						8-5	

8 Jane's son has a dentist appt. on Thursday, will she be able to take him?
 a. yes, she is not scheduled to work
 b. no, she is scheduled to work

9 Who is not scheduled to work on Monday?
 a. Alex
 b. Joseph
 c. George
 d. Greg

From: Gary Tan
To: Building tenants
Subject: Status of the elevator

As you may know, over the last few months I have received complaints from tenants in many of the offices in our building that the elevator has been malfunctioning. When the elevator first stopped working in June, I called the service manager at the elevator company, who sent out a technician. The technician got the elevator working again, but three weeks later I received more reports of employees getting stuck in the elevator. I again called in a technician for repairs.

After another breakdown two weeks ago I asked for a thorough assessment of the elevator to see why problems are recurring. The company reported that they would need to replace a set of relays in the controller and said they had ordered the parts. Repairs are scheduled for next week.

I am very concerned that your employees, a number of whom are disabled, still cannot use the elevator. I understand that this situation is frustrating for all, and I apologize for the inconvenience to your staff. I do hope the next repair will be the last one.

Gary Tan
Property Manager

10 What is delaying the next repairs on the elevator?

- A. The elevator company has not responded.
- B. The technicians are not available now.
- C. The parts needed are not in stock.
- D. The exact problem needs to be identified.

INSTRUCTIONS

1. Take out the screw that holds down the cover. Lift off the cover.
2. Pull out the filter and discard it. Put in a new filter.
3. Replace the cover and fasten it with the screw.

10. What do you do after you put in a new filter?

- A. take the cover off
- B. pull the filter out
- C. remove the screw
- D. put the cover back on

The Westview Health Care Center is planning to offer a four-week program to educate teens aged 13 to 18 on healthy weight-loss strategies and good nutrition. The focus will be on self-image, fitness, and food. Participants will identify healthy meals, develop exercise plans, and examine lifestyle choices.

12. What is the purpose of the new program?

- A. to provide nutritious meals for children
- B. to interest teenagers in health care careers
- C. to learn about the health problems of teenagers
- D. to teach young people how to control their weight and eat healthy food

Date 1/12/2010
To: Jen Kristine
From: Mary Sanchez
Re: School Parking Lot

Since January 4, 2010, I've been unable to find a parking spot in the Hubbs Center parking lot. The parking lot is not in good condition. One person parked their car sideways. I couldn't drive around this car so I couldn't park on the other side of the lot.

To prevent this problem in the future, I recommend two things. I think that you should make an announcement to the whole school. Everyone should park in a straight line and be close to the next car in line. This would allow for many cars to park in the lot. Also, I think the snow plow should come every day before school starts. Adherence to these small requests would be helpful to everyone who wants to park in the lot.

Thank you for reading my complaint. I would be happy to meet you after class to discuss this problem.

13. ✗ What is the main problem in this memo?
- a. Students are unhappy with the January weather
 - b. The school parking lot is full
 - c. It's difficult to park in the school parking lot
 - d. There is too much snow in the lot

14. ✗ When was this letter written?
- a. 1/4/2010
 - b. 1/12/2010
 - c. January 24, 2010
 - d. 1/14/2010

15. ✗ This letter was written by:
- a. Jen Kristine
 - b. Mary Sanchez
 - c. School Parking

16. ✗ Which of the suggestions below did Mary NOT give:
- a. park in a straight line, next to other cars
 - b. plow the lot every day
 - c. make an announcement on proper parking in the lot
 - d. Cancel school in January.

Reading

Read. What is the correct answer: A, B, C, or D?

Davis Tech offers technical education programs in many areas, including automotive repair, electronics, computers, hotel and restaurant management, health care, and construction.

Most students complete our programs, receive a certificate, and start a career in less than one year.

We offer expert training and hands-on experiences.

Financial aid is available.

Prerequisite: Students must have a high school diploma or GED certificate.

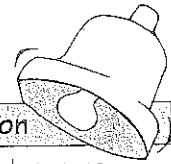
Call **1-800-555-DTEC**

for more information or to request an application.

17. What do all students need to do before they can study at Davis Tech?
- A. complete a technical program
 - B. get expert training
 - C. get financial aid
 - D. get a high school diploma or a GED certificate

18. Which sentence is true?
- A. Students can get help with the cost of classes.
 - B. Students will receive a diploma when they finish the program.
 - C. Most students study at Davis Tech for two years.
 - D. Students can prepare for the GED exam at Davis Tech.

Bellview Community Weekend Calendar



Event	Day and Time	Location	Other Information
Family Storytime	Saturday, 10:00-10:30 A.M.	Bellview Library	This event is for children ages 3-8 and their families. The whole family can join in stories, songs, and other activities.
Community Cultural Day	Saturday, 12:00-10:00 P.M.	Finnigan Park	Free admission. Come and enjoy the different cultures of our community members. Try different foods, see traditional art and dance, and hear music from around the globe.
Community Health Fair for Seniors	Saturday, 2:00-4:00 P.M.	Bellview Community Center	All residents ages 65 and up: Memorial Hospital is offering free medical tests and information on nutrition, exercise, and health services available in the community.
Concert in the Park	Saturday, 8:00 P.M.	Edison Park	Bring a blanket and enjoy a free concert in the open air. This week hear the music of Latin singer Celia Lopez.

19. Who is the Community Health Fair for?
- A. children
 - B. families
 - C. families from different cultures
 - D. people age 65 and older

20. Where and when can you listen to music?
- A. Saturday at 10:00 A.M. at Finnigan Park
 - B. Saturday at 12:00 P.M. at Edison Park
 - C. Saturday at 2:00 P.M. at the Bellview Community Center
 - D. Saturday at 8:00 P.M. at Edison Park

21. When can you get health information?
- A. Saturday at 12:00 P.M.
 - B. Saturday at 1:30 P.M.
 - C. Saturday at 3:00 P.M.
 - D. Saturday at 4:30 P.M.

Reading

Read. What is the correct answer: A, B, C, or D?

Medical History Form

Please write all information clearly.

Last name: Gomez First name: Alicia

Date of birth 07/05/65

Health insurance company: ITT Health Group number: 777-888-0303

At present, are you under the care of a physician for any condition? yes no

Name of doctor: Dr. L. H. Randall Reason: high cholesterol

List all medications you are taking at present. fluvastatin

List all allergies to medications. penicillin

List all other allergies. wheat and dairy

Have you ever received treatment for a mental condition? yes no

Please explain. Last year I was treated for depression. I took escitalopram.

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8. Which medicine does Alicia take now?

- A. fluvastatin
- B. penicillin
- C. escitalopram
- D. none

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9. Why is Alicia receiving medical treatment now?

- A. She has high cholesterol.
- B. She has allergies.
- C. She is depressed.
- D. She isn't receiving medical treatment now.

Piper and Roxy Clothing Shop

Store Return Policy

Customers may return new, unused merchandise within 14 days of purchase. Refunds will be given only for merchandise returned with the original receipt. All refunds will be given in the original method of payment. Merchandise returned after 14 days may be returned only for store credit or exchange. Merchandise returned without a receipt may be returned for store credit or exchange.

24. Which of the following does a customer need to get a refund?

- A. the original method of payment
- B. an exchange
- C. the receipt
- D. store credit

25. What can a customer get when returning an item without a receipt?

- A. exchange or store credit
- B. cash
- C. store credit only
- D. a refund

26. Which sentence is true?

- A. Customers may make returns one week after buying an item.
- B. Refunds will only be given two weeks or more after an item is purchased.
- C. Only one method of payment is accepted.
- D. You must give a reason for return.

