

# READING THE YELLOW PAGES

*Functional Reading Series*

**Activity Workbook**



# READING THE YELLOW PAGES

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*Reading the Yellow Pages* is designed to show students that the Yellow Pages is a valuable time and money-saving resource. Varied activities familiarize students with the Yellow Pages index, guide words, headings, advertisements, and other main parts. Many of the activities are presented in terms of their utility for intelligent shopping. Students learn essential skills in analyzing the principal parts of the Yellow Pages. The activities may be completed in sequential order, or the teacher may select certain pages to coordinate with a day's lesson.

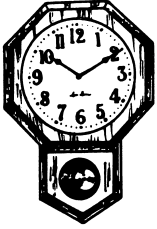
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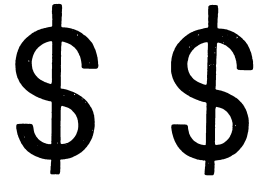
**Additional Material:** Media Materials, Inc. also produces a sound filmstrip, "Reading the Yellow Pages," FS9752, which may be used as an introduction to or reinforcement of the concepts presented in this Activity Workbook.

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## YOUR TIME AND MONEY



The process of shopping costs time and money! The chart below is an example. One individual kept this record of time and money spent in looking for a new bookcase.

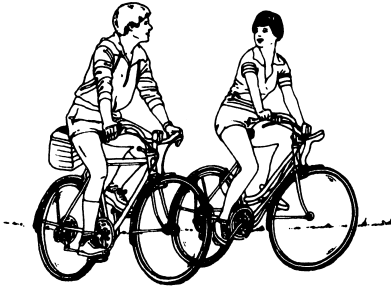


**Directions:** Study the chart below. Then answer the questions at the bottom of the page.

The "Hidden Costs" of Shopping				
From	To	Transportation Time	Time Spent in Store	Transportation Cost (auto)
Home	Drake Furniture	30 minutes	30 minutes	\$4.50
Drake Furniture	Adams Decorating	15 minutes	20 minutes	\$2.50
Adams Decorating	Romero Furniture	15 minutes	40 minutes	\$2.00
Romero Furniture	Rodgers Home Furnishings	10 minutes	30 minutes	\$1.50
Rodgers Home Furnishings	Universal Department Store	20 minutes	30 minutes	\$2.50
Universal Department Store	Home	30 minutes	_____	\$3.00

1. How many stores did this person visit? \_\_\_\_\_
2. How much time was spent by this person in driving to Drake Furniture?  
\_\_\_\_\_
3. What was the total transportation time? \_\_\_\_\_
4. How much time was spent in Romero Furniture? \_\_\_\_\_
5. How much time was spent in all the stores? \_\_\_\_\_
6. How much did it cost to travel from Drake Furniture to Adams Decorating?  
\_\_\_\_\_
7. What was the total transportation cost? \_\_\_\_\_
8. What was the total amount of time spent in looking for the bookcase?  
\_\_\_\_\_

## "LET YOUR FINGERS DO THE WALKING"



The telephone company suggests that you "let your fingers do the walking." By using the Yellow Pages, you can cut the "hidden costs" of shopping and save time and money.

**Directions:** Look at the records kept by Jack Wilkins and Mary Elder showing the time and money they spent in looking for a new bicycle. Then answer the questions below.

### JACK'S RECORD

STORE	TIME SPENT ON BUS AND IN STORES	COST OF BUS TRANS.
Road Runner Bicycle Shop	30 minutes	\$ .50
King Wheels	15 minutes	\$ .50
Main St. Bicycle Sales	45 minutes	\$ .65
Douglas Dept. Store	30 minutes	\$ .50

### MARY'S RECORD

STORE	TIME SPENT ON TELEPHONE	COST OF TELE. CALL
Alice's Bicycles	3 minutes	\$ .15
King Wheels	4 minutes	\$ .15
Giant Dept. Store	5 minutes	\$ .15
Main St. Bicycle Sales	3 minutes	\$ .15

- How many stores did Jack and Mary each contact? \_\_\_\_\_
- How many of the same stores did Jack and Mary contact? \_\_\_\_\_
- What was the total time Jack spent on the bus and in the stores?  
\_\_\_\_\_
- What was the difference in time spent looking for a bicycle at Main St. Bicycle Sales by Jack and Mary? \_\_\_\_\_
- How much time did Mary spend in telephoning the bicycle stores?  
\_\_\_\_\_
- Compared to Jack, how much time did Mary save by shopping by phone?  
\_\_\_\_\_
- How much money did Jack spend on bus transportation? \_\_\_\_\_
- How much money did Mary spend on her telephone calls? \_\_\_\_\_
- Compared to Jack, how much money did Mary save by using the telephone?  
\_\_\_\_\_
- Who saved the most time and money? \_\_\_\_\_



## TABLE OF CONTENTS



You can discover what is included in the Yellow Pages by looking at the Table of Contents.

**Directions:** Look at the Table of Contents below. Then answer the questions which follow it.

### TABLE OF CONTENTS—YELLOW PAGES

Area Map .....	Page 5
Capital Center Information .....	Page 8
Consumer Information .....	Pages 2-3
Emergency Numbers .....	Inside Front Cover
Guide to Use of the Yellow Pages .....	Page 13
Index .....	See Back of Book
Metrobus .....	Page 4
Places of Worship .....	Page 16
Robert F. Kennedy Sports Stadium Information .....	Page 9
Service Calls (Directory Assistance) .....	Page 15
Visitor Information .....	Pages 17-18
“Where to Buy” Information .....	Page 14
Zip Code Maps .....	Pages 10-12

- Which pages would you turn to if you wanted to make a complaint about something you had bought? \_\_\_\_\_
- Where can you find the number of the fire department? \_\_\_\_\_
- Where can you find the number for the Community Church? \_\_\_\_\_
- Where is the Index for the Yellow Pages located? \_\_\_\_\_
- On what page can you find information on transportation? \_\_\_\_\_
- If you want to report a phone problem, what page could help you out? \_\_\_\_\_
- Where can you find the location of a nearby town? \_\_\_\_\_
- On what page might a tourist find information about an area? \_\_\_\_\_
- If you wanted to find out the date of the next home football game, you could call \_\_\_\_\_
- If you wanted to buy some home supplies, what page could help? \_\_\_\_\_

# YELLOW PAGES INDEX

## HOW TO USE THE INDEX . . .

. . .When the product or service is printed in dark type, such as **Cabinet Makers**, you turn to the heading **Cabinet Makers** in the Yellow Pages.

. . .When the product or service is listed in lighter type, you keep reading until you come to a listing in dark type. For example, if you were looking for cabins, you would read, "Cabins—Log—See **Log Cabins, Homes & Buildings.**" Then all you do is look under the heading **Log Cabins, Homes & Buildings** in the Yellow Pages.

An index will help you find—quickly and easily—what you are looking for in the Yellow Pages of the phone book.



**Directions:** Look at the section of the Yellow Pages Index which appears below. Then, answer the questions to the right.

<b>C</b>
Cab Service— See <b>Taxicabs</b>
Cabanas—Trailer— See <b>Awnings &amp; Canopies</b> Also <b>Trailers—Equipment &amp; Parts</b>
Cabinets Hardware— See <b>Hardware Headings</b>
<b>Cabinet Makers</b> Cabinet Makers' Supplies— See <b>Woodworkers</b> <b>Equipment &amp; Supplies</b>
<b>Cabinets</b>
Cabins—Log— See <b>Log Cabins, Homes &amp; Buildings</b>
Cabins—Pre-Cut & Prefabricated— See <b>Buildings—Pre-Cut, Prefabricated &amp; Modular</b>
Cabins—Tourist— See <b>Motels &amp; Hotels</b> Also <b>Tourists Homes</b>
Cable— See <b>Electric Equipment Headings</b> Also <b>Wire Headings</b>
Cable Communication Companies— See <b>Telegraph Companies</b>
Cable Strippers See <b>Tools Headings</b>
Cable Trays— See <b>Electric Equipment Headings</b>
Cablegrams— See <b>Telegraph Companies</b>

