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Economy
RC 1000

Actual Test

RC



**READING**

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

- 101.** ----- for the money management seminar will be forwarded to all the managers tomorrow.
(A) Invite
(B) Invitations
(C) Inviting
(D) Invitation
- 102.** The employee-of-the-year prizes will be awarded to employees who demonstrated ----- contribution to the company's overall sales.
(A) whole
(B) inclusive
(C) exceptional
(D) multiple
- 103.** Those who have questions concerning fringe benefits are advised to consult ----- employee handbook.
(A) their
(B) they
(C) themselves
(D) theirs
- 104.** The summary contains not only a technical ----- but also solutions to adverse effects of urban renewal developments.
(A) description
(B) attention
(C) information
(D) mistake
- 105.** The conference's keynote speaker addressed ----- impacts of digital technology on the current music industry.
(A) variety
(B) variably
(C) variation
(D) various
- 106.** Documents with a secret nature are ----- retained in each director's safety deposit box.
(A) relatively
(B) slightly
(C) usually
(D) vaguely
- 107.** The fitness club ----- a steadily increasing number of customers and is eager to develop new programs.
(A) see
(B) seen
(C) seeing
(D) has seen
- 108.** The job fair held in the City Center last week is considered the most ----- one so far, with over 3,000 people in attendance.
(A) overall
(B) successful
(C) wealthy
(D) delighted

- 109.** The effects of affordable housing ----- in rural areas will be discussed at the conference.
 (A) develops
 (B) developing
 (C) development
 (D) developed
- 110.** Because the annual budget report must be submitted ----- the end of the month, employees are busy calculating figures.
 (A) on
 (B) between
 (C) by
 (D) except
- 111.** Even though assigned tasks are somewhat complex, we will have to complete them before we ----- for the day.
 (A) leave
 (B) leaving
 (C) to leave
 (D) have left
- 112.** All workers are required to use the sheet provided to ----- their working hours and have their manager sign the form to verify the hours at the end of each day.
 (A) practice
 (B) rewind
 (C) record
 (D) attend
- 113.** Even if residents in the area have shown strong ----- to the project, the city government may not be hesitant to proceed with it.
 (A) resisting
 (B) resistant
 (C) resisted
 (D) resistance
- 114.** The team members have the same opinions on the matter ----- they shared the same information.
 (A) following
 (B) more than
 (C) because
 (D) unless
- 115.** The two divisions have unveiled ----- plan to set aside millions of dollars to invest in a very lucrative field.
 (A) they
 (B) them
 (C) their
 (D) those
- 116.** ----- proficiency in German would be of much help, it is not a requirement for the advertised position.
 (A) Otherwise
 (B) Despite
 (C) Regarding
 (D) Although
- 117.** We had to spend the whole month searching for better solutions, and ----- customers were impressed by our efforts.
 (A) fortunate
 (B) fortunes
 (C) fortune
 (D) fortunately
- 118.** The purchasing department ----- the drastic changes to the purchasing practice with outside suppliers.
 (A) involved
 (B) agreed
 (C) announced
 (D) maintained
- 119.** ----- anyone wish to access the information on the status of his or her order, the password should be entered.
 (A) If
 (B) Should
 (C) Whether
 (D) As though
- 120.** The ----- of the internship program are to help job seekers strengthen their professional skills and make them suitable for careers they are looking for.
 (A) destinations
 (B) treatments
 (C) goals
 (D) opinions

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- 121.** The more we spent with the sales team, the more ----- we were with their innovative marketing skills.
- (A) impression
(B) impress
(C) impresses
(D) impressed
- 122.** ----- none of the participants has showed any interest, numerous outdoor activities have to be cancelled.
- (A) Whether
(B) Since
(C) For
(D) Which
- 123.** Customers ----- wish to return merchandise within 7 days of purchase must present the valid receipt to the store.
- (A) who
(B) when
(C) what
(D) whom
- 124.** All laboratory employees make it a point to take every ----- to avoid potential hazards.
- (A) precaution
(B) advice
(C) rule
(D) idea
- 125.** The manager said that it is ----- to test emergency equipment frequently to avoid any malfunction.
- (A) appropriate
(B) appropriateness
(C) appropriately
(D) most appropriately
- 126.** It is necessary to ----- a thorough survey in order for us to obtain highly desirable sites for our new headquarters.
- (A) detain
(B) associate
(C) conduct
(D) foresee
- 127.** Ms. Walters was ----- to make a presentation on how to increase revenue when I entered the room.
- (A) nearly
(B) off
(C) close
(D) about
- 128.** Mr. Lee takes care of several ----- tasks, such as sorting papers and filing documents in the cabinet.
- (A) favorable
(B) routine
(C) sincere
(D) recent
- 129.** ----- her hard work and commitment to the company, Ms. Ramirez was promoted to the head of the public relations department.
- (A) Due to
(B) While
(C) In that
(D) In case
- 130.** The unexpected operating complexity was more serious than ----- anticipated.
- (A) origin
(B) original
(C) originally
(D) originated
- 131.** Due to ----- fuel prices, the company has decided to add a surcharge to all deliveries.
- (A) rise
(B) arisen
(C) rose
(D) rising
- 132.** As the company's strongest competitor released a new line of fall clothing, NTR Inc. moved ----- to introduce its new leather jackets.
- (A) regularly
(B) quickly
(C) softly
(D) tiredly

133. The enclosed documents summarize ----- changes to the existing overtime regulations.

- (A) propose
- (B) proposed
- (C) proposes
- (D) proposing

134. ----- regular inspections, accidental system problems arise from time to time.

- (A) In spite of
- (B) Prior to
- (C) However
- (D) Yet

135. Applicants must possess a master of business administration or ----- experience in a related field.

- (A) compare
- (B) compared
- (C) comparable
- (D) comparing

136. The recruitment advertising meeting that was scheduled for tomorrow has been ----- until next week.

- (A) abbreviated
- (B) terminated
- (C) scheduled
- (D) postponed

137. The expansion of the natural history museum is most ----- the cause of significant revenue increases.

- (A) probabilities
- (B) probability
- (C) probable
- (D) probably

138. Information on events occurring in the theater ----- the year is available through our website.

- (A) into
- (B) throughout
- (C) on
- (D) as

139. Through the Internet people are discovering new ways to share relevant information with -----.

- (A) the other
- (B) another
- (C) other
- (D) one another

140. The library has announced a new ----- that all borrowed books must be returned 5 business days from the checkout date.

- (A) accommodation
- (B) policy
- (C) handling
- (D) measure

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Part 6

Directions: Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-143 refer to the following article.

Ace Supplies, a Paris-based firm ----- in office supplies, announced its plan to relocate its

- 141.** (A) is specializing
(B) specializes
(C) specialize
(D) specializing

headquarters.

After decades of progress and growth, Ace Supplies found itself needing extra facilities. Storage rooms are also filled to capacity. -----, the inadequate number of employees parking space is

- 142.** (A) Thus
(B) To the contrary
(C) Despite the fact
(D) Furthermore

another concern of the company.

But the most important challenge that lies ahead is ----- to move quickly to the new headquarters

- 143.** (A) way
(B) sent
(C) how
(D) equal

without affecting work.

Questions 144-146 refer to the following article.

Headhunting firms are increasingly a powerful ----- for many companies to find scarce high level

- 144.** (A) tool
(B) behavior
(C) content
(D) reason

professionals.

Such headhunters secure and justify their fees by searching for the most competent candidate in all areas, including the client's competitors. When a list of promising candidates is obtained, a headhunter will contact the candidates on the list to ----- career details and make sure he or she

- 145.** (A) verify
(B) feature
(C) condense
(D) notify

is still interested in the job.

After this lengthy process is completed, the list will be ----- down to a small number of interested

- 146.** (A) short
(B) shorting
(C) shortened
(D) shorten

candidates with the best capabilities. Only the list of the top candidates will be presented to their client firm, who will then contact you and negotiate terms with you in person.

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Questions 147-149 refer to the following event personnel advertisement.

LaDon Talent has good opportunities for part-time personnel. Positions available are part-time, mostly weekends, and typically 5-7 hours a day.

Earn \$8 for a 5-hour event plus bonuses. You will be ----- for promoting brands by distributing

- 147.** (A) aware
(B) eligible
(C) responsible
(D) qualified

brochures and samples or demonstrating products to prospective customers, ----- creating brand

- 148.** (A) if
(B) given
(C) within
(D) besides

awareness of the product features.

If you apply for this position and it's not available at the time, please be assured that LaDon Talent will retain your application in our files for 60 days. During this time your application will remain available for ----- until opportunities become open.

- 149.** (A) consider
(B) considering
(C) considered
(D) consideration

Questions 150-152 refer to the following memorandum.

To : Employees
From : Palm Eastwood Personnel Manager
Subject : Time off from work
Date : Dec. 5 2007

The ----- of this memo is to let the employees know about the policy on sick leave and other

150. (A) advantage

- (B) study
- (C) purpose
- (D) influence

absences.

Time off from work may be authorized for various reasons. Generally, when employees want to be absent for any personal -----, it is subject to approval by their immediate supervisor.

151. (A) proximity

- (B) conclusion
- (C) matters
- (D) contents

For excessive tardiness without a valid reason or any unreported leave, even if it's ----- court

152. (A) because

- (B) from
- (C) due to
- (D) yet

leave or military leave, they will receive a written warning. Please be aware that three written warnings will result in dismissal.

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Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following fax.

Attn: Mike Bradshaw

Dear Mike,

Thank you for your interest in the sales position at Topfield Electronics. We enjoyed speaking with you in the interview last Thursday. The executives have reviewed your résumé and were very impressed. We have decided to hire you for the position. As you will notice, I have sent the contract along with this fax. Please read it thoroughly, sign it, and fax it back to our office by Friday at 6:00 p.m. If possible, we would like you to begin working for us as early as May 23rd, approximately two weeks from now. If you have any questions about the contract or the position, please call me at 895-368-6457. Congratulations. We look forward to working with you.

Regards,
Samuel Stone

153. What does Samuel Stone include in the fax?

- (A) A detailed work schedule
- (B) A job application
- (C) A work agreement
- (D) A letter from the executives

154. What should Mike Bradshaw do by Friday at 6:00 p.m.?

- (A) Interview the employee
- (B) Reply to the fax
- (C) Schedule an appointment
- (D) Call Samuel Stone

Questions 155-156 refer to the following email.

From: Helen Martin
To: All advertising associates
Subject: Employee Lunch

Hello everyone,

I just wanted to remind you all that the annual employee luncheon will be held this Friday, March 16th. It will be held at 1 p.m. at the Emerald Country Club. Lunch will be provided, but we would like each associate to bring one dessert. There is a sign-up sheet in the break room next to the water cooler. Also, this year we will be celebrating the achievements of Bob Hopey, the Director of Advertising, who will be retiring at the end of March. Mr. Hopey has worked for Best Advertising for thirty years, and was responsible for the successful merger with McKinley Advertising in 2004. He will be missed greatly, and we are asking each associate to contribute \$25 for a goodbye gift. The gift will be handed to him at the luncheon. Please give the money to Barbara Whales in Human Resources by Thursday, March 15th.

Thanks,
Helen Martin

155. What information is discussed in the email?

- (A) A possible merger with another company
- (B) A plan to hire a new director
- (C) A schedule for an upcoming event
- (D) A request to reschedule a meeting

156. What will Bob Hopey most likely receive on March 16th?

- (A) A promotion
- (B) A retirement gift
- (C) Retirement benefits
- (D) A campaign proposal

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Questions 157-160 refer to the following letter.

Dear Readers,

This July, *Horse and Rider* will celebrate its 27th anniversary. Since its first issue was published in January of 1980, *Horse and Rider* has continued to bring its readers tasteful but entertaining articles covering everything about horses. To celebrate our anniversary, we are offering a special promotion to all our readers: a free three-month subscription. Plus, you will receive our special anniversary issue, which will be published at the end of July. This special issue will feature an article about Marjorie Clemons, the Senior Editor and founder of *Horse and Rider*.

To be eligible for the special offer, just fill out the request form that is enclosed with this letter, and mail it to us by June 15th. As always, we welcome your questions and comments, so if you would like to be included in our From the Readers section, please visit our website www.horseandrider.com and submit your review electronically. We thank you for your continued support, which has helped us become the most popular horse magazine in the country.

Sincerely,
Katherine Fields
Public Relations Advisor

157. Why did Katherine Fields write this letter?

- (A) To introduce a special offer
- (B) To remind readers to renew their subscription
- (C) To ask customers about their subscription preference
- (D) To invite clients to the ceremony

158. Who will be featured in the anniversary issue?

- (A) A famous rider
- (B) A new employee
- (C) The winner of the race
- (D) The Senior Editor

159. According to the letter, how can readers get their comments published?

- (A) By writing a letter to the editor
- (B) By submitting a review online
- (C) By contacting the PR department
- (D) By calling Marjorie Clemons

160. Which of the following is mentioned about *Horse and Rider*?

- (A) It is the only magazine of its kind.
- (B) It is over thirty years old.
- (C) It is very successful.
- (D) It is changing owners.

Questions 161-163 refer to the following article.

The Health Factory will introduce a new line of vitamins, a company spokesman said yesterday. The vitamins are intended for athletic men and women, who are looking for a vitamin that will replace vital nutrients lost during strenuous exercise. Unlike regular vitamins, the Health Factory Active Essentials 2020 have more iron, calcium, and potassium. The new vitamins have been tested on professional athletes, such as cyclist Luke Wilson, and are proven to increase athletic performance by up to 20 percent. Of course, health products like the Active Essentials vitamins are not cheap. One month's supply of the new vitamins costs about \$200. To promote the new product, however, the Health Factory is offering a special 30 percent discount to anyone who purchases the new vitamins with their Health Factory card. For more information on the new product or to apply for a Health Factory card, call the company's customer service hotline at 1-800-326-HEALTH.

161. What can be inferred about the new vitamins?

- (A) They are intended for athletes.
- (B) They are the most popular.
- (C) They are easy to swallow.
- (D) They are not sold in stores.

162. What is NOT mentioned about the new vitamins?

- (A) They increase performance.
- (B) They were tested on athletes.
- (C) They are cheaper than other brands.
- (D) They have more iron and calcium.

163. According to the article, how can people receive a discount?

- (A) Place an order online
- (B) Apply for a membership card
- (C) Enter a contest
- (D) Spend a certain amount

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Questions 164-166 refer to the following letter.

12 Blue Bird Drive
Newark, NJ
064587
12 May 2007

Paul Thorntree
Spotless Cleaner's
145 Market Drive
Newark, NJ

Dear Mr. Thorntree,

I recently had three jackets dry cleaned at Spotless Cleaner's. Unfortunately, when I got home and looked at one of the jackets, I noticed there was a large rip on one of the sleeves. I immediately returned the item to your building on Market Drive, but the sales clerk told me that the company was not responsible for any damages incurred during cleaning. I have been doing business with Spotless Cleaner's for three years and have always received excellent service, but I am quite distressed about this recent incident. I would like the company to pay for the repair of this item, and to give me a full refund on the cost of dry cleaning all three items. Please contact me as soon as possible to discuss this matter. I can be reached Monday to Friday after 6 p.m., and Saturday and Sunday any time. My home number is 632-365-1456. You can also reach me at my office at 653-362-9876.

Regards,

Linda Applebee

164. What is the purpose of the letter?

- (A) To complain about service
- (B) To apply for a membership
- (C) To discuss a late payment
- (D) To order a clothing item

165. What does Mrs. Applebee request from the company?

- (A) A receipt
- (B) A refund
- (C) An apology
- (D) A coupon

166. What does Mrs. Applebee say about Spotless Cleaner's?

- (A) It has a bad reputation.
- (B) It does not repair clothing.
- (C) It usually provides good service.
- (D) It is the only dry cleaner's in town.

Questions 167-168 refer to the following article.



The Smallville Department of Transportation (SDT) announced that it will begin construction on a new bus lane downtown. The construction is scheduled to begin at the end of July, a city official said. The new bus lane will provide direct service to the main financial district, and will replace bus lines 3 and 4. Studies have been conducted on traffic patterns and it is expected that the new service will reduce commuting time by 25 percent. Crane Construction has been contracted to build the new lane. Unfortunately, Main St. will be closed from July 22nd to August 30th, while the construction is taking place. The SDT has asked all commuters who drive to work to take 122 Avenue instead of Main Street.

167. What does the SDT say about the new service?

- (A) It will decrease travel time.
- (B) It will cost less money.
- (C) It will take a year to complete.
- (D) It will reduce pollution.

168. What is NOT mentioned in the article?

- (A) Commuters should take another route.
- (B) Bus lines 3 and 4 will be closed.
- (C) More studies are planned for July.
- (D) The SDT hired Crane Construction.

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Questions 169-172 refer to the following advertisement.

JP Store is proud to announce its new catalogue service, which will begin this September. Each month all customers with a JP Gold Card will receive a free catalogue. What's so great about the JP Catalogue? You don't have to go to our store to buy your clothes. You can simply call the customer service hotline and place your order from the comfort of your own home. Plus, each month's catalogue will include special discounts on all our clothing. If you have any questions about this special promotion, contact us at 1-800-2365-9864. If you are not a cardholder and would like to become one, then download an application from our website, www.jpclothes.com. All customers who apply online before August 15th will receive an additional 20 percent off their first order.

169. What kind of product does JP Store sell?

- (A) Home furnishings
- (B) Kitchenware
- (C) Clothing
- (D) Office supplies

170. What will JP Gold Card holders receive?

- (A) Complimentary catalogues
- (B) A discount on shipping charges
- (C) Special coupons for the store
- (D) An online account

171. How often will cardholders receive the JP Catalogue?

- (A) Once a week
- (B) Every two weeks
- (C) Once a month
- (D) Once a year

172. How can interested customers apply for a card?

- (A) Get an application from the store
- (B) Call customer service
- (C) Email the company
- (D) Submit an online application

Questions 173-175 refer to the following job advertisement.

Charity Hospital is looking for an organized, motivated individual to fill the position of Director of Dining Services, starting August 15th.

Responsibilities of the position include planning weekly meals for patients, managing a staff of thirty food service workers, and placing food supplies orders every month. You may also be asked to organize food for special events, such as hospital benefits.

The successful applicant will have at least five years' experience working as a manager in some business field, and a university degree. Specific experience in the hospitality industry is preferred, but not required.

Interested individuals should pick up an application from the Food Service Department at Charity Hospital, which is located on the first floor of the hospital. Please fill out the application and submit it, along with 2 reference letters and a cover letter, by July 24, 2007. Applications will be available starting June 21, 2007.

173. What kind of position is being advertised?

- (A) Medical assistant
- (B) Receptionist
- (C) Hospital director
- (D) Manager of food services

174. Which qualification is required of the successful candidate?

- (A) Five years' experience
- (B) Foreign language skill
- (C) Cooking certificate
- (D) Knowledge of the hospitality sector

175. By what date must an applicant submit an application?

- (A) June 21st
- (B) July 24th
- (C) August 15th
- (D) August 24th

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Questions 176-180 refer to the following article.

McDowell Publishing plans to merge with Harvey Media this January, a spokesman for McDowell Publishing said. The new company will be called McDowell and Harvey Media. The decision comes after both companies experienced their third straight year of losses. Both companies have struggled to compete with the world's largest publishing company, Watson Media Inc., which accounts for about 75 percent of the market. Since Watson Media Inc. was founded by Charles Duvet Jr. in 1999, the company has successfully forced ten other small publishing companies to declare bankruptcy. According to a spokesman from Harvey Media, after the merger is completed, the new company will launch a 3-million-dollar marketing campaign. Jackson Polkins, the famous children's writer, has already announced he will be leaving Watson Media Inc. to pursue a contract with the new company.



- 176.** The word “losses” in line 5 is closest in meaning to
(A) deficits
(B) fortunes
(C) properties
(D) resources
- 177.** According to the article, why are the two companies making the change?
(A) To induce voluntary retirement
(B) To hire more employees
(C) To reduce operation costs
(D) To remain competitive
- 178.** According to the article, what happened in 1999?
(A) Watson Media Inc. went bankrupt.
(B) Charles Duvet Jr. started a company.
(C) Harvey Media introduced a new campaign.
(D) Jackson Polkins published a book.
- 179.** What can be inferred from the newspaper article?
(A) The new company will lay off many workers.
(B) McDowell Publishing will invest considerable money.
(C) Watson Media Inc. is a huge company.
(D) Harvey Media will change locations.
- 180.** What is Jackson Polkins’s occupation?
(A) Company spokesman
(B) Financial advisor
(C) Children’s writer
(D) Publishing assistant



Questions 181-185 refer to the following weather forecast and email.

Three-Day Forecast

Friday March 22: Residents should carry their umbrellas because there is an 85 percent chance of heavy rain. Morning temperatures will be in the low 70's and are expected to drop to around 65 in the mid-afternoon.

Saturday March 23: If you're planning any outdoor activities, then this is the day to schedule them. Thanks to a warm westerly wind, temperatures are forecasted to be in the high 80's, about five degrees warmer than we might usually expect at this time of the year. Remember to wear sunscreen and drink lots of water.

Sunday March 24: Make sure you enjoy the sunshine on Saturday, because on Sunday temperatures will drop to the low 60's. There will be some sun in the morning, but the afternoon will be mostly cloudy.

From: Belinda Pushkin
To: All sales staff
Subject: Company Picnic

Hello, I just wanted to let everyone know that the Tollins company picnic has been cancelled because there is a chance of rain on the day we originally chose. As you know, we wanted to have the picnic outdoors so that employees could participate in a variety of team-building exercises.

We asked the Humble Country Club if we could hold the lunch in their Club House instead, but unfortunately they told us that Plymouth Autos will be holding a special banquet to celebrate their 25th anniversary there.

Attached to this email is an Employee Preference Form. I am asking all employees to list their preferred date for the rescheduled company picnic. I sincerely hope that we can accommodate everyone's schedule. Please fill out the form and email it to me by Thursday, March 21st, at 3 p.m.

Regards,
Belinda Pushkin
Human Resources



181. According to the weather forecast, what is unusual about Saturday's weather?

- (A) Low humidity
- (B) Strong winds
- (C) High temperatures
- (D) No rain

182. When was the picnic originally scheduled?

- (A) March 21st
- (B) March 22nd
- (C) March 23rd
- (D) March 24th

183. Why can't the event be held in the Club House?

- (A) It is closed for renovations.
- (B) It must be reserved in advance.
- (C) It can't accommodate all employees.
- (D) It is being used by another group.

184. What can be inferred about Plymouth Autos from the email?

- (A) It will host an event on March 21st.
- (B) It is celebrating an employee's achievements.
- (C) It has been in business more than twenty years.
- (D) It is located next to Humble Country Club.

185. What did Belinda Pushkin add to her email?

- (A) The email addresses of all employees
- (B) The Employee Preference Form
- (C) The list of famous restaurants
- (D) The menu for the luncheon



Questions 186-190 refer to the following two emails.

From: Mary Helmsford
To: Linda Watercrest
Subject: Conference

Dear Linda,

As you requested, I am writing to provide you with some more information about the conference at the end of the month. It will be held at the Gillmor Conference Center in San Francisco, California, on Saturday, May 14th.

The conference is a great way for New Media Inc. employees to meet other people in the entertainment industry. The conference schedule is as follows:

8:00-10:00 A.M. "Understanding the Customer" presented by market analyst, Richard Preyer

10:15-12:00 A.M. "Making an Effective Presentation" presented by CEO of Anderson Entertainment, Brian Thompson

12:00-1:00 P.M. Free lunch

1:30-3:30 P.M. "Increasing Productivity" presented by Director of Sales at Phillip Morton Media, Bob Ross

3:45-5:45 P.M. "Future Trends in the Entertainment Industry" presented by Phillip Trent, author of "The 10 Most Successful Media Companies"

5:45-6:00 P.M. Closing remarks by Samuel Wright, conference coordinator

Please note that New Media Inc. will pay for the registration fee, accommodation, and all meals. Employees are expected to pay for transportation to and from the conference. I hope you find this information helpful.

