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INTERUNIVERSITAIRE  
D'APPRENTISSAGE  
DES LANGUES**

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Aghiles Djoudi



Accueil ► Cours de langues ► 1er semestre ► Anglais ► TOEIC S1 ►  
Examen final TOEIC UPMC ► Test Reading comprehension

**Commencé le** lundi 30 janvier 2017, 10:06

**État** Terminé

**Terminé le** lundi 30 janvier 2017, 11:41

**Temps mis** 1 heure 35 min

**Note** **46,00** sur 100,00

**Description**

**This part of the test consists of incomplete sentences. Beneath each sentence, four words or phrases appear. Select the answer choice that best completes the sentence.**

**Question 1**

Incorrect

Note de 0,00 sur  
1,00

Dominique Lamarque, the firm's information technology officer, has developed a new computer program that should \_\_\_\_\_ the employees' work loads.

- ☐ lighter
- ☒ lightening **✗**
- ☐ lighten
- ☐ light

Votre réponse est incorrecte.

**Question 2**

Correct

Note de 1,00 sur  
1,00

Liquid assets are \_\_\_\_\_ converted into cash.

- ☐ easy
- ☒ easily ✓
- ☐ easier
- ☐ ease

Votre réponse est correcte.

**Question 3**

Incorrect

Note de 0,00 sur  
1,00

Because the utility bills had not been paid for three months, the electricity was cut \_\_\_\_\_.

- ☐ off
- ☐ out
- ☒ down ✗
- ☐ into

Votre réponse est incorrecte.

**Question 4**

Correct

Note de 1,00 sur  
1,00

The value of Crosswell Corporation's stock has \_\_\_\_\_ slightly since January.

- ☐ falling
- ☐ fell
- ☒ fallen ✓
- ☐ fall

Votre réponse est correcte.

**Question 5**

Incorrect

Note de 0,00 sur  
1,00

Igor Sikorski was the first person \_\_\_\_\_ a modern helicopter.

- ☐ to develop
- ☐ the development of
- ☒ developing ✖
- ☐ developed

Votre réponse est incorrecte.

**Question 6**

Incorrect

Note de 0,00 sur  
1,00

The board voted to raise prices in small \_\_\_\_\_.

- ☒ implements ✖
- ☐ incidents
- ☐ increments
- ☐ indications

Votre réponse est incorrecte.

**Question 7**

Incorrect

Note de 0,00 sur  
1,00

My brother invited me to attend the tennis matches with him on Saturday, but I would \_\_\_\_\_ stay home and watch them on television.

- ☐ prefer
- ☐ rather
- ☐ want
- ☒ like ✖

Votre réponse est incorrecte.

**Question 8**

Correct

Note de 1,00 sur  
1,00

Most employees respond with \_\_\_\_\_ when they are given the freedom to develop their own work methods.

- ☐ enthusiastic
- ☐ enthusiast
- ☐ enthusiastically
- ☒ enthusiasm ✓

Votre réponse est correcte.

**Question 9**

Correct

Note de 1,00 sur  
1,00

Even \_\_\_\_\_ the bid arrived after the deadline, it will still be considered.

- ☒ though ✓
- ☐ when
- ☐ so
- ☐ although

Votre réponse est correcte.

**Question 10**

Correct

Note de 1,00 sur  
1,00

The two \_\_\_\_\_ systems of accounting in use today are the cash system and the accrual system.

- ☐ more popular
- ☐ popularity
- ☒ most popular ✓
- ☐ popularized

Votre réponse est correcte.

**Question 11**

Correct

Note de 1,00 sur  
1,00

Paris is famous for the many sidewalk cafés that \_\_\_\_\_ its boulevards.

- ☒ line ✓
- ☐ along
- ☐ align
- ☐ beside

Votre réponse est correcte.

**Question 12**

Incorrect

Note de 0,00 sur  
1,00

The first buildings to be \_\_\_\_\_ were mainly factories.

- ☒ air conditioner ✗
- ☐ air conditioning
- ☐ air conditioned
- ☐ air condition

Votre réponse est incorrecte.

**Question 13**

Incorrect

Note de 0,00 sur  
1,00

I hope that all of you will \_\_\_\_\_ Ms. Mato your undivided attention for the next half hour.

- ☐ take
- ☒ pay ✗
- ☐ give
- ☐ turn

Votre réponse est incorrecte.

**Question 14**

Incorrect

Note de 0,00 sur  
1,00

The Brunswick Explorer is a submersible robotic vehicle designed to search for mineral deposits far \_\_\_\_\_ the surface of the sea.

- ☐ between
- ☐ below
- ☐ behind
- ☒ beyond ✖

Votre réponse est incorrecte.

**Question 15**

Correct

Note de 1,00 sur  
1,00

The economy has been sluggish for the last few quarters, but several signs \_\_\_\_\_ to a speedy recovery.

- ☐ indicate
- ☐ show
- ☐ demonstrate
- ☒ point ✔

Votre réponse est correcte.

**Question 16**

Correct

Note de 1,00 sur  
1,00

\_\_\_\_\_ business experts call the "point of sale" is the location in a retail establishment where customers actually make their purchases.

- ☒ What ✔
- ☐ That
- ☐ How
- ☐ Some

Votre réponse est correcte.

**Question 17**

Correct

Note de 1,00 sur  
1,00

Because his partner had to go to Sydney, Mr. Zazueta had to finish work on the advertising campaign on \_\_\_\_\_.

- ☒ his own ✓
- ☐ himself
- ☐ alone
- ☐ solo

Votre réponse est correcte.

