

Q1)

A _____ firm will help us find software.

consultation
consultant
consulting (*)
consult

Q2)

_____ Mr. Jeffries to get the job done.

Count on (*)
Count from
Count in
Count up

Q3)

Ms. Nyguen had submitted her resume before she _____ the position was filled.

will know
knows
has known
knew (*)

Q4)

If Mr. Donna were looking for a permanent job, our recruiter _____ help.

may This is not a possible modal for an unreal condition.
will
can
could (*)

Q5)

The purchaser wanted the equipment _____ by Monday morning.

delivered (*)
delivering
will be delivered
must be delivered

Q6)

The company's quarterly earnings were up; _____ the officers felt satisfied.

nevertheless
therefore (*)
however
for this purpose

Q7)

_____ substantial layoffs, costs were reduced.

When
Because of (*)
Although
Since

Q8)

Consumer confidence fell _____ April.

next
on
in (*)
the

Q9)

Price quotes _____.

have daily been announced.
have been announced daily (*)
daily have been announced
have been daily announced
Feedback

Q10)

The administration allows Thailand _____ Indonesia trade benefits.

but
nor
and so
and (*)

Q11)

The talks will take place _____ Brussels.

at
the
in (*)
to

Q12)

Many workers can't use computers; _____, training is required.

on the whole
besides
consequently (*)
for example

Q13)

Management let the employees _____ at two o'clock.

leave (*)
left
was leaving
was left

Q14)

If our candidates _____ elected, we'll have a strong board.

are (*)
were
have been
will be

Q15)

It's important that the clients _____ interested.

are seeming
will seem
is seeming
seem (*)
Feedback

Q16)

Find _____ the details and write a report.

up
about
out (*)
around

Q17)

The meeting _____ going on since eight o'clock this morning.

has been (*)
was
is
will be

Q18)

The consultant _____ his business if he had advertised.

doubled
will double
would double
could have doubled (*)

Q19)

Mr. Dalla would like the invoices _____ directly to Milan.

fax
faxing
be faxed
faxed (*)

Q20)

The members would resign if they _____ asked to do so.

are
were (*)
will be
would be

Q21)

Ambition, talent, _____ desire are ingredients for success.

or
never
yet
and (*)

Q22)

Only five years ago, there _____ a shortage of computer specialists.

was (*)
were
has been
have been

Q23)

The board reported that more funds _____ for training.

was given
could have given
should be given (*)
is given
Feedback

Q24)

Some employees get their paychecks automatically _____ in their bank accounts.

deposited (*)
depositing
are deposited
deposit

Q25)

Costs should be cut; _____, the number of staff positions will be reduced.

however This indicates an unexpected result.
therefore (*)
meanwhile
but

Q26)

Office branches are located _____ the metropolitan area.

on
at
about
throughout (*)
Feedback

Q27)

The company offers a _____ plan for its workers.

retirement (*)
retiring
retire
retired

Q28)

_____ Mr. Hague finished the job interview, he felt relieved.

While
Because of
During
After (*)

Q29)

Ms. Lopez has _____ learned to create zip files.

yet
ever
already (*)
certain

Q30)

The paychecks will be delivered _____ they arrive from the accounting department.

before
soon
when (*)
during
Feedback

Q31)

The report outlines the products for the first quarter _____ the year.

to
at
from
of (*)

Q32)

The benefits package is impressive; _____, the director promotes only from within the company.

for example (*)
when
despite
nevertheless This indicates unexpected results.
Feedback

Q33)

This company attempts to make its employees _____ like family.

feeling
feels
felt
feel (*)

Q34)

If the bills _____ in five days, the company will seek damages.

weren't paid
won't have paid
aren't paid (*)
don't pay

Q35)

The bank _____ another branch in Houston within the next year.

opened
will be opening (*)
have opened
would open
Feedback

Q36)

Could you have the assistant _____ my office before he leaves today?

stop off
stop for
stop to
stop by (*)

Q37)

The _____ was settled on Saturday.

dispute (*)
disputing
disputable
disputant

Q38)

Make sure to use an _____ dealer.

authority
authorization
authorized (*)
authoritarian

Q39)

The printer apologized for _____ two names on the program.

leaving for
leaving out (*)
leaving to
leaving from

Q40)

Mr. Fox _____ the results tomorrow afternoon.

will be knowing This is the future continuous.
will know (*)
will have known
is going to be knowing

Q1)

From: Cheryl Milkov
To: Gary Bauers
Re: Vacation tasks

I have approved your request to take a vacation from December 20 to January 3. Please take care of the following before you leave.