Cabs— See <b>Taxicabs</b>
Cafes— See <b>Restaurants</b>
Cafeterias— See <b>Restaurants</b>
Cages—Bird— See <b>Pet Shops</b>
<b>Calssons</b>
Cakes— See <b>Bakers Headings</b> Also <b>Caterers</b>
Calcimine Dealers— See <b>Paint Headings</b>
<b>Calcium Chloride</b>
<b>Calculating &amp; Adding Machines &amp; Supplies</b>
<b>Calculating Service</b>
<b>Calendars</b>
Calking Contractors— See <b>Caulking Contractors</b>
Calking Materials & Equipment— See <b>Caulking Materials &amp; Equipment</b>
Call Service— See <b>Wake-Up Call Service</b>
Calligraphers— See <b>Engravers</b> Also <b>Handwriting Experts</b>
Calling, Paging & Signaling— See <b>Paging &amp; Signaling Headings</b>
<b>Cam Cutting &amp; Cams</b>
Camera—Rentals— See <b>Photographic Equipment &amp; Supplies</b> <b>Retail</b>

1. What listing would you look under if you wanted to call a cab?  
\_\_\_\_\_

2. Where would you look to find a cage for your parrot?  
\_\_\_\_\_

3. Where would you find a listing for cafeterias? \_\_\_\_\_

4. Under what listing would you look if you wished to buy a new calendar?  
\_\_\_\_\_

5. If you wished to rent a camera, where would you look in the Yellow Pages?  
\_\_\_\_\_

6. What listing would you look under if you wanted to send a cablegram?  
\_\_\_\_\_

7. If you needed to buy some cabinet hardware, where would you look in the Yellow Pages? \_\_\_\_\_

# YELLOW PAGES AND WHITE PAGES



The Yellow Pages and the White Pages have different purposes which you will notice in looking at the samples below.

**Directions:** Study these sample sections from the Yellow and White Pages. Then answer the questions which follow.

## YELLOW PAGES

**Automobile Body Repairing & Painting (Cont'd)**  
**FANCY COLORS AUTO BODY**

**PROVIDING**  
**Complete**  
**Body & Fender Work**  
 CARS VANS TRUCKS  
 EXPERT PAINTING  
 INSURANCE WORK  
**FREE ESTIMATES**  
**299-4880**  
**7613 COMMERCE LN CLINTON**

**FORD BODIES & BODY REPAIRING—**  
 HERBY'S FORD INC 1600 Duke ..... 836-6171

**FORD BODY REPAIRING & PAINTING—**  
 BETHESDA FORD INC 4814 Elm Beth ..... 656-8210  
 LOGAN NORRIS FORD—USED CAR SHOWROOM  
 311 Automobile Blvd Sil Spg ..... 890-6110  
 NORTHEAST FORD INC—  
*New Car Showroom - On New York*  
*Avenue In Northeast Detroit*  
 NY & WVa Avs NE ..... 832-2001  
*Located in Northeast Detroit*

## WHITE PAGES

Streett Bernie 1371 Ft Stevns Dr NW .....	726-8457
<b>STRETT &amp; SIMAN INC</b> shoe findgs 6402 Chilum Pl NW .....	882-1316
Strehlow T L 2007 1 St NW .....	293-9140
Streich H M 4741 Conn Av NW .....	966-3042
Streicher A 1741 Lanier Pl NW .....	387-1858
Streicher Alain 1544 18th St NW .....	483-9138
Streidel Perry 1615-A Corcrn St NW .....	265-4621
Streifler Robert 1728 Corcrn St NW .....	667-7149
Streit Clarence K 2854 Ontario Rd NW .....	231-3232
Streit Clarence K Mrs 2851 Ont Rd NW .....	265-0801
Streit P 2852 Ontario Rd NW .....	667-5732
Stretberger A D Mrs 2948 Pa Av SE .....	581-0920
Strejcek Barry 1349 G St SE .....	543-5163
Strejcek Kier 57011 Sherrier Pl NW .....	244-5487
Strejcek Nathan 5701 Sherrier Pl NW .....	244-0812
Strelow W R Iwyr 415 Connecticut Av NW .....	828-7860
Res 1040a Windsor View Dr Potomac .....	983-1254
Stremper John 1010 25th NW .....	337-5960
<b>STRESCON INDUSTRIES</b> concrete prods 8555 16th Sil Spg .....	588-9231
Stress Management Center of Metropolitan Detroit 622 Md Av NE .....	543-4943
Stress Management And Counseling Services for Adults and Children .....	296-6171
Stretch Joseph 1421 12th St NW .....	483-8704
Stretch and Sew 7100 Brookfld Plz Springfld .....	451-0115
Streulis S M 2911 Conn Av NW .....	234-8922
Striar Corp 1233 30th NW .....	331-2929
Striar Robt 3314 Fessndn NW .....	534-0790
Stribling C 2481 16th St NW .....	332-7184
Stribling Hester Mrs 4012 P NW .....	483-8432
Stribling J L 102 58th St SE .....	581-2137
Stribling Lelia H Mrs 234 Pitts Pl SE .....	889-1012
Stribling R Jr 4109 Marlboro Pl NW .....	821-4608
Stribling Rowlinson O 321 Farragt NW .....	723-8052
Stribling Shirley 2471 Ala Av SE .....	883-3034
Stribling Theodore 732 Hobart Pl NW .....	234-3151
Stricharti Ina 1601 18th St NW .....	265-2932
Strichartz Daniel 64 Undrwd Pl NW .....	821-8937
Strickland Ann 3812 10th St NW .....	882-0024

1. What pages are just a straight alphabetical listing of all the homes and businesses who have phones? \_\_\_\_\_
2. Some businesses are listed in both the White and Yellow Pages. (True or False) \_\_\_\_\_
3. You don't know the name of a company, but you do know what kind of business it is. Where should you look for its number? \_\_\_\_\_
4. In what pages could you find businesses that sell a certain product or perform a certain service? \_\_\_\_\_
5. Can box advertisements be found in the White Pages? \_\_\_\_\_
6. Jack Wilson purchased a used car and decided to get the car painted. A friend recommended Fancy Colors Auto Body. What telephone number would Jack call to inquire about an estimate? \_\_\_\_\_
7. Looking at the section from the Yellow Pages above, which auto repair shop would you call if you wanted a free estimate? \_\_\_\_\_
8. Mary Edwards needs a used car for her new job. Where could she visit a used car showroom? \_\_\_\_\_

# BUSINESS ADVERTISING


**Directions:** Study the business box ads below. Then read the problem and answer the questions which follow.

**Crisfield Sea Food Restaurant**  
 RAW BAR & SEA FOOD RESTAURANT  
**A Fine Tradition**  
 8012 GA AVE SIL SPG  
 Across Maryland Line  
 Located Between East  
 West Highway and The  
 B & O Railroad Station  
 On Georgia Ave



**589-1306**  
 CLOSED MONDAYS

**Pancho Villa**



Complete Dinners from \$4.00  
**FINE FOOD & BEVERAGE OF MEXICO**  
 OPEN DAILY 11 to 10  
 Sunday Noon to 10  
**871-8554**  
 Rockcreek Village Shopping Center  
 5530 Norbeck Rd. Rockville  
 (on RT 28 between  
 Georgia Ave & Rockville Pike)

## WHERE SHOULD THEY EAT?

The Wood family is expecting relatives from out-of-town for a visit next Monday. Since Mrs. Wood works during the day, she thought it would be a good idea to take her guests out to eat. But there would be many things to consider first. Mr. and Mrs. Wood have two children, and their relatives, the Ellis family, consists of five people: Mr. and Mrs. Ellis, their two children, and Mr. Ellis's mother. Mrs. Wood won't get paid until the following week, so she figures she cannot spend more than \$50 on the meal, including the tip. She does have a major credit card in case she "gets stuck." With all the children involved, she doesn't want to go any place too fancy, yet she's looking for a place where the adults can have a cocktail before dinner. (And that would have to be added to the cost of the meal!) Then again, she doesn't want to take them to the same type of place they'd find at home: she'd like to take them someplace "different." But Mrs. Ellis says

**ASTOR RESTAURANT**  
 WASHINGTON'S AUTHENTIC



**GREEK AMERICAN**  
 IT'S INEXPENSIVE-BUT GOOD!  
**Astor Restaurant**  
 Your Hosts:  
**SAM & LOUIE PANTAZOPOULOS**  
 OPEN 7 DAYS A WEEK  
 Lunch • Dinner • Superb Cocktails  
 MAJOR CREDIT CARDS ACCEPTED  
**331-7994 223-5249**  
 1813 M ST N.W.  
 (1/2 Block from Conn Ave & M St)


**Old Club Restaurant**



Clubhouse of George Washington  
 on the way to Mount Vernon  
**COCKTAILS**  
**LUNCHEON • DINNER**  
 AUTHENTIC SOUTHERN CUISINE  
 Listed in "Country Inns & Back Roads"  
 555 South Washington Street  
 Old Town Alexandria  
**549-4555**  
 MAJOR CREDIT CARDS ACCEPTED  
 FREE PARKING

that Mexican food gives her indigestion, and Mr. Wood is allergic to seafood. What a problem for Mrs. Wood!