Regards,
Mary Helmsford
Director of New Media Inc.

From: Linda Watercrest
To: All employees
Subject: Conference

Hi, everyone! I am just writing to inform you that there has been a slight schedule change for the conference on Saturday. You may have already heard it on the news, but Richard Preyer suffered a heart attack on Thursday night and is recovering in Mercy Hospital. Unfortunately, he will not be able to give his presentation as planned. I have been informed by the conference coordinator that Michel Tupper, the Director of Customer Relations at Fleet Media, will be presenting instead. He will talk about his 20 years of experience dealing with customer complaints under the title of "How to Satisfy the Customer." Also, if you have any special meal requests for the conference, please contact Mary Helmsford at 895-326-6547 by May 4th.

186. Why did Mary Helmsford write the email?

- (A) To provide information about an event
- (B) To change the date of a meeting
- (C) To discuss a new company policy
- (D) To introduce a new work schedule

187. What does Mary Helmsford say about the conference?

- (A) It is held in San Francisco every year.
- (B) It is organized by Anderson Entertainment.
- (C) It is intended for new employees in the industry.
- (D) It is an excellent place to develop business relationships.

188. What are employees expected to pay for?

- (A) Registration
- (B) Transportation
- (C) Accommodation
- (D) Food and drinks

189. What is TRUE about Michel Tupper?

- (A) He is the CEO of New Media Inc.
- (B) He has written a book.
- (C) He organized the conference.
- (D) He is a company executive.

190. Which seminar was cancelled at the conference?

- (A) Understanding the Customer
- (B) Making an Effective Presentation
- (C) Increasing Productivity
- (D) Future Trends in the Entertainment Industry



Questions 191-195 refer to the following e-mails.

From: Beth Volt <bvolt@runtcorp.com>
To: Chris Gately <cgately@spectron.com>
Date: November 22
Subject: Details for Conference on December 2

Hi, Chris!

First, I'd like to express my excitement that you've agreed to speak at this year's technology conference. As you know, Runt Corporation has been organizing this event for the last ten years to promote innovation in the computer industry.

In my previous email, I told you that the conference would start at 8 a.m., but it has been changed to 9 a.m. because a few of the companies who will be providing exhibits wanted a little more time to set up their product displays. Now, when you get to the conference center, you will have to pass through security. Please hand the security guard the four-digit code that I gave you, and he will issue you a temporary visitor's ID badge. You will need to wear this badge at all times while you are in the building.

If you need us to provide any equipment, such as a laptop computer, or overhead projector, please contact the event organizer, Martin Walsh. His email address is mwalsh@runtcorp.com. You can also reach him by phone at 1-520-236-1478.

Please feel free to contact me with any further questions that you might have. I look forward to meeting you on the day of the conference.

Beth Volt, Public Relations Director

From: Chris Gately <cgately@spectron.com>
To: Beth Volt <bvolt@runtcorp.com>
Date: November 23
Subject: Update on December 2 Conference

Dear Mrs. Volt,

Thank you so much for your kind email. I am also very excited to speak at your conference. My company's innovative business strategy has greatly increased our profit margins and I am confident that, if implemented properly, it will help any computer company improve its total computer sales.

Since the subject I plan to cover is rather technical, I have asked one of my colleagues, Bill Front, to give a brief PowerPoint presentation to familiarize the audience with a few new technology terms. Mr. Front is a software designer who has been working for Spectron Inc. for five years. His innovative product designs have contributed greatly to Spectron's success in the last three years.

With regard to equipment, I will need a couple of things for the presentation. I will leave a list of required items with the event organizer when I visit his office on Wednesday, November 25. Thanks for all of your help.

Regards,

Chris Gately

191. Why did Beth Volt write the email?

- (A) To outline details of the conference
- (B) To ask an employee to attend a meeting
- (C) To inquire about a new software program
- (D) To postpone a public relations event

192. What is Mr. Gately required to do before entering Runt Corporation?

- (A) E-mail Beth Volt
- (B) Acquire a security badge
- (C) Contact the software designer
- (D) Meet with a Spectron Inc. executive

193. When will Ms. Volt and Mr. Gately meet?

- (A) On November 22nd
- (B) On November 23rd
- (C) On November 25th
- (D) On December 2nd

194. Who is Bill Front?

- (A) Public Relations Director
- (B) Security guard
- (C) Software designer
- (D) Event organizer

195. What does Mr. Gately plan to do on Wednesday?

- (A) Pick up his registration form
- (B) Design the brochure for the event
- (C) Leave a document with Mr. Walsh
- (D) Meet with Mr. Front about the conference

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Questions 196-200 refer to the following two letters.

12 April 2007

Employment Officer
Porter Investments
67 Waltham Ave.
Boston, MA

Dear Mr. Wright,

I was extremely interested in your recent advertisement for an Assistant Accountant, which appeared in the March issue of Financial Times. I am confident that my educational background and work experience make me the ideal candidate for this position.

I graduated last year with high honors from Georgetown University, where I double majored in accounting and economics. My thesis, "The Economics of Investing," received the highest grade in my class. While at University, I was also president of the Finance Club, and the Treasurer of the Student Council. In my junior year, I was responsible for organizing a fundraising event that collected 50 thousand dollars for the new gymnasium on campus.

Last summer, I was accepted for an internship position with Harvey Investments, a famous New York investment firm. During my two months at Harvey Investments, I managed over 20 corporate accounts, and was responsible for approximately 1 million dollars in investments.

I have enclosed a detailed résumé, along with two letters of recommendation, and my University transcript. I hope you will find my personality and work experience a good match for this position. Please feel free to contact me at 896-326-5478, if you have any questions.

Sincerely,
Richard Bolt

12 Frosty Rd.
Boston, MA

Dear Mr. Bolt,

I am sorry to inform you that the position you applied for has been filled. I want you to know, however, that I thought your résumé and cover letter were extremely interesting. I think you would be an excellent addition to our team here at Porter Investments. If you would like to pursue other employment opportunities with our company, please contact Martin Plaster, the Director of Finances. He might be able to tell you about some other positions that will be available in the future. He can be reached at 895-654-2315. Thank you for your interest in our company.

Sincerely,
Paul Wright



196. What did Richard Bolt achieve while at Georgetown University?

- (A) He used to be an assistant of the University Treasurer.
- (B) He was president of the Debate Club.
- (C) He wrote a thesis that received an award.
- (D) He raised money for new sports facilities.

197. What does the letter suggest about Harvey Investments?

- (A) It is based in Boston.
- (B) It pays very well.
- (C) It is well known.
- (D) It is an international firm.

198. What news does Mr. Wright give Richard Bolt?

- (A) The company does not accept personal interviews.
- (B) The Assistant Accountant position is no longer available.
- (C) The information in his transcript was incorrect.
- (D) The Employment Officer has not received the résumé.

199. Why might Mr. Bolt contact Martin Plaster?

- (A) To inquire about a job
- (B) To schedule an interview
- (C) To submit a résumé
- (D) To review a contract

200. The word “extremely” in line 2 of the second letter is closest in meaning to

- (A) intelligently
- (B) easily
- (C) highly
- (D) relatively

**READING**

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

- 101.** Mr. Kurt Spienza appears to be the only person in our team who can finish the survey by -----.
(A) he
(B) him
(C) his
(D) himself
- 102.** All the storage rooms are scheduled to undergo renovations and ----- closed for several days next week.
(A) will be
(B) was
(C) are
(D) has been
- 103.** Many science majors enter graduate school ----- after completing a bachelor of science degree.
(A) directly
(B) direct
(C) directed
(D) direction
- 104.** Many companies interviewed plan to ----- more personnel, while 20 percent expect to reduce their payrolls.
(A) reply
(B) detect
(C) construct
(D) hire
- 105.** It seems that laborers in underdeveloped countries would rather have their children help ----- at work than enroll them in school.
(A) they
(B) them
(C) themselves
(D) their
- 106.** A new approach to information asset protection will be covered in the forthcoming March ----- of the magazine.
(A) issue
(B) condition
(C) price
(D) promise
- 107.** Customers who purchase more than 500 dollars worth of items can request an HDTV cable box at no ----- charge.
(A) additional
(B) addition
(C) adding
(D) additionally

- 108.** ----- remain complicated economic problems to be resolved, while the economic conditions have been good.
- (A) They
(B) It
(C) There
(D) That
- 109.** Mr. Garry Noxon in accounting was ----- warned about having too many numerical errors in the budget report.
- (A) repeat
(B) repeatedly
(C) repeater
(D) repetition
- 110.** Employers ----- in obtaining information concerning grants for technician certification may contact us at the e-mail address below.
- (A) interested
(B) listed
(C) hopeful
(D) enclosed
- 111.** According to many ----- of the industry, the majority of small-sized firms are hoping to enter into lucrative businesses.
- (A) survey
(B) surveys
(C) surveying
(D) surveyed
- 112.** During the one-week promotional period, we offer all the visitors and customers 10 dollars worth of kitchen appliances ----- free of charge.
- (A) extremely
(B) exclusively
(C) continually
(D) completely
- 113.** The first step in preparing a fairly ----- presentation is to do your research thoroughly on your topic.
- (A) informative
(B) inform
(C) information
(D) informer
- 114.** ----- understaffed and under tight budget, 911 centers are struggling to adequately provide emergency assistance to the citizens.
- (A) Yet
(B) Meanwhile
(C) But
(D) Although
- 115.** Applicants for the managerial position ----- to possess high levels of motivation along with basic computer skills.
- (A) are required
(B) require
(C) requires
(D) has required
- 116.** The applications submitted will be accepted ----- accompanied by photo identification.
- (A) only if
(B) until
(C) not only
(D) since
- 117.** It is likely that ----- of the annual conference will reach an all-time high this year, with more than 1,000 people planning to attend.
- (A) attendant
(B) attendance
(C) attended
(D) attendee
- 118.** Despite ----- efforts and partial success for the last few years, the unemployment rate is still on the rise.
- (A) proficient
(B) considerable
(C) secondary
(D) present

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- 119.** A detailed quotation on the ongoing ----- will be provided for free any time upon request.
(A) maintaining
(B) maintenance
(C) maintained
(D) maintains
- 120.** Attempts to ----- congestion during peak hours are being made, but seem to prove unfruitful at the moment.
(A) demonstrate
(B) decline
(C) face
(D) ease
- 121.** All the important files were organized first by color and ----- alphabetized by title and name.
(A) since
(B) then
(C) here
(D) much
- 122.** Pedestrians and motorists are advised to obey the traffic signs posted ----- Blackroad.
(A) against
(B) except
(C) upon
(D) throughout
- 123.** The customer service department is responsible for fulfilling ----- from the public and has to forward them to the chief financial officer.
(A) requests
(B) request
(C) requesting
(D) requested
- 124.** Editors are extremely busy proofreading, editing and compiling materials ----- to publication date.
(A) suited
(B) conductive
(C) forward
(D) prior
- 125.** Customers have the right to ----- the order within 5 business days from the delivery of the product without providing reasons for the cancellation.
(A) weaken
(B) invalidate
(C) verify
(D) weigh
- 126.** As health care becomes ----- than it was a decade ago, companies are forced to spend more on benefits.
(A) as expensive
(B) more expensive
(C) so expensively
(D) most expensively
- 127.** The report on existing home sales showed an unexpected ----- in sales last year, but the number of unsold homes has increased.
(A) extension
(B) production
(C) grade
(D) rise
- 128.** Many researchers are doing research on how to reduce the time it takes ----- and forget an accident.
(A) will overcome
(B) be overcome
(C) to overcome
(D) has overcome
- 129.** Accommodation costs and living ----- will vary, depending on individual requirements and work locations.
(A) budget
(B) prices
(C) credits
(D) expenses
- 130.** Speakers should be prepared ----- their findings to the audience and be able to answer questions regarding them.
(A) has presented
(B) presenting
(C) present
(D) to present

- 131.** As real estate prices have ----- dramatically in recent years, buyers have cancelled new-home contracts.
- (A) fallen
(B) refused
(C) performed
(D) acquired
- 132.** For years, domestically produced movies have been gaining ----- among people of all ages.
- (A) elevation
(B) mobility
(C) belief
(D) popularity
- 133.** They are required to inform the human resources department when resigning due ----- a disagreement over company policy.
- (A) to
(B) by
(C) on
(D) for
- 134.** No matter how drastically you revise your book, you must include photos of an artwork that you want to ----- from the previous edition.
- (A) practice
(B) persist
(C) cooperate
(D) retain
- 135.** Employees will be given bonuses and incentives ----- depending on their performance achievements, not based on their relationship with supervisors.
- (A) exclusive
(B) excluding
(C) exclusively
(D) excluded
- 136.** The internal audit is going to identify operational and financial risks our company is ----- at the moment.
- (A) facing
(B) progressing
(C) playing
(D) dealing
- 137.** ----- inclement weather conditions, employees must arrive at the beginning of their work shift.
- (A) Despite
(B) Unless
(C) In order to
(D) As well as
- 138.** Refreshments are arranged in the lobby ----- meals will be served shortly thereafter.
- (A) such
(B) either
(C) with
(D) and
- 139.** Donations ----- for the purchase of necessities will help provide a brighter holiday season to people in need.
- (A) seek
(B) seeking
(C) have sought
(D) being sought
- 140.** All the accountants are required to compile a report which ----- annual corporate spending.
- (A) corresponds
(B) expects
(C) details
(D) prepares

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Part 6

Directions: Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-143 refer to the following business report.

----- the economy beginning to slow down, the hourly wage for workers has declined a little.

- 141.** (A) Because
(B) Therefore
(C) When
(D) With

The drop is notable since productivity – the amount that an average worker produces in an hour and the basic source of a nation's living standards – has risen steadily over the same period.

As a result, wages and salaries now make up the lowest proportion of the nation's gross domestic product, while corporate earnings have climbed to their highest level since the 1990s.

Over the past few years, stagnating wages were somewhat ----- by the rising value of benefits

- 142.** (A) emerged
(B) made
(C) offset
(D) conducted

such as health insurance, which caused overall compensation for workers to continue increasing.

Since last year, however, the value of a worker's benefits has also failed ----- pace with inflation,

- 143.** (A) keep
(B) keeping
(C) to keep
(D) to be kept

according to government data.

Moreover, polls show that rising house and stock values have lifted the net worth of many families over the last few years, and interest rates remain fairly low.

Questions 144-146 refer to the following letter.

To whom it may concern,

I am writing to inquire about the openings in the help-wanted advertisement that you placed in the *China Times* for a marketing department manager at West China Supermarkets. I have attached my résumé and cover letter ----- you to review.

- 144.** (A) for
(B) to
(C) on
(D) as

I recently graduated from Shanghai University, with a degree in marketing. In addition to my solid academic record, I spent the last 3 years working as a marketing consultant and I am ready to draw on my experience to use in a management position.

I've been involved in retail food sales since I was a child. I ----- work at my parents' fruit stand,

- 145.** (A) am used
(B) am used to
(C) use to
(D) used to

where I first became familiar with the food industry.

As China's economy has opened and expanded, I have become convinced that the retail food industry has significant potential for development and modernization. I hope that my working experience and education can be of ----- to West China Supermarkets.

- 146.** (A) using
(B) used
(C) use
(D) to use

I look forward to meeting with you to discuss how I can contribute to your organization's success in this expanding market.

Best Regards,
Poli Hu

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Questions 147-149 refer to the following announcement.

Beginning at 10 a.m. on Monday, October 8, 2007 the Walnut County Road Committee will ----- a

- 147.** (A) attract
(B) arrive
(C) confirm
(D) impose

lane closure on Witt Road, from Ellido Street to Jean Paul Avenue, for utility installation.

There could be significant delays. Therefore, motorists are advised to seek an alternate route.

It is anticipated that this project ----- and all lanes will be reopened to traffic by approximately 5 a.m.

- 148.** (A) will be completed
(B) was completed
(C) has completed
(D) will complete

on Friday, October 12, 2007.

However, please note that all dates are tentative and ----- to change.

- 149.** (A) official
(B) equivalent
(C) attractive
(D) subject

To maintain the safety of road crews, please reduce speed and drive cautiously when you pass through the work zone. The Road Committee thanks you in advance for your patience.

If you have any questions concerning this project, please contact Nick Estrin, Project Engineer at 555-802-2547 or via email at nickssn@roads.com.

Questions 150-152 refer to the following announcement.

As the largest and fastest ----- community development group, we invite qualified professionals

- 150.** (A) evaluating
(B) concentrating
(C) expanding
(D) significant

for our urban ----- project. Your mandate is to set the overall strategic direction for housing

- 151.** (A) renew
(B) renewed
(C) renewal
(D) renewing

development, including sales and marketing. The ideal candidate must have a passion to deliver results in a dynamic market environment.

You must have at least 5 years of relevant industry experience. You will be able to demonstrate an excellent record of successful implementation and sustainable growth.

This leadership position is expected to attract candidates of the highest ----- . Successful

- 152.** (A) caliber
(B) sought
(C) statue
(D) factor

candidates will live in Indonesia and enjoy a highly competitive remuneration package, including traveling allowances.

To apply for the position, please submit your résumé along with a cover letter by November 17, 2007 to hodevelop@attg.com.

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Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following email.

From: Hazel Irwin <hirwin@csgmedia.com>

To: Lindsey Monotail <lmonotail@csgmedia.com>

Subject: Speech Request

Date: May 23

Hi Lindsey,

As you know, Robert Hulking will be awarded the CSG Excellence in Sales Prize at a special ceremony at the Persian Hotel this Saturday. Mr. Hulking recently informed me that you were his supervisor when he first came to CSG five years ago, and that you and your business advice have greatly contributed to his recent success. To honor both your work as Senior Sales Supervisor and Mr. Hulking's recent achievement, I would like to ask you to present the award this Saturday. As part of the presentation ceremony, you will be asked to give a brief speech about Mr. Hulking. It would be a good idea to include some personal anecdotes as well as professional stories to help highlight Mr. Hulking's character.

Please contact Sara Benhunt, my secretary, before 2 p.m. today and let her know if you can attend the event. Her extension is 3125. I hope you will join us.

Sincerely,

Hazel Irwin
Director of Public Relations

153. Who is Robert Hulking?

- (A) The new sales associate
- (B) A supervisor in the sales department
- (C) An employee who will receive an award
- (D) The Public Relations Director

154. What should Ms. Monotail do before 2 p.m.?

- (A) Give a speech
- (B) Reply to the invitation
- (C) Attend the ceremony
- (D) Supervise a meeting

Questions 155-156 refer to the following advertisement.

Do you enjoy working outdoors? Do you thrive in a physically demanding work environment? Then Gateway Contractors has the perfect job for you!

We're looking for young, energetic individuals to work on Gateway's latest construction project: the Maplewood Gymnasium. Successful candidates will be responsible for unloading supply trucks and distributing supplies to various key points around the site. No previous construction experience is necessary, but applicants must be able to work well with other people.

Applications are available at www.gatewaycontractors.com. To schedule an interview, contact Bruno Morton, the Construction Site Supervisor, at 245-698-7895. Please, no calls after 9 p.m.

155. What kind of job is being advertised?

- (A) Construction worker
- (B) Shipping supervisor
- (C) Gym instructor
- (D) Truck driver

156. Why might the applicants contact Mr. Morton?

- (A) To ask for an application form
- (B) To make an appointment for an interview
- (C) To locate the main office
- (D) To inquire about the job details

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Questions 157-159 refer to the following news article.

Deloit Industries to Open Another Factory

- Deloit Industries, a leading producer of construction equipment, plans to open another factory in 2007. The new factory will be built in Rayong, Thailand, where a number of other large-scale manufacturing companies are located.
- The company's decision was criticized by many local officials, who claim that Deloit Industries plans to exploit local laborers. In the last decade, many companies have migrated to Thailand because the country's average wages are significantly less than those in North America and Europe. By operating in Thailand, companies are able to decrease their annual expenditures and increase profitability.
- Unfortunately, these profits do not always benefit the local communities. According to a company spokesman, however, Deloit Industries will implement a couple of strategies that will benefit the local laborers and their families. Among these "positive plans" are providing health insurance for employees and their families, and giving academic scholarships to employees' children.
- The company has implemented similar strategies for employees working at its mines in South Africa, processing plants in the Philippines, and packaging facilities in Brazil. In each place, the company has attempted to hire local workers and integrate itself into the local community. In July, the company hosted a charity event in Buenos Aires, Argentina, to raise money for local schools.

- 157.** According to the article, why has Deloit Industries' decision been criticized?

- (A) It will probably exploit the environment.
- (B) It does not encourage foreign investment.
- (C) It will take advantage of regional workers.
- (D) It makes employees work longer hours.

- 158.** What does Deloit Industries plan to do at the facility in Rayong?

- (A) To provide workers better safety equipment
- (B) To give medical coverage to employees
- (C) To eliminate harmful waste products
- (D) To introduce a new mining technology

- 159.** What is NOT mentioned as another one of Deloit Industries' businesses?

- (A) Mining facilities
- (B) Processing plants
- (C) Packaging factories
- (D) Automobile manufacturing

Questions 160-162 refer to the following advertisement.

Rollins University is looking for an energetic, personable individual to teach a marketing class for students in the honors program during the fall semester. The class, Advanced International Marketing 402, will be held on Tuesdays and Thursdays from 4-6 p.m. This is a part-time position. Rollins University is one of the top business schools in the world, and has campuses in Los Angeles, Paris, Tokyo, and Geneva. This position will be at the university's campus in Tokyo, Japan, so the successful applicant will be expected to relocate if necessary. The successful candidate will have some teaching experience (at least 1-2 years in an academic setting) and have worked extensively in the marketing industry. Additionally, individuals without a PhD need not apply. The incumbent will be required to work during regular class hours, and spend two to three hours preparing for each class. A private office will be provided. Since this is a short-term contract, compensation is negotiable and will be determined based on the candidate's work experience and professional history. For more information, or to request an application, contact James Stewart at 1-541-265-6987.

160. What does the advertisement suggest about the course mentioned?

- (A) It is usually only offered during the spring semester.
- (B) It is for students in their first year of study.
- (C) It is a part of the advanced program.
- (D) It is designed to give students practical experience.

161. Where will the successful candidate work?

- (A) Tokyo
- (B) Los Angeles
- (C) Geneva
- (D) Paris

162. What is NOT a requirement of the position?

- (A) To be prepared to live in a foreign country
- (B) To have worked in a field related to the subject
- (C) To have some form of teaching experience
- (D) To be able to work during the weekend



Questions 163-166 refer to the following article.

TR Exhibition to be held

Tyler Remington, President of Tyler Remington Inc., announced that the company would be hosting its fifth annual TR Programming Exhibition in July. The event is held every year to give professional computer programmers a chance to test new software developed by TR Inc. The event is also a means for the company to consult with some of the world's most talented programmers about technology trends.

The event attracts programmers from around the world, and most of the individuals who attend are self-employed, or own their own web design and consulting company. Since the exhibition began five years ago, it has become known as the single most important programming event of the year. In the past, it has been hosted in Seattle, Sydney, Berlin, and Moscow. This year's event is scheduled to take place in Hyderabad, India, as it is rapidly becoming the technology capital of the world.

To register, simply fill out the online form which can be downloaded from the company's website at www.trindustries.com. Or, you can request a paper application by calling 1-800-265-8795. A registration fee of \$195 must also be paid by June 25 with the application. Only credit card payments are accepted.

163. What is the reason for having the exhibition?

- (A) To recruit employees
- (B) To test new computer programs
- (C) To help small businesses prosper
- (D) To display popular electronics

164. Who will most likely attend the exhibition?

- (A) Business owners
- (B) Potential investors
- (C) College graduates
- (D) Professional gamers

165. Why will the exhibition be held in Hyderabad?

- (A) The company just opened a consulting firm in the area.
- (B) The programmers decided it was the most convenient location.
- (C) It is known to have many established software companies.
- (D) Its technology shows the most rapid growth in the world.