1. For safety reasons,

unplug (*)
hook up
activate
refurbish

all floor heaters and appliances, such as coffeemakers, in your office. Turn off the lights and the computer. Close all windows.

2. Turn in your annual report to me. It should be

between (*)
until
from
for

three and five pages in length. Make sure to make a photocopy for yourself.
3.

Submission
Submissive
Submits
Submit (*)

your timesheet to the payroll office.

4. Ask a co-worker to respond to your urgent phone calls. Leave a message on your voicemail system with your co-worker's phone number and your return date.

5. Add an "out-of-office message" to your e-mail system.

Q2)

How would you like to save 50% on a rental car? Contact National Car Rental today!

You pay just half the usual rate on weekend rentals of compact cars.

What a deal! But you have to hurry! This special

celebration

expansion

increase

bargain (*)

is available only for a short time.

National Car Rental also has luxury cars, trucks, and sports utility vehicles, and all are

equip

equipped (*)

equipping

equipment

with air-conditioning, a radio, and a CD player.

With offices at every major airport and in neighborhoods throughout the city, there is always a National Car Rental location close to you. Renting a car from us is easy.

Call now to reserve your

suite

vehicle (*)

voucher

accommodation

and be sure to ask about the 50% discount. Note that this discount does not include insurance and is only available on certain weekends. Just go to our website to find the National Car Rental office closest to you!

Q3)

From: Jun Oh, Benefits Manager
To: Marcus Mains
Re: Special Retirement Opportunity

Thank you for requesting information about the Early Retirement Program. Please review these requirements. If you qualify, act quickly. Applications are due December 1.

Early Retirement Program

1. Employees must meet these

requirements (*)
colleagues
deadlines
advisors

:

- Be age 50 with 20 years of employment at this company.
- OR have 25 years of employment at this company (age is not a factor). (Retirement funds are reduced by 2% for each year that you are under age 55.)

2.

Interest
Interests
Interested (*)
Interesting

employees should apply by December 1, 20___. The retirement program
began
will begin (*)
had begun
have begun

on January 1, 20___.

3. Attend a workshop to learn more. E-mail my office to request the workshop schedule.

Q4)

Checklist for Starting Your Own Business

Are you thinking of starting your own business? Before you come up with a name and register your business, it's important to do a bit of homework. While most people think that starting a business is one of the most difficult things to do, this is actually not true. It is fairly easy to get a business started. The difficult part is keeping a business running, especially for the first few years.

Start
Starting (*)
To start
You start

off on the right foot is very important, however. This brochure will help you launch your business by following these steps.

Preparation: This section

guides (*)
controls
promotes
translates

you through the brainstorming process and helps you write a business plan. Learn to start thinking like an entrepreneur.

Hiring: Who can you trust to help you run a business? Here we will discuss the pros and cons of employing family and friends.

Maintaining Control: So you've got your business name and you've hired your staff. Now, you need to let everyone know who is boss and how

your operation
is your operation This uses question word order.
your operation is (*)
will your operation.

going to run.

Expanding: You're following the plan and everything is going great. Are you ready to take your business to the next level? It's time to make a profit.

Q1)

CROWDING THE PLANET

This chart shows how much the world's population grew between 1900 and 2000, and how much experts believe it will grow by 2025. The numbers are in billions.

What was the world population in 1950?

- Half a billion
- 2 billion
- 2.5 billion (*)
- 5 billion

In what year did the population reach 4 billion?

- 1900
- 1925
- 1950
- 1975 (*)

When was the population under 2 billion?