**Question 18**

Incorrect

Note de 0,00 sur  
1,00

In the \_\_\_\_\_ 1940's, television first began to seriously compete with radio for audiences and advertising.

- ☐ high
- ☐ late
- ☐ deep
- ☒ last ✗

Votre réponse est incorrecte.

**Question 19**

Correct

Note de 1,00 sur  
1,00

Ms. Csupo said that she would return to work at least \_\_\_\_\_ Wednesday, but she didn't come back until Friday.

- ☐ at
- ☐ until
- ☐ in
- ☒ by ✓

Votre réponse est correcte.

**Question 20**

Incorrect

Note de 0,00 sur  
1,00

Farmers in the Nile Delta of Egypt \_\_\_\_\_ cotton, wheat, corn, and rice.

- ☒ grow up ✖
- ☐ raise
- ☐ bring up
- ☐ rise

Votre réponse est incorrecte.

**Question 21**

Correct

Note de 1,00 sur  
1,00

The lecturer at the Cultural Center \_\_\_\_\_ about the Maori music and art of New Zealand.

- ☐ told
- ☐ discussed
- ☒ talked ✔
- ☐ mentioned

Votre réponse est correcte.

**Question 22**

Incorrect

Note de 0,00 sur  
1,00

During the flu season, temporary workers were needed to \_\_\_\_\_ for permanent workers who were out sick.

- ☐ fill up
- ☐ fill
- ☒ fill out ✖
- ☐ fill in

Votre réponse est incorrecte.



**Question 23**

Correct

Note de 1,00 sur  
1,00

The council will contact you as \_\_\_\_\_ as they have made a decision.

- ☐ long
- ☒ soon ✓
- ☐ much
- ☐ far

Votre réponse est correcte.

**Question 24**

Incorrect

Note de 0,00 sur  
1,00

Mr. Lupescu decided that he was not \_\_\_\_\_ to life in a small town, and so he returned to the capital.

- ☐ suited
- ☒ suitable ✗
- ☐ suitor
- ☐ suiting

Votre réponse est incorrecte.

**Question 25**

Correct

Note de 1,00 sur  
1,00

Most, \_\_\_\_\_ not all, of this report was written by Ms. Cribari.

- ☐ of
- ☒ if ✓
- ☐ and
- ☐ or

Votre réponse est correcte.

**Question 26**

Correct

Note de 1,00 sur  
1,00

Many of the women in the office spent \_\_\_\_\_ lunch hour discussing the company's latest proposals.

- ☐ her
- ☒ their ✓
- ☐ hers
- ☐ theirs

Votre réponse est correcte.

**Question 27**

Incorrect

Note de 0,00 sur  
1,00

Rooms at the Aqua Bay Resort are considerably more expensive during the \_\_\_\_\_ season.

- ☒ tip ✗
- ☐ summit
- ☐ peak
- ☐ higher

Votre réponse est incorrecte.

**Question 28**

Correct

Note de 1,00 sur  
1,00

Our expert service staff will do anything they \_\_\_\_\_ to insure that you are satisfied with your purchase.

- ☐ ought
- ☐ will
- ☐ have
- ☒ can ✓

Votre réponse est correcte.

**Question 29**

Correct

Note de 1,00 sur  
1,00

We were told that we could complete this assignment \_\_\_\_\_ we pleased.

- ☒ however ✓
- ☐ anyhow
- ☐ no matter
- ☐ whatever

Votre réponse est correcte.

**Question 30**

Correct

Note de 1,00 sur  
1,00

The \_\_\_\_\_ of this investigation is to determine if anyone in this department was responsible for the accident that occurred.

- ☒ purpose ✓
- ☐ explanation
- ☐ account
- ☐ reason

Votre réponse est correcte.

**Question 31**

Incorrect

Note de 0,00 sur  
1,00

Although training programs for employees are quite expensive, in the long \_\_\_\_\_, they are good investments in human capital.

- ☐ terms
- ☐ run
- ☒ period ✗
- ☐ time

Votre réponse est incorrecte.

**Question 32**

Correct

Note de 1,00 sur  
1,00

With the arrest of the third suspect, the police announced that the case was \_\_\_\_\_.

- ☐ shut
- ☒ closed ✓
- ☐ full
- ☐ up

Votre réponse est correcte.

**Question 33**

Incorrect

Note de 0,00 sur  
1,00

Please sign the last page of the rental agreement and \_\_\_\_\_ all the other pages.

- ☐ initial
- ☒ initiate ✗
- ☐ initialize
- ☐ initiation

Votre réponse est incorrecte.

**Question 34**

Correct

Note de 1,00 sur  
1,00

Last weekend, Barclay Department Stores reduced prices so much that customers were practically breaking \_\_\_\_\_ the doors to get to the bargains.

- ☐ out
- ☐ up
- ☒ down ✓
- ☐ into

Votre réponse est correcte.

**Question 35**

Correct

Note de 1,00 sur  
1,00

After his meeting in Geneva, Mr. Yee decided to \_\_\_\_ skiing in the Swiss Alps.

- ☐ play
- ☐ do
- ☒ go ✓
- ☐ get

Votre réponse est correcte.

**Question 36**

Incorrect

Note de 0,00 sur  
1,00

Michael Barnes and I have known \_\_\_\_\_ since we were in high school.

- ☒ one other ✗
- ☐ another one
- ☐ the two of us
- ☐ each other

Votre réponse est incorrecte.

**Question 37**

Correct

Note de 1,00 sur  
1,00

\_\_\_\_\_ of their final destination, Comet Express first ships all packages to St. Louis.

- ☒ Regardless ✓
- ☐ Regarding
- ☐ Regards
- ☐ Disregarded

Votre réponse est correcte.