**CRAZY HORSE BAR-B-Q RANCH**



**CRAZY HORSE BAR-B-Q RANCH**  
 COMPLETE DINNERS  
 Specializing in  
**• RIBS • PORK • BEEF •**  
 Also  
**SUBS SEAFOOD**  
**BEEF & HAM PLATTERS**  
 MONDAY - SATURDAY  
 11 AM TO 10 PM  
 (Located Across the Street from Memco)  
**559-8558**  
 6521 Riggs Rd W. Hyattsville

1. What is the total number of people going out to eat?  
 \_\_\_\_\_
2. Which would be the ideal price range for each person's meal? a) about \$6.00    b) \$4.50-\$5.00  
 c) \$3.50-\$4.00    \_\_\_\_\_
3. Looking at the ads, which restaurant might be too fancy? \_\_\_\_\_
4. Which restaurant offers the largest variety in its menu?  
 \_\_\_\_\_
5. For what reasons can Mrs. Wood "cross off" the Crisfield? a) \_\_\_\_\_ b) \_\_\_\_\_
6. What would be Mrs. Wood's "best bet" for an economical restaurant that would please everyone?  
 \_\_\_\_\_

# MAP

The Yellow Pages contain maps to help the reader locate services advertised in its pages.

**Directions:** Draw a line from each of the following towns to its location on the map.

## APARTMENTS by Counties

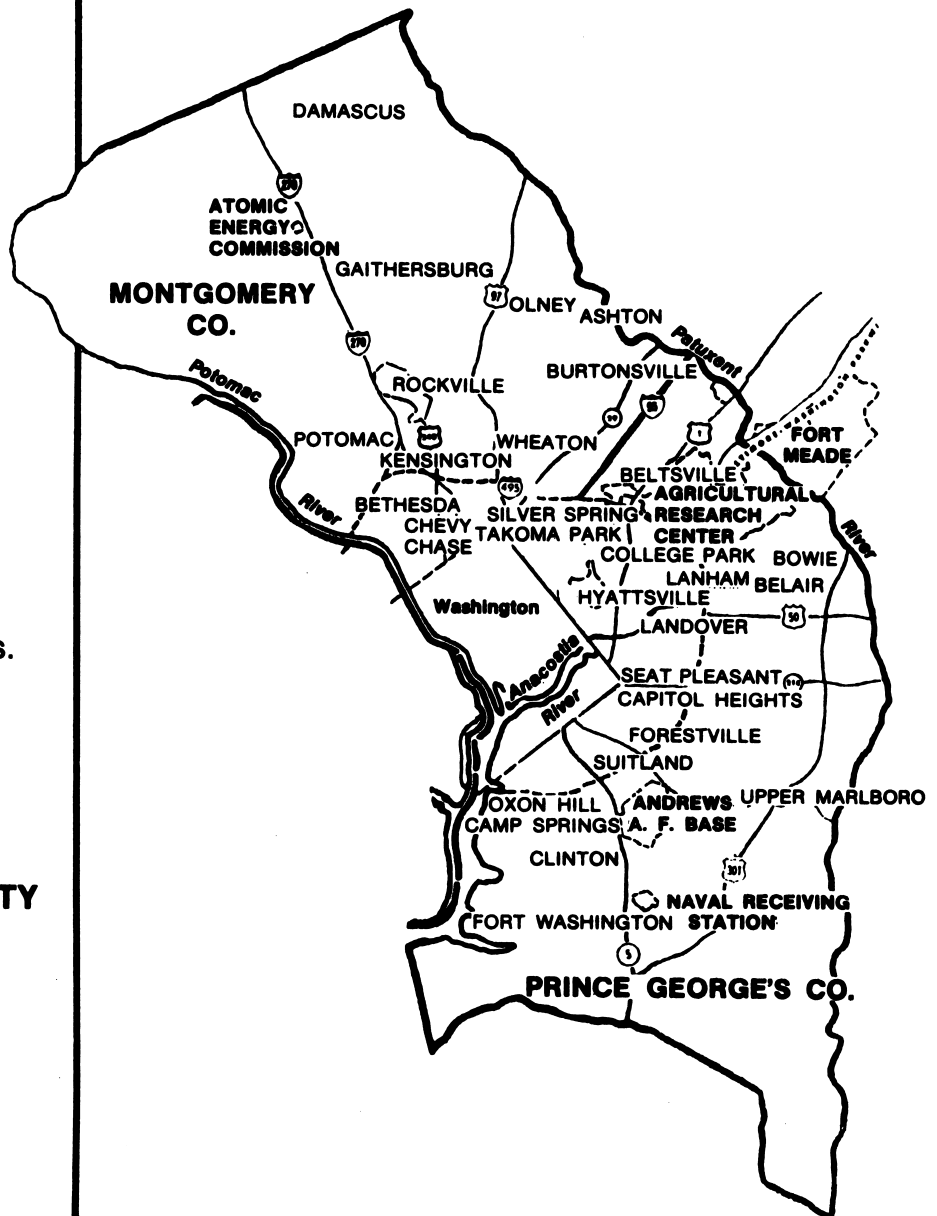
### MONTGOMERY COUNTY

1. **BETHESDA**  
Chesea Towers  
7104 West St.  
289-4726
2. **BURTONSVILLE**  
Burtonsville Apts.  
800 Old Drive Rd.  
892-0902
3. **CHEVY CHASE**  
Chase Apts.  
781 Fairview Ave.  
892-4610
4. **GAITHERSBURG**  
Diamond Apts.  
670 Orchard Blvd.  
486-5817
5. **POTOMAC**  
Potomac Estates  
1000 River Rd.  
289-6820
6. **SILVER SPRING**  
Hillwood Heights Apts.  
1234 Linden Ave.  
892-5467
7. **WHEATON**  
Wheaton Square East  
3489 Bucknell Ave.  
892-1155

### PRINCE GEORGE'S COUNTY

8. **COLLEGE PARK**  
College Park Apts.  
2038 University Blvd.  
892-8009
9. **HYATTSVILLE**  
Star Apts.  
2680 55th Ave.  
486-4325
10. **OXON HILL**  
River Apts.  
780 Smith Ave.  
486-3468

### AREA MAP



# SYMBOLS

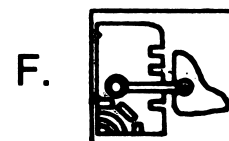
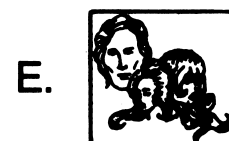
A symbol is an illustration which stands for something else. Some Yellow Pages carry symbols to help the reader locate information.

**Directions:** Below are eight symbols found in the Yellow Pages. Match the situations in Column 1 with the symbols in Column 2.

## Column 1 — Situations

- \_\_\_ 1. Joan wished to get a permanent for the Senior Prom. Which symbol would direct her to the proper business?
- \_\_\_ 2. Wanda had a toothache and wanted to find a dentist right away. Which symbol might help her locate quick relief?
- \_\_\_ 3. John needed a physical exam before he started his new job. Which symbol might help him locate a doctor's phone number?
- \_\_\_ 4. Ramon's father needed to buy additional auto insurance for his daughter. What symbol might direct him to an insurance agent?
- \_\_\_ 5. Ellen's father needed some legal advice for his home repair business. What symbol might help him find a lawyer?
- \_\_\_ 6. Mr. Harvey learned that he was being transferred to a new, out-of-state position. When he told his wife about the new job, she realized that they would have to sell their house. What symbol would help the Harveys find the help they needed?
- \_\_\_ 7. Cindy's father wishes to take her out to dinner on her birthday. What symbol would help them find a restaurant?
- \_\_\_ 8. Mr. Davies must purchase some machine parts for his home workshop. Which symbol would direct him to a machinery business?

