

Q1) East Coast Airlines flight number 15 from New York ____ Chicago has been canceled.

to (*)
in
by
at

Q2) Beginning the first of next month, lunch breaks will be ____ by fifteen minutes.

short
shortened (*)
shortening
shortage

Q3) The computer programmer realized he had forgotten to turn off the office lights ____ he had left the premises.

after (*)
because
since
and

Q4) Most employees have requested that their paychecks be ____ to their homes.

mail
mails
mailed (*)
mailing

Q5) The error was noticed after Ms. Radice ____ the order to the supply company.

had sent him (*)
sends in
has sent
is sending

Q6) Mr. Richards, the president of Capo Electronics has had a very ____ year.

successfully
successful (*)
success
successes

Q7) Since Dr. Yamoto is always busy, it is best to call ____ make an appointment before coming to her office.

while
before
nor
and (*)

Q8) After working fifteen hours at the office, the new lawyer is finally putting away his papers and heading ____.

homely
homey
home (*)
homeless

Q9) The photographer that we hired to take pictures of the banquet will be accompanied ____ his assistant.

with
by (*)
to
from

Q10) Ms Ueki has never made any ____ decisions regarding the operation of her company.

foolish (*)
fool
foolishness
fooled

Q11) Ten applications were filed ____ Monday morning for the receptionist position that we announced last week.

at
on (*)
until
from

Q12) In order to provide her customers with the finest meals, the restaurant owner ____ fresh products daily.

buy
buys (*)
buying
bought

Q13) The personnel manager needs someone to ____ her with the presentation to the board.

attend
assume
assign
assist (*)

Q14) Our departmental staff meetings are held ____ in the conference room on the third floor.

rarely
every week (*)
always
sometimes

Q15) The building is equipped with a sophisticated security system which turns on automatically ____ midnight.

to
from
at (*)
for

Q16) The project ____ to require more time than the contractors have available.

had seemed
seems (*)
is seeming
will seem

Q17) Staff members ____ ready to help out new employees and explain the office procedures.

should always be (*)
being always should
always be should
always should being

Q18) The new schedules are ____ with the second shift workers at the factory.

popularized
popular (*)
populated
popularity

Q19) It was agreed that the committee meet again ____ the tenth of April.

for
on (*)
to
from

Q20) The travel agent said she would know the flight number and the precise arrival time ____ the airlines confirmed the reservation.

during
because
when (*)
while

Q21) You will have to ____ an operator's manual from the library because I don't think we have one here.

loan
borrow (*)
lend
send

Q22) There aren't any envelopes or file folders in the supply closet because they ____.

have never been ordered (*)
never have ordered been
have been ordered never
have been ordered never

Q23) The assistant does not recall receiving a telex from the Mexico office ____ from the South American office.

either
and
or (*)
but

Q24) ____ this kind of machine before, or should we call in a repairperson?

Have ever you repaired
Have you repaired ever
Ever have you repaired
Have you ever repaired (*)

Q25) If our office ____ a coffee machine, Mr. Perkins said he would make coffee every morning.

had (*)
have
will have
would have

Q26) The time sheets are to be filled out twice ____ -- in the morning when the staff arrives and in the evening when they leave.

usually
sometimes
daily (*)
frequently

Q27) Boxes received from the print shop are not to be ____ unless marked otherwise.

opening
opened (*)
open
opens

Q28) The goal of our meetings is to make the directors ____ our problem.

understanding
understood
understand (*)
be understanding

Q29) ____ Mr. Park was the only one who knew the way to the conference, he drove the car.

Although
Since (*)
But
Therefore

Q30) Ms. Wang did not want her check automatically ____ into her account.

deposit
deposits
depositing
deposited (*)

Q31) If this package is sent by the express mail service, it ____ California by Friday.

reaches
will reach (*)
reached
is reaching

Q32) All delivery persons are asked to use the side ____ to make their deliveries.

enter
entered
entering
entrance (*)

Q33) Hotel guests who ____ checking out after 1:00 P.M. should contact the front desk.

will
were
are going
will be (*)

Q34) Mr. Davis, my lawyer, was a ____ by the time he was thirty.

millions
millionaire (*)
million
millionfold

Q35) If the accountant ____ a mistake, she will not charge us for her time.

makes (*)
will make
had made
make

Q36) Ms. Yuen is going to ask Human Resources how much vacation time she ____ left.

shall have
will have had
is having
has (*)

Q37) We are fortunate to have a company president who is quite ____ about computers.

knowing
knowledge
knowledgeable (*)
knows

Q38) Yasmin is one of our best employees and ____ working here for two years.