- In 1900 (*)
- In 1925
- In 1950
- In 1975

Q2)

When a position becomes vacant, finding a new employee with the skill-set and personality that suit the needs of that particular workplace is a challenge that many companies face. First, the company must outline the tasks and responsibilities involved in the position to be filled. A careful analysis of these will help the company define what skills, abilities, and knowledge an employee must have in order to carry out the job successfully. Often it is the process of writing the job description and vacancy announcement that helps the company define the qualities they seek in a new employee.

Once the requirements of the position are defined, the next challenge is to find the person who can meet those requirements. One of the most common ways to locate a qualified person to fill a vacant position is to look within the organization itself. Is anyone currently working for the company who could do the job? This is often the best way to find qualified people. They are already known to the company, have been successful in it, and are familiar with its people, procedures, and policies.

If there is no available person within the company who is qualified to fill the vacancy, then someone must be sought outside the organization. Some of the most common sources of new employees are educational institutions such as high schools, junior colleges, four-year colleges, and universities. Companies also use newspapers and industry association newsletters to help locate job applicants.

What is this article about?

Reading newspapers
Hiring employees
Protecting the organization
Going to high school

What is an example of a common outside source?

High schools
Resources within the organization
Spies
Temporary employees

According to the passage, what do firms use to help locate applicants?

Yellow pages
Subway ads
Newspaper ads.
Word of mouth

Q3)

AERONAUTIC SYSTEMS, INC., the Berlin-based company also known as AeroSys, has made an agreement with three of the world's major international airlines to provide a satellite system for voice and data communications, a company spokesperson announced last week. This agreement is a major leap forward for the company, which began operations just three years ago and has now gained the business of three of the airline industry's largest companies.

The agreement with Skyways, Air One, and Travelers International will provide communications between aircraft and on-ground systems for operational control and air-traffic services. The agreement was signed last month, and AeroSys will begin providing services to the airlines before the end of the year.

Where is AeroSys based?

In London
In New York
In Berlin (*)
In Tokyo

According to the passage, what will be provided by the agreement?

Aircraft
A satellite system (*)
On-ground systems
Air traffic services

Which of the following is NOT a part of this agreement?

- A satellite system
- Communication between aircraft
- A system of voice and data communication.
- Ticketing service (*)

Q4)

San Juan Academy has developed a unique approach to dealing with underachieving students. Instead of doling out punishment for incomplete assignments, or assigning extra hours of tutoring for bad grades, the academy provides failing students with a reward. Through the Computers for Success program, San Juan Academy students who fall behind their classmates in reading and mathematics are given their own computers. For nine weeks, the students get to keep a personal computer with a printer and software in their homes. They can work and play with the computer whenever they like and as often as they like.

Is this a prize for being bad in school? "It may look that way to an outsider, " says school principal Edna Seymour, "but this approach is actually well-backed up by research. Studies show that students who are computer literate do much better in school. The figures rise for students who actually have a computer at home, and are even higher for students from homes where most of the family members are comfortable using a computer. "

Because of this, when a student is given a computer to take home, families are encouraged to get into the act, too. Students in the Computers for Success program are required, together with their parents and siblings, to attend a weekend computer seminar. This way everyone in the family becomes familiar with the use of the computer. This is an investment in the students' educational future. "It is widely accepted that parental involvement makes all the difference in a child's school success," says Principal Seymour. "We are extending that idea to involve families in our computer literacy program. As part of that program, we make it possible for families to buy refurbished computers at an affordable price. Many of our families have already taken advantage of this opportunity. On the whole, we have been very pleased with the Computers for Success program. "

Which of the following is NOT part of the program?

- Software programs
- A printer
- A personal computer
- Textbooks (*)

When can students use the computers?

- Only during school time
- On weekends only
- At lunch break
- Anytime they wish (*)

What are families of the students encouraged to do?

Become involved (*)

Be actors

Drive away

Donate computers

The word "siblings" in paragraph 3, line 2, is closest in meaning to...

classmates

brothers and sisters (*)

teachers

friends and neighbors

Q5)

We most often think of communication as talking, but it commonly occurs in other forms as well. In addition to words, communication can occur in the form of pictures or through actions.