## Column 2 — Symbols



## SPECIAL GUIDES

Some businesses pay extra money to be listed in a Yellow Pages Special Guide.

**Directions:** Look at the section of a restaurant guide which appears below. Then, answer the questions which follow.

RESTAURANT GUIDE	
<p><b>AMERICAN</b></p> <p>Billy Jones' Carriage House 1246 Wisc Ave. NW ..... 334-5678 (See Advertisement Page 1365)</p> <p>Franklin Stevenson Restaurant 2900 Main St ..... 332-4658</p>	<p><b>FRENCH</b></p> <p>The French Revolution 1789 Palace Rd ..... 334-2093</p> <p>The Left Bank 6486 Jones Rd ..... 332-7563</p>
<p><b>CHINESE</b></p> <p>Golden China Restaurant 5634 Village Dr ..... 698-4665</p>	<p><b>GERMAN</b></p> <p>Old Munich 609 Jefferson Dr ..... 698-0096</p> <p>The Bismarck Restaurant 5008 Carriage Rd ..... 527-4562</p>
<p><b>CUBAN</b></p> <p>El Dorado Restaurant 244 N. Frederick Ave ..... 435-0978</p>	<p><b>HEALTH FOOD</b></p> <p>Nature, Inc. 405 Kings Ave ..... 235-2365</p>
<p><b>ENGLISH</b></p> <p>The London Fog Restaurant 5467 English Rd ..... 334-2903</p> <p>The Parliament 6654 Kings Way ..... 587-2360</p>	<p><b>HUNGARIAN</b></p> <p>The Hungarian Restaurant 1956 Wisdom St ..... 334-7690</p>














- Which restaurant might serve a salad with alfalfa seeds, wheat germ, and bean sprouts with a carrot juice dressing? \_\_\_\_\_
- If you wanted Chop Suey for dinner, where might you go? \_\_\_\_\_
- Which restaurant is listed twice in the phone book? \_\_\_\_\_
- If you lived on Queen's Court and your phone number was 587-7189, which restaurant would be in your neighborhood? \_\_\_\_\_
- At which restaurant might you eat goulash and hear gypsy violin music?  
\_\_\_\_\_
- Which restaurant would probably serve Spanish rice? \_\_\_\_\_
- Where could you probably order a hamburger? \_\_\_\_\_
- Are all the restaurants in the city listed in the special restaurant guide?  
\_\_\_\_\_

# EMERGENCY TELEPHONE NUMBERS

The Yellow Pages lists emergency numbers for quick reference.

**Directions:** Answer the questions about the emergency numbers listed below.

## emergency numbers

Fire or Medical Emergencies		<u>dial</u> _____ 911 _____
Stop a Crime Save a Life State Police		Police _____ 911 _____ State Police _____ 750-8999 _____
Doctor		Office _____ Home _____
Poison Information Center		_____ 492-1414 _____
Gas Leaks and Emergencies		_____ 391-8648 _____
Water and Sewer Emergencies		_____ 750-6829 _____
Electric Power Emergencies		_____ 492-0030 _____
Federal Bureau of Investigation		_____ 265-8080 _____
U.S. Secret Service		_____ 634-5100 _____
U.S. Coast Guard Search & Rescue		_____ 426-1830 _____
Other Important Numbers		_____ _____

1. If you were visiting a friend in his apartment and the smoke alarm sounded, what telephone number would you call? \_\_\_\_\_
2. Which number would you call if you saw a boat sinking at sea?  
\_\_\_\_\_
3. If you parked your bicycle in front of a friend's house and found it missing an hour later, you might call the \_\_\_\_\_.
4. If you were watching television in a friend's home and you both smelled gas, you should call \_\_\_\_\_.
5. Which emergency number would you call if no water came from your tap? \_\_\_\_\_
6. If your child swallowed some dish detergent, you should probably call the \_\_\_\_\_.
7. What spaces have been left blank to fill in with your own phone numbers? \_\_\_\_\_
8. Which emergency number would you call if a thunder storm cut off your electricity? \_\_\_\_\_
9. What number would you call if some accident victims needed medical attention right away?  
\_\_\_\_\_
10. If you did not know any of the emergency numbers, what could you do in the case of an emergency? \_\_\_\_\_  
\_\_\_\_\_

**OR**

Dial "O" and give the operator the exact location where help is needed.



# PRODUCTS AND SERVICES

The Yellow Pages advertise many products and services.

**Directions:** Look at this sample section from the Yellow Pages and answer the questions below.

**Herbs**

**HERBALIST DELIGHT**  
 HERBS • SPICES • TEAS • OILS  
 BOOKS • CHARTS • ACCESSORIES  
 3748 OldColumbiaPke  
 EllicottCityMd 301 465-7772

**HOME RULE NATURAL FOODS INC**  
 1825ColumbiaRdNW 462-5150

**MUSSER BROTHERS FLORISTS**  
*Herb Plants*  
 18745FredrckRd Gaithrsbrg .. 926-3555

Natural Enterprises Corp  
 18561 SplitRockLane Germtnw - 972-1130

Rising Sun Herbs  
 1874FrederickRd Gaithersburg - 926-8940

**ST JOHN'S HERB GARDEN**  
 Herbs • Spices • Ginseng •  
 Books • Oils • Henna • Garden Seeds  
 Wholesale & Retail • Bulk & Packaged  
 5525 Decatur St Bladnsbrg ..... 277-1176

**SMILE HERB & BOOK SHOP**  
 Over 85 Spices • Any Quantity  
 Bulk Herbs • Herb Plants  
 Essential Oils • Books • Charts  
 4908 Berwyn Rd CollegePk ... 474-8791

**Hobby & Model Construction**

**Supplies—Retail**  
**AMERICAN SPORTS**  
**NEAR ANDREWS AFB**  
 COMPLETE SELECTION OF MODEL  
 KITS • PLANES • TRAINS • BOATS  
 CARS • ROCKETRY  
 (Across From The Hangar Club)  
 5922Allentown WayCampSprings 449-5533

**Continental Hobbcrafts**  
 LOCATED IN BELTWAY PLAZA  
 Coins • Stamps • Miniatures  
 Trains • Art & Craft Supplies  
**474-5040**  
 6219 GREENBELT RD GREENBELT

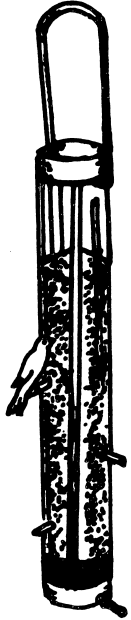
**E & J HOBBIES**  
 GUARANTEED TO  
 SOLVE ALL YOUR  
 HOBBY NEEDS!  
 TRAINS-HO & N • BOATS • KITS  
 ROCKETRY • CARS • PLANS  
 DOLL HOUSES • FURNITURE  
 ALSO:  
 GOLF CLUB REPAIR  
 Mon - 4-8 Tues-Sat 12-8  
**248-1476**  
 7509 Allentown Rd Georgetown

**FAMILY BICYCLES**  
 Bikes Kites  
 Complete Line of  
 Materials & Accessories  
 688-2495

- Which is probably the most expensive box ad pictured above?  
 \_\_\_\_\_
- What is the reason for this? \_\_\_\_\_
- If you were visiting the town of College Park, what herb store could you visit?  
 \_\_\_\_\_
- Which of the above stores sells model trains? \_\_\_\_\_
- Where could you purchase a Chinese dragon kite?  
 \_\_\_\_\_
- Under what heading would you look to find the phone number of a business that sells tea and spices? \_\_\_\_\_
- Which store would you visit if you wanted to buy an album for your stamp collection? \_\_\_\_\_
- If you worked at the Air Force Base and wanted to buy a birthday gift for your son, what would be the closest hobby store for you to visit?  
 \_\_\_\_\_
- If you wanted to purchase some poster paper for a school project, which store would you visit? \_\_\_\_\_

# SPECIFIC PRODUCTS AND SERVICES

Look at this section from a sample page of the Yellow Pages and answer the questions below.