has
has been (*)
is
will

Q39) The receptionist ____ the vice president if he knew where she was.

will call
call
called
would call (*)

Q40) The conference participants arranged to have their suitcases ____ at the hotel before they left for the airport.

picked up (*)
picking up
pick up
to be picked up

Q1)

February 22, 20

Dear Samuel,

I have good news for you. I have taken a new job in Sydney. My family and I will move

there (*)

that

here

it

next month. Since you have lived in Sydney for so long, I would like to ask for your advice. We would like to rent a small house in a nice

industrial

residential (*)

influential

commercial

neighborhood. My children are small, so we would like to be in a quiet place away from businesses and traffic. We would like to live close to good schools, and I also want to be near public transportation so that I can get to work easily. Can you recommend some good neighborhoods to me?

I plan to visit your city in two weeks

look

looking

to look (*)

will look

for a house. Please send me your recommendations before then if you can. I hope we can get together while I am in town.

Your friend,

Isabel

Q2)

Welcome to the Sleepwell Motel. We hope

our

his

your (*)

their

stay is a pleasant one. If you need assistance, please

mark

dial (*)

count

register

09 to speak to someone at the front desk.

Please take note of the following local services: Transportation

Taxi 985-555-9965

City buses 985-555-0924

Airport 985-555-9321

Entertainment

Deluxe Movie Theater 985-555-9654

Restaurant Guide 985-555-8723

Black Cat Night Club 985-555-7342

Emergency

Police 985-555-9111

Fire 985-555-2233

A

compliment

complimented

complimenting

complimentary (*)

breakfast is available to all motel guests in the lobby from 6:00 am to 9:00 am.

Q3)

Office Works

544 Hudson Street

Boston, MA 03291

March 29, 20__

Mary Braddock

Banquet Director

Garden Hotel

219 Center Circle

Boston, MA 03299

Dear Ms. Braddock:

Office Works is seeking a place to host our first awards banquet.

The evening will include dinner, speeches and an awards presentation. The exact date is flexible, but we would like to hold it on a Friday or Saturday evening in June.

We expect approximately 200 guests. We would like a room with a good sound system so that the guests will be able to hear the speeches

ease

easy

easier

easily (*).

Also, we would like to have elegant decorations that are suitable for the occasion. Does your hotel provide assistance with decorating, or will we need

hire
hires
to hire (*)
hiring

a separate decorator?

We would like to serve a simple but elegant meal with both a meat and a vegetarian choice. Would the Garden Hotel be able to provide suitable accommodations for this event? If so, please send me a price list including rental

fees (*)
dates
leases
agents

for the room, menu choices and prices, and any other charges. Thank you for your help.

Sincerely,

Events Coordinator

Q4)

Ready to buy a NEW CAR?
LOOK NO FURTHER

Cango Cars is holding the biggest sale in its history of selling cars. For over ten years, Cango has been the leading

retailer (*)
insurer
automobiles
mechanic

of new and used cars in the Canmore area.

That's because Cango has the best reputation for selling reliable, affordable vehicles in all of Alberta. We at Cango care about the drivers and passengers of Canmore. We pride

ourselves (*)
yourself
yourselves
itself

in doing all we can to prevent dangerous cars from getting back onto our roads and making sure our customers feel secure with the cars they choose. There is nothing more important to us than

upholstery
safety (*)
earnings
collision.

Come to Cango Cars between August 5th and 10th, and enter to win a gently used 5-seat family sedan. DON'T FORGET! Cango Cars is the home of the free one-year warranty. All of our vehicles, both new and used, come with a one-year money back guarantee for parts and labor.

Q1)

Tomorrow, bus service on Orchard Road will be changed between the hours of 9 am and 12:30 pm. The Chingay Parade will take place from 10:00 am to 12:00 pm.

Number 7, 13, 14, 16, and 23 buses will turn left onto Scotts Road, right onto Clemenceau Avenue, and left onto Orchard Road below the parade route.

In the event of rain, the diversion will take place at 3:00 pm and the parade shortly after.

For whom is this report important?

Weather reporters

Bus riders (*)

City workers

Bus repair people

At 10:00 am, what will happen to certain buses?

They will be used in the parade

They will take a different route (*)

They will have no riders

They will be taken out of service

When will the parade take place if rains?

In the morning

In the afternoon (*)

The next morning

The following afternoon

Q2)

To: All employees

From: R. Wettimuny

Re: Ordering Supplies

There has been a great deal of confusion regarding the correct procedures for ordering office supplies. Therefore, I will explain the proper steps to follow here. First, all requests for supplies must be typed and signed. Only typed requests will be accepted because I am tired of trying to decipher illegible handwriting. Second, all requests must be on my desk by the fifteenth of every month. I make out the order once each month and do not want to have to make addendums or extra orders. From now on, late requests will be put on hold until the following month. Requests that are received on time and approved by me will be sent on to the Accounting Department for processing.