**Question 38**

Incorrect

Note de 0,00 sur  
1,00

When the company raised prices, new price \_\_\_\_\_ had to be put on all merchandise.

- ☐ label
- ☒ tickets ✖
- ☐ blanks
- ☐ tags

Votre réponse est incorrecte.

**Question 39**

Incorrect

Note de 0,00 sur  
1,00

The maintenance crew soon had the high pressure pump back in perfect \_\_\_\_\_ order.

- ☒ work ✖
- ☐ worked
- ☐ working
- ☐ worker

Votre réponse est incorrecte.

**Question 40**

Incorrect

Note de 0,00 sur  
1,00

After he won the award, Mr. Galves was grinning from \_\_\_\_\_.

- ☐ eye to eye
- ☒ mouth to mouth ✖
- ☐ head to toe
- ☐ ear to ear

Votre réponse est incorrecte.

**Description**

**Read the passages on the following pages. A word or phrase has been replaced by a blank in some of the sentences. Four answer choices are given below the blank. Mark the answer choice that best completes the sentence.**

**Question 41**Partiellement  
correctNote de 3,00 sur  
4,00

Many small business owners don't consider advertising on TV because they think it's \_\_\_\_\_

- ☐ over
- ☐ enough
- ☒ too ✓ Correct!
- ☐ such

Note de 1,00 sur 1,00

expensive. While this might be true for advertising on prime time network television, there are other affordable on-air alternatives and strategies to consider. With the growth of cable TV, even your small business can benefit from television advertising. All those cable channels need advertising revenue and are competing fiercely for your advertising dollar, resulting \_\_\_\_\_

- ☐ of
- ☒ in ✓ Correct!
- ☐ for
- ☐ too

Note de 1,00 sur 1,00

very affordable rates. Clearly, you need to think very carefully about your TV advertising campaign. A bad ad may result in lost customers. \_\_\_\_\_

- ☒ On the other hand ✓ Correct!
- ☐ As a result
- ☐ Likewise
- ☐ Anyway

Note de 1,00 sur 1,00

, a great ad can completely change the fortunes of your small business. TV advertising is powerful. Products, services, and businesses gain instant \_\_\_\_\_

- ☐ credible
- ☐ credibility
- ☐ crediting
- ☒ credibly ✗ Wrong.

Note de 0,00 sur 1,00

if they advertise on television. "As seen on TV" puts you in the big leagues in the eyes of your prospective customers. To find out more about advertising on cable, contact New England Cable at the number listed below.



**Question 42**Partiellement  
correctNote de 2,00 sur  
4,00**Larimer Candle Factory  
Denver, Colorado**

October 14, 20-

Dear Valued Customers,

As you are probably aware, the chief \_\_\_\_\_

- ☐ item
- ☐ fixture
- ☐ article
- ☒ ingredient ✓ Correct!

Note de 1,00 sur 1,00

of candles is paraffin wax, a petroleum product. When oil prices increase, so do our costs. Despite increases in costs over the last two years, we have not raised our prices for our wholesale customers. Now, however, our materials costs are 30% higher than they were two years ago.

- \_\_\_\_\_
- ☒ Usually ✗ Wrong.
  - ☐ Equally
  - ☐ Regrettably
  - ☐ Fortunately

Note de 0,00 sur 1,00

, our only choice is to adjust our prices upward. The new pricing goes into effect with orders shipped after Jan. 1, allowing you some time in which to purchase stock at today's prices. Please call me if you \_\_\_\_\_

- ☐ would like
- ☒ like ✗ Wrong.
- ☐ are liking
- ☐ liked

Note de 0,00 sur 1,00

to increase quantities on orders already being processed. We assure you that even though our prices are increasing, our candles are \_\_\_\_\_

- ☐ so

- ☐ yet
- ☐ until
- ☒ still ✓ Correct!

Note de 1,00 sur 1,00


of the finest quality and continue to offer you and your customers the best value in the marketplace.

Sincerely,

Eugene Benson  
President, Larimer Candle Factory


**Question 43**Partiellement  
correctNote de 2,00 sur  
4,00

African nations introduced Europe to the pleasures of tropical \_\_\_\_\_

- ☒ product  Wrong.
- ☐ production
- ☐ produce
- ☐ producing


Note de 0,00 sur 1,00

some 70 years ago. But fruit and vegetable exporters from Southeast Asian, Latin American, and Caribbean countries have for the most part supplanted African exporters in recent years. \_\_\_\_\_

- ☐ For to regain them
- ☒ To regain them for  Wrong.
- ☐ To regain for them
- ☐ For them to regain


Note de 0,00 sur 1,00

market share, African exporters need to build better transportation systems and storage \_\_\_\_\_

- ☐ factors
- ☒ facilities  Correct!
- ☐ faculties
- ☐ factories

Note de 1,00 sur 1,00

. They need to increase the quality and the variety of fruits and vegetables that they produce as \_\_\_\_\_

- ☒ well  Correct!
- ☐ far
- ☐ soon
- ☐ good

Note de 1,00 sur 1,00

as improve their marketing techniques.