**Pet Shops**

A Better School for Dogs and Owners  
CollegeParkMd—441-1260

**A DOG'S BEST FRIEND**

Specializing in Dog and Cat Accessories  
Show Supplies - Crates - Sale & Rent  
Obedience Equipment - Books  
Gift Ideas  
Authorized Dealers - Holiday Science  
Diets

**GAITHERSTOWNE PLAZA**  
Open Evenings

615 S FrederckAv Gaithersburg 948-1051

**A WORLD OF DOGS INC**

9664 Beltsville CollegePk.. 441-9051

**ANIMALS INC.**

Laurel Shopping Center

**EXOTIC BIRDS**

REPTILES & AMPHIBIANS  
SMALL ANIMALS  
TROPICAL FISH

*Featuring*

SCIENCE DIET PRODUCTS  
QUALITY IN

SERVICES SUPPLIES

- Boarding
- Birds & Animals
- Classes —
- Pet Care & Breeding
- Demonstrations
- Bird Grooming
- Expert Advice
- Bulk Bird Foods
- Live Foods
- Breeding Supplies
- Cages & Aquariums

RUTH JONES

429-7389

Ritchie Center

715 Rockville Pike Rockville

Animal Hut The 4837 WiscAVNW ....363-5891

(See Advertisement Page 1100)

**ANNANDALE PET CENTERS**

MARKHAM EAST CENTER

4231-F Markham AnnandaleVA 256-2400

**AQUARIUM MASTERS INC**

TANKS - TANK FITTINGS - FISH

For Complete Information - See Our Ad  
Under Aquariums & Aquarium Supplies  
1012 PaAvSE .....547-2550

**BAILEY'S PET CENTER**

LEESBURG PIKE PLAZA -

OPPOSITE KINGS

3527 S Jefsrn BaileysCrossRdsVa.. 931-1400

Bird & Parakeet Hospital

6879 LeeHwy AriVa-532-2601

Birds 'N Things

6911 MarlboroPke Forstvie .. 735-4661

**BIRDS 'N THINGS**

**FORESTVILLE**

Birds 'N Things

735-4661

6911 MarlboroPike Forstvie.....735-4661

**CANINE COIFFURES**

132 Congswell Rockvl- 488-1881

**CAPITOL HILL FISH & PET SHOP**

The Complete Pet Shop

631 PennsylvaniaAvSE ..... 547-2442

**CHINATOWN TROPICALS**

610 H StNW- 783-2545

Columbia Kennels & Pet Center

9455 Lanhm-SevrnRd Seabr- 577-1090

**DENNIS PET CENTERS —**

1250ColumbiaMall Columbia .....596-4421

IversonMall HillcrtHts .....432-5577

PrinceGeorgesPlz Hyatts .....559-8671

LandoverMall Landover .....322-5588

LaurelShoppingCtr Laurel .....776-7387

WheatonPlzShoppingCtr Wheaton .942-8833

(See Advertisement Page 1099)



1. What is the main heading for this sample page? \_\_\_\_\_
2. Which business has the largest box ad? \_\_\_\_\_
3. Which business specializes in dog and cat accessories?  
\_\_\_\_\_
4. Which business is devoted to selling aquariums and aquarium supplies?  
\_\_\_\_\_
5. If your parakeet lost his voice, what number should you call?  
\_\_\_\_\_
6. Which pet center has the most locations? \_\_\_\_\_
7. If you were going away for the weekend, where could you leave your dog?  
\_\_\_\_\_
8. If you lived in Laurel, Maryland, where could you find the closest Dennis Pet Center? \_\_\_\_\_
9. Which pet center has more than one listing in the phone book?  
\_\_\_\_\_

## FIND THE BUSINESS

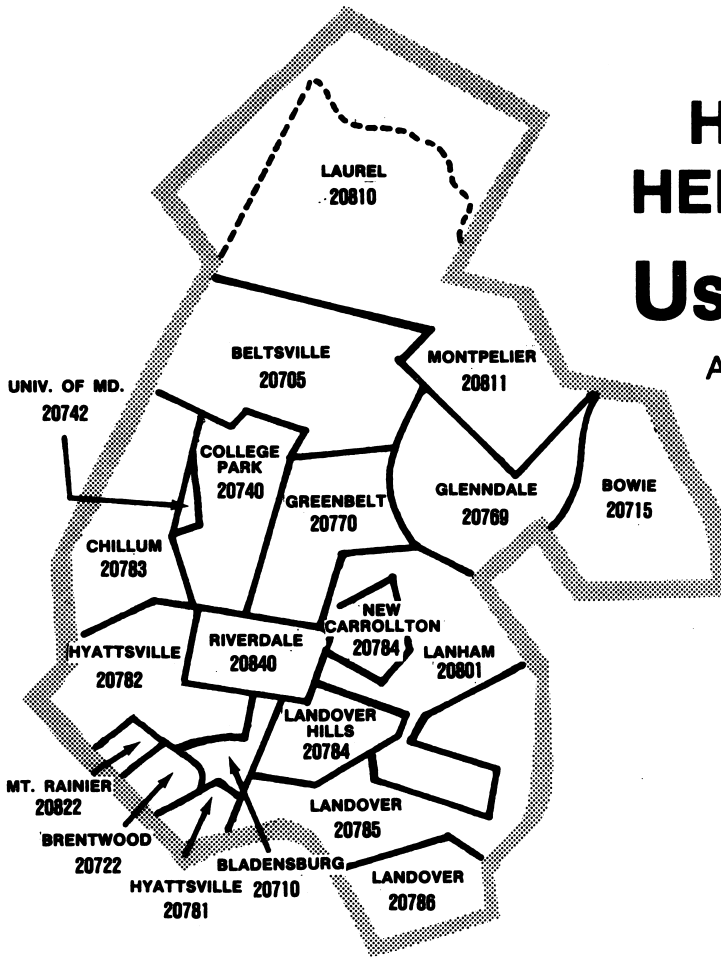
**Directions:** The following businesses advertise in the Yellow Pages. Answer the questions below by writing in the letter of the correct business in the blank.

- |                          |                              |
|--------------------------|------------------------------|
| A. Dawson's Sport Center | F. Rockpike Hardware         |
| B. Fireside Real Estate  | G. Browser's Bookstore       |
| C. Yellow Cab Company    | H. Parktowne Carpet Cleaners |
| D. Marlow Rental Service | I. Ted Carstair Dance Studio |
| E. Ace Towing Agency     | J. Harvey's Clothes for Men  |

- \_\_\_ 1. Your children's school asked you to judge a dance contest, but you don't know any of the latest dances. Where could you see them demonstrated?
- \_\_\_ 2. Timmy Riggs lost his baseball cap and needed to buy a new one. Where could he buy one?
- \_\_\_ 3. Joe Hatfield needed two pounds of nails for his project. Where should he shop?
- \_\_\_ 4. If you were in a hurry to sell your house, what business could you call?
- \_\_\_ 5. Annamaria wanted to read the latest best-seller on her vacation. Where could she buy this?
- \_\_\_ 6. Your rugs were a mess after Saturday night's party. Which service could help?
- \_\_\_ 7. Where could you rent a lawnmower to keep the grass cut at your summer cottage?
- \_\_\_ 8. Your brother's car wouldn't start when he was ready to go home. You need to call for a taxi.
- \_\_\_ 9. Where could you rent a tuxedo for next week's dance?
- \_\_\_ 10. If your car broke down on the highway, what service could you call?
- \_\_\_ 11. What business should you try if your tennis racquet needed re-stringing?
- \_\_\_ 12. Where could you buy bookmarks for Christmas stocking-stuffers?
- \_\_\_ 13. If you wanted to rent some office space, where might you inquire?
- \_\_\_ 14. Laura had looked in all the women's clothing stores for a new ski parka but couldn't find what she wanted. Where else could she try?
- \_\_\_ 15. Marc wanted to join a local bowling league but didn't know which team had an opening. Which business might have an answer for him?
- \_\_\_ 16. Mr. and Mrs. Morehouse were going on a cruise and Mrs. Morehouse didn't want to be embarrassed on the dance floor. She said that her husband "had two left feet." Which business could help her out?
- \_\_\_ 17. The British ambassador was leaving his expensive home for the entire summer. He didn't want to rent it out but thought he might get a reliable "house-sitter." Which business would you call if you were in his position?