166. What is NOT a way to be eligible for the event?

- (A) Fill out an electronic application
- (B) Contact the company and request an application
- (C) Submit the form by the specified date
- (D) Send a check to pay for the registration fee

Questions 167-168 refer to the following advertisement.

Waldorf Books is excited to announce it will be offering a new print-on-demand publishing service. The company has created a database of all the major and minor book titles in the world and developed a program that can access electronic versions of these books. If a customer is unable to find a book in paperback or hardcover in the store, he can go to the Print-On-Demand kiosk and with the push of a button print a copy of the book without ever leaving the store! This new technology has a couple of advantages: customers can choose from a more extensive selection of books, and the final product is cheaper. The service is especially useful for individuals who are most interested in less popular titles by relatively unknown authors. The print-on-demand service will be available at all Waldorf Books stores starting this September.

167. What service will Waldorf Books offer?

- (A) Express delivery service
- (B) Printable versions of books
- (C) Hardcover copies of bestsellers
- (D) Personal shopping assistants

168. According to the advertisement, who will benefit the most from the service?

- (A) Small publishing companies looking to print more books
- (B) Unpublished authors hoping to secure a contract
- (C) People who read books that aren't very popular
- (D) Employees who are not familiar with the store's database

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Questions 169-171 refer to the following letter.

32 Turtle Rd.
Wilmont, WI 20548

August 23

Dear Mrs. Malloy,

We recently discovered that your subscription to Gourmet Chef Monthly will expire in September and you have not decided to renew it. To encourage you to reconsider your decision, we'd like to offer you a special, one-time-only offer: if you choose to renew your subscription, we will give you a fifty percent discount on each monthly issue from October to March. According to our database, you were paying \$6 per issue; with this discount you would only have to pay \$3.00. This offer is only valid if you apply to renew your subscription before September 15th. We're offering to cut the cost of your subscription in half. Can you really ask for a better deal?

To accept our offer, please call us at 1-800-254-9864. Our office is open Monday to Friday from 9 a.m. to 5 p.m. Don't miss out on this wonderful opportunity; call one of our helpful customer service agents today. We look forward to your business.

Warmest Regards,
Ross Cather
Sales Director, Gourmet Chef Monthly

169. Why did Ross Cather write the letter?

- (A) To request some personal information
- (B) To encourage the customer to extend her service
- (C) To inquire about a bill that has not been paid
- (D) To introduce a new service at the restaurant

170. When will Mrs. Malloy's existing subscription expire?

- (A) In March
- (B) In August
- (C) In September
- (D) In October

171. How much is Mrs. Malloy paying per month now?

- (A) \$3.00
- (B) \$6.00
- (C) \$9.00
- (D) \$15.00

Questions 172-175 refer to the following announcement.

This month, Rockford Sports has experienced an unexpected increase in the sale of running shoes. Executives feel that this was due in large part to the new ad campaign released in February. The campaign was orchestrated by Albert Sterling, the Director of Advertising. Mr. Sterling has dedicated twenty years of his life to Rockford Sports; he started as a shoes salesman and has been steadily working his way up the corporate ladder ever since. He has held his current position for the last five years. Unfortunately, Mr. Sterling will be retiring in March so the Hiring Committee has spent the past year trying to find a suitable replacement. Just last week, a candidate was chosen for the position: Roy Portsmouth. For the past ten years, Mr. Portsmouth has been the Executive Advertising Assistant at Famous Feet's corporate headquarters in Milan. Mr. Portsmouth is respected for his keen marketing sense and strategic planning skills. In particular, he is famous for introducing ad campaigns that helped increase Famous Feet's international brand power, and boosted its total retail profits by 25 percent. Clearly, Mr. Portsmouth will be a powerful addition to our company, and we hope all employees make him feel welcome.

172. Where might this announcement be found?

- (A) A product catalogue
- (B) A local newspaper
- (C) A company newsletter
- (D) A shoe store

173. Who is Mr. Sterling?

- (A) A department store clerk
- (B) A retiring employee
- (C) The Executive Advertising Assistant
- (D) A member of the Hiring Committee

174. What is TRUE about Mr. Sterling?

- (A) He worked as a salesman for a decade.
- (B) He knows Mr. Portsmouth personally.
- (C) He took the lead of a new ad campaign.
- (D) He introduced a successful budget plan.

175. According to the announcement, what action is Mr. Portsmouth known for?

- (A) Getting promoted very quickly
- (B) Increasing the company's profits
- (C) Designing a popular running shoe
- (D) Planning an important sporting event

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Questions 176-180 refer to the following interview.

Jerry Walker has been the head coach for the Chicago Islanders for the last eight years. On August 23, 2007, Mr. Walker will be inducted into the prestigious Basketball Hall of Fame. Mr. Walker agreed to sit down with Sports World to discuss his remarkable career.

Interviewer: So, what does it take to be a professional coach?

Mr. Walker: Actually, a lot of people ask me that, and I always tell them the same thing: work, work, and more work. People are always surprised by my answer.

Interviewer: Most people probably think that your job is pretty easy, am I right?

Mr. Walker: They see me on TV and get the impression that my life is glamorous. The reality of being a professional coach, however, is that you have to be able to multi-task and perform under pressure. I'm like a business manager and athletic trainer, all in one package. I develop training programs for my athletes, investigate other teams' training habits, hire staff, fire staff, schedule practice sessions, consult with injured players, and negotiate contracts with new players.

Interviewer: That does sound like a lot of work for one man. What does your wife think of your career?

Mr. Walker: Well, she wants me to teach in a university like she does rather than work as a coach. She worries about my health and doesn't like the fact that we can't spend much time together. I just love to see athletes excel, and to know that I had something to do with their success. That's what I want the most.

Interviewer: What would you change about your job, if you could?

Mr. Walker: I wish I had more time to coach amateur players, like high school and college athletes. I think it's important to develop the skills of up-and-coming athletes, not just ones who sign a contract with us.



Actual Test 02

176. Why are many surprised about Jerry Walker's work?

- (A) It is not as easy as it appears to be.
- (B) It pays less than most people expect.
- (C) It doesn't require previous experience.
- (D) It benefits disadvantaged athletes.

177. What is NOT one of Mr. Walker's responsibilities?

- (A) Hiring new employees
- (B) Providing a training schedule
- (C) Recruiting new players
- (D) Attending athletic conferences

178. What is Mr. Walker's wife's profession?

- (A) She is an athletic trainer.
- (B) She is an executive manager.
- (C) She is a professor.
- (D) She is an athletic recruiter.

179. What does Mr. Walker like most about his job?

- (A) He loves the competition.
- (B) He likes to help athletes succeed.
- (C) He enjoys traveling with his team.
- (D) He gets to be on television.

180. What would Mr. Walker like to be able to do?

- (A) Work with younger athletes
- (B) Spend more time with his team
- (C) Attend fewer media events
- (D) Reduce his managerial responsibilities



Questions 181-185 refer to the following two emails.

From: Howard Hilton
To: Margaret Willow
Subject: Defective Printer

Dear Mrs. Willow,

My company, Pip Imaging, purchased an Easy Jet 1435 printer from your company four weeks ago. Three weeks ago, an employee reported that the printer turned off every time she tried to print on both sides. A week after the problem was reported, a repairman came to the office to fix the problem. After spending an entire day taking apart the machine, he determined that the printer was missing an important screw. It is critical that we have a functioning printer in order to provide our customers with quality photocopies. Therefore, it is important that we fix this problem as soon as possible. We will be closing temporarily in two weeks from June 23rd to July 2nd, while we change locations, and we would like to resolve this problem before then.

Sincerely,
Howard Hilton
Technical Director

To: Howard Hilton
From: Margaret Willow

Dear Mr. Hilton,

First, I would like to apologize for the problem you encountered with your printer. This is the first defective product that we have ever been made aware of, and we have already contacted the Director of Production, Glen Milton, to investigate the current production practices for all Easy Jet 1435 printers. We certainly want to resolve this problem as quickly as possible. We are happy to pay for all repair costs, as well as all shipping fees. Please put the printer in its original box and send it to the Product Repair Department. The address for this department is provided in the Owner's Instruction Manual that came with the printer. We will have a specialist take a look at the machine immediately. You should have a working printer within three to four weeks. Please feel free to contact me at any time, should you have questions or comments.

Sincerely,
Margaret Willow
Director, Customer Relations, Easy Jet Office Supplies



181. How long ago did Pip Imaging purchase the printer?

- (A) One week
- (B) Two weeks
- (C) Three weeks
- (D) One month

182. What kind of business is Pip Imaging most likely?

- (A) A copying company
- (B) A hardware store
- (C) A photography studio
- (D) A software supplier

183. According to the first email, when does the printer shut down?

- (A) Every time it finishes a printing task
- (B) If the machine is not cleaned regularly
- (C) When employees try to print on the front and back
- (D) After it has been used for a certain amount of time

184. What should Howard Hilton do before returning the product?

- (A) Check the receipt
- (B) Repackage it
- (C) Fill out a form
- (D) Call the Repair Department

185. Why might Howard Hilton not be satisfied with Margaret Willow's offer?

- (A) He has to make an extra payment for parts.
- (B) It takes longer than he wants.
- (C) He does not want to pay for shipping fees.
- (D) The warranty expires before it can be fixed.



Questions 186-190 refer to the following advertisement and letter.

Job Openings at Felton Insurance

Position 1: Assistant Financial Officer

Requirements: A minimum of five years experience in a managerial position. Applicants will have extensive knowledge of accounting systems, and significant experience developing budgets and offering financial advice.

Position 2: Project Manager

Requirements: A minimum of 4 years experience organizing and executing projects. A strong ability to plan new projects and lead people to complete them. Candidates will also be required to relocate to our offices in Paris.

Position 3: Media Consultant

Requirements: At least 3 years of experience in a related field. Applicants will have excellent verbal and written communication skills. Experience writing press releases and holding press conferences is preferred.

Position 4: Sales Copy Writer

Requirements: A Master's degree in either Business Communications or Journalism is a must. Extensive marketing or advertising experience is also required.

To Apply: Send a cover letter, résumé, and at least two letters of reference to the HR Department at Felton Insurance:

Human Resources Department
Felton Insurance
145 Liberty Rd. Seattle, WA
98101

Qualified candidates will be contacted by phone to schedule an interview. Please do not contact the company directly.

To whom it may concern:

My name is Justin Thimble and I'm writing in response to the Project Manager position you advertised recently. I feel that my professional background and personality make me the ideal candidate for the job. I have over six years of experience working with a small team to plan and carry out new projects. Additionally, I can speak and write French fluently, and would be very excited to live abroad. I would greatly appreciate the opportunity to work for such a prestigious international company. The enclosed résumé further details why I would make an excellent choice for this position. Thank you for your time and consideration.

Sincerely,

Justin Thimble

- 186.** Which job description mentions education as a requirement for the position?
 (A) Project Manager
 (B) Media Consultant
 (C) Sales Copy Writer
 (D) Assistant Financial Officer
- 187.** What are applicants asked NOT to do?
 (A) Call the company
 (B) Mail the cover letter
 (C) Provide references
 (D) Send the résumé
- 188.** What is the purpose of Mr. Thimble's letter?
 (A) To request more information about the company
 (B) To express interest in the position advertised
 (C) To change the date of the committee meeting
 (D) To inquire about the need for his marketing service
- 189.** What is a requirement for the position that Mr. Thimble mentions in the letter?
 (A) Excellent written communication skills
 (B) Extensive knowledge of accounting systems
 (C) Willingness to work in a foreign country
 (D) Ability to organize press conferences and seminars
- 190.** What did Mr. Thimble include with his letter?
 (A) A project portfolio
 (B) A reference letter
 (C) A résumé
 (D) A photograph

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Questions 191-195 refer to the following two e-mail messages.

From: Gail Rogers <grogers@scriptors.com>
To: John Harlow <jharlow@scriptors.com>
Date: June 21
Subject: Problems with the network

Dear Mr. Harlow,

I don't know if you've received other complaints already this morning, but at the moment I'm being denied access to the company's network. I've never experienced something like this before. My co-worker, Jim Stevens, said he was having the same problem. When I enter my employee ID and password, I receive this message: Employee ID invalid. I'm positive that I'm entering the correct ID, so I don't know why I can't access the network. I tried to contact the Computer Technician, but he hasn't replied to my emails. I was hoping that you would be able to help me, since you're the Technology Supervisor. I would really appreciate any assistance you can provide at this time.

Thanks.

From: John Harlow <jharlow@scriptors.com>
To: Gail Rogers <grogers@scriptors.com>
Date: June 21
Subject: Re: Problems with the network

Hi Gail,

I'm sorry that I did not reply sooner, but one of the computers on the fifth floor unexpectedly shut down and I had to investigate the cause. Our Computer Technician, Thomas Benson, has the flu and will not be in the office for the rest of the week. I have heard from many other employees today, and they all mentioned the same error message. I think the problem might be that we updated our computer security system, but I can't be certain until I do a little more research. I'm not sure why, but we seem to be having a lot of problems with our computers lately. This is the tenth complaint I've received this morning. I have scheduled a meeting with the Administrative Supervisor, Philip Downs, at 3 p.m. He should be able to tell me how to fix the problem. Usually, the kind of error message you describe appears when there is something wrong with the security settings. In the meantime, I recommend that you save all of your current files on a hard disk because there is a possibility that we will have to erase your hard drive. If you have any questions before 5 p.m., you can reach me at ext. # 5498.

John Harlow
Technology Supervisor

191. What is TRUE about Gail Rogers' computer problem?

- (A) It is not the first time it has happened to her.
- (B) Other employees have not experienced the problem.
- (C) It occurs when she saves a file.
- (D) The source of the problem is not known.

192. Who did Gail Rogers try to contact first?

- (A) John Harlow
- (B) Thomas Benson
- (C) Jim Stevens
- (D) Philip Downs

193. In the first e-mail, the word "denied" in line 2 is closest in meaning to

- (A) prevented
- (B) provoked
- (C) proven
- (D) promoted

194. How does John Harlow plan to resolve the problem?

- (A) By replacing some of the office computers
- (B) By repairing the electrical wires
- (C) By sending a computer technician
- (D) By speaking to a person from another department

195. What is Gail Rogers advised to do?

- (A) Turn off her computer immediately
- (B) Save her files to a disk
- (C) Contact her department's supervisor
- (D) Consult the instruction manual

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Questions 196-200 refer to the following letter and e-mail.

HMG Computer Innovation Conference

Lauren Hunt

Watson and Rye Media

125 Dobson Ave.

Atlanta, GA 54897

Dear Ms. Hunt,

I am pleased to inform you that the eighth annual Computer Innovation Conference will take place from July 22-23 at the Henderson Hotel in Park County, Colorado. This year, we expect to receive as many participants as in previous years: over 3,000 computer specialists from all over the world, including some of the most highly respected individuals in the field. As always, it is our sincerest hope that Watson and Rye Media will participate in the Publisher's Showcase for displaying your latest electronic publishing products, including journals, software, and any other relevant materials.

The exquisite Boulder Room, which will be set up with tables, shelves, electronic equipment and Internet access, will be available for you to display multi-media products. The adjoining Silver Springs Room will be reserved for showcasing printed media, like books and magazines.

If you would like to reserve a space to set up a display, please fill out the registration form enclosed with this letter. Please remember to indicate which room you would like to reserve, and the times that you would like to reserve it for. Also, I should inform you that, due to problems we had last year, all fees must be paid at the time of registration. You should submit everything by June 15th. If you have any questions, please feel free to call me at 514-698-9874, or email me at torson@conference.hmg.com.

Sincerely,

Thomas Orson
Conference Organizer

From: Lauren Hunt <lhunt@watsonandrye.com>
To: Thomas Orson <torson@conference.hmg.com>
Date: Tuesday, June 8
Subject: Exhibits for HMG Conference

Dear Mr. Orson,

I was very excited to receive your invitation to attend the HMG Computer Innovation Conference. Before I submit the application and fee, however, I would like to ask you an important question about the rules for setting up an exhibit. Since our company handles both electronic and print media products, we would prefer to display our product lines together. Is there any possibility that we would be able to set up both of our exhibits in the Boulder Room?

Thank you so much for your time. I look forward to hearing from you soon.

Lauren Hunt

196. Why did Mr. Orson write the letter to Ms. Hunt?

- (A) To introduce new hotel services
- (B) To provide details about a conference
- (C) To discuss technological advances
- (D) To inquire about schedule changes

197. In the letter, the word “exquisite” in paragraph 2, line 1 is closest in meaning to

- (A) expensive
- (B) exclusive
- (C) exterior
- (D) elegant

198. How is the registration process this year different from previous years?

- (A) A maximum of three employees from each company can attend.
- (B) Applications can no longer be downloaded from the website.
- (C) A display design is required along with the application.
- (D) All documents must be submitted with the payment.

199. What does Ms. Hunt indicate in her e-mail to Mr. Orson?

- (A) She does not plan to go to the conference this year.
- (B) She prefers to reserve a space in the Silver Springs Room.
- (C) She wants to set up both of her displays in the multi-media room.
- (D) She only plans to reserve enough space for her printed products.

200. What can be assumed about Ms. Hunt?

- (A) She is an employee of Watson and Rye Media.
- (B) She is helping to organize the conference.
- (C) She prefers print media to electronic media.
- (D) She will talk to her supervisor about the conference.



READING

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

- 101.** You can ----- rebuild your credit by taking steps to repair your credit rating as soon as possible.
(A) easy
(B) easier
(C) easily
(D) easiness
- 102.** The company announced plans to ----- its corporate name to BATEL, Inc. for marketing and commercial purposes.
(A) use
(B) add
(C) change
(D) differ
- 103.** Make sure you provide the requested ----- when submitting advertising proposals since incomplete ones will not be accepted.
(A) information
(B) inform
(C) informing
(D) informed
- 104.** Thank you for offering me a position with the company I wish to work for, and I really appreciate the efforts you've made on ----- behalf.
(A) I
(B) my
(C) me
(D) mine
- 105.** The ideal candidate should not only perform well under tight deadline pressure but also have a ----- familiarity with technical standards.
(A) broad
(B) high
(C) proud
(D) round
- 106.** People are aware of the importance of ----- physical activities which have a significant impact on reducing childhood obesity and chronic disease.
(A) promotes
(B) promote
(C) promoting
(D) promoted

- 107.** Over the past three months, employees have been working ----- with support staff to accomplish their goals, working an average of eight hours per day.
 (A) initially
 (B) originally
 (C) primarily
 (D) numerically
- 108.** While smokers are highly ----- of the ban on smoking in workplaces, most non-smokers support the ban.
 (A) critic
 (B) critically
 (C) critical
 (D) criticism
- 109.** All the forms you submit must be postmarked no later than the specified date ----- they will be considered untimely.
 (A) or else
 (B) besides
 (C) on account of
 (D) either
- 110.** It looks like directors of the corporate finance division ----- the details of managerial compensation contracts.
 (A) regulate
 (B) regulating
 (C) regulates
 (D) is regulated
- 111.** As a financial planner, Mr. Martin has a comprehensive ----- of the legal process, as well as financial and tax issues.
 (A) knowledge
 (B) opinion
 (C) ability
 (D) collector
- 112.** If you send the ----- information, I'll drop by your area to look for suitable housing.
 (A) enthusiastic
 (B) serious
 (C) pertinent
 (D) appreciative
- 113.** Buses in the metropolitan area are rarely on schedule ----- traffic is busy and hectic.
 (A) which
 (B) in case
 (C) when
 (D) in order that
- 114.** We are ----- considering a wide variety of potential applicants, so please fill out your background information accurately.
 (A) ordinarily
 (B) currently
 (C) commonly
 (D) lately
- 115.** If you plan to rent equipment, delivery and collection times, plus insurance coverage for any damage should all be dealt with ----- advance.
 (A) in
 (B) of
 (C) at
 (D) for
- 116.** ----- parts stored in the warehouse may be procured at special sale prices, which are negotiable.
 (A) Lengthy
 (B) Opportune
 (C) Surplus
 (D) Brief
- 117.** You can reach us either by phone or e-mail when you need technical ----- or have any questions about the product you purchased.
 (A) supported
 (B) supporter
 (C) supporting
 (D) support
- 118.** Any ----- transaction or violations of the policy must be reported to your immediate supervisor.
 (A) improper
 (B) reserved
 (C) extinct
 (D) anxious



- 119.** After hours of debate, the Review Committee created a list of ----- to the proposal drafted by administrators.
- (A) changed
(B) change
(C) changes
(D) changing
- 120.** I want to express my appreciation again for courtesies you and your staff have ----- to me.
- (A) extend
(B) extended
(C) to extend
(D) extension
- 121.** In recent years, most companies have been favoring rigid criteria systems that require employees to ----- discretion.
- (A) exercises
(B) exercising
(C) exercised
(D) exercise
- 122.** According to many reports, the ----- of laughter range from lowering stress levels to boosting your immune system.
- (A) interests
(B) benefits
(C) forces
(D) momentums
- 123.** Many branch offices were established in the suburbs 10 years ago, ----- which time the volume of traffic was also steadily increasing.
- (A) at
(B) over
(C) across
(D) during
- 124.** Please ----- any information, no matter how insufficient it may seem, to your client in the very near future.
- (A) forwards
(B) forward
(C) forwarding
(D) to forward
- 125.** Any discarded electronic device can be recycled less harmfully, using an effective ----- developed by researchers.
- (A) availability
(B) status
(C) usage
(D) technique
- 126.** The Victoria Hotel, ----- we stayed during our summer vacation, will be torn down for extensive renovations.
- (A) when
(B) where
(C) in that
(D) in it
- 127.** We are not happy to announce that due to recent cutbacks on members, we won't be able to accept new projects ----- further notice.
- (A) except
(B) next to
(C) onto
(D) until
- 128.** As most of the conference sessions are ----- fully booked, people are encouraged to find alternatives from other seminars.
- (A) well
(B) soon
(C) already
(D) never
- 129.** The agreed-upon ----- sanctions are not limited to tariffs, trade barriers, and import or export quotas imposed on individual countries.
- (A) economic
(B) economically
(C) economist
(D) economy

- 130.** The proposed compensation plans have been ----- and will be amended to comply with new rules.
 (A) reviewed
 (B) searched
 (C) advised
 (D) reached
- 131.** The unions requested that they be offered ----- pay increases equaling about 40,000 dollars a year.
 (A) substantiate
 (B) substantially
 (C) substance
 (D) substantial
- 132.** The website sponsored by the city monitoring committee will help you protect ----- against Internet threats.
 (A) yours
 (B) your
 (C) yourself
 (D) your own
- 133.** Maintenance checks are regularly conducted to ----- the life of sophisticated equipment at the company's expense.
 (A) emerge
 (B) persist
 (C) endure
 (D) prolong
- 134.** The new aquarium scheduled to be constructed in the center of town will be ----- attractive to people who have young children.
 (A) so much
 (B) sure
 (C) especially
 (D) particular
- 135.** We are sorry to tell you that your name will be ----- from our mailing list since we have not yet received your payment.
 (A) removed
 (B) replaced
 (C) sent
 (D) stored
- 136.** This notice provides general guidance on how you can obtain the best available information ----- other sources.
 (A) over
 (B) behind
 (C) from
 (D) out of
- 137.** You will have a full week at the resort of your -----, departing on July 20 and arriving back in Tokyo on July 26.
 (A) choose
 (B) choice
 (C) choices
 (D) chose
- 138.** ----- inexperienced, individuals with the willingness to learn will make a difference in the foreseeable future.
 (A) Until
 (B) Despite
 (C) Although
 (D) Otherwise
- 139.** It was likely that the results of our study were heavily influenced ----- individual experience and skills participants had, according to the report.
 (A) toward
 (B) due
 (C) by
 (D) when
- 140.** Even if education is theoretically free of charge, parents ----- have to pay the increasingly high cost of school clothing, books, materials and transport costs.
 (A) always
 (B) usually
 (C) still
 (D) yet

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Part 6

Directions: Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-143 refer to the following article.

Is there a way to prevent jet lag?