**Description**

**Questions in this part of the test are based on a wide range of reading materials, including articles, letters, advertisements, and notices. After reading the passage, decide which of the four choices best answers the question. All answers should be based on what is stated in or on what can be inferred from the readings.**

**Question 44**Partiellement  
correctNote de 1,00 sur  
3,00**21st Annual Children's Book Fair**

*Vienna, Austria*  
*City of Vienna Exhibition Center*  
*May 19-23 10 a.m.-8 p.m. daily*

The European Book Foundation will open the doors of the 21st annual children's book fair from Thursday May 19 through Monday May 23. More than 200 exhibitors will take part, including the most important bookstores and publishing houses devoted to children's literature and education. For the first two days, from 10 to 2, the fair is open exclusively to groups of pupils on official school excursions. After 2 on these days, and from the 21st to the 23rd, it is open to all interested members of the public. There will be workshops on literature, art, and computing as well as dancing, music, and puppet shows. This year, for the first time, Lorenzo the Magnificent will be performing magic on Saturday and Sunday. Meet-the-author sessions and book-signings take place daily.

**At which of these times may only official school groups attend the fair?**

- ☒ Thursday at 3 p.m. ❌ Wrong.
- ☐ Friday at 11 a.m.
- ☐ Friday at 5 p.m.
- ☐ Saturday at 10 a.m.

Note de 0,00 sur 1,00

**Who may attend the fair May 21 to May 23?**

- ☐ Only members of the European Book Foundation
- ☒ Anyone who wants to ✅ Correct!
- ☐ Only children and their parents
- ☐ Only publishers and bookstore owners

Note de 1,00 sur 1,00

**What is taking place at the book fair for the first time this year?**

- ☐ Magic shows by Lorenzo the Magnificent
- ☐ Computer workshops
- ☐ Sessions at which books are signed by the author

☐ Puppet shows

Note de 0,00 sur 1,00

**Question 45**Partiellement  
correctNote de 1,00 sur  
3,00**Aaron Springs Golf Course****18 holes****(408) 474-1937****Santa Lucia Highway****Open to the public**

Whether golf courses are listed alphabetically or by quality of play, Aaron Springs is at the top! The quality of the golf holes and the dramatic beauty of the parkland setting get better as play continues. The last three holes offer stunning views of the Pacific Ocean. In fact, the par 4, 204 yard 17th hole was featured in Golf World Magazine in their list of the most spectacular holes on the West Coast when the course opened three years ago. This course can truly be enjoyed by golfers of any level, assuming the golfer is a skillful putter, because the greens are quite challenging.

*Greens/cart fees: \$65 Mon.-Wed., \$75 Thurs. and Fri. and \$85 Sat. and Sun.*

**What is the purpose of this advertisement?**

- ☐ To interest golfers in playing at Aaron Springs
- ☒ To urge readers to join a club ✗ Wrong.
- ☐ To get people to subscribe to Golf World Magazine
- ☐ To sell golf clubs to golfers

Note de 0,00 sur 1,00

**What does the advertisement suggest about the 17th hole?**

- ☐ It is one of the most difficult holes on any West Coast golf course.
- ☐ It is particularly beautiful.
- ☐ It is the longest hole at Aaron Springs.
- ☒ It does not provide a view of the Pacific Ocean. ✗ Wrong.

Note de 0,00 sur 1,00

**On which of the following days are the fees highest?**

- ☐ Tuesday
- ☐ Thursday
- ☐ Friday
- ☒ Sunday ✓ Correct!

Note de 1,00 sur 1,00

**Question 46**

Correct

Note de 2,00 sur  
2,00

Pan-Pacific Airline's popular low-cost flights from Seattle-Tacoma to Tokyo and from Tokyo to Seoul are airborne once again. Four years ago, after Pan-Pacific acquired ailing Crown International Airlines, it was bound by an agreement made by Crown International not to fly from Sea-Tac to Tokyo. However, the path for the renewal of service was cleared by a liberalized aviation agreement signed earlier this year by the U.S. and Japanese governments.

**What is the main purpose of this announcement?**

- ☐ To discuss the merger of two airlines
- ☐ To describe Crown International Airlines' new image
- ☒ To report the restoration of a discontinued air route ✓ Correct!
- ☐ To announce direct service between Seattle and Seoul

Note de 1,00 sur 1,00

**According to the announcement, what allowed Pan-Pacific to fly from Seattle to Tokyo?**

- ☒ An agreement between U.S. and Japanese government agencies ✓ Correct!
- ☐ A growing demand by the public
- ☐ The acquisition of routes from Crown International Airways
- ☐ An agreement between Japanese and U.S. airlines

Note de 1,00 sur 1,00




**Question 47**Partiellement  
correctNote de 1,00 sur  
3,00

You must rinse off all surfaces of your fountain, including the polished decorative stones (if provided with your unit) before using the fountain for the first time. Any dirt or residue which remains on the fountain may obstruct water flow, thereby causing unnecessary noise. Should you experience noise from the pump, please disassemble it flush parts with water to remove particles, wipe dry, and reassemble. Please refer to our instruction manual should the noise remain, as this may be caused by a variety of other factors.

Due to the imperfect edges which are inherent in this fountain or any made from natural stone, water may splash outside the base of the unit. Therefore, we strongly recommend that you place your fountain on a waterproof surface or that you cover the surface with some waterproof barrier.


For further information, please call **1-800- SERENITY** or email us at **custserv@serenity.com**.

**Which of the following is the best heading for this notice?**

- ☐ Hints for Using Your Serenity Fountain
- ☒ How to Repair Your Fountain's Water Pump  Wrong.
- ☐ Finding and Processing Decorative Stones
- ☐ Protecting Surfaces from Water Damage


Note de 0,00 sur 1,00

**What can be inferred about the decorative stones mentioned in the notice?**

- ☐ They must be polished before use.
- ☐ They have already been rinsed.
- ☐ They may obstruct the flow of water.
- ☒ They do not come with all fountains.  Correct!