# ZIP CODE MAP

Zip codes help speed the mail. The Yellow Pages often carry zip code maps.



**HELP US  
HELP YOU**

**Use Zip Code**



**A. Directions:** Arrange the Zip Codes in the map on the left in numerical order; that is, from the lowest to the highest.

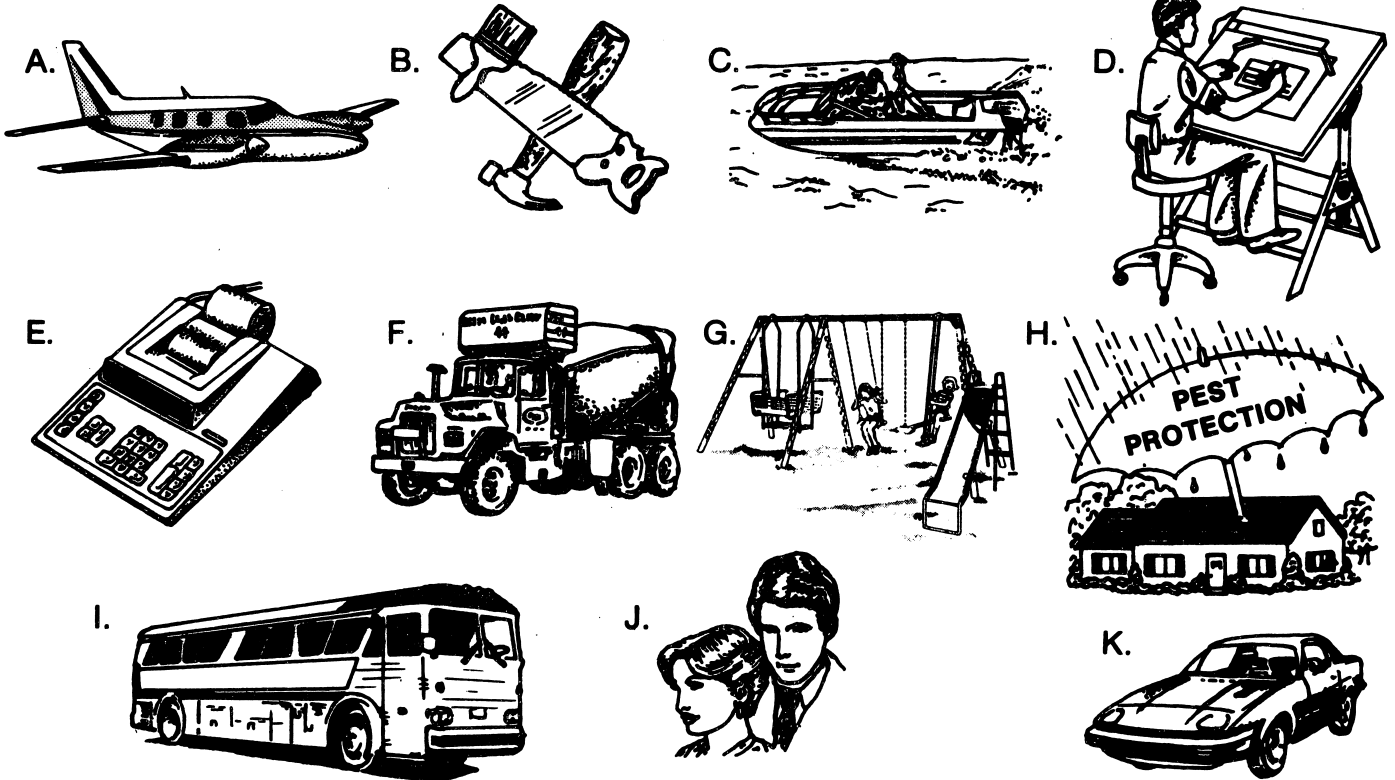
- |           |           |
|-----------|-----------|
| 1. _____  | 11. _____ |
| 2. _____  | 12. _____ |
| 3. _____  | 13. _____ |
| 4. _____  | 14. _____ |
| 5. _____  | 15. _____ |
| 6. _____  | 16. _____ |
| 7. _____  | 17. _____ |
| 8. _____  | 18. _____ |
| 9. _____  | 19. _____ |
| 10. _____ |           |

**B. Directions:** Write in Zip Codes for each of the addresses below. Use the map above to help you out.

- |  |  |
|--|--|
| <p>1. Jack Gwynn<br/>245 Ellis St.<br/>New Carrollton, Md. _____</p> <p>2. Miss Deirdre Slayton<br/>1001 Old Way Dr.<br/>Greenbelt, Md. _____</p> <p>3. Admissions Office<br/>County Hospital<br/>Bowie, Md. _____</p> <p>4. Helen Letterman<br/>468 Smith Ave.<br/>Apt. #20<br/>Lanover Hills, Md. _____</p> <p>5. Ellen Woods<br/>143 Turkey Branch Rd.<br/>Mt. Rainier, Md. _____</p> | <p>6. Mr. Don Harbor<br/>2401 Rock Ave.<br/>Laurel, Md. _____</p> <p>7. Helen Romero<br/>290 Grove Rd.<br/>Montpelier, Md. _____</p> <p>8. Carver Public School<br/>400 Freedom Way<br/>College Park, Md. _____</p> <p>9. C &amp; P Farm Store<br/>R. R. #3<br/>Beltsville, Md. _____</p> <p>10. Mary Jackson<br/>7689 Bond St.<br/>Brentwood, Md. _____</p> |
|--|--|

## YOUR ATTENTION, PLEASE

Advertisers in the Yellow Pages often use eye-catching drawings to get your attention. Write the letter of the drawing which best answers each question below.



1. Jack Aiken hopes to buy a used sports car. Which drawing might catch his attention? \_\_\_\_\_
2. The Henderson Flight School is preparing an advertisement for the Yellow Pages. Which drawing might it use in its advertisement? \_\_\_\_\_
3. Mr. and Mrs. Arnold wish to get their hair cut. What drawing might catch their attention? \_\_\_\_\_
4. Which drawing would you use if you were running a boat rental business? \_\_\_\_\_
5. What drawing might the Michael Bus Service use to advertise its business in the Yellow Pages? \_\_\_\_\_
6. Which drawing might represent Dominguez Office Supplies? \_\_\_\_\_
7. Mr. and Mrs. Buckley need some home repairs. Which artist's drawing would catch their attention? \_\_\_\_\_
8. Which drawing would you use if you were advertising for the Charles Concrete Company? \_\_\_\_\_
9. Which of the drawings above would Sligo Day Nursery use in a Yellow Pages advertisement? \_\_\_\_\_
10. Anne Bradley suspects that her home has termites. Which artist's drawing might catch her attention in the Yellow Pages? \_\_\_\_\_


# COMPARISON SHOPPING

Using the Yellow Pages to compare prices and services between businesses can help you choose the right business for your needs.

A. **Directions:** Next to this ad is a list of statements. Mark a T next to those statements which are true.

**Action Termite Company**  
 "Since 1929"

Our work is guaranteed — Easy budget terms

For a free estimate call   
 723-1970

480 Woods Ave., Rockville, Md.

*"We work on weekends"*

1.  Guaranteed Work
2.  Credit Cards Accepted
3.  Weekend Hours
4.  Low Prices
5.  Free Estimate
6.  Years in Business
7.  Fast Service
8.  Easy Budget Terms

B. **Directions:** Next to this ad is a list of statements. Mark an F next to those statements which are false.

**No Pest Termite Company**  
 20 Years Experience  
*"Ask about our famous guarantee"*

We are a member of the State Pest Control Association



\$5.00 fee for estimate  
 Phone: 881-8808  
 Credit Cards Accepted  
 220 Main St., Rockville, Md.

1.  Guaranteed Work
2.  Credit Cards Accepted
3.  Weekend Hours
4.  Low Prices
5.  Free Estimate
6.  Years in Business
7.  Fast Service
8.  Easy Budget Terms
9.  Member of State Pest Control Association

C. **Directions:** Next to this ad is a list of statements. Mark each true statement with a T. Mark each false statement with an F.