Jet lag is a sleep disturbance. ----- common symptoms of jet lag are fatigue and irritability.

- 141.** (A) Much
(B) Many
(C) More
(D) The most

One of the most recommended ways of reducing its effects is to adjust to the new time zone of your destination.

Research into the effects of natural light on the body ----- that light may help you become used to

- 142.** (A) suggest
(B) suggesting
(C) suggests
(D) to suggest

the area you visit.

So, if you fly east to west, stay outside for several hours in the afternoon on the day you arrive to ----- yourself to the sun and get out early the next morning.

- 143.** (A) enjoy
(B) expose
(C) take
(D) relax

Questions 144-146 refer to the following memorandum.

Yesterday, November 10, at approximately 3 p.m. we had a temporary ----- of services.

- 144.** (A) affordability
(B) interruption
(C) status
(D) affair

At the time, an electrician was setting up some electric outlets in the machine room, ----- various

- 145.** (A) which
(B) nearby
(C) where
(D) however

network servers are housed.

When he was finishing up, he found a loose wire which he connected the other day, so he had to reconnect it. However, it appears that when reconnecting it, he made some mistakes.

----- the machines affected were the new NS3, one of the primary name servers, and Happer,

- 146.** (A) Among
(B) Amid
(C) So
(D) Until

which controls the new operating system.

Thanks.

Bill



Questions 147-149 refer to the following statement.

You may wish to modify an employee's contract of employment as the nature of your business changes or you undergo changing economic circumstances, whichever it may be for you.

Please make sure you ----- yourself thoroughly with the details of the existing contracts before

- 147.** (A) familiarize
(B) adapt
(C) renew
(D) redeem

considering ----- modifications you want to make.

- 148.** (A) whether
(B) unless
(C) that
(D) what

And discuss any changes with your employees, fully explaining the reasons for any planned change and take into ----- the influence of the modifications on them.

- 149.** (A) consider
(B) considered
(C) considering
(D) consideration

If an agreement isn't reached on changes, you'd better try to negotiate a new contract.

Questions 150-152 refer to the following letter.

Dear donors,

We are extremely grateful for your generous ----- to UNICEF.

- 150.** (A) acquisitions
(B) benefits
(C) excursion
(D) contributions

The money you donated will help UNICEF provide both immediate relief and long-term rehabilitation of essential services for children in need.

Our review committee recently found that in 55 out of 80 villages, water systems have been severely damaged. Therefore, there's an ----- need for expanding the distribution of bottled water

- 151.** (A) urgent
(B) current
(C) prior
(D) neutral

and sanitation systems.

Another major challenge includes the threat of landmines. Many children are presently receiving treatment in the hospitals for injuries resulting from remnants of bombs. So as to alleviate the problem, UNICEF is involved in a campaign to ----- people to the dangers of unexploded bombs.

- 152.** (A) disregard
(B) alert
(C) volunteer
(D) promote

We are appealing to you, companies, and foundations for continuous support.
Thanks again for your generosity.

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Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following article.

Telcorp in Trouble

The CEO of Telcorp, Howard Ballantine, has been accused of using company money to invest in personal real estate deals. A private committee was hired to investigate Mr. Ballantine's financial activity after Walter Scott, the senior accountant at Telcorp, noticed nearly 2 million dollars was missing from the company's primary investment account. Mr. Scott discovered the problem three months ago and reported it to Richard Flint, Telcorp's chief financial advisor. Howard Ballantine denies any wrongdoing, and is hiring his own team of financial officers to investigate the matter, a close friend of Ballantine's said. Telcorp was the nation's leading producer of cell phones until Softphone Inc. opened a factory in China six months ago, which enabled it to save nearly 10 million dollars in production costs. Mr. Ballantine's alleged actions suggest that the company will face more trouble in the future.

- 153.** According to the article, what mistake did the CEO of Telcorp make?
- (A) He introduced less attractive products.
 - (B) He used company funds inappropriately.
 - (C) He fired an employee without a reason.
 - (D) He refused to invest in new technology.
- 154.** How did Softphone Inc. decrease operation costs drastically?
- (A) By reducing its workforce
 - (B) By improving technology
 - (C) By opening a new plant
 - (D) By outsourcing its projects

Questions 155-156 refer to the following letter.



18 Pine Hill Rd.
Mulberry, MI
65489

22 October 2007

Dear Mr. Johnson,

We received your request to change the dates of your reservation at the Glenwood Resort from April 15-22 to June 20-28. Unfortunately, I have checked the database and there are no rooms available for those dates. I sincerely apologize that we cannot accommodate your request; unfortunately June, July, and August are our busiest months because we offer special summer discounts. I understand that your company is relocating you to London in July and therefore you can't make a reservation for any other date. I would like to mention, however, that Phillip D. Humboldt, the owner of Glenwood Resort, recently opened another luxury resort, Woodshire Retreat, just thirty minutes outside of Mulberry. If you would like to make a reservation at this resort, the number is 1-800-238-9648. Or you can make a reservation online at www.humboldthotels.com.

Sincerely,

Richard Kent

Customer Services

155. What is the purpose of this letter?

- (A) To promote seasonal discounts
- (B) To suggest an alternative to the customer
- (C) To discuss plans to build a new hotel
- (D) To provide directions to a resort

156. What did Mr. Humboldt achieve recently?

- (A) He expanded his business.
- (B) He was relocated to London.
- (C) He won a luxury vacation.
- (D) He recruited a new client.



Questions 157-159 refer to the following advertisement.

Sim's Super Sale!

To commemorate ten years of business, Sim's is having a giant sale. The sale starts at 8:00 a.m. on Saturday, July 9th, and ends at midnight on Sunday, July 10th. All sports equipment is 20 percent off.* All men's and women's sports apparel is 15 percent off, including the exclusive Swish brand running shoes and shorts. Customers who have a Sim's Super Savings Card will receive an additional 10 percent off their entire purchase. (If you want to become a Sim's member, please fill out the application on our website at www.simssavings.com). Also, please bring your children: Ron Barkley, the lead scorer for the L.A. Rockets, will be giving a special demonstration on how to dribble a basketball. All children over the age of 8 are welcome. Entrance is free, but all children must wear sneakers and bring their own basketball.

*Offer does not apply to bikes, treadmills, or golf clubs.

- 157.** Why did Sim's decide to have a sale this weekend?

- (A) To get rid of old merchandise
- (B) To promote a new product
- (C) To celebrate an anniversary
- (D) To advertise an upcoming race

- 159.** What can be inferred about Ron Barkley from the advertisement?

- (A) He wants to open a sports store.
- (B) He is a successful athlete.
- (C) He works for Swish shoes.
- (D) He wants to be a college professor.

- 158.** Which of the following is NOT true about the sale?

- (A) A famous person will be present.
- (B) Brand name products are on sale.
- (C) Men's clothing is 15 percent off.
- (D) Golf equipment is 20 percent off.

Questions 160-162 refer to the following notice.

Attention All Employees!

The executives at Juniper Insurance have decided to purchase mobile phones for all employees. They are hoping that the new phones will improve communication between members of different departments. The company will be purchasing forty-seven TM-161 cell phones from Globalphone Inc. at the end of July. You will receive your new phone during the first week of August. Each employee will be given 200 minutes free each month. If you use more than your monthly limit, you will be charged an additional \$25 each month. We understand that this is a new policy that may potentially be problematic, so we welcome any comments or suggestions you may have. To monitor the new phone system's effectiveness, we will be asking employees to fill out a survey. The date for this survey has not been chosen yet. However, it will most likely take place during the third week of August. Also, employees with other suggestions about how to help employees communicate better should fill out an Employee Comments Form, which can be obtained from Betty Gill in the Human Resources Department.

160. What does the company plan to do in July?

- (A) Implement an overtime policy
- (B) Hire more office workers
- (C) Change insurance companies
- (D) Buy phones for better communication

161. How will the company evaluate the effectiveness of the strategy?

- (A) By conducting a poll
- (B) By interviewing employees
- (C) By calling the customers
- (D) By testing the product

162. Why would someone contact Betty Gill?

- (A) To get her e-mail address
- (B) To transfer to Human Resources
- (C) To obtain the proper form
- (D) To write a memo

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Questions 163-166 refer to the following memo.

Attn: All advertising associates

The meeting with Gilman Electronics was rescheduled from Friday, April 22, to Monday, May 25. I received an e-mail from their CEO, Robert Towney, informing me that Gilman Electronics is not ready to introduce the new computers due to production delays. Apparently, technicians discovered a serious defect in one of the microchips and consequently all of the computers have to be re-evaluated. Therefore, we have about a month to work on the advertising campaign. I recommend that we meet early next week - perhaps Monday or Wednesday - to discuss the current ad campaign and determine whether or not we want to change it now that we have some extra time. Please e-mail me by 4 p.m. today with your comments or suggestions about the Gilman account. As you know, Gilman is our biggest client so it is critical that we provide the best service possible.

Sincerely,

Mark Johnson
Director of Advertising

163. What information does the memo provide?

- (A) Suggestions for an ad campaign
- (B) A new proposal for a client
- (C) Plans to purchase computers
- (D) Changes to the dates of a meeting

164. What is the reason for the production delays?

- (A) Some production machinery failed.
- (B) The company lacks financial resources.
- (C) Certain parts of the product are faulty.
- (D) A project manager miscalculated the time.

165. Why will the advertising associates meet early next week?

- (A) To have a company dinner for an anniversary
- (B) To think about the current proposal
- (C) To promote new products to the customers
- (D) To make a plan for the company expansion

166. What does Mark Johnson mention about Gilman Electronics?

- (A) It is the biggest electronic company.
- (B) It is the agency's most important client.
- (C) It wants to make changes to the campaign.
- (D) It plans to open a factory overseas.

Questions 167-170 refer to the following schedule.

Opening Ceremony for New Research Wing

Countydale Hospital is proud to announce that construction on the new 20-million-dollar research wing has been completed. To celebrate the occasion, the hospital has decided to hold a special ceremony on Saturday, May 14, at 4 p.m. All hospital staff, patients, and city residents are welcome to attend. Below is a basic overview of the schedule of events:

4:00 p.m. - James Rosenthal, Director of Countydale Hospital, will give an introductory speech.

5:00 p.m. - Dr. Merriam Way will discuss the research work that will take place in the new wing.

6:00 p.m. - Gary Paulson Jr., President of Wilson Pharmaceuticals, will talk about his 15-million-dollar contribution to the new wing.

7:00 p.m. - The children of City Elementary School will sing a few songs.

7:30 p.m. - Dr. Steven Fellows, Countydale Chief of Surgery, will cut the ribbon and open the doors.

8:00 p.m. - Patients and staff will be invited to enjoy cake and refreshments in the reception area of the new Paulson Research Wing.

167. What happened to Countydale Hospital recently?

- (A) It was closed temporarily.
- (B) More doctors were hired.
- (C) The number of patients increased.
- (D) The new section was added.

168. Which is NOT true about the ceremony?

- (A) City residents can attend the event.
- (B) The ceremony will be held in the afternoon.
- (C) Children of the local school will perform a concert.
- (D) Participants must bring their own food.

169. What can be learned about Gary Paulson Jr. from the schedule?

- (A) He discovered a new medicine.
- (B) He donated money to a hospital.
- (C) He recovered from a severe illness.
- (D) He received a position at the hospital.

170. Who will conduct the ribbon cutting ceremony?

- (A) James Rosenthal
- (B) Dr. Merriam Way
- (C) Dr. Steven Fellows
- (D) Gary Paulson Jr.

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Questions 171-173 refer to the following e-mail.

To: John Miller <johnmiller@netmail.com>
From: Linda Tillman <linda@acephotos.com>
Subject: Photos

Dear Mr. Miller,

Your customer record stated that you preferred to be contacted by e-mail, so I am e-mailing you to say that your photographs will not be ready for Saturday at 3 p.m. as discussed. One of our processing machines broke down yesterday. The repairman said the new part has to be specially ordered, and probably won't arrive for another four to five days. This means that the Belltown branch of Ace Photos only has one machine to process nearly 150 different orders. I noticed that you marked your order as "URGENT" on the processing request form; however, due to the circumstances our 24-hour service is no longer available. Your photos will probably be ready by Tuesday morning at the earliest. If you would rather have your photos processed at another Ace Photos location, we would be happy to mail them for you. We will cover all the delivery charges, and have the photos mailed directly to you when they are finished. Also, we would like to offer you \$15 off the total order cost to compensate for any inconvenience this problem may have caused. Please call me at 1-800-652-3156 to discuss this matter further.

Sincerely,

Linda Tillman
Director, Customer Relations

171. Why will the problem take a long time to resolve?

- (A) The repair company is busy.
- (B) A part is difficult to obtain.
- (C) There was a shipping delay.
- (D) The office is closed briefly.

172. According to the e-mail, which service did Mr. Miller probably request?

- (A) One-day processing
- (B) Buy one get one free
- (C) Poster-sized development
- (D) Photo editing

173. What does the company offer to do?

- (A) Mail the application
- (B) Cover all service fees
- (C) Accept the coupon
- (D) Pay for shipping

Questions 174-178 refer to the following article.

The Grant Corporation plans to open a new factory by the end of 2008, a company spokesman said. The new factory is scheduled to be built in Dobson County and will create approximately 1,000 new jobs for the local community. The mayor of Dobson County, Frank Ploy, said the new factory will be a positive addition to the town, and that the town will support all efforts to construct the factory as planned. The Grant Corporation is the world's largest producer of airplane parts, and is renowned for its strict environmental policies. In 2007, the company received the prestigious Better Business Award for implementing a new waste management program that decreased the amount of industrial waste it produced by nearly 25 percent. Currently, the company owns four other factories, and has been very successful at securing the support of all the communities it affects. Just last March, the factory in Trenton, New Jersey, sponsored a charity event that raised 2 million dollars for a local elementary school. The residents of Dobson County hope to receive the same benefits from the new factory. The Grant Corporation plans to build the new facility on the grounds of the old Milner Factory. Milner Automobiles abandoned the factory last year after it built a bigger factory in Michelan, a city about thirty-five miles north of Dobson County. According to a company spokesman, the old factory will be demolished before construction on the new facility begins.

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174. What will probably happen in Dobson County by the end of 2008?

- (A) An elementary school will be built.
- (B) More jobs will be generated.
- (C) A tax cut will be introduced.
- (D) A mayoral election will be held.

175. The word “renowned” in line 7, is closest in meaning to

- (A) obscure
- (B) eminent
- (C) anonymous
- (D) complicated

176. According to the article, what was one benefit of the company’s award-winning program?

- (A) It increased production capacity.
- (B) It created more industrial facilities.
- (C) It reduced environmental damage.
- (D) It decreased operation costs.

177. How did The Grant Corporation help Trenton residents?

- (A) It opened a new factory.
- (B) It held an educational seminar.
- (C) It bought local products.
- (D) It sponsored a fundraiser.

178. Why did the Milner Factory most probably close?

- (A) The company went out of business.
- (B) The facility did not meet environmental standards.
- (C) The company moved to a different location.
- (D) The factory had to be renovated.

Questions 179-180 refer to the following job post.

People with a flexible schedule are needed to work at a local hotel. In order to keep up with the increase in customers we receive during the summer holidays, Sparton Hotel is looking for individuals who can work in a variety of positions, including cleaning services, restaurant staff, and hotel reception. All candidates must be available to work seven days a week. No experience in the hospitality business is required, but a college degree and at least 2 years' work experience in the customer service industry is preferred. Interested individuals should fax a copy of their résumé, along with a cover letter and one letter of recommendation, to our main office. The fax number is 1-555-3269. Successful applicants will be contacted by telephone to schedule a personal interview. Compensation depends on the candidate's work experience and interview evaluation.

179. Why does the hotel require more staff?

- (A) It has decided to expand its facilities.
- (B) It wants to improve its customer service.
- (C) It receives more business at a certain time of year.
- (D) It had to fire some of its employees.

180. What is the requirement of the job?

- (A) Availability to work all week
- (B) 2 years' experience in the hospitality business
- (C) Bilingual ability in Spanish and French
- (D) Excellent computer skills

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Questions 181-185 refer to the following article and letter.

New Conference Center

Limited Properties (LP) is proud to announce that it has completed construction on its second conference center in Springfield, Ohio, a spokesman for the company said. The first conference center is located next to the Upton Insurance building downtown, and is famous for its golden windows. For three years in a row, this conference building has been the venue for important international seminars and meetings between oil companies. The second conference center is even larger than its predecessor; it has ten more floors and is roughly three times wider. Construction on the second conference center began on March 2, 2004, and was not completed until July 29, 2007. To commemorate its opening, CEO of LP, Robert Henley, is planning a huge dinner, which will take place on August 15. Prominent members of the business community and city officials will attend the event, which will include a five-course meal and live music from the Springfield Harmonic Symphony.

43 Princeton Rd.
Springfield, OH
August 5, 2007

Mr. Todd Poll, Public Relations Division
Limited Properties
124 Hunting Lane
Springfield, OH

Dear Mr. Poll,

I was honored to receive an invitation to the commemoration dinner at the new conference center in Springfield, and I would be delighted to attend. I was in Milan on a business trip when the conference center was completed and I could not wait to get back and see how it looked. I agree with the general consensus that Limited Properties has created a place that is even better than the first conference center. In fact, I would like to host the 4th Annual Business Development Conference at the new facility in September. This year, representatives from Chile, Korea, China, Japan, and Australia will attend the event, and I am confident they would be impressed with the LP Grand Conference Center. Perhaps we could meet at the dinner and discuss this matter further. I look forward to seeing you there.

Sincerely,

Charles Gates
CEO, GMA Oil Corp.

181. What does the article mention about the first conference center?

- (A) It is located in the Upton Insurance building.
- (B) It is much bigger than the second conference center.
- (C) It moved closer to downtown.
- (D) It has been a suitable site for international events.

182. What is expected on August 15th?

- (A) City officials will sign the contract.
- (B) The company will be granted a franchise.
- (C) Local businessmen will go to a dinner.
- (D) The CEO will change insurance policies.

183. When was Mr. Gates in Milan?

- (A) March
- (B) July
- (C) August
- (D) September

184. What can be inferred about the Business Development Conference?

- (A) It takes place in South America.
- (B) It is held once a month.
- (C) It is an international event.
- (D) It funds domestic businesses.

185. Why does Mr. Gates want to meet with Todd Poll?

- (A) To confirm the trip itinerary
- (B) To go over the conference notes
- (C) To plan a business event
- (D) To discuss the survey



Questions 186-190 refer to the following letters.

Advanced Financial

244 Harbor Rd.
Portland, ME

June 22, 2007

Dear Mr. Benson,

I have written to you several times over the past two months requesting an explanation on why you have failed to bring your account with us up-to-date.

By ignoring these requests, you are damaging the excellent credit record you had previously maintained with our company. In addition, every month that you fail to pay your account, you receive a \$25 late payment fee. As of the date of this letter, your account balance is \$235.04.

Unless I hear from you within ten days, I will have no other choice but to turn your account over to a debt collection agency. I am sorry that we must take such drastic action but I am afraid you leave us no choice. You can preserve your credit rating by sending us a check for the amount stated above.

Sincerely,

Ross Gunter
Director of Accounting,
Advanced Financial

Advanced Financial

244 Harbor Rd.
Portland, ME

July 8, 2007

Dear Mr. Benson,

Thank you for your letter. You deserve an explanation for what went wrong in our accounting department, and I hope that this letter will help resolve our recent error. It has taken a lot of time to find out what happened, so please accept our apologies for the delay in this response.

A thorough look at our records revealed that we did receive your April payment on time, as you stated in your letter of June 25. However, it was credited to an account which bears a similar name to yours. Therefore, we began sending you our standard notices requesting payment, in keeping with our routine policy.

I am sorry for all the distress we have caused you. You have been a valued customer of ours for a long time and we appreciate your understanding. To express our sincerest apologies, we would like to send you a \$175 gift certificate to The Wilson Spa and Massage Center.

Sincerely,

Ross Gunter
Director of Accounting,
Advanced Financial

186. What is the purpose of the first letter?

- (A) To demand an explanation for the recipient's actions
- (B) To discuss a new interest rate policy
- (C) To notify the department about a new schedule
- (D) To request a report from a supplier

187. In the first letter the word "drastic" in paragraph 3, line 2, is closest in meaning to

- (A) modest
- (B) proper
- (C) severe
- (D) prudent

188. What problem did the accounting department discover?

- (A) The calculations were incorrect.
- (B) The name of the client was confused.
- (C) The bill was misplaced.
- (D) The budget was underestimated.

189. How does the company apologize for their mistakes?

- (A) By firing the employee at fault
- (B) By cutting down on investments
- (C) By offering a special coupon
- (D) By changing its current policy

190. What can be inferred about Mr. Benson?

- (A) He will send a check to the Director of Accounting.
- (B) He sent his letter to the auditor.
- (C) He paid \$235.04 on June 25th.
- (D) He won't pay the \$25 late payment fee.

Questions 191-195 refer to the following e-mail and letter.

To: Meghan Michaels <dataanalyst@dataware.com>
 From: Patty Gore <director@dataware.com>
 Subject: Salary Inquiry

I received your e-mail about your request for an increase in your salary, which you submitted to the Human Resources Department on February 22. We certainly appreciate the demands that this position places on you, and understand that other companies pay more for the same amount of work.

As you know, however, Dataware is a small domestic company that just began operating in New York a year ago. Therefore, we do not have a large enough budget to comply with your request. As we discussed in our initial interview, there is a possibility that you will receive a promotion and a ten percent salary increase at the end of this year. Unfortunately, we cannot offer you anything at this point. In fact, I was quite surprised that you were requesting a salary increase less than two months after the date you signed the contract.

I understand that you are currently looking for other work. If you do not find this response acceptable, then I regretfully accept your resignation.

Sincerely,
 Patty Gore

Data Processors
 67 Fleet Street
 London SW1 9AB

March 17, 2007

Dear Mr. Humphrey,

I am writing to confirm my acceptance of your employment offer of March 15 and to inform you how excited I am to be joining Data Processors in London. Software engineering is exactly what I went to school for and I feel confident that I will make a significant contribution to the corporation. I am thankful for the opportunity you have given me.

As we talked about on the phone, I will report to work at 9:00 a.m. on March 22 and will have completed the medical examination and drug testing by the start date. Also, I will complete all the employment and insurance forms for the new employee orientation on March 24.

I look forward to meeting everyone and am grateful for your generous offer.

Sincerely,
 Meghan Michaels

191. What did Ms. Michaels present to the Human Resources Department?

- (A) An application to attend a seminar
- (B) A demand for a pay raise
- (C) A summary for the annual meeting
- (D) A report for the recent interview

192. What can be known from Patty Gore's letter?

- (A) The company doesn't have enough money.
- (B) Ms. Michaels received a low grade on the evaluation.
- (C) Patty Gore wants to accept Ms. Michaels' request.
- (D) Ms. Michaels failed to secure clients for two months.

193. Why did Meghan Michaels write the letter to Mr. Humphrey?

- (A) To inquire about a position
- (B) To ask for a raise
- (C) To discuss the contract
- (D) To accept the offer

194. What will happen at Data Processors on March 24?

- (A) An investor's report will be given.
- (B) A new contract will be made.
- (C) A training session will be held.
- (D) A new executive will be hired.

195. Which of the following does the new position require of Ms. Michaels?

- (A) She has to submit a reference letter.
- (B) She has to pass an entrance exam.
- (C) She has to move to another country.
- (D) She has to buy a new computer.



Questions 196-200 refer to the following letter and memorandum.

25 Gunter Rd.

Philadelphia, PA

06578

May 22, 2007

Mr. Daniel Gorman, Office Manager

TSC Investments

76 Washington Rd.

Philadelphia, PA

Dear Mr. Gorman,

This letter is to advise you that, for a limited period of time, Budget Office Supplies (BOS) is reducing prices on certain items in our catalog. Take a moment to review the enclosed catalog. I have circled in red ink the items that are temporarily reduced. You should really take advantage of these prices.