When we speak or write, we are using words to communicate our ideas and feelings. It is essential for people to use words effectively in order to communicate clearly. Although words may seem straightforward, they are as subject to misinterpretation as any other form of communication.

Pictures can be a quite powerful form of communication. You will understand this if you think of any great work of art. Businesses can successfully use pictures in posters, charts, signs, and packaging. When combining words and pictures, the design should be carefully planned out. The pictures used on posters and charts, as well as in brochures and advertisements, should complement rather than conflict with the words.

Action is an important form of communication that we are often unaware of. As the adage says, "Actions speak louder than words. " This medium is most important when dealing face-to-face with employees, colleagues, and clients. A frown, a handshake, a wink, and even silence all have meaning and people will attach significance to these actions. Just as it is important to choose our words carefully, it is also important to be aware of our actions and of how they may be perceived by others.

What is the main topic of the article?

Marketing

Communication (*)

Actions

Businesses

According to the article, which of the following is used the most?

Words (*)

Posters This is not used as much as words.

Charts

Telephones

The word "medium" in paragraph 4, line 2, is closest in meaning to...

size
method (*)
situation
movement

Which of the following is NOT given as an example of actions?

Silence
A wink
Television (*)
A handshake

Q6)

Responding to the needs of an aging population, Health Network, Inc. of Melbourne and Futura Computing of Perth Amboy have agreed to cooperate in the development of handheld, computerized products to help the elderly monitor their health. It is widely accepted in the health-care field that patients who participate in monitoring their health status enjoy healthier lives. They are more aware of the factors affecting their health and are better-informed participants in making decisions regarding their health care. It is expected that these products will go a long way toward improving the health of senior citizens.

The cost of these products to the individual consumer will be covered under most insurance plans. They will be made available free or at reduced cost to low-income senior citizens who qualify according to government guidelines.

Who would most likely read this announcement?

Lawyers
Health-care professionals (*)
Word processors
Teachers

Which of the following could be one of the products?

Dishwashers
Calculators
Blood-pressure monitors (*)
All-weather gloves

Q7)

Operation of Detroit's trash incinerator, the largest in the nation, was halted last month, less than a year after it was put into service. The huge plant, which was designed to change waste into energy, had been hailed as an innovative means of putting trash to good use. However, soon after the plan began operating, unhealthy levels of mercury began to be detected in the air around the city.

It was soon discovered that the culprit was the new incinerator. Entire neighborhoods were threatened by the toxins being discharged into the air. Environmental officials ordered the plant to be shut down last week. They say it is uncertain when, or even whether, the plant will reopen.

According to the passage, why was the plant shut down?

There was too much trash.

It was unhealthy. (*)

It was unable to convert waste into energy.

It could not be regulated.

What was the function of the plant?

To collect waste

To monitor air quality

To supply Detroit with mercury

To turn trash into energy (*)

Q8)

Absenteeism is an ongoing problem in many companies, and the Stummering Corporation was no exception. Absenteeism and late arrival had been issues there for a long time, so management decided to study the problem. During the months of January through June of this year, employee absentee rates and arrival times were monitored. It was discovered that the average employee was showing up for work fifteen minutes late three times a week. In addition, the study showed that the majority of employees were missing a minimum of one day of work per month. Aside from the direct effects this situation was having on productivity, it was also creating a noticeable impact on employee morale. Management knew that this was a serious problem and that something had to be done right away.

Human Resources suggested that management undertake an incentive program. A plan was devised whereby every employee who arrived at work on time every day during the month of August would be eligible for a cash award. Within five days of the announcement, the number of late arrivals had declined to the lowest level the company had ever experienced. The company decided to extend the program so that employees who didn't miss any days of work for the rest of the year (exclusive of approved vacations) would also be eligible for a cash award. As a result, absenteeism declined dramatically. Stummering plans to continue the program into next year and is looking into making it permanent company policy. This successful program could easily be replicated at other companies. It worked for Stummering. It could work for you.

What was the problem at the Stummering Corporation?

Management
Absenteeism (*)
Low pay
Unprofessional atmosphere

How many times was the average employee late?