**ACE PEST CONTROL COMPANY**  
 2809 Old Garden Way  
 Columbia, Maryland  
 596-4127



\*Installment Plans  
 \*Private Home Service  
 \*Termite Pest Control  
 \*Free Estimates  
 \*All Work Guaranteed

**OPEN 7 DAYS A WEEK**

1.  Guaranteed Work
2.  Credit Cards Accepted
3.  Weekend Hours
4.  Low Prices
5.  Free Estimates
6.  Years in Business
7.  Fast Service
8.  Installment plans

## SMART BUYER

**Directions:** The Yellow Pages encourage customers to be smart buyers. Carefully read the following BUYING TIPS. Then read the statements below and place an **X** in front of each person who is a smart buyer.

### BUYING TIPS

#### Contracts and Credit Details

- \*Don't sign a contract if you don't understand the agreement.
- \*Ask questions.
- \*Make sure you understand all terms, such as the interest rate and payment plan.
- \*You may want to take a contract home to consider before signing.
- \*Be sure to keep a copy of everything you sign.

#### Estimates and Receipts

- \*Get written estimates from more than one company.
- \*Ask if there is a charge for the estimate.
- \*Get receipts for all payments.
- \*Get receipts on items left for repair.

#### Price

- \*Does the price include delivery?
- \*Does it cover installation?
- \*What are the service charges?
- \*What are the return and refund policies?

#### Service and Repairs

- \*Check the cost of service calls by telephone.
- \*Get a written estimate before repair work is done.
- \*See if there is a charge for the estimate.
- \*Get the business to call you if it looks like the repair will cost more than the estimate.
- \*Get the old parts that were replaced.

1. \_\_\_ Mary Greene purchased a new car but was puzzled about the fine print at the bottom of the contract.
2. \_\_\_ John Hidgon always complains about the cost of making copies of the agreements he signs.
3. \_\_\_ Ann Russo obtained a clear, written estimate to repair her broken washing machine.
4. \_\_\_ Rick Jones left his bike to be repaired and did not request a receipt from the repairperson.
5. \_\_\_ Pat Kileen asked the salesperson about the installation charges for his new air conditioning unit.
6. \_\_\_ It took Barbara Davies almost a half hour to check the cost of service calls for her dishwasher. She telephoned five repair shops!
7. \_\_\_ Pam Hilton asked her auto dealer to call her if her repair bill would be higher than the original estimate.
8. \_\_\_ Mary Roessner did not ask for the old parts of her radio when she had her radio repaired by Smith Radio and T.V.
9. \_\_\_ Sid Roth checked the return policy on a new water heater before he bought it.
10. \_\_\_ Jose Sesno called three companies to get an estimate on a new work shed for his backyard.

# CONSUMER PROBLEMS

The Yellow Pages include advice for people with consumer problems.

A. **Directions:** Read the advice in the chart and then answer the following questions as **True** or **False**.

## ADVICE CHART

GET READY	CALL, WRITE, OR VISIT THE BUSINESS	STILL A PROBLEM? CALL—
<ul style="list-style-type: none"> <li>*Have all receipts, contracts, and your account number.</li> <li>*List any names, dates, and promises.</li> <li>*Decide what you want done.</li> </ul>	<ul style="list-style-type: none"> <li>*Describe the problem.</li> <li>*Tell them what you want.</li> <li>*Give them time to solve the problem.</li> <li>*If you are not satisfied, ask to speak to someone higher up.</li> </ul>	<ul style="list-style-type: none"> <li>*a consumer protection agency.</li> <li>*the Better Business Bureau.</li> <li>*a trade association.</li> <li>*a government agency.</li> </ul>

- \_\_\_\_\_ 1. It is not necessary to have all receipts, contracts, and your account number before visiting a business about your problem.
- \_\_\_\_\_ 2. It is important that the consumer decides what he/she wants the business to do to solve the problem.
- \_\_\_\_\_ 3. You should demand an immediate solution to your problem from the business.
- \_\_\_\_\_ 4. If you are not satisfied with the solution, ask to speak to someone higher up in the business.
- \_\_\_\_\_ 5. If your problem is not solved by the business, it may be necessary to contact a consumer protection agency, the Better Business Bureau, a trade association, or a government agency.

B. **Directions:** Fill in the numbered blanks in the following story with the proper terms based on the advice in the chart.

Jack Severn purchased a new stereo at the Eaton Department Store. Three days after his purchase, Jack's stereo wouldn't work. After checking the consumer information page in the Yellow Pages, Jack took the 1. \_\_\_\_\_, his sales 2. \_\_\_\_\_, and account 3. \_\_\_\_\_ back to the store. He 4. \_\_\_\_\_ the 5. \_\_\_\_\_ to the clerk and asked for a new 6. \_\_\_\_\_.

Since his broken stereo had been guaranteed, Jack received a new one. Jack's problem was solved. If Jack had not been satisfied, he could have contacted the 7. \_\_\_\_\_ Bureau.





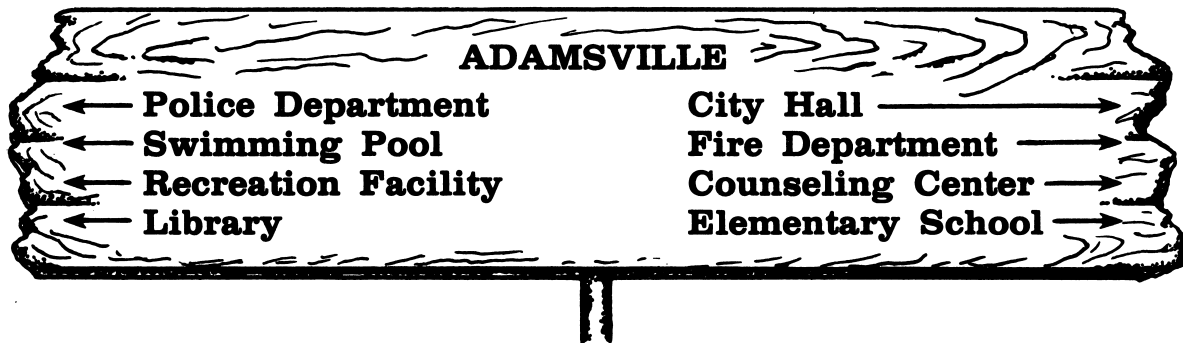
# GOVERNMENT SERVICES

The Yellow Pages include the telephone numbers and addresses of local, state, and national governmental offices. The offices (and agencies) are listed in alphabetical order.

**Directions:** Rearrange the government services in the box below so they are listed in alphabetical order.

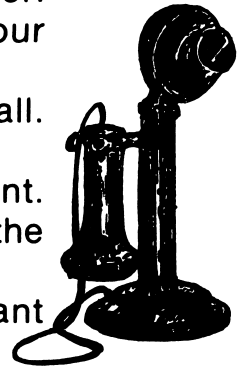
Police Department, 504 Falls Rd., 459-3423; Swimming Pool, 201 Water Lane, 459-8899; Administrators Office, 8511 Legation Rd., 459-6100; Elementary School, 9875 Jones Lane, 459-7543; Adamsville; Teen Employment Center, 4325 Ellis St., 459-4367; Mayor's Office, 8511 Legation Rd., 459-6100; Counseling Center, 8435 Annapolis Road, 459-2644; Fire Department, 7500 Maple St., 459-8210; City Hall, 8511 Legation Rd., 459-6100; Recreation Facility, 8400 Annapolis Rd., 459-8635; Library, 101 Philadelphia St., 459-6820; Senior Citizen Busmobile, 8513 Legation Rd., 459-6101

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_



## TELEPHONE TIPS

1. **CONSULT DIRECTORY** when in doubt. Check both the White and Yellow Pages to avoid calling the wrong number.
2. **COUNT TEN RINGS** before hanging up. This gives your party about one minute to answer.
3. **ANSWER PROMPTLY** so you won't miss an important call.
4. **ANSWER PLEASANTLY** to make a good impression.
5. **IDENTIFY YOURSELF.** Give your name, firm, or department.
6. **SPEAK CLEARLY AND DISTINCTLY.** Speak directly into the transmitter to be understood.
7. **PAD AND PENCIL.** Keep a written record of important messages.
8. **HANG UP GENTLY.** It's thoughtless and discourteous to slam down the phone.