If you wish to order large quantities or make special shipping arrangements, please give me a call and we will try to work out mutually acceptable terms and conditions. Did you know that Budget Office Supplies also offers an express delivery service, which means that you can order an item from the catalogue and receive it in less than two days? This service is free for all orders of \$200 or more. Plus, you can feel safe placing an order with our company: we have never received a customer complaint.

In any event, get your order in now, as these prices are only in effect until June 23. I hope you can benefit from these discounts.

Sincerely,

Scott Tuttle

Sales Director

Attn: All BOS employees

On June 15 we received a negative letter from one of our most valued customers, GMS Printers. The company ordered two new SP Laser jet printers from our catalogue on May 29 and requested the free express delivery service. Unfortunately, the printers did not arrive until June 6. Due to the shipping delay, the company lost a deal with a key client because it was unable to produce a report on time. As you can imagine, GMS Printers is not very happy with our service. It has returned the printers and asked for a full refund. The managers have investigated the shipping delay and discovered that an employee failed to enter the order into our database correctly. To prevent this problem from happening in the future, the managers have decided to implement a system of double-checking orders. Starting immediately all orders must be entered into the database and then confirmed by a supervisor before they are sent. Let's make sure our work is as efficient and reliable as it can be.

196. What is included with the letter?

- (A) A product list
- (B) An invoice
- (C) An order form
- (D) A work contract

197. How could someone arrange for special orders to be shipped?

- (A) By checking the special box
- (B) By calling the Sales Director
- (C) By placing the order in advance
- (D) By paying the extra fee

198. Which of the following is TRUE about the order discussed in the memo?

- (A) It was shipped using regular service.
- (B) It was paid for by credit card.
- (C) It was placed during the sale.
- (D) It was processed by a new employee.

199. What happened as a result of the delay?

- (A) The employee was asked to leave.
- (B) The customer did not receive the discount.
- (C) The new printers needed to be reproduced.
- (D) GMS Printers didn't get the contract.

200. Why did Budget Office Supplies decide to introduce the new system?

- (A) To ensure correct shipping
- (B) To improve product quality
- (C) To increase production capacity
- (D) To promote a new product



READING

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. Considering the failure of ----- system to offer adequate support, we might have to provide refunds to our customers.

- (A) us
- (B) ours
- (C) ourselves
- (D) our

102. Some managers are supposed to meet each other at the end of the month to talk ----- their monthly performance reviews.

- (A) under
- (B) about
- (C) along
- (D) into

103. There's another piece of evidence that there has been enormous ----- in the supply of customized services to customers.

- (A) growth
- (B) grows
- (C) grown
- (D) grower

104. Our aim is to increase the efficiency of the rail services both for freight and passengers by providing services on the network and increasing ----- among companies.

- (A) competes
- (B) competitively
- (C) competitive
- (D) competition

105. People can obtain information ----- an article containing several cases of the implementation of the new technology and its impact.

- (A) where
- (B) while
- (C) from
- (D) wherever

106. ----- we are under a tight deadline on product delivery, we will have to ask for assistance from other departments.

- (A) Moreover
- (B) Because
- (C) Therefore
- (D) Nevertheless

107. We are sorry to announce that we will not ----- any credit cards starting next year since a cash deposit is required.

- (A) accepts
- (B) accepting
- (C) accept
- (D) accepted

108. The chairperson was trying to curtail a lengthy, heated discussion ----- the merits of work ethics due to the time constraint.

- (A) on
- (B) by
- (C) with
- (D) to



- 109.** Many on-line retailers state that it is ----- than they expected to set prices that attract more customers while boosting their profit margins.
(A) difficult
(B) difficulty
(C) more difficult
(D) much difficult
- 110.** Enclosed is a ----- of the company's current activities and future plans, so read it carefully and leave your comments on it.
(A) total
(B) product
(C) registration
(D) summary
- 111.** The revised version of an unpublished manuscript ----- due to arrive this morning at 10 o'clock, but unexpected problems delayed the shipping.
(A) was
(B) were
(C) is
(D) are
- 112.** ----- searching for long-term economic growth, the government intends to study immediate solutions to avoid severe criticism from the public.
(A) According to
(B) Future
(C) However
(D) Instead of
- 113.** The company you work for is willing to take advantage of new technology, but ----- are concerned about adverse consequences.
(A) other
(B) others
(C) the other
(D) another
- 114.** The renovated French restaurant next to the post office attracted more customers as a result of its ----- priced, various food selections.
(A) reasonably
(B) thoroughly
(C) gratefully
(D) virtually
- 115.** The elegant hotel known for its fabulous amenities is ----- located near the local airport.
(A) convenience
(B) convenient
(C) conveniently
(D) conveniences
- 116.** The launch of new software programs has been under the ----- of Mr. Lopez, who's famous for his dedication to the company.
(A) attendance
(B) sight
(C) provision
(D) supervision
- 117.** Emma Jean, ----- was nominated for an Employee of the Month Award for her exceptional work performance, will deliver a speech this evening.
(A) who
(B) anyone
(C) whose
(D) whichever
- 118.** Our policy guarantees that any damaged products incurred in transit will be ----- immediately with new ones, or a full refund will be issued.
(A) prepared
(B) consumed
(C) revised
(D) replaced

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- 119.** The planning officer was struggling to get a permit to ----- a residential area, which can easily cost a billion dollars even before the expense of buying the land.
- (A) develop
(B) revise
(C) achieve
(D) contribute
- 120.** The chief executive officer is obligated to retain all the information of a ----- nature in relation to negotiations.
- (A) limited
(B) former
(C) confidential
(D) mandatory
- 121.** Service occupations are prevalent in all sectors of the economy, such as in manufacturing as ----- as in the service sector.
- (A) far
(B) well
(C) good
(D) near
- 122.** Those individuals who want to gain automatic access to the information are advised to ----- the password that was sent to them by phone.
- (A) enter
(B) place
(C) offer
(D) create
- 123.** The newly appointed vice president is expected to earn the ----- trust of employees despite all indications to the contrary.
- (A) completely
(B) completed
(C) completing
(D) complete
- 124.** The board of directors will ----- a regular employment session next Monday September 16th at 10 a.m. in the board room.
- (A) close
(B) hold
(C) wait
(D) meet
- 125.** Many financial specialists ----- predicted that industries might encounter a decline in manufacturing investment in 2007 by almost 15 percent.
- (A) mistook
(B) mistake
(C) mistaken
(D) mistakenly
- 126.** ----- months of tough negotiations, it was announced this morning that an agreement had finally been reached.
- (A) Following
(B) Except
(C) Upon
(D) At
- 127.** Our skilled and experienced service representatives will be able to resolve any problems you might encounter by -----.
- (A) himself
(B) herself
(C) itself
(D) themselves
- 128.** All employees should be informed explicitly of their responsibilities in relation to ----- client information.
- (A) sensitive
(B) competitive
(C) affordable
(D) courteous
- 129.** Much of the expected boost in revenue is related to a transaction tax which has yet to receive final ----- from Congress.
- (A) approving
(B) approved
(C) approval
(D) approves



130. Since the corporate system has a ----- structured daily schedule, it would be nearly impossible to impair the work efficiency.

- (A) hopefully
- (B) highly
- (C) probably
- (D) rarely

131. In an effort ----- customers with respect we have changed our hours to accommodate customer needs.

- (A) treating
- (B) has treated
- (C) treated
- (D) to treat

132. The local government is planning to construct ----- performing arts facilities in order to meet the cultural needs of the population.

- (A) infrequent
- (B) additional
- (C) ongoing
- (D) incidental

133. The appointment of Mr. Murphy as prime minister was intended to accelerate the proposed economic ----- without any hesitation.

- (A) reformed
- (B) reformer
- (C) reforms
- (D) reformatory

134. Even though Peterson Group Inc. is one of the largest automobile manufacturing companies, it has yet to see any profits as a result of ----- market conditions.

- (A) unfavorable
- (B) unwilling
- (C) opposing
- (D) reluctant

135. When I closed the window, all of the files and folders on my desktop computer ----- except for the icon.

- (A) are disappearing
- (B) will have disappeared
- (C) had disappeared
- (D) disappear

136. Mr. Conner's remarks concerning the results of last year's declining sales were concise and to the -----.

- (A) grade
- (B) feet
- (C) point
- (D) spot

137. Can-Do Engineering is searching for creative, ----- people who can produce excellent quality work that goes beyond customer expectations.

- (A) motivate
- (B) motivator
- (C) motivated
- (D) motivation

138. We want you to be aware that we're doing our utmost, ----- we will not be able to provide you with a personalized experience on our website.

- (A) in spite of
- (B) so as
- (C) despite
- (D) though

139. A new innovative program is ----- to be released, though some system failures happened at the beginning of the inspection.

- (A) expecting
- (B) expected
- (C) expects
- (D) expect

140. Milky Cookies ----- enters into a contract with a third party vendor in order to fulfill its business operations.

- (A) occasionally
- (B) prematurely
- (C) marginally
- (D) uncommonly



Part 6

Directions: Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-143 refer to the following letter.

State Department of Health

Dear Parents,

I am writing this letter to notify you of the change in a checkup schedule which has been moved up to Friday October 19, instead of Wednesday October 17. If this day ----- convenient for you,

- 141.** (A) has not been
(B) was not
(C) will not be
(D) would have not been

please speak with our coordinator.

In addition, please note that the office phone number has also been changed. It is -----

- 142.** (A) here
(B) now
(C) why
(D) still

(518) 437-8329.

We are trying our best to respond with timely ----- and accuracy.

- 143.** (A) advice
(B) deliver
(C) clearing
(D) reminders

Sorry again for the inconvenience. For more information, please contact Donna Maser, the program coordinator, at (518) 437-5961.

Questions 144-146 refer to the following letter.

Luis Hawkins
105 Mt. Wellington Lane Auckland, New Zealand
March 2, 2007

Mr. Berman
Ave. Simon Bolivar 359 Monterrey 6400
Mexico

Dear Mr. Berman,

The other day, I attended a seminar where you gave a presentation entitled "Ideal Renovation." I found your talk very -----.

- 144.** (A) interested
(B) interest
(C) interesting
(D) interestingly

Our company has been selected to renovate the Hempha Library, which is one of the biggest libraries scheduled to be ----- renovations soon, to enhance library services for the community.

- 145.** (A) finishing
(B) undergoing
(C) postponing
(D) displaying

It would be of much help to have your ideas and suggestions as a consultant on the project from the outset, ----- we are considering how to best meet the needs of the prominent library. We are

- 146.** (A) why
(B) that
(C) unless
(D) as

looking forward to doing business with you.

Sincerely,
Luis Hawkins





Questions 147-149 refer to the following announcement.

Parking policy and regulations

NATOKA has sufficient parking for all employees, on-site contractors and visitors to our site. To ensure the effect of our parking privileges and safety of the workers and visitors, NATOKA's parking policy has been modified to better monitor on-site parking.

All employees and on-site contractors are now required to register their -----.

- 147.** (A) claims
(B) purchases
(C) vehicles
(D) companies

Failure to display a parking permit might ----- your vehicle being towed.

- 148.** (A) pose
(B) affect
(C) start on
(D) result in

For individuals who may use more than one vehicle for transportation to NATOKA, a separate permit for each vehicle is required.

The procedure of obtaining additional permits is the same as for registering the first permitted vehicle.

Permits must be renewed quarterly in accordance with the expiration date on each permit, so people who use the parking area ----- to read all the regulations on parking policies carefully.

- 149.** (A) encouraged
(B) are encouraged
(C) had encouraged
(D) to be encouraged

Questions 150-152 refer to the following message.

To: Employees <nkos@assoc.wc.edu>
From: Dax Shepard <Dax@tpl.zs.us>
Date: Tue.12. June 2007 14:58:23

This message is being posted to all employees. First of all, I'm pleased to announce that Dale Spencer was appointed as the district manager.

As you know, it's fairly common for our employees to receive positive feedback from coworkers, but Dale's case is -----.

- 150.** (A) unique
(B) predictable
(C) common
(D) desirable

For the past few weeks, we have received many letters from customers expressing their -----.

- 151.** (A) disappointment
(B) importance
(C) appreciation
(D) concern

They often said that Dale is exceptionally patient, courteous and quick to respond to special requests from his customers.

This sort of commitment indicates that Dale puts customer ----- before anything else.

- 152.** (A) satisfaction
(B) satisfied
(C) satisfying
(D) satisfyingly

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Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following e-mail.

Date: April 22
To: All managers
From: Alan Turing
Re: Company Tennis Tournament

Please distribute this notice to all full-time employees.

It's that time of the year again – time to dust off your racket for our annual company tennis tournament! We were so pleased with the exceptional turn-out last year, and we're hoping to see all of you again for more fun! We'll be holding the tournament at the same location as last year, the Lanark Country Club, on Sunday, May 26. The matches start at 1:30, followed by our usual patio party and gourmet barbecue at 6:30. The price has gone up slightly to \$40 because our caterer is charging more. But we're also offering some more valuable prizes this year, including a 62-inch LCD TV for the winner and laptop computers for second and third place. So, we're hoping to see some competitive spirit! Space is limited to 48; so, hurry and sign up. You can sign up with Ashley Briggs in Accounting. We're looking forward to seeing you there!

153. What is different about this year's tennis tournament?

- (A) It will be held at the Lanark Country Club.
- (B) It will be a little less expensive.
- (C) Better awards will be provided.
- (D) There will be a party afterwards.

154. What reason is given for the slight price increase?

- (A) Tennis fees have gone up at the Lanark Country Club.
- (B) The company providing food has raised their prices.
- (C) The prizes are more expensive this year.
- (D) Only 48 people are able to attend.

Questions 155-156 refer to the following notice.

Clarendon Hotels and Resorts - Franchise Development

Clarendon is focused on moving forward. We keep our brand consistent and strong by managing a standard of quality product and service that is second to none, making Clarendon a name that customers can trust. Our expansion strategy covers all of the key areas of support for a successful hotel business. We take our relationships with franchisees seriously and offer lucrative financial packages.

Summary of Fees

- INITIAL FEE: \$75,000 (USD)
- ROYALTY FEE: 5% of Gross Room Revenue annually
- MARKETING CONTRIBUTION: 2% of Gross Room Revenue annually

This applies to the U.S. and Canada only. The information provided here is a summary and does not include all fees and costs. For complete information about fees, services, and licensing requirements, please request a copy of the Clarendon Franchise Information Package from our head offices in Philadelphia.

155. Who is this information intended for?

- (A) Guests of the hotel
- (B) Potential employees
- (C) Upper management in the company
- (D) Those considering opening a branch

156. How much could a franchisee make in the first year?

- (A) \$75,000 (USD)
- (B) \$75,000 (USD) and 2% of the revenue
- (C) \$75,000 (USD) and 3% of the revenue
- (D) The initial fee plus 7% of the revenue

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Questions 157-159 refer to the following notice.

Caldera Junior Bicycle Hitch Recall

Northwind Cycle is recalling the Caldera Junior bicycle accessory for repair. If you think you may have an affected Caldera Junior, stop using it immediately! The hitch connecting it to the bicycle can fail, causing the Caldera Junior to become unstable, which may result in injury. The Caldera Junior "tandem bicycle accessory" consists of a frame, wheels, seat, pedals, and handlebars. It attaches to the back of a standard bicycle by a hitch. Bicycle stores and retailers nationwide sold the Caldera Junior from March 2000 through July 2001. Caldera Juniors were also sold under the name "Caldera Mongoose," with a "Mongoose" logo appearing on the frame. The recalled Caldera Junior has the model number AC 100, AC 200, or AC 300, on the top tube. Also, recalled Caldera Juniors have an aluminum sleeve on the hitch between the bicycle and the Caldera Junior. Caldera Juniors with nylon or plastic sleeves on the hitch are not included in this recall. Contact us or the retailer from whom you purchased your bike to get a new hitch. Northwind Cycle can be reached at 800-626-2811 between 8 a.m. and 5 p.m. Central Time, Monday through Friday, for a free replacement hitch and instructions.

157. What is a Caldera Junior according to the notice?

- (A) An attachment for bicycles
- (B) A special kind of bicycle
- (C) A metal sleeve
- (D) A bike helmet

158. Which models of the Caldera Junior are not being recalled?

- (A) Those with a "Mongoose" logo
- (B) Model numbers AC 100, 200, and 300
- (C) Those with hitches with nylon or plastic coverings
- (D) Models that attach to a standard bicycle

159. What reason is given for the recall?

- (A) The logo violates a copyright law.
- (B) The hitch has a dangerous flaw.
- (C) The accessory does not attach properly.
- (D) The nylon and plastic can break.

Questions 160-162 refer to the following advertisement.

Patak - Isn't your home worth it?

In business for four generations, Patak is renowned for its high quality, its vast knowledge of hand-knotted carpets, and its excellent customer relations. We deal only in genuine oriental and Persian carpets and rugs of the highest quality, with detail, workmanship, value, and hand-made beauty that machine-made imitations simply cannot match. All of our carpets are 100% handmade and take months or years to complete because the knots are hand-tied to a density of 400 per square inch! Our collection consists of the finest-quality rugs made by Pakistani master weavers who have passed down the skill from generation to generation for centuries. They are made of the highest-quality materials: 100% New Zealand wool with highlights of silk. Isn't your home worth that kind of quality? Shop conveniently online at our website and search through a huge selection of hand-picked oriental carpets and rugs we have in stock! With this much selection, we're confident you will find the carpet that's right for your home. All prices include international door-to-door delivery, which can take as little as three days! Stop by and browse. You'll be glad you did.

160. What products does this company offer?

- (A) Machine-made Persian rugs and carpets
- (B) New Zealand wool pile
- (C) Handmade rugs and carpets
- (D) Weaving machines

161. How can potential customers view their products?

- (A) At their showroom in Pakistan
- (B) On the Internet
- (C) At their workshops in New Zealand
- (D) In their mail-order catalog

162. Why do these rugs and carpets take so long to make according to the ad?

- (A) The materials are imported from New Zealand.
- (B) The carpets are sent from Pakistan.
- (C) The process involves a high degree of detail.
- (D) There are only a few skilled craftsmen who work on them.

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Questions 163-164 refer to the news article.

NEW YORK – Synchia Enterprises, Inc. announced Monday that it has named Gary Myers as its new chief financial officer. Myers, formerly executive vice president and CFO at LoveJoy Co., will begin his new position June 12th. He will report directly to the Synchia Chairman and chief executive, Michael Spooner.

Myers, 52, replaces Cathy Fines, who is moving over to run Synchia's fledgling on-line music sales operation. There had been talk of moving Fines out of the CFO position for weeks, as Synchia's earnings came in below target and the company's stock faltered.

"Gary has a track record of helping companies to generate greater value, and his expertise in financial management, in addition to his significant experience in the consumer business, will boost our growth across the company," Spooner said in a written statement.

163. What is happening at Synchia Enterprises?

- (A) They are replacing their chairman, Mr. Spooner.
- (B) Ms. Fines will be replaced by Mr. Myers as CFO.
- (C) Ms. Fines is leaving the company due to poor performance.
- (D) Mr. Myers is leaving to join LoveJoy Co.

164. According to the article, why is this change being made?

- (A) Myers was let go by LoveJoy.
- (B) Synchia made Myers a better offer.
- (C) The company had not been doing well under Fines.
- (D) Synchia has started a new on-line music operation.

Questions 165-166 refer to the following memorandum.

Date: Tuesday, Oct. 15
To: All employees
Re: Painting

This weekend, the office will be closed for painting, and no employees will be allowed in the building. Although official company policy discourages employees from working overtime hours from home, an exception will be made in this case. However, you should be sure to get prior approval for your overtime from your manager. Also, log on to the system from home when you start work, and remember to log off when you are finished. The painters will be here on Saturday morning, and they have requested that all office furniture be moved into the hallway. So, you are asked to leave work at 5:00 on Friday to give the maintenance staff a chance to rearrange the furniture. Your cooperation is appreciated.

Thank you.

165. What is happening at the office?

- (A) They are giving the employees the weekend off.
- (B) They are starting a new work-from-home program.
- (C) They are rearranging the furniture on the weekend.
- (D) The office is being repainted Saturday and Sunday.

166. What do staff members need to do in order to work overtime?

- (A) Come to the office on Sunday
- (B) Get permission to work from home
- (C) Rearrange their working hours
- (D) Write down their hours in the logbook



Questions 167-170 refer to the following e-mail.

Received: Monday, June 4th, at 8:32 p.m.

From: peter.lasco@allwalls.com

Re: Appointment Cancellation

Mr. Walker,

I apologize for having to cancel our appointment last Friday at the last minute. There was some urgent business at another job site, and I had to attend to it personally. I hope that we can reschedule for sometime next week.

Also, in your last e-mail you asked for some different options with regard to materials and our turn-around time. The sample books I couriered to you last week are the standard wallpapers that we use – 1.75 meter-wide, printed. But we have also started using a new process with large, floor-to-ceiling rolls that produces a papered wall without seams. The papers are the highest grade, and most have silk highlights. As your project is a luxury apartment complex, these products may better suit your needs. This is a specialty process, requiring special equipment, and so there would be additional charges on top of our usual labor costs. Since you would be doing so many units in your building, perhaps we could offer you a discounted rate on the labor. I will discuss this possibility with our sales manager and let you know when we meet.

With regard to our turn-around time, using standard-process papers we would be able to complete the 15 units in one week. The seamless wallpaper application process makes use of a large roller mechanism; so, potentially, we could complete the work in 3 days.

Again, I am sorry to cancel our appointment. Please let me know at your earliest convenience when you would like to reschedule. Thank you.

Sincerely,

Peter Lasco

Sales Rep,

All Walls, Inc.

167. Why was the appointment with Mr. Walker cancelled?

- (A) Mr. Lasco was not able to bring the samples to the job site.
- (B) Mr. Lasco had to attend to another client.
- (C) Mr. Lasco had to pick up a new roller mechanism.
- (D) Mr. Lasco was on a business trip.

168. What kind of service does this company offer?

- (A) Building construction
- (B) Wallpaper manufacturing
- (C) Large-scale redecoration
- (D) Labor recruitment

169. What did Mr. Lasco do for Mr. Walker the previous week?

- (A) Sent him a book of samples
- (B) Visited his construction site
- (C) Called him about the turn-around time
- (D) Showed him a new papering process

170. How long does Mr. Lasco estimate the job will take?

- (A) More than 15 days
- (B) Until some time next week
- (C) Three days with the new process
- (D) Three days with traditional techniques





Questions 171-173 refer to the following advertisement.

प्राचीन विद्यालयों का अवधारणा से विभिन्न विषयों पर अधिकारी और विद्यार्थी बोलते हैं।

Come to the Briars Resort to experience a unique conference center, with everything to make your business meetings or conferences productive in a beautiful lakeshore and woodland setting. Our facility offers a highly-trained convention staff and well-appointed rooms, with all of the equipment you'd expect from a state-of-the-art convention center. But our location in the Gatineau Hills north of the nation's capital also offers a beautiful and tranquil natural setting. Within driving distance of Ottawa and Montreal, with easy access to Ottawa International Airport, our 230 acres of golf, marina, lakefront, restaurants, shops, 240 guest rooms and convention facilities are within a few hours drive or flight to Toronto, Ontario's financial hub.

The Briars Staff has years of expertise in planning meetings, conventions, retreats and special events, enabling us to handle the decisions, details and timing involved in all manner of business conferences. Thus, we are confident that your group will experience a memorable and successful meeting. Our newly-constructed Thompson Hall adds another 15,500 square feet of meeting and convention space to over 35,000 sq. ft. of flexible, functional meeting/conference space, meaning we can accommodate 20 to 2,000 attendees.

The Briars is the perfect destination for productive conferences, meetings, trade shows, and incentive stays. Call us at 1-800-2-BRIARS to discuss your particular needs, or visit our website, www.thebriars.com, to find out more and to see a video tour of our grounds and buildings.