Note de 1,00 sur 1,00

**What does the reading say about the imperfect edges of the fountain?**

- ☒ They may scratch the surface on which they are placed.  Wrong.
- ☐ They may cause personal injury if not handled carefully.
- ☐ They are a flaw found in some fountains, but can be repaired.
- ☐ They may cause water to splash out of the fountain.

Note de 0,00 sur 1,00

**Question 48**

Partiellement  
correct

Note de 1,00 sur  
2,00

Trevor Baylis, inventor of the wind-up radio designed for areas of Africa and other locales where there is no electricity and batteries are expensive, has now developed a wind-up computer. The laptop, powered by a spring that runs a small generator, is just the first of 150 new wind-up products Baylis is perfecting.

**Next up:** a wind-up television and a wind-up indoor lighting system.

**Which of these wind-up products was first developed by Trevor Baylis?**

- ☐ A television
- ☐ An indoor lighting system
- ☒ A radio ✓ Correct!
- ☐ A laptop computer

Note de 1,00 sur 1,00

**It can be inferred from the article that Baylis's products could also be marketed in which of these ways?**

- ☐ As a high-technology substitute for existing products
- ☐ As a substitute for existing products in case of an electrical emergency
- ☒ As a low-cost substitute for existing products ✗ Wrong.
- ☐ A laptop computer

Note de 0,00 sur 1,00

**Question 49**Partiellement  
correctNote de 2,00 sur  
5,00***The Art of Communicating Globally***

*by Richard Pryce and Sachiko Mori-Pryce St. George Press, Ltd.*

What's the best time to call someone in Australia if you are in New York? What greeting do you use to begin a business letter to someone in Turkey? How do you find the email address of a company in South Africa? What's the country code you'll need to call someone in Brazil? These and countless other questions are answered in this new guidebook. It covers the ins and outs of transnational contact by phone, fax, mail, and email. There are more than 500 pages of useful tips on how to address business people in 110 countries, how to polish your English for international correspondence, how to design stationery and forms for use in various nations, and how to say *hello*, *thank you*, and other important phrases in more than 70 languages. The book also provides information about translation software, postal codes, the meaning of various telephone signals in different countries, and many other topics. Like the popular guidebook *Negotiating Your Way Around the Globe* that the couple previously collaborated on, this volume should occupy a prominent place on the office bookshelves of all our readers.

**The magazine in which this review appeared is probably directed at which of these groups?**

- ☐ Commercial artists
- ☐ International businesspersons
- ☒ Communication experts ✗ Wrong.
- ☐ World travelers

Note de 0,00 sur 1,00

**The book that is reviewed probably does NOT answer which of these questions?**

☒ What does it mean if I telephone an office in Malaysia and hear a series of chimes?

✗ Wrong.

☐ What is the country code I need to send a fax to someone in Venezuela?

☐ How do I say "Hello" if I call someone in Finland?

☐ What should I wear to a business luncheon in Egypt?

Note de 0,00 sur 1,00

**The phrase "ins and outs" in line 2-3 of the review is closest in meaning to...**

☐ latest developments

☒ common difficulties ✗ Wrong.

☐ important points

☐ helpful suggestions

Note de 0,00 sur 1,00

**How many pages does the book *The Art of Communicating Globally* probably have?**

☐ 70

☐ 110

☒ 512 ✓ Correct!

☐ 1,246

Note de 1,00 sur 1,00

**What does the review say about the book *Negotiating Your Way Around the Globe*?**

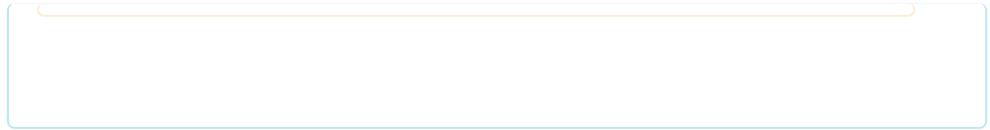
☐ It is not as popular as *The Art of Communicating Globally*.

☒ It was written by the same authors who wrote *The Art of Communicating Globally*. ✓ Correct!

☐ It will not be needed by someone who has the book *The Art of Communicating Globally*.

☐ It is more expensive than *The Art of Communicating Globally*.

Note de 1,00 sur 1,00



**Question 50**

Partiellement  
correct

Note de 2,00 sur  
3,00

**SUBJECT:** Additional time needed for audit

**DATE:** Thurs. 1 Aug. 20- 15:45 EDT

**FROM:** Mark Chambers <mchambers@jcvassociates.com>

**TO:** Michelle Kinsdale <michJ<insdale@sunburst.com>

**CC:** Paul Avila <pauLavila@sunburst.com>

Ms. Kinsdale:

It appears that it's going to take us a little longer than we anticipated to complete our audit of Sunburst Electronics.

From discussions with your marketing manager Paul Avila, I've learned that various members of the marketing team did not save all their travel receipts. We'll have to reconstruct these from the records of credit card companies, hotels, airlines, and so on. Of course, this will be more time-consuming than reviewing the original documents. I've discussed this problem with Mr. Avila and he will in the future hold all receipts for a period of three years.

As agreed in our contract, we will be billing you for this additional time at our regular rate of \$120 an hour (in addition to the basic audit fee of \$10,000).

On the positive side, all your employees have been remarkably cooperative and helpful. I can see that they have spent a lot of time getting ready for this audit.

Thanks!

Mark Chambers, CPA

Johnstone, Chambers, Voorhees & Associates

**What basic message is Mr. Chambers sending Ms. Kinsdale?**

- ☒ The audit will take longer and cost more than expected. ✓  
Correct!
- ☐ He will be unable to finish the audit.
- ☐ He has lost some important documents.
- ☐ The audit fee has been reduced.