Please be aware that it takes from two to six weeks for supplies to arrive once the order has been made, so it is important to plan ahead and make your requests accordingly.

Your cooperation is appreciated.

What does the memo concern?

Overdue accounts
Office furniture
Supply requests (*)
Computers

What will happen to handwritten requests?

They will not be accepted (*)
They will be approved quickly
they will be read carefully
They will be sent to Accounting

The word "approved" in paragraph 1, is closest in meaning to

Urgent
Valid
Signed
Accepted (*)

What will happen to approved requests?

They will be returned to the employee
They will be sent to Purchasing
They will be forwarded to Accounting (*)
They will be returned to R. Wettimuny

Q3)

		Zone 1	Zone 2	Zone 3
Destination		Asia, Marshall Is., Guam, Midway, and others	North America, Central America, Oceania, Middle East, Europe	Africa, South America
Classification	Weight			
Letters*	Up to 25 g	90 yen	110 yen	130 yen
	Up to 50 g	160 yen	190 yen	230 yen
Postcard	Uniform rate of 70 yen to anywhere in the world			
Aerogramme	Uniform rate of 90 yen to anywhere in the world			
*Standard-sized item: 14-23.5 cm length, 9-12 cm width, thickness of within 1 cm				

What is the cost of sending a twelve-gram letter to South Africa?

70 yen
90 yen
130 yen (*)
230yen

How much would an aerogramme to Asia cost?

- 70 yen
- 90 yen (*)
- 110 yen
- 160 yen

How much will a 110 yen letter to Europe weigh?

- 25 grams or less (*)
- Between 25 and 50 grams
- More than 50 grams
- Unknown

Q4)

RESERVATIONS: Reservations are required for all first-class compartments. Second- and third-class coaches do not require reservations.

DINING: Trains that do not have first-class cars will not have a dining car. Sandwich and beverage carts will be on all trains.

BAGGAGE: Passengers may carry up to four pieces of luggage on the train. Additional baggage may be checked.

In which of the following modes of transportation would a passenger read this bulletin?

- Plane
- Car
- Bus
- Train (*)

For which of the following are reservations required?

- The dining car
- First-class car (*)
- Second-class car
- Third-class car

According to the passage, which of the following have dining cars?

- All trains
- Trains with first-class cars (*)
- Trains with second-class cars
- Trains with third-class cars

The word "additional" in paragraph 3, is closest in meaning to

- Most
- Extra (*)

Overweight
Large

Q5)

Lovely Lady Fashions
32 Elizabeth Bay Road
Sydney, Australia

December 15, 20

Mrs. R.S.W. Mangala Jewelry Export Ltd.
40 Galle Face Road Colombo 1,
Sri Lanka

Dear Mrs. Mangala:

I am interested in information regarding your company's new line of jewelry. I have seen the samples on your web site, and I am interested in the possibility of importing your jewelry into Australia. I think it would sell very well here, especially among the younger women who make up the majority of my company's clientele.

I will be making a trip to Malaysia, India, and Sri Lanka next summer. I would like to arrange to meet with you then to discuss setting up a business relationship. Please let me now when you will be available for a meeting. In the meantime, I would appreciate your sending a list of your wholesale prices and information about ordering and shipping.

My associates in London have been very pleased with the quality of the gems you have sent them, and they have had a great deal of success with them. I look forward to doing business with you in the near future.

Sincerely,

James Goodwin Import Manager

Where does Mr. Goodwin probably live?

India
Sri Lanka
Australia (*)
Malaysia

What does Mrs. Mangala manufacture?

Jewelry (*)
Fashions
Textiles
Toys

The word "line" in paragraph 1, line 1, is closest in meaning to:

bag
straight
design
type (*)

Where will the jewelry be exported from?

India
Australia
Malaysia
Sri Lanka (*)

Which of the following best describes Mrs. Mangala's gems?

High-quality (*)
Inexpensive
Uncut
Tax-free

Q6)

TO WATERPROOF SHOES AND BOOTS:

Before applying, remove all dust, mud, and dirt from shoes. Make sure shoes are completely dry. Hold spray can 6-8 inches from clean, dry shoes. Let product saturate leather, covering all surfaces evenly. Allow to dry for one hour. Repeat application one more time. Allow to dry before use. The protection will last for six months under average climatic conditions. This product can also be used to protect leather handbags and briefcases. Do not use on suede. May cause discoloration of some leather products. Test on a small area first.