Features:

- Thompson Hall offers 15,500 sq. ft.
 - Seating for up to 2,000 guests
 - 1,000 sq. ft. of exhibition space
 - Seating for 500 for meals
 - Conference planning services
 - Full-service banquet and dining facilities
 - Corporate training & meeting rooms
 - Executive board room
 - Multimedia presentation capabilities
 - On-site audio/visual technicians
 - High-speed computer compatibility

- 171.** What is unique about the Briars Resort, according to the advertisement?
- (A) They have space to accommodate 3,000 attendees.
 - (B) They can hold banquets for up to 1,000 at a time.
 - (C) They offer a shuttle service to Ottawa and Montreal.
 - (D) They provide modern facilities in a natural environment.
- 172.** What did The Briars recently add?
- (A) A large new conference room
 - (B) Multimedia presentation equipment
 - (C) Conference planning services
 - (D) A new banquet facility

- 173.** What information is NOT discussed in the advertisement?
- (A) The convenient location
 - (B) The number of attendees that can be accommodated
 - (C) The competitive rates and special package deals
 - (D) The range of services provided by the staff



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Questions 174-177 refer to the following information.

INTERNATIONAL TRAVEL EXPO - Shipping Instructions for US Exhibitors

Fastex has been designated the official transportation coordinator of equipment and display materials for all exhibitors participating in the International Travel Expo. The following information includes shipping dates, consolidation points, and documentation requirements for the transportation into France of all your material for the exposition. The following air freight cut-off dates have been selected to allow as much time as possible to prepare your exhibition materials prior to shipment:

Door-to-door delivery No later than June 15th
Drop off at consolidation point No later than June 21st

Fastex is able to pick up your cargo from your facility and arrange delivery to one of our domestic consolidation points: Oakland, Denver, New York, Los Angeles, or Houston. Simply call us to schedule the pickup. If you choose, you may send your goods directly to the consolidation point, prepaid. Please notify us of your freight's impending arrival at the consolidation point. Include the Carrier's Bill of Landing/ Airway Bill information, the gross weight, total number of pieces sent, and copies of the commercial invoices for the goods sent. Whether we pick up your freight or it is delivered, we urge exhibitors to use strong, wooden cases that offer protection from the weather for the transportation of exhibition materials. In the event that your cases are secured with a lock or combination, please don't forget to provide the key or combination number to us for customs examination.

174. Who is this information intended for?

- (A) Potential customers of Fastex
- (B) People who will be attending the Expo
- (C) Exhibitors traveling from the US
- (D) Customs officials

175. Where is the International Travel Expo being held?

- (A) France
- (B) Denver
- (C) New York
- (D) Hong Kong

176. If shipments are sent to one of the consolidation points, what must be done?

- (A) Include only one label for all items
- (B) Make sure the cases are securely locked
- (C) Ensure it arrives there before June 15th
- (D) Phone to tell them when it will be arriving

177. How does Fastex recommend that items be packed?

- (A) In weather-proof metal boxes
- (B) In hefty wooden crates
- (C) Loosely shrink-wrapped
- (D) On individual skids

Questions 178-180 refer to the following letter.

May 19

Customer Services Office
WorldTravel Limited
25 Cramden Road
London

To Whom It May Concern:

I spent most of the last two days calling your customer service lines in an effort to resolve this situation (see my customer reference number, A802234-202), but I have gotten nowhere.

So, I'm writing in the hopes that this letter will get into the hands of a more effective person. I'm really hoping you can help me.

On Monday, May 16th, I was in the airport checking my baggage for a flight to Amsterdam, and the young man who was helping me – James Strathcona was his name – tore the handle off my suitcase when he was lifting it onto the conveyor belt. I have since inquired as to how much it would cost to fix and was told it would be at least US\$45.00. I have enclosed a photocopy of the quote from the repairman.

On principle, I really feel these repairs ought to be paid by WorldTravel, as the damage was done while one of your people was handling my luggage. However, I am being given the run-around by your customer service staff whenever I call. One young man was even so bold as to suggest that the suitcase was probably worn out and ready to break anyway. I assure you that this is not true: I only recently bought the set, and the only reason it was broken was that it was handled with excessive force.

In all other dealings I've had with your company, I have had very positive experiences and I have no wish to fly with another airline.

I look forward to hearing from you soon, and I very much appreciate your help.

Yours faithfully,

Edith Smallwood



178. What is the purpose of the letter?

- (A) To report a lost suitcase
- (B) To claim repair expenses
- (C) To complain about a flight
- (D) To request a copy of a quote

179. What was the Customer Service department's response to Ms. Smallwood's claim?

- (A) They will reimburse her for the repairs.
- (B) They think she probably broke the handle herself.
- (C) They said they are not responsible.
- (D) They said Mr. Strathcona should pay the cost.

180. Why did Ms. Smallwood go to see a repairman?

- (A) To buy a suitcase
- (B) To ask for a refund
- (C) To find out about repair costs
- (D) To pay an outstanding bill

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Questions 181-185 refer to the following manual and e-mail.

E-Klavier Digital Piano – User's Manual

Thank you for purchasing an E-Klavier Digital Piano by SoundDesign! Please carefully read the user's manual prior to operating your digital piano. Not only will it enhance your experience, it will also extend the life of your machine. Your E-Klavier Digital Piano is manufactured to the most exacting specifications using the best materials available. By following the instructions contained in this manual, it will provide you with a lifetime enjoyment. In addition to this manual, there is more information on the SoundDesign website.

Important Warning

The surface of your new E-Klavier Digital Piano by SoundDesign is coated with our patented high-gloss enamel to mimic the finish of the highest-quality grand pianos. It is susceptible to scratching. Should it require cleaning, you should wipe it with a lightly-dampened cloth. Under no circumstances should you use detergents or abrasives to clean any part of the surface, as scratching or discoloration may result.

Should you have any problems with your digital piano that are not covered by the material in this manual, first check the FAQ and troubleshooting sections of our website at www.sounddesign.com. If you still cannot find a solution to your problem, call our service representatives at the number on the back cover of the manual, or e-mail them at service@sounddesign.com.

To: service@sounddesign.com
From: r.wilson@fossex.com

To Whom It May Concern:

I recently purchased a T-201 E-Klavier, and have been very satisfied. It has so many useful functions! If anything, it has too many. (It took me a whole afternoon to figure out how to use it properly; but, then again, I'm not exactly skilled with electronic gadgets.) It really lives up to the promises in your literature. The sound is excellent. My son-in-law, who is a concert pianist, was impressed, so that says a lot.

Anyway, the main reason I'm writing is that my little granddaughter spilled her grape juice all over the top of the keyboard. I mopped most of it up at the time, but some got under the lid and now it's a sticky mess in there. I tried using a damp cloth as the user manual recommends, but it's just not coming off. I looked through all of the material on the website, too, but I think this problem is rather unique. I'm worried about ruining the finish, so I'm asking if there are any soaps or detergents that I could safely use.

Thanks a lot,
Randy Wilson

181. What are owners of the T-201 E-Klavier instructed to do?

- (A) Read all of the information on the website
- (B) Send in their warranty card
- (C) Go over all of the information in the manual
- (D) Clean the keyboard surface thoroughly

182. What are consumers told to do if there is a problem with their E-Klavier?

- (A) Call or e-mail a technician after checking the website
- (B) Call a repairman after reading the manual
- (C) Try to fix the problem before calling the company
- (D) Submit a message on the FAQ section of the company's website

183. What should be used to clean the surface of the keyboard?

- (A) A non-abrasive soap
- (B) A dry towel
- (C) A moistened cloth
- (D) A wet sponge

184. What is the purpose of the e-mail?

- (A) To complain about a problem with the keyboard
- (B) To ask for technical assistance in operating the keyboard
- (C) To commend the company on an excellent product
- (D) To ask the service department for advice

185. What has Mr. Wilson already tried?

- (A) He followed the advice in the manual and searched the website.
- (B) He tried some soaps and detergents but they didn't work.
- (C) He asked his son-in-law about how to solve the problem.
- (D) He called the service department but they were unable to help.





Questions 186-190 refer to the following itinerary and note.

Small Business Association Conference - Thursday, August 18th

Seminar - Itinerary

7:30 a.m.	Registration Opens
8:00 a.m. - 8:20 a.m.	Opening Ceremony
8:20 a.m. - 10:20 a.m.	Session I "Seven Irrefutable Rules of Small Business Growth," Part I, with Michael Bornstein
10:30 a.m. - 11:50 a.m.	Session II 1. "Creating a Winning Culture of Innovation" with Bill Ripley 2. "21st Century E-marketing," with Richard Grant
Noon	Luncheon
1:00 p.m. - 6:00 p.m.	Workshops held in Marchand Hall
6:00 p.m. - 7:00 p.m.	Break
7:00 p.m. - 10:00 p.m.	Awards Dinner & Reception

To: b.ripley@netspark.net
From: jamesransom@ontariosmlbiz.com
Date: Wednesday, August 17th
Re: IMPORTANT SCHEDULE CHANGES

Mike just called from the airport in Toronto, and it looks like he's going to be arriving late. There was some mix-up with his flight, I guess. Apparently, he told his secretary that he was expecting to be leaving tonight, but for some strange reason she booked the flight for tomorrow morning. That means that he won't be able to be here for his presentation. Anyway, he sounded really worried about it, and I didn't really know what else to do, so I said we'd rearrange the schedule. He won't be here until 11 o'clock at the earliest, so I'll have to put you and Richard first in Session I. I know you were only scheduled to speak for about 30 minutes, but I'd really appreciate it if you could stretch your presentation out a bit – maybe have a question-and-answer session or something. You need to fill about an hour. I know it's last minute, but these things happen. Whenever he gets in, we can start his session, and it won't be too bad. I figure, at worst, we'll be running about half an hour late. Oh, and could you please let everyone know about the changes when you give your presentation tomorrow morning?

Thanks a lot for understanding.
See you tomorrow,
James Ransom

186. When was Michael Bornstein originally supposed to deliver his presentation?

- (A) 8:20 a.m.
- (B) Noon
- (C) 10:30 a.m.
- (D) 6:00 p.m.

187. Who is the note for?

- (A) A member of the association
- (B) Someone giving a presentation
- (C) An organizer of the conference
- (D) The president of the association

188. Why can Mr. Bornstein not give his presentation at 8:20 a.m.?

- (A) His flight was not booked according to his instructions.
- (B) His flight was canceled at the last minute.
- (C) He was late arriving at the airport and missed his flight.
- (D) He has decided not to attend the conference.

189. When was the e-mail sent?

- (A) Just before the conference opened
- (B) A few minutes before session I started
- (C) The night before the conference
- (D) A few days before the conference

190. Who will inform the people attending the conference of the schedule changes?

- (A) James Ransom
- (B) Michael Bornstein
- (C) Bill Ripley
- (D) Richard Grant





Questions 191-195 refer to the following contract and letter.

Hours of Work

All employees are expected to be present and on time for every working day. When circumstances prevent you from reporting to work, or when you know in advance that you will be late, you are expected to notify your manager prior to your normal start time.

If you are absent from work for three consecutive working days for reasons of illness, a doctor's statement regarding the nature of your illness and verifying consultation time and date may be required. Failure to provide doctor's verification of illness upon request may result in the time off being classified as an unexcused absence and your pay may be adjusted.

If you are absent from work without notification, it may be assumed that you are not returning, and we reserve the right to immediately terminate your employment and include a note in your record stating "voluntarily quit without notice."

March 11th, 2005

Dear Mr. Witherspoon,

I'm writing to you in the hopes that you will understand my situation. I trust that by now you will have heard about my situation from my manager. I hope that I can at least be given the chance to explain my side of the story. As for my manager, she is only doing her job, but I do think she has been totally unreasonable in following company policy to the letter and not giving the least bit of consideration to normal human error.

I was very ill from February 20th to 24th, and I took those days off work to recover. I did not go to the doctor as it was just a case of food poisoning, and all I really needed was bed rest. I did, however, call each day to tell my manager. When I returned to work, she asked me for a doctor's note, and I told her I couldn't produce one. That was the last I heard about it until payday when I noticed that my pay was short. I asked my manager about it, and she told me that I wasn't being paid for the days I was home sick from work. That's when she told me about the policy. And when I complained, she insisted I bring it up with you.

Needless to say, I'm very upset that this money was withheld from my pay. It was my understanding that I was allowed to take paid sick days from work, and I'm sorry to say that I had no idea about this policy about having to hand in a doctor's note. I really need that money as I have a very tight budget this month. It was a mistake, and, had I known, I certainly would have gone to the doctor about my condition. I hope you can understand my situation.

Yours sincerely,
Brenda Wilson

- 191.** According to the contract, what must be submitted if an employee is absent from work for three or more days?
- (A) A good excuse
 - (B) Permission from a doctor
 - (C) A doctor's note
 - (D) An explanation in writing
- 192.** What could have happened if Ms. Wilson had not called her manager?
- (A) She would have had to pay compensation.
 - (B) She would have had to work extra hours.
 - (C) She would have been reported to the boss.
 - (D) She could have immediately lost her job.
- 193.** Why did Ms. Wilson write to Mr. Witherspoon?
- (A) To ask him to reconsider his decision to fire her
 - (B) To inform him of her medical expenses
 - (C) To ask him to pay her for the days she took off work
 - (D) To tell him about her manager's poor job performance

- 194.** What was the reason that Ms. Wilson did not get a doctor's note?
- (A) She forgot to ask the doctor to write her a note.
 - (B) She was too ill to go to the doctor.
 - (C) She was not aware of the company's policy.
 - (D) She thought her manager would have told her.
- 195.** Who is Mr. Witherspoon most likely?
- (A) Ms. Wilson's coworker
 - (B) The company accountant
 - (C) Ms. Wilson's lawyer
 - (D) A senior manager



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Questions 196-200 refer to the following job posting and e-mail.

INTERDEPARTMENTAL JOB POSTING

Title: HUMAN RESOURCES MANAGER

Department: Human Resources

Reports to: Human Resources Director

The Human Resources department is moving from its former location at our Wilmington location to our new facility in Arkansas. This will enable us to expand, necessitating the hiring of additional staff. In order to oversee the training of these new staff and the successful transition to our new location, we are seeking a highly organized, energetic individual to lead part of the expanded Human Resources team. We feel it is important to hire someone with connections and experience in the company, so we are initially only accepting applications from current staff, regardless of department.

Minimum Qualifications:

Education and Training: A master's degree in information management or business administration.

Work Experience:

- Ten years of experience in the field (at least two years with our company)
- Proven track-record of management and budgetary responsibilities
- Effective supervision of staff

Skills and Abilities:

- Proven record of accomplishment of outstanding management and supervisory skills, including the ability to train, direct, and motivate staff

Salary: Commensurate with experience

Application Deadline: Open until filled

To: g.blake@warner_hr.com
From: christina.appleby@quickmail.com
Re: HR Manager Position
Attachments: Christina_Appleby_resume2007.doc

Dear Mr. Blake,

I'm not sure if you remember me. We met at the company Christmas party last year. My name is Christina Appleby, and I work in the information systems department. My manager, Chris Knowles, recently informed me of a position that is opening in the Human Resources department for an HR manager and suggested that I apply for it.

I have attached my résumé for you to look at, and I think you will find that my background is what you are looking for. As you will see, I've been working in this industry for more than twelve years, the past five of which I've been with this company. I hold an MBA from Sloan MIT. The team that I've been in charge of has consistently produced results on schedule, and I feel this demonstrates my ability to manage and motivate others.

I understand that the position would involve relocating, but this would be fine. My husband is actually considering a job in the same area as it so happens.

I'd be very pleased to meet with you to discuss my suitability for this position. Thank you for your consideration.

- 196.** Where would this job posting most likely be seen?
(A) In a local newspaper
(B) On a company's intranet
(C) On a community bulletin board
(D) On a website for jobseekers
- 197.** Why is the HR department hiring a new manager?
(A) The previous manager has recently retired.
(B) They are expanding their current location.
(C) They are moving to a larger facility.
(D) They have been allocated a larger budget.
- 198.** How did Ms. Appleby find out about the job posting?
(A) The Information Systems manager pointed it out to her.
(B) She was browsing the company's website.
(C) She was told about it by the HR director.
(D) She read about it in the company newsletter.
- 199.** How long has Ms. Appleby worked for this company?
(A) 10 years
(B) 12 years
(C) 5 years
(D) 7 years
- 200.** Why does Ms. Appleby say she would like to relocate?
(A) She has been unhappy in her current department.
(B) She doesn't want to work in Wilmington anymore.
(C) She lived in Arkansas before moving to Wilmington.
(D) Her husband is considering moving to the same location.





READING

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. If you want to purchase a lower priced ticket, either contact us through regular mail ----- call our hotline and then we will send you an application immediately.

- (A) or
- (B) neither
- (C) nor
- (D) both

102. In order to brand your business, you'd better include your ----- in every letter you send to customers, which helps remind them of whom they do business with.

- (A) signing
- (B) signed
- (C) signature
- (D) to sign

103. We are proud to announce that Dax Shepard has been ----- as our new managing director to oversee corporate expansion in Europe.

- (A) deposited
- (B) predicted
- (C) operated
- (D) appointed

104. The general manager has ----- that any information customers enter be used only to respond to their inquiries and requests.

- (A) suggested
- (B) suggesting
- (C) suggest
- (D) suggestion

105. This list is comprised of thousands of ----- to various magazines, including computers, automobiles, garments and electronics.

- (A) spectators
- (B) witnesses
- (C) participants
- (D) subscribers

106. Additional information on ----- financial aid such as grants and scholarships can be obtained from career offices at each university.

- (A) extend
- (B) extensive
- (C) extent
- (D) extension

107. We are opening a fully renovated condominium ----- located in a quiet setting, and complete with many amenities.

- (A) conveniently
- (B) correctly
- (C) greatly
- (D) widely

- 108.** ----- for reconstruction contracts has been getting stiffer over the years since it can generate enormously lucrative earnings.
- (A) Competitively
 (B) Competition
 (C) Competitive
 (D) Competes
- 109.** Many people were standing in line outside of the box office to ----- a limited number of low-cost tickets, which are offered as specials each month.
- (A) support
 (B) achieve
 (C) purchase
 (D) replace
- 110.** The article provides readers with tips on how to get ----- out of debt by setting financial goals and eliminating unnecessary spending.
- (A) totally
 (B) total
 (C) totaled
 (D) totaling
- 111.** ----- all the alterations to the plan have been approved, they should be submitted to the appropriate office no later than the end of the month.
- (A) Like
 (B) Once
 (C) Unless
 (D) Despite
- 112.** Ms. Cordova was struggling to successfully complete the task assigned to her by -----.
- (A) herself
 (B) he
 (C) hers
 (D) she
- 113.** The general hospital was able to improve patient care significantly without hiring more staff by ----- in a new information system.
- (A) invests
 (B) invested
 (C) investing
 (D) invest
- 114.** Automakers are recovering from weak results ----- a series of complicated restructuring processes, and experiencing increased revenues and profits as a result.
- (A) through
 (B) behind
 (C) above
 (D) except
- 115.** Our experienced and skilled technicians can be of much help in the event that you ----- delete something essential from the program.
- (A) accident
 (B) accidental
 (C) accidents
 (D) accidentally
- 116.** Most companies like all their employees ----- on innovative products and to believe passionately in their mission.
- (A) to work
 (B) works
 (C) be working
 (D) will work
- 117.** Researching an employer's organizational structure, products, services and reputation is a highly recommended ----- for those preparing for job interviews.
- (A) practice
 (B) reference
 (C) plot
 (D) resource
- 118.** Under no circumstances may you copy or distribute any secret information ----- appropriate written permission from us.
- (A) upon
 (B) without
 (C) until
 (D) along
- 119.** It is important to look through the documents ----- that everyone in charge can know at which stage they should be completed.
- (A) concerning
 (B) over
 (C) so
 (D) since





120. Most of the hotels have their own pool and sun terrace with a pool-side bar which serves drinks and snacks ----- the day.

- (A) throughout
- (B) from
- (C) about
- (D) between

121. When the ----- for this new safety policy was under consideration by the managers, a number of experts were asked for their comments.

- (A) proposing
- (B) propose
- (C) proposes
- (D) proposal

122. We do apologize for the inconvenience resulting from the service which is now temporarily -----.

- (A) unavailable
- (B) related
- (C) stylish
- (D) disinterested

123. The restaurant, closed for extensive renovations, assured customers that it ----- them with better-quality food and exceptional service.

- (A) will provide
- (B) provide
- (C) providing
- (D) to provide

124. Any employees who are ----- late or absent from work may be subject to disciplinary actions, regardless of their position.

- (A) consistently
- (B) steadily
- (C) sensibly
- (D) exactly

125. Most of the employees are entitled to a maximum of one hour for a lunch break, depending on ----- assigned work schedule.

- (A) ours
- (B) their
- (C) theirs
- (D) ourselves

126. Your personal information, including credit card numbers, mailing address, e-mail address and phone numbers, will be collected in order for us to ----- your order for products.

- (A) affect
- (B) contain
- (C) fulfill
- (D) mention

127. A questionnaire asked ----- to evaluate the appearance and the overall brightness of the new merchandise.

- (A) shopping
- (B) shoppers
- (C) to shop
- (D) shopper

128. When the installation process is ----- and an "OK" screen appears on the computer, please remove the last CD and click "reboot."

- (A) complete
- (B) entire
- (C) whole
- (D) total

129. All the workers are required to ----- verify that the proper maintenance of storage facilities is conducted with extreme care.

- (A) periodic
- (B) periodical
- (C) periodically
- (D) period

- 130.** The growing number of vacant housing units on the ----- for more than 6 months implies that excessive supply still exists.
- (A) sale
 (B) place
 (C) advertisement
 (D) market
- 131.** The elegant hotel we stayed at was ----- and bright and had a private entrance and patio with a view of the ocean.
- (A) spacing
 (B) spacious
 (C) spaciousness
 (D) spaces
- 132.** ----- to focus resources and investment on this rapidly growing business, we have to make a strategic decision.
- (A) Whether
 (B) According
 (C) In order
 (D) How
- 133.** We, one of the leading manufacturing companies, would like to build a ----- beneficial relationship with your esteemed company.
- (A) precisely
 (B) respectively
 (C) punctually
 (D) mutually
- 134.** Please read the terms and conditions carefully to determine whether or not you can request a refund or ----- for the products you ordered.
- (A) replacement
 (B) complaint
 (C) receipt
 (D) promotion
- 135.** Applicants are advised to fill out an application form concisely to impress potential employers, without being too ----- or boring.
- (A) repeating
 (B) repetitive
 (C) repetition
 (D) repeat
- 136.** Passengers will get to their destination on time ----- our departure time is a little late due to a mechanical problem.
- (A) as if
 (B) while
 (C) because
 (D) even though
- 137.** All the terms of the agreement must be clear so that the meaning and intent won't be ----- by either party.
- (A) misinterpret
 (B) misinterpretation
 (C) misinterpreted
 (D) misinterpreting
- 138.** People don't put much importance into a powerful marketing tool and ----- miss the opportunity to gain more potential customers.
- (A) now that
 (B) in case
 (C) therefore
 (D) otherwise
- 139.** The plans are under serious consideration ----- extension of better garbage collection, street maintenance and adequate sewage services into the province.
- (A) for
 (B) next
 (C) while
 (D) onto
- 140.** You'd better consider the factors that assess the effectiveness of the ----- training system and implement corrective actions in a timely manner.
- (A) enlisted
 (B) opportune
 (C) international
 (D) appropriate

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Part 6

Directions: Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-143 refer to the following letter.

Ms. Adriana Arc,
General Manager
Garta Engineering
Arlington CA 95402

Dear Ms. Arc,

I read about your job vacancy in the newspaper. It stated that your company is looking for individuals who possess excellent communication skills and a leadership background to train entry-level employees. As my enclosed résumé -----, I have more than 10 years of the training

- 141.** (A) shows
(B) showed
(C) showing
(D) show

experience you seek.

I have also attached a list ----- all my previous supervisory work experience as required.