Note de 1,00 sur 1,00

**What problem does Mr. Chambers discuss in this email?**

- ☐ He has been unable to get information from credit card companies.
- ☒ Some necessary documents are not available. ✓ Correct!
- ☐ The staff has been very uncooperative.
- ☐ Mr. Avila has refused to keep receipts in the future.

Note de 1,00 sur 1,00

**How much will Mr. Chambers' company charge Ms. Kinsdale's company for the additional work?**

- ☐ A total of \$120
- ☐ \$120 for each additional hour
- ☐ A total of \$10,000
- ☒ \$10,000 a year for three years ✖ Wrong.

Note de 0,00 sur 1,00

**Question 51**Partiellement  
correctNote de 1,00 sur  
5,00

Prices for patchouli oil have soared this year, from about \$10 a pound last January to over \$75 a pound, and it is predicted that prices will reach \$100 a pound by the end of the year. This aromatic oil is distilled from the leaves of the patchouli plant and is one of the most important ingredients in nearly all commercially produced scents. Although sometimes used as a "stand-alone" scent, especially back in the 1960's, today it is primarily used to "fix" other scents in products: costly French perfumes, shampoos, hand soaps, scented candles, room deodorants, and many others.

Traders in essential oils are particularly concerned about the leap in patchouli prices because, until recently, they have been remarkably stable. Traders say that prices have been driven up by a huge production shortfall on the Indonesian island of Sumatra, where the bulk of the world's patchouli plants are grown and the fragrant oil is distilled. Sumatran farmers have been shunning patchouli production lately because of the static low prices. The prolonged drought in Indonesia has also contributed to lower production. Demand for patchouli, however, has continued to accelerate quickly, particularly in the United States, which account for 60 to 70 percent of annual patchouli consumption worldwide.

With prices at record levels, many farmer have returned to growing patchouli, but even in the tropics, it will be some time before the patchouli plants are ready to be harvested. Once these plants are mature, prices will probably stabilize, but in the meantime, prices will probably continue to skyrocket.

**How much will a pound of patchouli probably cost by the end of the year?**

- ☐ \$10
- ☐ \$75
- ☒ \$100 ✓ Correct!
- ☐ \$150

Note de 1,00 sur 1,00

**What part of the patchouli plant contains the aromatic oil?**

- ☒ The flowers ✗ Wrong.
- ☐ The roots
- ☐ The stems
- ☐ The leaves

Note de 0,00 sur 1,00



**Which of these products probably does NOT contain patchouli oil?**

- ☐ Fragrant fruit juices
- ☒ Candles that smell like vanilla ✗ Wrong.
- ☐ Expensive perfume from France
- ☐ Hand-milled scented soap

Note de 0,00 sur 1,00

**The word "shunning" in paragraph 2, line 3 (underlined) is closest in meaning to**

- ☐ increasing
- ☐ avoiding
- ☐ considering
- ☐ changing

Note de 0,00 sur 1,00

**What does the author say about the demand for patchouli oil?**

- ☐ It has recently stabilized.
- ☐ It has been growing rapidly.
- ☒ It has grown in the United States but dropped elsewhere. ✗ Wrong.
- ☐ It has been slowly going down as prices have risen.

Note de 0,00 sur 1,00

**Question 52**

Incorrect

Note de 0,00 sur  
2,00

## Think Globally

### With World View Software!

Keep time with the rest of the world by converting your computer screen into a world clock! Clocks located at the top of the screen display the current time for every time zone in the world in an attractive graphical display. The display can be customized to display the local time for virtually any world city you choose. World View Software adjusts automatically for Daylight Saving Time. It can also be set up as a screen saver.

Typically costs \$45.00 or more at retail stores and \$40 when you order from the software maker, but now available for Nationwide Airline passengers at the discount rate of only \$34.95 when you order directly from Sky Catalogue!

**The advertisement indicates that which of these can be adjusted by users of World View Software?**

- ☒ The colors of the graphical display ✗ Wrong.
- ☐ The cities that are displayed
- ☐ The time zones that are shown
- ☐ The position of the clocks on the screen

Note de 0,00 sur 1,00

**According to the advertisement, where is World View Software available at the lowest cost?**

- ☐ From retail stores
- ☐ On board most airline flights
- ☒ Directly from the software maker ✗ Wrong.
- ☐ From the Sky Catalogue

Note de 0,00 sur 1,00

**Question 53**

Partiellement  
correct

Note de 3,00 sur  
5,00

## TRADE TIPS

*From the ITC*

1. **United Arab Emirates** is seeking direct sales to end users of insulated fiber optic cables, multimeters, pipes and fittings, paint, varnishes, lumber, and pumps.
2. **Tunisia** is seeking other investors for a frozen orange juice and dried milk plant.
3. **Hungary** is seeking a distributorship for digital imaging equipment.
4. **Egypt** is seeking an agency for second-grade paper.
5. **Brazil** is seeking a joint-venture opportunity with an environmental-technology firm.
6. **Australia** is seeking a distributorship for a picture-hanging system.
7. **India** is seeking an overseas partner to help develop and market a chemical scrubber for reducing air pollution and related environmental problems.

*For further information and more tips, contact the information office at the International Trade Center Tip Program. Trade Tips is a service offered to our members, who may request as many tips as they desire. For nonmembers, there is a three-tip request limit. Email or call for membership information.  
[info.tradetips@ITC.org](mailto:info.tradetips@ITC.org) 202-555-1573*

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### Gomarco Inc.