Three times a week (*)
Fifteen times a week
Three times between January and June
Fifteen times between January and June

What did employees who were on time receive?

A vacation
A cash award (*)
A promotion
A new watch

The word "replicated" in paragraph 2, line 7, is closest in meaning to...

copied (*)
enjoyed
studied
announced

Q9)

WALTERS CORPORATION
3255 Trenton Avenue, Columbus, OH 43216

November 20, 20__

Mr. Alan Porter
2870 Kennewick Drive
Bloomington, IN 42777

Dear Mr. Porter,

We were pleased to receive your letter and resume inquiring about the vacant position which we announced in the Journal of Engineering and Business last month. Unfortunately, your letter arrived on my desk several days after the closing date of November 1. We received an overwhelming response to our job announcement. There were over 25 applications from qualified accountants. Although you appear to be well qualified for the position we announced, I am sorry to inform you that we have already hired another applicant. However, we were impressed with your background, and we would like to keep your resume on file. We anticipate hiring again in the spring or summer of next year. We will inform you when another position that matches your qualifications becomes vacant.

We wish you the best of luck in your job search.

Thank you for your interest in the Walters Corporation.

Sincerely,

John Simons
Director of Human Resources

What is the main purpose of the letter?

- To ask for a job
- To reject someone who wanted a job (*)
- To ask for references
- To learn about the Walters Corporation

What did Mr. Porter include with his letter?

- His resume (*)
- A report on the Walters Corporation
- A gift for Mr. Simons
- A job announcement

What is Mr. Porter's profession?

Director of Human Resources This is Mr. Simons's position.

Detective

Accountant (*)

Administrative Assistant

Q10)

(figure)

Who is ordering office supplies?

Lev

Marina (*)

Konstantin

Alonya

What kind of filing cabinet does the caller want?

Standard

Personal-sized

Wooden

Metal (*)

Where are the ink cartridges now?

Moscow. (*)

Almaty

Berlin

Paris

When will the table arrive?

In one day

In two days

In seven days

In eight days (*)

What will Alonya do tomorrow?

Call Marina

Ship the order This is not stated.

Leave on a trip (*)

Buy a table

Q11)

From: Guillermo Grimaldi

To: Samantha Young

Subject: Survey Results

We have the results of our Preferred Investments Survey. I have attached the "Types of Investments" table.

There is one change on the survey compared to last year. We divided one major category into two parts. The parts are "buildings" and "property". That's why we don't have a number from last year to use as a comparison.

We talked to 1,000 investors between March 1 and March 15. While most of them put their money into a variety of investments, the survey shows that this year there was a greater variety in the type of investment chosen than last year. More people are purchasing each different type of investment. For example, look at the number of mutual fund investors last year (800) as compared to this year (850).

These results will help our company better decide how to sell our investment products. We predict three types of investment will increase in popularity, and they should be heavily advertised over the next year. Also, we predict that three investments will decrease in popularity. We should decide what to do about those. Are you available on Friday morning? Let's discuss the declining investments.

Types of Investments March 1-15

(table)

How many investors participated in the survey?

800

850

965.

1,000 (*)

How many survey participants invested in gold this year?

600

625 (*)

900

875

Why are three categories on the table missing numbers from last year?
Nobody invested in those areas last year.
People lost all their money in those investments.
Real estate was not divided into two categories last year. (*)
The survey did not ask about real estate investments.

Which types of investment does Mr. Grimaldi want to advertise?
Bonds, cash, and savings
Gold, Roth IRAs, and mutual funds
Annuities, domestic stocks, and real estate
Roth IRAs, real estate, and international stocks (*)

Which types of investments does Mr. Grimaldi want to discuss with Ms. Young?
Gold, IRA 900's, and real estate (*)
International and domestic stocks
Cash, savings, and bonds
Mutual funds, Roth IRAs, and annuities

Q12)

THE 20TH ANNUAL HOME ELECTRONICS SHOW

January 20-24

Join us at the Convention Center to see the latest in home electronics. Companies from around the country will display new model stereos, TVs, and sound systems for home use, as well as the latest in home security devices. Don't miss the special domestic robot demonstrations. See robots clean floors, wash dishes, even take out the garbage!