- 142.** (A) across
(B) to
(C) among
(D) of

Please don't hesitate to contact any of the people on the list. ----- can attest to the fact that I am a

- 143.** (A) He
(B) They
(C) Whose
(D) Which

strong candidate for the position.

I would welcome the opportunity to discuss these qualifications with you. Please contact me at (352) 555-8140 at any time. I look forward to hearing from you soon.

Sincerely,
Dane Cook

Marilyn Appleton
135400 Hilltop Avenue
Mantana CA 99444
September 3, 2007

Enclosure : Résumé & list

Questions 144-146 refer to the following announcement.

Dear members :

The Houston Book Club thanks you for ----- your ASAFA membership.

- 144.** (A) enrolling
(B) renewing
(C) offering
(D) removing

Annual membership dues from September 2007 through September 2008 are \$350.00.

Please click the purchase button below to complete your renewal process by credit card.

Or if you'd like, you will ----- be granted an option to pay by sending us a check or money order

- 145.** (A) lately
(B) also
(C) only
(D) then

by post. In that case, please make it payable to ASAFA of Houston, P.O.Box 123756 Houston, TX 77251.

As our way of saying thank you, we will offer a travel certificate for a free one-night stay at your choice of 3 different hotels.

We hope you ----- to enjoy the Houston Book Club for years to come.

- 146.** (A) have continued
(B) continued
(C) will have continued
(D) continue

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Questions 147-149 refer to the following advertisement.

Gardening can be a success

Dear Fellow Gardeners,

Get valuable tips from a newly published book by Tomas Gray. In his book, the writer tells the story about ----- he could turn his passion of gardening into a lucrative business.

- 147.** (A) it
(B) what
(C) how
(D) when

Owing to increasing customer awareness of the hazards of using a lot of pesticides in food production, people are rushing for organic produce. Only if you have a small back garden you can develop a thriving business ----- a couple of years, though.

- 148.** (A) within
(B) during
(C) under
(D) besides

If you want to start your own business in organic produce, Tomas Gray's book can ----- you

- 149.** (A) charge
(B) lose
(C) produce
(D) make

money.

Questions 150-152 refer to the following article.

Concert by New York Symphony

The New York Symphony Orchestra is internationally recognized as having achieved a top place among prominent orchestras.

The NYSO will make musical history next week on October 10, 2007. An official announcement ----- by Maria Simpson, the former music director, yesterday.

- 150.** (A) made
(B) will be made
(C) was made
(D) had made

Singers and Actors will also be able to have the opportunity to perform in full production, accompanied ----- the famous orchestra and presented at the Shore Theater.

- 151.** (A) following
(B) by
(C) beyond
(D) into

Purchasing tickets early is -----, because many fans are expected to undoubtedly rush to the

- 152.** (A) advice
(B) advising
(C) advisor
(D) advisable

concert.





Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following newspaper article.

Airport Expansion in the Works

FORT REGINALD – The Fort Reginald Ministry of Transportation is currently finalizing plans to expand Mirabel International Airport. According to sources, a minimum of 142 million Euros, more than half coming from overseas investment, is to be earmarked for the project. The Ministry cites the steady increase in air traffic and the deregulation of air transport as the major factors that have led to the elaboration of a project for the expansion and modernization of the current airport.

The main feature of the project will be a major new addition to the terminal, to be designed by the architect Santiago Cervantes. This will expand the total size of the air terminal to cover an area of 25,000 square meters, including five additional gates, and experts estimate it will be capable to handle 2.5 million passengers per year. The groundbreaking ceremony is slated for early this September, and construction is expected to be completed in about 18 months.

153. Where will the largest portion of the funding for the expansion come from?

(A) Mirabel International Airport Authority
(B) Fort Reginald Ministry of Transportation
(C) Passengers
(D) Foreign investors

154. What is NOT part of the proposed plan for the airport?

(A) The demolition of the existing terminal
(B) An investment of more than 142 million Euros
(C) Building more gates to handle more passengers
(D) A new addition designed by a famous architect

Questions 155-156 refer to the following notice.

PORTABLE DATA STORAGE DEVICES

Please be advised that, effective immediately, personal data storage devices, such as key drives and portable hard drives, will not be allowed on company premises. Because they pose too much of a security risk, personnel are asked to refrain from bringing such devices to the office. Employees who require a means of mass storage for bringing work home with them are asked to fill out a requisition form and submit it to their manager for approval. Those with appropriate security clearance will be issued a special company portable hard drive. This will be checked by security and scanned for sensitive data or potential security risks (viruses or other malicious software) upon entering and leaving the building. Your cooperation in this important new procedure is very much appreciated.

- 155.** Where would this notice most likely be posted?
- (A) In a doctor's office
 - (B) Next to a photocopier
 - (C) On a public-interest bulletin board
 - (D) At a front-entrance security desk

- 156.** What are employees asked to do if they need to bring work home with them?
- (A) Use their own mass storage devices
 - (B) Get permission to use a key drive
 - (C) Make a request with their supervisor
 - (D) Check their personal hard drive with security

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Questions 157-159 refer to the following letter.

Kratschen Pharmaceutical Canada, Inc.

100 Wellington Avenue
Toronto, Ontario, Canada

Ms. Julia Kruger,
Kratschen Pharmaceutical Group, Inc.
Kratschen Plaza
175 Rubens Strasse
Berlin, Germany

Dear Ms. Kruger,
It will be our pleasure to welcome you to our offices for the strategic planning meeting.

Heinrich Nasse informs me that you will be arriving in Toronto on Lufthansa flight LA843 on Monday, January 15 at 6:30 a.m. I have made arrangements to have my assistant, Ms. Cathy Somerset, meet you at the airport and drive you to our offices. I have also instructed her to make sure that everything is to your satisfaction for the duration of your stay, so if there is anything you need, please feel free to ask her. We have made a desk and computer available for you to use to prepare your presentation materials for the meeting on Wednesday. If you have any other special requirements, please give me a call, and I will make the necessary arrangements.

A room has been booked for you at the InterContinental Hotel, which is a short taxi ride from our offices. They have an excellent restaurant where you can have your breakfast. Otherwise, I can certainly let you know of many other restaurants in the area. You may feel free to have your lunches in the staff cafeteria here at the office. I'm sure you will find it surprisingly good. Ms. Somerset will help you with your transportation while you are here with us.

I look forward to meeting with you in person in a few days.

Sincerely,

John Mitchell
President, Kratschen Pharmaceutical Canada, Inc.

157. Why is Ms. Kruger going to Toronto?

- (A) To inspect the facility
- (B) To install a new computerized system
- (C) To give a presentation at a meeting
- (D) To attend a conference

158. Why might Ms. Kruger need to contact Mr. Mitchell before she arrives?

- (A) To request a hotel reservation
- (B) To ask to use a computer
- (C) To let him know what flight she will be on
- (D) To find out if she can use a digital projector

159. Where does Mr. Mitchell say Ms. Kruger should have her lunch?

- (A) At the InterContinental Hotel
- (B) At a restaurant in the area
- (C) At the Kratschen Pharmaceutical offices
- (D) At his favorite restaurant

Questions 160-162 refer to the following memorandum.

In response to the numerous requests we've received, the Fitness Center will be starting up yoga classes this September. We have hired a new instructor with eight years of experience instructing classes in Hatha yoga. The classes will be held on Monday and Wednesday mornings at 7:45 a.m. in the Fitness Center aerobics hall, but if there is enough demand, we will be opening another class starting at 6:45 a.m. As always, there is no charge for employees, and members of the general public who wish to join can do so for \$25 for the eight-week session, or \$3 per class. I recommend that you register early, as space is limited.

In order to ensure the health and welfare of our staff, we require that those wishing to participate in the yoga course have their family physician fill out a health history form. You can pick up the forms prior to the start of September at the front desk in the Fitness Center. Please return the completed form, signed by your doctor, when registering for the class.

No special equipment or footwear is needed, but we recommend stretchable, loose-fitting clothing. In addition, for those of you wanting to get extra practice at home, special mats will be available for purchase for a nominal charge starting in September.

Jessica Bale, Fitness Center Coordinator

160. What is the purpose of this memo?

- (A) To advertise the start of a new fitness course
- (B) To introduce the new fitness center
- (C) To announce the hiring of a new staff member
- (D) To remind staff about their health check-ups

161. What are employees asked to do before registering for the class?

- (A) Buy a special mat so they can practice at home
- (B) Pay \$25 for the eight-week course
- (C) Get a special form filled out by their doctor
- (D) Attend an information session at the fitness center

162. What is mentioned about equipment employees are required to bring?

- (A) They need to buy a mat.
- (B) They must wear loose yoga pants.
- (C) They are not allowed to use footwear.
- (D) They don't need any special equipment.

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Questions 163-164 refer to the following notice.

IMPORTANT NOTICE

All employees of Roger's Cable are no longer allowed to park on the side streets on the opposite side of Manordale Avenue. We have received complaints from the residents of the neighborhood and the by-law enforcement about employee vehicles. Effective immediately, all staff are required to purchase a parking pass for the underground parking beneath the building for \$35 per month. Ask your manager to have the parking fees withheld from your monthly pay deposit. Thank you for your cooperation.

163. Who issued this notice?

- (A) The Manordale Residents' Association
- (B) The employees of Roger's Cable
- (C) A by-law enforcement officer
- (D) A manager at the company

164. What are employees asked to do?

- (A) Ask their manager for a permit to park on the side streets
- (B) Ask the residents for permission to park near Manordale Avenue
- (C) Pay to park in the underground parking lot
- (D) Buy a parking permit for one of the city parking lots



Questions 165-166 refer to the following notice.

Towel Policy

Thank you for choosing the Wellington Hotel – your home away from home in the heart of Chicago! We care about the local environment, and in an effort to reduce our water consumption and the amount of harmful detergents we use, we have put the following policy into effect.

We ask all guests to please hang up the towels that do not require changing on the towel racks. Place all used towels in the bathtub, and they will be exchanged for fresh towels. Should you require any additional towels, please feel free to contact the front desk staff.

Thank you for doing your part to protect the environment.

165. Where would this notice likely be found?

- (A) In the laundry room
- (B) At the reception desk
- (C) In the guest's bathroom
- (D) In the hotel's public restrooms

166. What are guests asked to do if they require clean towels?

- (A) Leave them in the bath
- (B) Make a request at the front desk
- (C) Ask the housekeeper
- (D) Put them on the floor





Questions 167-170 refer to the following letter.

Sylvie Depardieu,
Small Business Association of Windover,
P.O. Box 7465,
Windover, VT

Dave Mitchell
Manager, Sunrise Health Foods
154 Beecham Avenue, Unit 3A
Windover, VT

Dear Mr. Mitchell,

As a long-time member of the Small Business Association, I'm sure you're as upset as the rest of us about the recent hydro rate increase of 29 percent which took effect in October. The difference in our monthly electricity bills is considerable, and for small businesses such as ours that are struggling to make ends meet, I'm sure I don't need to tell you what the increase could mean in the long term.

I wanted to let you know that, as President of the Small Business Association of Windover, I have taken the initiative to contact the State Corporation Commission on behalf of the Association to voice the concerns of small business owners in the area and to register our opposition to this rate increase.

In doing so, I was informed that final approval for this increase has not yet been given to Vermont Hydro by the Commission. Commissioners will decide in the near future whether to approve all, some, or none of the requested 29 percent increase. If the full 29 percent increase is not approved, customers will receive a refund for any overcharges (so save your monthly statements).

This pending decision gives us an opportunity to prevent the increase. That is why I am writing to all of the members of the Association to ask for your support. As customers of Vermont Hydro, we can all contact the Commission and register our opposition to this rate increase. Now, it is your turn to be proactive. Call to register your opposition and pass the word along to businesses in other areas served by Vermont Hydro; even your friends and family could call – every little bit helps.

You can call the State Corporation Commission at (800) 553-7845 between 8:15 a.m. and 5 p.m. Monday through Friday. You will be directed to leave your name, address, telephone number and a statement of opposition. The call takes only 2 to 3 minutes. Every call is tabulated and will hopefully make a difference in the final decision made by the commissioners.

Sylvie Depardieu

167. What is the current position of the sender?

- (A) She is a member of the State Corporation Commission.
- (B) She is the mayor of Windover.
- (C) She is an employee of Vermont Hydro.
- (D) She is the president of the Small Business Association.

168. What is the main purpose of this letter?

- (A) To inform residents of the increase in their electricity service rates
- (B) To ask for help from the members of the association
- (C) To complain to Vermont Hydro about their new rates
- (D) To tell business owners where they can get more information

169. What information is NOT included in the letter?

- (A) The phone number of the State Corporation Commission
- (B) The hours during which the Commission receives calls
- (C) The average increase in user's monthly bills
- (D) The amount of the Vermont Hydro rate increase

170. Who should be contacted about the matter?

- (A) Vermont Hydro
- (B) The State Corporation Commission
- (C) Sylvie Depardieu
- (D) The Windover Small Business Association



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Questions 171-173 refer to the following advertisement.

Burnett & Sons, Professional Reupholsters

Enhance the Value and Beauty of Your Furniture!

Provided that a sofa or chair is in good shape on the inside and only needs new fabric on the outside, all that's needed is 'recovering.' When a piece needs work on the inside, including new webbing, re-tied springs, new fillings, and re-cushioning, then a full-scale reupholstering is called for. Either of these jobs requires the skills of a professional upholsterer, and that's why you should choose Burnett & Sons. We are specialists in this field, and have been in the upholstery trade for 18 years. Call us now at (020) 7622-9347.

If your old piece has a good frame, there's some significant savings to be had. Remember, good frames don't wear out! If your old sofa frame has lasted ten years or more, it's probably good quality. Reupholstering that sofa instead of buying a new one can mean significant savings. The price of a good wooden frame has jumped by more than 100% in recent years. And they don't make them like they used to!

The professionals at Burnett & Sons use only the highest-quality modern materials and time-tested traditional skills, providing you with results that are even better than the original. You'll get a full measure of value for your money, with quality that's hard to match. Stop by our workshops, conveniently located in central London, or stop by our website at www.burnettupholsterers.com to see our impressive gallery of before-and-after photos. We offer convenient door-to-door pick-up and delivery service and are available to visit your home for a quotation.

171. Who would be interested in this advertisement?

- (A) Someone who is interested in buying new furniture
- (B) Someone who wants to learn how to reupholster
- (C) Someone who will recover or fix a sofa or armchair
- (D) Someone who needs a new frame built

172. What is NOT mentioned as an advantage of hiring Burnett & Sons?

- (A) You can have them give you a price at your house.
- (B) You can have your sofa's frame rebuilt.
- (C) You can make use of modern materials and traditional skills.
- (D) You can have your piece picked up and dropped off.

173. What is available on the company's website?

- (A) Pictures of work they have done for their customers
- (B) Directions to their other workshop location
- (C) Pieces of the fabrics they have available
- (D) A discount coupon

Questions 174-177 refer to the following letter.

Dalton, Fitch, and Cope Attorneys
143 W. 23rd St., Unit 130B, Chalmers Building, 13th floor, New York, NY
August 27th

Reginald Mercer, Attorney at Law
19 Market Close,
Newport, MD 55055

Dear Mr. Mercer:

This confirms that we have received your August 18th letter and the draft of the distribution contract you enclosed. I have read the draft thoroughly and discussed it with my client, Mr. Fukazawa. The following initial points will need to be resolved before we can move ahead with negotiating the finer points of the contract:

- Term. The term would need to be at least ten years before my client could seriously consider entering into the contract.
- Unit Price. The unit price would need to be at least \$140.50 before my client could consider the contract financially feasible.
- Controlling Law. My client does business only in the State of New York and does not desire to engage a lawyer in Maine, so the contract will need to provide that New York law controls.
- Publicity. My client requests that the last sentence of paragraph 3 on page 2 of the contract be changed to read as follows: "Publicity given to the program or services provided herein, including, but not limited to, notices, information, pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Licensor, shall identify the Agency as the sponsoring agency and will not be released without prior written approval from the Agency."

Please discuss these points with your client at your earliest convenience and let me know if your client is willing to pursue negotiation of a contract along these lines.

Yours truly,
Adrian Cope,

cc: T. Fukazawa

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174. Who sent this e-mail?

- (A) Mr. Fukazawa
- (B) Reginald Mercer
- (C) Mr. Fukazawa's lawyer
- (D) Mr. Mercer's lawyer

175. What did Mr. Mercer previously send to the writer of this letter?

- (A) A draft of a legal document
- (B) A letter asking for some changes
- (C) A request for distribution rights
- (D) The final version of a contract

176. What is NOT mentioned as a proposed change to the contract?

- (A) Extending the duration of the agreement
- (B) The unit cost of the product
- (C) Control of the marketing of the product
- (D) The cost of shipping the product

177. What is the recipient asked to do?

- (A) Make the changes to the contract
- (B) Talk to his client about the requirements
- (C) Ask his client not to continue the negotiations
- (D) Sign the contract once the changes are made

Questions 178-180 refer to the following information.

Athena Airlines Passenger Briefing

This passenger briefing contains information about our flight itinerary to Phoenix and Salt Lake City. Please ask a customer service representative if you need further assistance.

Thursday 12/23/2007

Depart SAN DIEGO, CA	BROWN FIELD MUNI	08:00 a.m.
Arrive PHOENIX, AZ	PHOENIX SKY HARBOR INTL	09:53 a.m.
Flight Time	00:53	Time Change: Add 1 Hour(s)
Catering Info: Light breakfast including danish, fruit and fresh orange juice		

Thursday 12/23/2007

Depart PHOENIX, AZ	PHOENIX SKY HARBOR INTL	10:45 a.m.
Arrive SALT LAKE CITY, UT	SALT LAKE CITY INTL	12:06 p.m.
Flight Time	01:21	No Time Change
Special Notes: Transportation from Salt Lake Airport to your meeting will be provided by K & R Limo. Service - 602-555-1234		

Friday 12/24/2007

Depart SALT LAKE CITY, UT	SALT LAKE CITY INTL	01:00 p.m.
Arrive PHOENIX, AZ	PHOENIX SKY HARBOR INTL	02:15 p.m.
Flight Time	01:15	No Time Change
Catering Info: Sandwich tray, fresh fruit and light dessert		

Friday 12/24/2007

Depart PHOENIX, AZ	PHOENIX SKY HARBOR INTL	03:00 p.m.
Arrive SAN DIEGO, CA	BROWN FIELD MUNI	02:55 p.m.
Flight Time	00:55	Time Change: Lose 1 Hour(s)

178. What is this information related to?

- (A) A traveler's itinerary
- (B) A train schedule
- (C) A flight plan
- (D) A pilot's directions

179. What is this passenger's final destination on Thursday?

- (A) San Diego
- (B) Phoenix
- (C) Salt Lake City
- (D) Brown Field

180. How much time will be spent flying on the return trip?

- (A) 1 hour and 15 minutes
- (B) 55 minutes
- (C) 1 hour and 10 minutes
- (D) 2 hours and 10 minutes

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Questions 181-185 refer to the following memorandum and e-mail.

To: All Premiere Life staff
From: William Fortright, CEO
Re: Annual charitable contributions

Season's greetings to everyone in our Premiere Life family! We wish you the very best! It is at this time of the year that we make a special effort to think of those who are less fortunate. We have made a tradition at Premiere Life of choosing one charity each year to make a charitable donation to as an organization, and this year, we have chosen WorldSight. For those of you unfamiliar with the good work this organization is doing, WorldSight provides medical assistance and food aid to people who are experiencing crises in areas of the world ravaged by famine and war. They are a non-governmental, non-profit organization, and they rely entirely on private charity. We were very pleased with your generosity last year in response to our pledge to donate to the United Way. We had promised them \$25,000, but as a result of your generosity, we were able to give \$40,000 – and no doubt made a difference in the lives of many, many people. This year, we're hoping to get even more staff members involved and raise even more for WorldSight. Alison McGee, the Human Resources manager, will be organizing the campaign this year. She will be passing out a form which you can use to pledge a certain amount of your January pay deposit, and we will pool all of your contributions and make one donation to WorldSight on behalf of all of you. If you would like to be involved, please fill out and return the signed form to her before you leave for your holidays on December 20th. Let's all give this holiday season and make a difference in the lives of those who are not as privileged as we all are.

To: McGee, Alison <amcgee@premierelife.com>
From: Allen, Jay <jallen@premierelife.com>
Date: December 21
Re: Forgot the form!

Hi, Alison! It's Jay from Accounting. I'm really sorry to bother you over the holidays, but I wanted to find out if there was any way I could get my contribution form to you. I had it all filled out on Thursday, but I guess I was in a big hurry to go on Friday and I totally forgot to drop it off with you. The ridiculous thing is that I had it in my hand. Sorry about that. I'm really interested in contributing, though. And if there's anyway I could get this to you, please let me know. Perhaps I could courier it to you. As far as I know, they're usually open right up until the 23rd for all those people who forgot to mail their Christmas presents! Let me know. I'll look forward to your e-mail.

Take care,
Jay Allen

181. What is this memo about?

- (A) A special company holiday
- (B) An annual campaign for charity
- (C) Some charitable organizations
- (D) An increase in pay

182. What does Mr. Fortright hope to do this year?

- (A) Get more staff to donate to charities this year
- (B) Make donations to both the United Way and WorldSight
- (C) Raise more for WorldSight than they donated to the United Way
- (D) Contribute more money to the United Way than to WorldSight

183. What are the staff asked to do?

- (A) Contact Alison McGee as soon as possible
- (B) Contribute some money to Ms. McGee
- (C) Fill out a form to have part of their pay withheld
- (D) Give a donation to the United Way

184. Who wrote the e-mail?

- (A) An employee of the United Way
- (B) An employee of WorldSight
- (C) A person who works with Alison McGee
- (D) Someone who handed in the form

185. What mistake did Mr. Allen make?

- (A) He left his form at the office.
- (B) He did not fill out his form properly.
- (C) He couriered his form to Ms. McGee.
- (D) He forgot to drop off his form.



Questions 186-190 refer to the following advertisement and e-mail.

Job Posting #A9872 JUNIOR CIVIL STRUCTURAL ENGINEER WANTED

Company: SuperCAD International
Location: Portland, ME 04101
Job Type: Temporary
Classification: Full Time
Salary Range: \$25,000 - 30,000

We currently have an opening for a JUNIOR-LEVEL CIVIL ENGINEER. Suitable candidates should have a bachelor's degree in Civil/Structural Engineering and experience with structural steel. Starting with a six-month contract, leading to permanent, full-time position. Experience is a plus, but not a must. Apply for this job at www.jobseekers.com/posting_A9872/apply. Call SuperCAD HR Manager Chris Galliano at 800-542-8347 x205 for location and details.

To: apply@jobseekers.com
From: pauldafoe@huntercommunication.com
Re: Job Posting A9872
Attachment: pauldafoeresume.doc (43 KB)

Dear Mr. Galliano,

I am writing in response to the job posting on www.jobseekers.com, regarding an available position at your firm as a junior civil engineer. I am interested in being considered for this position, as it is very much in line with my present career objectives. I also feel that I have sufficient credentials to warrant your serious consideration.

As you will be able to judge for yourself by referring to the attached copy of my résumé, I have ample experience in the engineering industry to meet the requirements of the job and to enable me to succeed as a member of your team. Please allow me to highlight the following:

EDUCATION

M.S. Structural Engineering and Structural Mechanics, University of California, Berkeley
B.S. Civil Engineering, University of California, Davis (Highest Honors)

PROFESSIONAL EXPERIENCE

1998-2004 Junior Civil Engineer with Karl Kennedy & Associates, Inc.

Provided civil engineering, structural engineering, consulting, failure analysis, forensic engineering, and related expertise to a wide variety of clients.

If it appears that my qualifications meet your current needs, I would welcome the opportunity to meet with you to discuss employment possibilities in more detail.

Should you require any additional information, or if you would like to meet with me for an interview, please do not hesitate to contact me at (426) 630-4483.

Thank you for your time and consideration, and I look forward to hearing from you.