**Sent:** 3:02 p.m. 15 March 20--

**From:** P.G. Kuska <[pgk@gomarco.com](mailto:pgk@gomarco.com)>

**Subject:** Trade tips

**To:** ITC Information office <[info.tradetips@ITC.org](mailto:info.tradetips@ITC.org)>

To whom it may concern:

I saw your recent notice in *International Business Daily* and I would very much like further information about the joint-venture opportunity in Brazil (Tip 5) and the partnership opportunity with the firm in India (Tip 7). If you have a tip on any other similar opportunity, could you please send that as well?

Also, please send ITC membership information. I believe the CEO of my firm would be interested in joining

P.G. Kuska  
Senior Corporate Executive Gomarco, Inc.

---

**What is Tunisia looking for?**

- ☐ A distributorship
- ☐ Additional investment
- ☒ A source of orange juice and milk ✓ Correct!
- ☐ Further information

Note de 1,00 sur 1,00

**Which of these countries is seeking a joint-venture partner?**

- ☐ Egypt
- ☐ Australia
- ☐ Hungary
- ☒ Brazil ✓ Correct!

Note de 1,00 sur 1,00

**How many tips can a nonmember request?**

- ☐ None
- ☐ One
- ☒ Three ✓ Correct!
- ☐ An unlimited number

Note de 1,00 sur 1,00

**What can be inferred about P.G. Kuska from this email?**

- ☒ He has received international trade tips from ITC many times in the past. ✗ Wrong.
- ☐ He does not know the name of the information officer at the ITC.
- ☐ He has recently received permission from the CEO to become an ITC member.

- ☐ He is no longer interested in partnering with international companies.

Note de 0,00 sur 1,00

**What type of business does P.G. Kuska most probably work for?**

- ☐ An environmental-technology company
- ☐ A food-processing company
- ☒ A banking and investment firm ✗ Wrong.
- ☐ A chain of international hotels

Note de 0,00 sur 1,00

**Question 54**

Partiellement  
correct

Note de 1,00 sur  
5,00

## **Sandia Technology Systems**

### **Worksheet Telephone Reference Check**

**Name of applicant:** Carolina Sanchez  
**Previous/Current Employer:** BFA Graphics  
**Dates of employment:** May 1 2002 to present  
**Position:** Data entry clerk  
**Salary:** Approx \$32,000  
**Reason for leaving:** See "Additional comments"  
**Does applicant get along well with others?** Yes X No Not sure  
**Does applicant have leadership qualities?** Yes No Not sure X  
**Is employee reliable?** Yes X No Not sure  
**Would you rehire?** Yes X No Not sure  
**Additional comments:** Mgr of Accts Recvble Pept stated that he hated to lose Ms. Sanchez but that, because BFA is a relatively small co, there was not much room for her to advance in the near future. He also told me that Ms. Sanchez was very conscientious and that he was certain that Ms. Sanchez would make an excellent data coordinator for us.  
**Information received from:** Dennis Longhurst, Mgr. Accts Recvble Pept at BFA  
**Information taken by:** Michio Nakayoshi, Pers'I Officer

---

*Michio,*

*From her interview, the information that you gathered on the phone, and the reference letters we've recieved, I'm inclined to offer this position to Ms. Sanchez.*

*One think, though - I suppose Mr. Longhurst said that he didn't know anything about Ms. Sanchez's leadership qualities because she hasn't been working in a supervisory role at BFA. Still, she's going to be overseeing a staff of eight if she comes to work for us. I wonder if you could get back to him and ask if he thinks she would do well in a managerial position.*


*Depending on what he says, go ahead and talk to Ms. Sanchez. I'd say offer her \$10,000 more than her current annual salary at BFA.*

*Kay Barrett  
Director of Personnel*

---

### **What is the purpose of the form?**

- ☐ To record information about a job applicant obtained from an employment reference

- ☒ To determine if an employee should be given a promotion  Wrong.
- ☐ To record notes taken during a phone interview with a job applicant
- ☐ To explain why a job applicant is unsuitable for a position

Note de 0,00 sur 1,00

**Who filled out the form?**

- ☒ Carolina Sanchez  Wrong.
- ☐ Dennis Longhurst
- ☐ Kay Barrett
- ☐ Michio Nakayoshi


Note de 0,00 sur 1,00

**What position is the applicant seeking?**

- ☐ Manager, Accounts Receivable
- ☐ Data Coordinator
- ☐ Personnel officer
- ☐ Data entry clerk

Note de 0,00 sur 1,00

**Which of these questions will Michio Nakayoshi probably ask Dennis Longhurst when he calls again?**

- ☐ "Do you think Ms. Sanchez will accept the salary we are offering her?"
- ☐ "How long has Ms. Sanchez worked for your company?"
- ☒ "Do you think Ms. Sanchez has the ability to manage a staff?"  Correct!
- ☐ "Would you rehire Ms. Sanchez if she asked for her job back?"

Note de 1,00 sur 1,00

**What salary does Kay Barrett recommend offering to Carolina Sanchez?**

- ☐ \$28,000

- ☐ \$36,000
- ☐ \$38,000
- ☐ \$42,000

Note de 0,00 sur 1,00



**Question 55**

Partiellement  
correct

Note de 2,00 sur  
5,00

**Ventura Enterprises, Inc***Interoffice Memo*

**TO:** All Employees

**FROM:** John Kendall, Managing Director

I am happy to announce that, as the next step in our on-going water and energy conservation program, we have chosen Ms. Anna Fiori, currently serving as assistant financial officer, as our new energy management coordinator. Ms. Fiori will be exploring areas in which we can save energy and boost our efficiency.