Caution

Can cause damage to the respiratory system. Use in a well-ventilated area only, away from children and pets.

Highly flammable. Use away from stoves, ovens, radiators, portable heaters, open flames, and other heat sources

From what will this spray protect shoes?

Dirt
Dust
Water (*)
Drying out

How many times must the shoes be sprayed?

One time
Two times (*)
Six times

Eight times

How long will the application last?

One hour

One week

A couple of months

Half a year (*)

Q7)

SURVEY OF ELEMENTARY SCHOOLTEACHERS		
Reasons for lack of computer education programs in public schools		
Respondents	Number	Percent
1. Not enough computers in school	14	32.6
2. Teachers fear computers	8	18.8
3. Not enough time in curriculum	14	32.6
4. Too expensive	20	46.5
5. Poor-quality software	16	37.2
Total Number of Teachers in Survey *	43	

While computer skills are becoming more and more necessary in everyday life, not enough children are receiving proper computer education in schools. This is the most serious educational issue facing our society today. A team of researchers looked into this issue in our local schools. See their results below.

picture

How many teachers responded to the survey?

20

40

43Correctcorrect : The total number of teachers in the survey is 43

76

What was the reason given most often for the lack of computer education in schools?

Poor-quality software

Not enough computers

Fear of computers

Expense (*)

Which of the following do teachers consider the least problematic?

Cost of computers

Quality of software

Fear of computers (*)

Time in curriculum

Q8)

The Hotel Manager of the Year Award Essay Competition winner was announced last night by the County Association of Hotel Managers. The winning essay was written by Mr. Randolph Ng of the Henry Street Historic Hotel. Mr. Ng wins a prize of \$2,500 for his essay titled "The Hotel Family." "I believe that a hotel manager must be like a parent to his or her staff," said Mr. Ng at the awards ceremony banquet last night. "A good manager concentrates on helping others to be successful." The second and third prize winners were Gina Becke of the Woodside Gardens Hotel and Yoko Lee of the Hotel at Riverton, respectively. The annual essay competition was started by the County Association of Hotel Managers six years ago as a means of recognizing the hard work of hotel managers and encouraging them to reflect on what they do and share it with their colleagues. "It has become a very popular contest," says Jim Wilkerson, president of the association. "We get hundreds of entries every year." Following the awards presentation at last night's ceremony, Mr. Wilkerson announced that he will be retiring from his position as association president next year. A replacement has not yet been announced.

What did Mr. Ng do?

Wrote an essay (*)
Asked for more money
Turned down a prize
Announced his retirement

When was the award winner announced?

Last year
Last night (*)
This morning
This afternoon

What is Mr. Ng's advice?

Get your own promotion first
Have more children
Be a better parent
Help others be successful (*)

Q9)

The National Theater presents
a live performance of Romeo and Juliet
The third in our Festival of Shakespeare series

March 12-29
Thursday, Friday, and Saturday evenings; Saturday and Sunday matinees
Ticket prices
Matinee: orchestra--\$45 balcony--\$35
Evening: orchestra--\$75 balcony--\$55

Special group discounts are available. Groups of 15 or more receive 10% off the regular price. Groups of 25 or more receive 20% off the regular price. Call the box office for details.

Getting there:

The National Theater is conveniently located downtown, within easy walking distance of the Center City subway station and near major bus lines. A parking garage is located near the theater.

To: Maya Berg

From: Morris Stein

Subject: Shakespeare tickets

Maya,

I'd like to get tickets for our entire department to see Romeo and Juliet. If everyone goes, there will be just enough people for a 10% discount on the ticket price. Call the box office to find out how to order the group discount tickets, and see if you can get tickets for opening night. Make sure they are orchestra seats. I think this will be an enjoyable and convenient outing for everyone. We can all take the subway to the theater together after work.

Thanks,

Morris.

How many shows are there at theater on Saturday?

One

Two (*)

Four

Five

What does Mr Stein want tickets for?

A play (*)

A movie

A lecture

A concert

How many people work in Mr. Stein's department ?

10

15 (*)

20

25

When does Mr. Stein want to go to the theater?

March 12 (*)

March 13

March 21

March 29

How does Mr. Stein plan to get to the theater?

By bus

By car

By foot

By subway (*)

Q10)

Customer Service Office

Union Bank

135 Main Street

Home, AK 99999

Dear Customer Service:

I received a debit card from your bank last week, and I have some questions regarding its use. Specifically, I am concerned about liability. If a thief steals my card and makes charges to my account, am I responsible for paying them, or do I have protection like I have with my credit card? I looked in the booklet Rules for Personal Accounts at Union Bank, but I didn't see the information there.