**A. Directions:** Fill in each of the blanks below with the correct word, using the Telephone Tips above as your guide.

1. Always check the \_\_\_  \_\_\_ in the directory if you're in doubt.
2. Let the phone ring \_\_\_  \_\_\_ times before hanging up.
3. Always speak \_\_\_  \_\_\_ into the transmitter.
4. Don't ever \_\_\_  \_\_\_ down the phone!
5. When calling, always \_\_\_  \_\_\_ yourself.
6. Have a \_\_\_  \_\_\_ and pencil ready to take notes.
7. Answer the phone as \_\_\_  \_\_\_ as you can.
8. Keep a record of \_\_\_   \_\_\_ messages.
9. Speak loud enough to be \_\_\_  \_\_\_.
10. Speak \_\_\_  \_\_\_ and distinctly.
11. Try to make a \_\_\_  \_\_\_ impression.
12. If you \_\_\_  \_\_\_ to ten rings, you will have waited one minute.
13. It's good to \_\_\_   \_\_\_ down important messages.
14. In identifying yourself, give your \_\_\_  \_\_\_.
15. If you check the number you are calling, it will help avoid \_\_\_  \_\_\_ numbers.
16. Banging down the receiver is a \_\_\_  \_\_\_ thing to do
17. To make a good impression, always \_\_\_  \_\_\_ pleasantly.

**B. Directions:** Complete the following sentence with words formed by the boxed letters in Exercise A above.

When answering the telephone, always \_\_\_

\_\_\_\_\_.

# ANSWERS for READING THE YELLOW PAGES

**Page 1:**

1. 5
2. 30 min. (1/2 hr.)
3. 120 min. (2 hrs.)
4. 30 min.
5. 150 min (2 1/2 hrs.)
6. \$2.50
7. \$16.00
8. 270 min. (4 1/2 hrs.)

**Page 2:**

1. 4
2. 2
3. 120 min. (2 hrs.)
4. 42 min.
5. 15 min.
6. 105 min. (1 hr. 45 min.)
7. \$2.15
8. \$.60
9. \$1.55
10. Mary

**Page 3:**

1. Pages 2-3
2. Inside Front Cover
3. Page 16
4. Back of Book
5. Page 4
6. Page 15
7. Page 5
8. Pages 17-18
9. Robert F. Kennedy Sports Stadium Information
10. Page 14

**Page 4:**

1. Taxicabs
2. Pet Shops
3. Restaurants
4. Calendars
5. Photographic Equipment and Supplies, Retail
6. Telegraph Companies
7. Hardware Headings

**Page 5:**

1. White Pages
2. True
3. Yellow Pages
4. Yellow Pages
5. No
6. 299-4880
7. Fancy Colors Auto Body
8. Logan Norris Ford

**Page 6:**

1. 9
2. c
3. The Old Club Restaurant
4. Crazy Horse Bar-B-Q Ranch
5. a) Closed Mondays  
b) Mr. Wood allergic to seafood
6. The Astor

**Page 7:**

Lines should be drawn from the towns to their locations on the map.

**Page 8:**

- |      |      |
|------|------|
| 1. E | 5. A |
| 2. H | 6. G |
| 3. D | 7. B |
| 4. C | 8. F |

**Page 9:**

1. Nature, Inc.
2. Golden China Restaurant
3. Billy Jones' Carriage House
4. The Parliament
5. The Hungarian Restaurant
6. El Dorado Restaurant
7. Either American restaurant
8. No

**Page 10:**

1. 911
2. 426-1830
3. police
4. 391-8648
5. 750-6829
6. Poison Information Center
7. Doctor; Other Important Numbers
8. 492-0030
9. 911
10. Dial "0"

**Page 11:**

1. E & J Hobbies
2. Largest ad
3. Smile Herb and Book Shop
4. American Sports: Continental Hobbycrafts; E & J Hobbies
5. Family Bicycles
6. Herbs
7. Continental Hobbycrafts
8. American Sports
9. Continental Hobbycrafts

**Page 12:**

1. Pet Shops
2. Animals, Inc.
3. A Dog's Best Friend
4. Aquarium Masters, Inc.
5. 532-2601
6. Dennis Pet Centers
7. Animals, Inc.; Columbia Kennels and Pet Center
8. Laurel Shopping Center
9. The Animal Hut, Dennis Pet Centers

**Page 13:**

- |      |       |         |
|------|-------|---------|
| 1. I | 7. D  | 13. B   |
| 2. A | 8. C  | 14. A/J |
| 3. F | 9. J  | 15. A   |
| 4. B | 10. E | 16. I   |
| 5. G | 11. A | 17. B   |
| 6. H | 12. G |         |

**Page 14:**

- Part A:
- |          |           |
|----------|-----------|
| 1. 20705 | 10. 20782 |
| 2. 20710 | 11. 20783 |
| 3. 20715 | 12. 20784 |
| 4. 20722 | 13. 20785 |
| 5. 20740 | 14. 20786 |
| 6. 20742 | 15. 20801 |
| 7. 20769 | 16. 20810 |
| 8. 20770 | 17. 20811 |
| 9. 20781 | 18. 20822 |
|          | 19. 20840 |

Part B:

- |          |           |
|----------|-----------|
| 1. 20784 | 6. 20810  |
| 2. 20770 | 7. 20811  |
| 3. 20715 | 8. 20740  |
| 4. 20784 | 9. 20705  |
| 5. 20822 | 10. 20722 |

**Page 15:**

- |      |       |
|------|-------|
| 1. K | 6. E  |
| 2. A | 7. B  |
| 3. J | 8. F  |
| 4. C | 9. G  |
| 5. I | 10. H |

**Page 16:**

- |         |         |         |      |
|---------|---------|---------|------|
| Part A: | Part B: | Part C: |      |
| 1. T    | 3. F    | 1. T    | 6. F |
| 3. T    | 4. F    | 2. F    | 7. F |
| 5. T    | 5. F    | 3. T    | 8. T |
| 6. T    | 7. F    | 4. F    |      |
| 8. T    | 8. F    | 5. T    |      |

**Page 17:**

3. X, 5. X, 6. X, 7. X, 9. X, 10. X

**Page 18:**

- |          |                    |
|----------|--------------------|
| Part A:  | Part B:            |
| 1. False | 1. stereo          |
| 2. True  | 2. receipt         |
| 3. False | 3. number          |
| 4. True  | 4. described       |
| 5. True  | 5. problem         |
|          | 6. stereo          |
|          | 7. Better Business |

**Page 19:**

1. Adamsville
2. Administrators Office, 8511 Legation Rd., 459-6100
3. City Hall, 8511 Legation Rd., 459-6100
4. Counseling Center, 8435 Annapolis Rd., 459-2644
5. Elementary School, 9875 Jones Lane, 459-7543
6. Fire Department, 7500 Maple St., 459-8210
7. Library, 101 Philadelphia St., 459-6820
8. Mayor's Office, 8511 Legation Rd., 459-6100
9. Police Department, 504 Falls Rd., 459-3423
10. Recreation Facility, 8400 Annapolis Rd., 459-8635
11. Senior Citizen Busmobile, 8513 Legation Rd., 459-6101
12. Swimming Pool, 201 Water Lane, 459-8899
13. Teen Employment Center, 4325 Ellis St., 459-4367

**Page 20:**

- Part A:
- |               |                 |
|---------------|-----------------|
| 1. number     | 10. clearly     |
| 2. ten        | 11. good        |
| 3. directly   | 11. count       |
| 4. slam       | 13. write       |
| 5. identify   | 14. name        |
| 6. pad        | 15. wrong       |
| 7. promptly   | 16. thoughtless |
| 8. important  | 17. answer      |
| 9. understood |                 |

Part B:

When using the telephone, be clear and courteous.

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- WB9603 Determining Sequence
- WB9604 Drawing Conclusions
- WB9605 Predicting the Outcome

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- WB9611 Getting the Main Idea
- WB9612 Using Details
- WB9613 Using the Sequence
- WB9614 Working with Inferences
- WB9615 Focusing on Critical Reading

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- WB9621 Identifying the Main Idea
- WB9622 Identifying Details
- WB9623 Detecting the Sequence
- WB9624 Making Inferences
- WB9625 Critical Reading

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