These areas include:

- The operation of our manufacturing processes
- Our lighting, heating/air conditioning, plumbing, and landscaping practices
- Our purchasing practices

Please email or call Ms. Fiori to communicate any ideas you may have for saving energy or improving efficiency here at Ventura Enterprises. Also, contact her if you believe that any changes create problems for you, your colleagues, or your department. She'll be announcing accomplishments and successes in our weekly newsletter.

---

**To:** Anna Fiori <[anna\\_fiori@ventura.com](mailto:anna_fiori@ventura.com)>

**From:** Rolf Erge <[rolf\\_erge@ventura.com](mailto:rolf_erge@ventura.com)>

**Subject:** Suggestions Sent: Apr. 12, 20-

Dear Ms. Fiori,

First off, congratulations on being named energy management coordinator.

I am contacting you because in my position as maintenance manager I see a lot of energy being wasted. Every night, I go into empty offices where all the lights are on. I've put up signs that say "Please turn off lights when leaving this room" but they are often ignored. What we need, I believe, is a computerized system that will automatically shut off the lights at a certain hour or when the last person leaves the office.

I understand that the company's electric bill just for lighting is around \$50,000 annually. I think that by taking this simple step, we could get that down to \$40,000.

I have other suggestions for lowering energy costs, too. Let me know if you would like to talk! And good luck with your new job.

Rolf Erge

Manager, Maintenance Dept.

---

**What is John Kendall's purpose in writing the memo?**

- ☐ To notify workers about a new program
- ☐ To announce the start of a newsletter
- ☐ To discuss the opening of a new plant
- ☐ To announce that a position has been filled

Note de 0,00 sur 1,00

**According to the memo, how will employees be informed of changes by Ms. Fiori?**

- ☐ In a newsletter
- ☒ By email ✗ Wrong.
- ☐ By telephone
- ☐ In a memo

Note de 0,00 sur 1,00

**Why did Mr. Erge write the email to Ms. Fiori?**

- ☐ Because changes that she made have caused problems for his department
- ☒ Because Mr. Kendall asked employees to send ideas to her about saving energy ✓ Correct!
- ☐ Because he is going to be working in her department
- ☐ Because Mr. Kendall asked employees to congratulate Ms. Fiori

Note de 1,00 sur 1,00

**What suggestion does Mr. Erge make?**

- ☐ More signs should be put up in the offices.
- ☐ The manufacturing process should be changed.
- ☒ An automatic shut-off system should be installed. ✓ Correct!
- ☐ New types of light bulbs should be purchased.

Note de 1,00 sur 1,00

**How much money does Mr. Erge think his suggestion could save the company per year?**

- ☐ \$10,000
- ☐ \$20,000
- ☒ \$40,000 ✖ Wrong.
- ☐ \$50,000

Note de 0,00 sur 1,00

**Question 56**

Partiellement  
correct

Note de 1,00 sur  
5,00

**From:** Izabel Soares <m.i.soares@soaresprop.co.mo>

**Subject:** Singapore site

**To:** Paul Wu <paulwu@cre.sg>

**Sent:** 13 Mar. 20--

Hi Paul,

I have a client who is interested in a light-industrial site located in Singapore. I know you usually handle condominium sales but thought you might have some suggestions. He is the CEO of a Macao firm and one of his employees has invented a new high-tech toy that he thinks will be the next big thing. My client is frantically trying to find a manufacturing facility in Singapore where he can start producing this toy right away. He needs a facility that is at least 5,000 square meters in size and that costs less than US\$2.5 million. If you have any leads on this type of site, could you let me know?

Izabel

---

15 Mar.Thurs. 11:20 a.m. Crescent Real Estate, Singapore

Fax #: 337481 PAGES: 1

Hello Izabel,

You're right, I don't have much information about industrial properties, but I came across this advertisement below. Maybe it will be of interest to your client.

Best of luck, Paul

**For Sale**

Prime 6,000 m<sup>2</sup> (64,500 sq. ft.)  
light manufacturing and warehouse facility  
on 15,000 m<sup>2</sup> (3.7 acre) fenced lot  
within industrial park with full infrastructure  
including water supply and electrical transformer.  
About one third of the facility air-conditioned.  
Located on good road.  
Ample parking, bus station nearby.  
Conveniently situated close to Singapore  
in Johor Baharu, Malaysia.

Currently vacant and available immediately.  
Asking price \$US 1.8 million.

Fax inquiries to owner Ahmed R. Malek  
(60) 523-97-44-3171

**The word "frantically" in line 3 of Ms. Soares' email is closest in meaning to**

- ☒ seriously ❌ Wrong.
- ☐ currently
- ☐ anxiously
- ☐ casually

Note de 0,00 sur 1,00

**Who currently owns the property for sale?**

- ☐ Ahmed Malek
- ☐ Izabel Soares
- ☒ Paul Wu ❌ Wrong.
- ☐ Ms. Soares' client

Note de 0,00 sur 1,00

**Why might the property for sale NOT be suitable according to the information in the email?**

- ☐ It cannot be used for manufacturing.
- ☐ It is not quite big enough.
- ☐ It is not available soon enough.
- ☒ It is not actually in Singapore. ✅ Correct!

Note de 1,00 sur 1,00

**Approximately how much of the facility is air conditioned?**

- ☐ 2,000 square meters
- ☐ 5,000 square meters
- ☐ 6,000 square meters
- ☒ 15,000 square meters ❌ Wrong.

Note de 0,00 sur 1,00

**How is the property being used at present?**

- ☐ It is the site of a factory.
- ☐ It is being developed as condominiums.
- ☒ It is being used for storage. ❌ Wrong.
- ☐ It is empty.

Note de 0,00 sur 1,00