I have been a customer at your bank for over 15 years and always have had my questions satisfactorily answered.

Sincerely,

Arthur Schmidt

Mr. Arthur Schmidt

1705 Oak Boulevard

Home, AK 99999

Dear Mr. Schmidt:

You recently sent a letter to our office asking about the Union Bank debit card. You wanted to know about liability. Our policy is the following: If you report a lost or stolen card within 48 hours, you are not responsible for any charges made on it. If you report it after 48 hours, you will be responsible for charges up to \$50. So you see, the debit card has similar protection to a credit card. The information is actually in the document you mentioned. It appears on page 39. I am enclosing a photocopy of it for your convenience. Please let me know if I can be of any further assistance to you.

Sincerely,

Elena Ugarte

Why did Mr. Schmidt write the letter?

To open a new bank account

To report a stolen credit card
To find out his account balance
To get information about his debit card (*)

How long has Mr. Schmidt been banking at Union Bank?

For 48 hours
For one week
For a little less than 15 years
For more than 15 years (*)

Where can Mr. Schmidt find the information he needs?

On the back of his debit card
In a booklet of bank rules (*)
On his account statement
In his checkbook

What is probably Elena Ugarte's job?

Customer service representative (*)
Credit card specialist
Loan officer
Teller

What did Ms. Ugarte enclose in the letter?

A new debit card
A copy of a page (*)
A bill for \$50
A photograph

Q11)

To: M. Takubo
From: J. H. Choi
Subject: Office rental

Mr. Takubo,

As we discussed on the phone, I am interested in renting an office for my accounting firm. We are a small business, so the space doesn't need to be large, but a convenient location is important. We need to be downtown and close to subway and bus lines. I hope you can find something reasonably priced for us in that area. We hope to spend no more than \$2,000 a month. We have to leave our current office soon, so we need something that will be available by the end of the month. Thank you for your help.

Jung Choi

To: J. H. Choi
From: M. Takubo
Subject: Downtown office

Ms. Choi,

I have an office to show you that I think you'll like. It is right downtown on State Street. Since it is on the small side, the rent is somewhat lower than other offices in the area, although it's \$500 more than the price you mentioned. I don't think you'll find a better price in such a convenient location. The building is very clean, and the landlord keeps it well maintained. The office will be available by the time you need it. I would like to show it to you soon. Will tomorrow morning suit you? I can meet you at the office at 11:00. The address is 730 State Street, Suite 900. Please let me know if this works for you.

M. Takubo

What is Mr. Takubo's job?

Landlord
Accountant
Real estate agent (*)
Personal assistant

What kind of office does Ms. Choi want?

Large
Quiet
Expensive
Convenient (*)

What is the rent on the State Street office?

\$500
\$1,500
\$2,000
\$2,500 (*)

When will the State Street office be available?

Right now
Tomorrow
By the end of this month (*)
At the end of next month

What time does Mr. Takubo want to meet with Ms. Choi?

7:30
9:00
11:00 (*)
11:30

Q12)

Local cable television provider has an opening in its accounting department for a customer account representative. Responsibilities include answering customer telephone inquiries about billing and resolving billing disputes. Must have at least two years experience in customer service. Experience with accounting, billing, or collections desirable. Proficiency with word processing and spreadsheet software required. College degree in accounting or related field desirable. The right candidate will also have excellent communication and organization skills. Send resume and cover letter to: Ms. Ahmad, Human Resources Director, Universal Cable Company, 1123 25th Street, Putnam, OH 44408.

Universal Cable Company
1123 25th Street
Putnam, OH 44408

Dear Ms. Ahmad:

I am interested in applying for the position you advertised in the Sunday edition of the Local Times. I have all the qualifications for the job, and more. I have worked for several years as a customer service representative for a mail order company-- in fact, for three more years than you require. Prior to that, I worked for four years in the billing department of a local magazine. Though my college degree is in French, I took two semesters of accounting classes. I also have experience using the computer software your ad mentioned.

I hope you will consider me as a candidate for the position. I look forward to hearing from you.

Sincerely,

Joe Butler

What kind of job is Joe applying for?

Accountant
Software engineer
Human resources director
Customer account representative (*)

What should job applicants send to Ms. Ahmad?

A resume (*)
A billing statement
A letter of recommendation
A copy of their college diploma

Where does Joe work now?

For a magazine
For a French company
For a mail order company (*)
For a cable television provider

How long has Joe had his current job?

Two years
Three years
Four years
Five years (*)

What field is Joe's college degree in?

Computer science
Communications
Accounting
French (*)