Admission to the show costs \$10 for adults, \$5 for children ages 5-12. Children under 5 will not be admitted. An extra \$3 fee is charged for some special events. These include:

| | |
|------------|---|
| January 21 | Movie: "The Home of Tomorrow" |
| January 22 | Speaker: Roberta Wilkinson, President of Automation, Inc. Topic: The invention team at Automation, Inc. |
| January 23 | Demonstration: Home Security Systems |
| January 24 | Reception with JET Company, the Designers of RoboCleaners |

Tickets can be purchased at the Convention Center or online. There is an extra charge of \$1 per ticket for online purchases.

Buy your tickets today! Last year's show sold out!

From: Mai Itakura
To: Hank Ellmers
Sent: Wednesday, January 19, 20__ 11: 12 p. m.
Subject: Schedule a time to go to the show

Hank,

The Home Electronics Show begins tomorrow and lasts through the weekend. Would you like to go with me? Your daughter Emma might enjoy it, too. It would cost just \$25 for the three of us.

We can go tomorrow or later in the week if you prefer. There are some special events that you might enjoy, too. That company that you just bought stock in is giving a presentation on January 22. The company's president is speaking. You will probably want to see the security demonstration, too, since you're a police officer.

E-mail or call me today if you're interested. I'll be near the Convention Center tomorrow, so I can pick up the tickets without paying the extra charge. By the way, there is also an extra charge for the special events. You pay it at the time of each event, so you can decide about that later.

Mai

What will robots demonstrate at the convention?

Playing stereos
Watching TV
Doing housework. (*)
Operating security systems

When can convention visitors see a movie?

January 20
January 21 (*)
January 22
January 23

How old is Emma?

Younger than five
Between five and twelve (*)
Older than twelve
Eighteen

In what company does Hank own stock?

Automation, Inc (*)
Home Security Systems
JET Company
RoboCleaners

How much extra will Hank pay to see the security demonstration?

\$1.00
\$3.00 (*)
\$5.00
\$10.00

Q13)

To: Gertrude Gerlak
From: Ping Lai
Subject: Retirement party

Hi Gertrude,

Don't forget that Samir's party is tomorrow night at the Lotus Chinese restaurant at 7:00. I'm giving Rae a ride. Let me know today if you want to ride with us. We plan to leave here at 6:15 so we can get to the restaurant on time to put up some decorations before everyone else arrives. I hope you don't mind helping with that. In fact, we would really appreciate your help since you have such an artistic eye. Rae has a card for Samir already, and she is collecting money for a gift. Let her know if you have any ideas for the gift. Thanks.

Ping

To: Ping Lai
From: Gertrude Gerlak
Subject: Re: Retirement party

Hi Ping,

Yes, I need a ride. Thanks for the offer. I went to the Lotus restaurant last month for my birthday. It's a great place. I don't mind leaving here early, and I'm happy to help with the decorations. Alex needs a ride, too, if you have enough room in your car for all of us. Do you need me to buy any decorations? Why don't we leave thirty minutes earlier than you said? That way we're sure to have enough time to do some really nice decorating. I'll be in a meeting tomorrow afternoon, but it should be over well before we have to leave. I think a digital camera would be a great gift. Tell Rae I'll pick one up tomorrow during my lunch hour. I know where I can get a great price on one. She can give me the money later.

Gertrude

Why are Ping and Gertrude going to a restaurant tomorrow?

For a birthday party

For a work meeting

For a retirement party (*)

For a monthly get-together

How many people want to ride with Ping?

One

Two

Three (*) Samir

Four This is contradicted by the correct answer.

What time does Gertrude want to leave for the party?

5:45 (*)

6:15

6:30

7: 00

Who will receive a digital camera?

Rae This is another person mentioned in the e-mail messages.

Ping

Alex

Samir (*)

Why will Rae give money to Gertrude?

To pay for dinner

To pay for the gift (*)

To pay for decorations

To pay for a ride