Sincerely,
Paul Dafoe

186. What type of job is being advertised?

- (A) A part-time, permanent position
- (B) A full-time, permanent position
- (C) A part-time, contract-based position
- (D) A full-time, contract-based position

187. What are applicants asked to do?

- (A) Post their résumé on the jobseekers site
- (B) Visit the SuperCAD International website
- (C) Phone jobseekers.com for more details
- (D) Send their résumé directly to Chris Galliano

188. How much experience is required to apply for this job?

- (A) None
- (B) Six months
- (C) One year
- (D) Four years

189. What is Mr. Dafoe's purpose in writing this e-mail?

- (A) To find out more information about the position
- (B) To ask about the company's history
- (C) To request a meeting with HR
- (D) To see if they would like to see his résumé

190. What qualifications for this job does Paul Dafoe NOT have?

- (A) Civil Engineering background
- (B) Experience with structural steel
- (C) A bachelor's degree
- (D) Some work experience

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Questions 191-195 refer to the following e-mail and notice.

To: Helen Blithe <lovelybunny@systek.com>
From: cs@electroland.com
Date: August 18th at 16:45
Re: Extremely dissatisfied!
Attachment: electroland_refundpolicy.doc

Dear Ms. Blithe,

Thank you for your e-mail of August 17th. We have investigated your complaint with the staff members of Electro-Land in Torrance (Redondo Blvd. branch). Unfortunately, we are unable to comply with your request for a refund and must uphold the decision made by the sales clerk that you dealt with at the store. She was following company policy.

I have attached a copy of our refund policy for your review. This would also have been printed on the back of your receipt. As you can see in point 4, we are not able to offer refunds on software that has been opened if you do not have the original receipt. I hope you can appreciate that, once the product is opened, it cannot be resold, and is therefore valueless to us.

In addition, I understand from your e-mail that your computer did not have the minimum requirements to run the software, so you could not use it. However, the minimum system requirements are listed by the manufacturer on the outside of the box the software came in. So, you did not have to open the box to find this out.

We regret the situation and hope to continue to serve you in the future.

Electro-Land Refund Policy for Electronic Games and Computer Software

1. If you have your receipt and the package has not been opened (the security seal is unbroken), we will offer you your choice of a refund or an exchange coupon.
2. If you do not have a receipt and the merchandise has not been opened (the security seal is unbroken), you will be offered an exchange coupon. Cash refunds are not available in this case.
3. If the package has been opened (the security seal is broken) and you have a receipt, you will be offered a refund or exchange only if the item is defective or unfit for the intended purpose.
4. If you do not have a receipt and the merchandise has been opened (the security seal is broken), no refund or exchange is permitted.

An Exchange Coupon can be redeemed at any Electro-Land store for any purchase or (where applicable) a repair of the item. This coupon can be used to replace the returned merchandise with either the same item or an alternative of your choice. The value of the exchange coupon will be the system price of the returned merchandise on the day of the return. You will be requested to produce suitable identification, such as a Driver's License, or any other form of identification that contains your name, address, signature and photo will also be accepted.

191. Who sent the e-mail?

- (A) A customer
- (B) A salesperson
- (C) An employee
- (D) A manufacturer

192. What is included with the e-mail?

- (A) The original sales receipt
- (B) A copy of the store's policy
- (C) The manufacturer's instructions
- (D) The opened box

193. Why did Ms. Blithe want to return the product?

- (A) It was defective.
- (B) The box was already opened.
- (C) It did not work on her computer.
- (D) She did not like the software.

194. Why is the store unable to give a refund or exchange coupon to Ms. Blithe?

- (A) She did not have her receipt and the box was not opened.
- (B) She did not have her receipt and the box was opened.
- (C) She had her receipt and the box was opened.
- (D) She had her receipt and the box was unopened.

195. What would have happened if Ms. Blithe had had her receipt but the box had been opened?

- (A) She would not have got a refund or an exchange.
- (B) She would have got a full refund or an exchange coupon.
- (C) She would have got a replacement product.
- (D) She would have got her product repaired.





Questions 196-200 refer to the following notice and e-mail.

To: All members of Reinholdt Street bridge team
From: Michael Smith, manager, information services dept.
Re: Video Conference - Friday, August 21st at 6:45 a.m.

You are advised that there will be a video conference with head office this coming Friday. Everyone who has been involved in the planning and implementation of that project is expected to attend. The purpose of the meeting is to update Mr. Bill Sanderson, who is replacing Jim Watson in overseeing all government contracts, about the progress that has been made and what still needs to be done. This project is presently behind schedule, and Mr. Sanderson would like to get some idea of how far back the deadline needs to be pushed before he calls the city. Please send Mr. Sanderson a brief summary of your role in the project and any other information that you think might be pertinent so that he can have a chance to prepare for the meeting. Mr. Sanderson will also be asking you for your ideas about streamlining our work-flow, so please give that some thought and offer your suggestions.

The conference is scheduled to start at head office at 9:00 a.m. EST, and the time difference means that we will have to start at 6:45 a.m. Of course, we are aware that this falls outside of your regular work schedule. You will be compensated for your time at the overtime rate. The meeting should last about 2 hours, so you will be able to start your regular workday on time. This is the first such conference that we have conducted, and if it is successful, we hope to hold all meetings between our San Diego branch and head office via video conference. So, your participation in making it successful is very much appreciated.

To: Bill Sanderson, billsanderson@avidconstruction_hq.com
From: Aaron Rothschild, aaron79@avidconstruction_sdb.com
Re: Video Conference

Dear Mr. Sanderson,

My name is Aaron Rothschild, and I am the senior engineer on the Reinholdt Street bridge project. I was asked by Michael Smith to e-mail you with some information with regard to the project schedule.

As I'm sure you are aware, the project has fallen behind schedule. We were originally slated to begin construction at the beginning of May, but there were numerous problems. The most significant of these was that we were unable to find a local firm that could handle the kind of blasting that the project required. The bridge called for blasting for the underpass for James Street, and this was very close to a residential area, requiring a very specialized excavation blast. None of the firms in the San Diego area had the necessary expertise. We were able to locate a company in LA that could do it, but this put us two weeks behind schedule.

At the video conference on Friday morning, I think one issue that would be important to address is why this oversight happened. We were under the impression that the blasting company that we usually hire would be able to do the job, but this is because we were not given a clear idea of the exact nature of the site until it was too late. I think this was a simple case of communication breakdown, but it would be useful to discuss it to ensure it doesn't happen again.

Yours truly,
Aaron Rothschild

196. Who wrote the notice?

- (A) Michael Smith
- (B) Aaron Rothschild
- (C) Bill Sanderson
- (D) Jim Watson

197. According to the notice, what will happen on Friday morning?

- (A) They need to arrive early to finish a project.
- (B) There will be a conference in the boardroom.
- (C) They will all have a video meeting with head office.
- (D) There will be a visit from Mr. Sanderson.

198. What are the readers of the notice asked to do?

- (A) Improve their work-flow
- (B) Get the project back on schedule
- (C) Stay at work late on Friday night
- (D) Send an e-mail to Bill Sanderson

199. What is the main purpose of the e-mail?

- (A) To introduce the members of the team
- (B) To explain the situation and suggest areas for improvement
- (C) To apologize for being behind schedule
- (D) To ask Mr. Sanderson for advice on the project

200. What is the main cause of the delay in the project, according to Mr. Rothschild?

- (A) The blasting company that they hired made a mistake.
- (B) The excavation blasting took longer than they had expected.
- (C) The company that they usually hire was not available.
- (D) They were not told they needed to hire a specialized blasting company.



READING

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. Those individuals who want to reschedule their ----- with a doctor should contact us two days in advance.

- (A) positions
- (B) assignments
- (C) subscriptions
- (D) appointments

102. The report shows that builders reserve the right to control the volume of the construction project on ----- own.

- (A) their
- (B) theirs
- (C) they
- (D) them

103. Information on customers' details can be stored on one diskette, as can the whole spreadsheet, and the diskettes can then be kept in a ----- place.

- (A) cautious
- (B) distinguished
- (C) secure
- (D) strict

104. Superb ----- has been paid to even the smallest detail, as the project was expected to cost billions of dollars.

- (A) attends
- (B) attention
- (C) attended
- (D) attendant

105. Mr. Hatcher is now curious about the general opinion on the matter of formatting a standard ----- deluxe system instead of formatting a premiere one.

- (A) so
- (B) nor
- (C) or
- (D) and

106. If you need to hire ----- help for your growing business, our experts can assist with the hiring process from start to finish.

- (A) additions
- (B) additionally
- (C) additional
- (D) addition

107. Another computer system failure is going to happen again unless appropriate steps are taken to ----- it.

- (A) prevent
- (B) upgrade
- (C) ignore
- (D) improve

108. All ----- to our fabulous national park will be given a complimentary lunch at the top of the hill.

- (A) visit
- (B) visitations
- (C) visitors
- (D) visiting

- 109.** Once you've decided to reduce -----, there should be additional ways to halve the marketing costs.
 (A) values
 (B) customs
 (C) refunds
 (D) expenses
- 110.** Paulin Cornwall Inc. has made an ----- discovery people can share in no time in the field of information technology.
 (A) amaze
 (B) amazing
 (C) amazement
 (D) amazingly
- 111.** The first draft of workshop proposals was due yesterday, ----- the director has granted us a short extension to our surprise.
 (A) beyond
 (B) until
 (C) that
 (D) but
- 112.** The company is going to carry out the proposal based on the information provided in your letter of intent, so please submit ----- application under this note.
 (A) you
 (B) your
 (C) yourself
 (D) yours
- 113.** After the introduction of collaboration tool programs, the company, which was in temporary financial trouble, was ----- able to increase its market share.
 (A) lastly
 (B) at first
 (C) meanwhile
 (D) finally
- 114.** Many people call fairy tales too ----- and obvious, but that's why they are needed.
 (A) predicting
 (B) predicted
 (C) predictable
 (D) predictably
- 115.** New recycling programs indicate that ----- the landlord or the property owners may schedule an appointment to get bulk pickup service in the same building.
 (A) only
 (B) easily
 (C) simply
 (D) merely
- 116.** During the sessions, speakers will discuss the process of ----- a global service by opening doors to economic opportunities.
 (A) establish
 (B) establishing
 (C) establishes
 (D) established
- 117.** Please ----- your survey results to the director by the date specified at the bottom of the screen.
 (A) advise
 (B) urge
 (C) comply
 (D) submit
- 118.** OFA representatives recently ----- on-line tours and found those kinds of tours to promote their products the most effective.
 (A) conduct
 (B) conducted
 (C) to conduct
 (D) will conduct
- 119.** Please do not ----- to share your opinions in the comment space below so that people can find and consider possible alternatives.
 (A) provide
 (B) hesitate
 (C) qualify
 (D) compete
- 120.** Our GTA phone roaming service is suited for individuals who travel ----- anywhere in the world for business.
 (A) regular
 (B) regularity
 (C) regularly
 (D) regulate



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- 121.** A banquet was held for researchers to be honored ----- their exceptional achievements in creative research activities.
- (A) across
(B) over
(C) at
(D) for
- 122.** We are proud to announce their upcoming ----- in an event whose purpose is to educate attendees on e-mail management tools.
- (A) participation
(B) participated
(C) participating
(D) participate
- 123.** Anyone who has questions concerning our community service can leave a message ----- my secretary or our answering service.
- (A) off
(B) from
(C) by
(D) with
- 124.** Requirements for the open position include basic computer skills and managerial experience in ----- sales.
- (A) retailing
(B) retail
(C) retailer
(D) retailed
- 125.** According to the medical report released today, cholesterol fighting medicines may ----- have protective effects against numerous uncured diseases.
- (A) altogether
(B) alone
(C) also
(D) almost
- 126.** Employees who participate in this training program can learn a great deal about themselves as well as experience in ----- personal and profession growth.
- (A) every
(B) both
(C) either
(D) whether
- 127.** According to studies released yesterday, a significant number of organizations experienced a dramatic ----- in electronic crime and data intrusions over the past year.
- (A) increase
(B) impression
(C) access
(D) accent
- 128.** The president of Kasara Inc. ----- announced that Lopez Davis, who has served the company for more than 30 years, would retire at the end of next month.
- (A) regretting
(B) regretted
(C) regretfully
(D) regretful
- 129.** The new training program is intended to ----- leadership to develop professional competence through involvement in a range of professional development activities.
- (A) remain
(B) grant
(C) serve
(D) provide
- 130.** Due to recent changes, Nordon Express ----- delivery of equipment effective the first day of the coming year.
- (A) to discontinue
(B) will discontinue
(C) discontinued
(D) have discontinued

- 131.** Employees must get approval from their supervisors ----- deleting data even if the data seem unused.
- (A) before
 (B) until
 (C) from
 (D) during
- 132.** In addition to ----- a separate online site, new products will be available through traditional retailers all over the world.
- (A) launched
 (B) launching
 (C) launch
 (D) launches
- 133.** Tomorrow's one-to-one training session held in a boardroom is ----- for supervisors and new staff members.
- (A) intended
 (B) based
 (C) agreed
 (D) invited
- 134.** You are advised to contact us immediately ----- technical problems with your computer system don't seem to be resolved.
- (A) why
 (B) if
 (C) due to
 (D) about
- 135.** ----- all the provisions of the merger are fully implemented, the two companies will expand their partnerships to provide an even higher level of quality.
- (A) Soon
 (B) Then
 (C) Later
 (D) Once
- 136.** This letter is to solicit ----- of candidates to be considered for the vacant positions in sales that should be filled right away.
- (A) nominate
 (B) nominations
 (C) nominating
 (D) nominated
- 137.** Our investment will lead to more improved public services, considerable cost reductions as well as further -----.
- (A) economics
 (B) harvest
 (C) productivity
 (D) measures
- 138.** The names of upper management to ----- you must report will be provided in order to get budgets approved for projects.
- (A) whom
 (B) whoever
 (C) what
 (D) where
- 139.** Successful candidates will receive a competitive salary and maximum benefits ----- to those which they have received from their previous jobs.
- (A) uniform
 (B) even
 (C) far
 (D) equal
- 140.** It is ----- through broadcast media such as television and radio that companies place an advertisement to attract prospective customers.
- (A) predominant
 (B) predominantly
 (C) predominating
 (D) predominated



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Part 6

Directions: Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-143 refer to the following article.

Joint efforts in fighting poverty for all societies, ----- in developing countries, are now in progress.

- 141.** (A) particularly
(B) specially
(C) voluntarily
(D) easily

In order to realize the goals for poverty eradication both national governments ----- the

- 142.** (A) or
(B) and
(C) nor
(D) as well

international community should undertake efforts in a mutually supportive manner.

According to statistics, there are still more than 1500 villages listed in extreme poverty, but this will be wiped out by 2020.

For the past few years, some developing countries have achieved encouraging results in poverty eradication, through social subsidies and employment creation with cooperation and assistance from the international community.

However, more attention and further assistance are needed and it is hoped that the United Nations will take the question into serious ----- and encourage developed nations to cooperate in

- 143.** (A) penalty
(B) development
(C) account
(D) status

humanitarian endeavors.

Questions 144-146 refer to the following article.

The threat of hospital-acquired infections is causing much more vigilance in health care settings. In addition, pharmaceutical companies are urged not only to develop therapies for these infections, ----- to strengthen their efforts at preventing them.

- 144.** (A) and
(B) or
(C) but also
(D) nor

Obviously, in the health care environment better hand hygiene can significantly reduce infection rates, ----- can good practices for sterilizing processing equipment.

- 145.** (A) but
(B) as
(C) not
(D) if

Research announced at last year's annual conference shows that traditional cleaning has little ----- on removing bacterial contamination in ambulances and crews potentially at risk from

- 146.** (A) effected
(B) effecting
(C) effect
(D) effects

microbial infection, which can then be transported into hospitals.

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Questions 147-149 refer to the following letter.

Dear Mr. Mackenzy,

I'm writing in response to your letter inquiring about "loose skin" resulting ----- a diet.

- 147.** (A) in
(B) from
(C) on
(D) upon

If you have a lot of weight to lose, you may be worried about "loose skin" on your chin, underarms and thighs. Please aim to lose weight slowly in order for your body to adjust.

Whatever kind of diet you are on, your skin needs oil, ----- it will become dry and less elastic.

- 148.** (A) but
(B) yet
(C) so
(D) otherwise

If you add a dressing made with olive to your salads, it may increase your skin's radiance – your skin will also become smoother and softer.

Please ----- that water should be your primary beauty aid.

- 149.** (A) remember
(B) remembering
(C) to remember
(D) be remembered

Not only does it fill you up without calories, but it also takes toxins out of your body system.

Sincerely yours,
Editor, Sara Williams

Questions 150-152 refer to the following article.

In the past, customers had a tendency of shopping in places where they were certain that -----

- 150.** (A) whatever
(B) anywhere
(C) ever
(D) however

they wanted to buy was available, but things have changed.

Thanks to impressive advances in electronic commerce technology, consumers have become more comfortable with using credit cards to make purchases on the Internet.

In addition, as it has become a preferred method of purchasing products and services, the popularity of online shopping is expected to continue.

One of the greatest ----- of shopping online over visiting the store in person is being able to seek

- 151.** (A) incomes
(B) interests
(C) goods
(D) advantages

out the lowest prices or the best deals available ----- being provided with a large selection,

- 152.** (A) besides
(B) in addition
(C) without
(D) at

variety, convenience and rapid delivery.



Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following advertisement.

The exclusive Montgomery Cafe, located on the first floor of the Gold Star Hotel, is the highest rated cafe in Deville City. The cafe offers only the finest coffee, which is imported once a month from Italy. You can choose from thirty different flavors of coffee; including French Vanilla, Mocha, Raspberry, and Hazelnut. At Montgomery Cafe, we believe that making coffee is an art. All of our new staff members are required to attend an intensive program where they learn how to prepare gourmet coffee. In addition to coffee, the Montgomery Cafe offers the following services:

- A daily selection of gourmet baked goods
- Free Internet access (must spend a minimum of \$5.00 at the cafe)
- Fresh ground coffee to take home
- A range of coffee machines and accessories
- Coffee-making classes (applications available at the register)

- 153.** According to the advertisement, what must the cafe's new employees do?
- (A) Watch an introduction video
 - (B) Go to special classes
 - (C) Sample the product
 - (D) Purchase the uniform

- 154.** What is NOT being offered in the cafe?
- (A) Internet access
 - (B) Related equipment
 - (C) Membership discounts
 - (D) Useful courses

Questions 155-156 refer to the following letter.

July 15, 2007

Jason Holden
26 Humbolt Lane
LA Properties
Los Angeles, CA
035846

Dear Mr. Holden,

The investment committee of TA Investors has reviewed your company's proposal and agreed with your statement that L.A.'s 122nd Avenue has become more popular among tourists since the Flash Mall was built on the street last year. The committee also agrees that the street needs a first-class hotel to service the wealthy tourists who shop at the mall. Therefore, the committee decided to accept your business proposal to open a new hotel on 122nd Avenue by January 2008, and is prepared to invest a total of 1.5 million dollars in the project. Please call me as soon as possible, so that we can schedule a meeting with the committee to discuss the details of this investment deal.

Sincerely,

Brian Wilson
TA Investors



155. What will most likely happen in January 2008?

- (A) Flash Mall will open new stores.
- (B) The city will change tourism policies.
- (C) Brian Wilson will buy a property.
- (D) LA Properties will open a hotel.

156. What is Mr. Holden asked to do?

- (A) Fax Mr. Wilson a detailed document
- (B) Make a budget for a project
- (C) Make an appointment by phone
- (D) Examine the corrected proposal

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Questions 157-159 refer to the following notice.

Volunteers Wanted!

CBG Steel is sponsoring the third annual Race for the Children, a ten-kilometer run that raises money for Mercy Children's Hospital, located near the company's main building. The race will be held on Saturday, November 23, at 3:00 p.m. at the Headman Pavilion. The Planning Committee is looking for volunteers (who are NOT running in the race) to work at the drinking stations. The job is very easy, and only requires two to three hours of your time. You should arrive around 1:00 p.m. to set up the drinking station for the race, which involves organizing cups, water, juice, and snacks for the runners. Then, you will be responsible for handing out beverages and snacks to racers as they run by. After the race finishes, there will be an awards ceremony and a brief speech by CBG president, Walter Headman, followed by a small celebratory dinner for everyone. All volunteers will receive a free meal pass. For anyone interested in volunteering, there will be a brief meeting on Friday, November 15, at 12:00 p.m. The meeting will be held in Room #203. Lunch will be provided.

157. Why is CBG Steel organizing the event?

- (A) To collect money for a local facility
- (B) To promote their new products
- (C) To introduce a new staff member
- (D) To support potential athletes

158. What will volunteers most likely do at

1 p.m.?

- (A) Attend a brief meeting for a race
- (B) Gather at Headman Pavilion
- (C) Organize Room #203
- (D) Meet a member of the Planning Committee

159. What is planned for after the president's speech?

- (A) An awards ceremony
- (B) A ten-kilometer running race
- (C) A meal for all participants
- (D) A meeting for volunteers

Questions 160-163 refer to the following article.

Ready Air Introduces New In-flight Services

Ready Air has expanded its in-flight services for their new fleet of planes, which will start flying in February 2008, a spokesman for the company said. Ready Air is the only airline in the world to offer strictly economy class planes. The planes offer first class service for economy class passengers, the spokesman said. Each seat is equipped with its own TV screen, and passengers can choose from 30 different movies in 20 different languages. At any time during the flight, passengers can enjoy real espresso coffee from Magic Beans Inc., Seattle's most famous brand of coffee. On international flights, every passenger will receive a complimentary travel kit, which includes toothbrush and toothpaste, shampoo, mouthwash, comb, socks, and sleeping mask. Passengers who have a Ready Air Frequent Flier card will also have unlimited access to Ready Air's in-flight library, which includes an extensive selection of books, newspapers, and magazines. The CEO of Ready Air, Scott Plow, said the fleet's new services "will change the way people in economy class fly."



160. Why is Ready Air different from other airlines?

- (A) It has the highest number of planes.
- (B) It offers the cheapest economy tickets.
- (C) It doesn't have a first class section.
- (D) It has the greatest variety of routes worldwide.

161. What can be inferred from the article?

- (A) Frequent fliers get preferred seating.
- (B) Ready Air is an award-winning company.
- (C) Scott Plow is the founder of Ready Air.
- (D) Magic Beans Inc. is based in Seattle.

162. Who is eligible to receive the travel kit?

- (A) Passengers traveling to another country
- (B) Passengers with a preferred customer card
- (C) Passengers who have small children
- (D) Passengers with connecting flights

163. Which of the following is available to Frequent Flier cardholders?

- (A) Unlimited access to airport lounges
- (B) Extensive access to reading materials
- (C) Complimentary accommodation at airport hotels
- (D) Double mileage on international flights



Questions 164-165 refer to the following advertisement.

Apartments for Rent

Come and live in the city's newest apartment complex, Dayville Suites. Located just two blocks from the financial district, these apartments are perfect for businessmen and young professionals. The building is twenty-five stories high and has 200 apartments. Anyone who lives in the apartments has unrestricted access to the rooftop pool and the fitness center on the first floor. There is also a restaurant on the first floor, and a supermarket in the basement that is open seven days a week. Three different apartment styles are available. The monthly rent for each style is as follows:

1 Bedroom	2 Bedrooms	3 Bedrooms
\$1,000	\$2,000	\$3,000

NOTE: All apartments have air conditioning and floor heating. Anyone who provides the first six months' rent up front will receive a ten percent discount.

164. What is TRUE about the facilities at Dayville Suites?

- (A) The restaurant offers 24-hour-a-day service.
- (B) The pool is located in the basement.
- (C) The supermarket is closed on Sundays.
- (D) The gym offers unlimited access to all tenants.

165. How can someone reduce the cost of their monthly rent?

- (A) Make six consecutive payments on time
- (B) Pay for the first six months in advance
- (C) Choose an unfurnished apartment
- (D) Use cash to pay for the rent

Questions 166-170 refer to the following article.

Local Company Builds Gym

Ask any health professional and they will tell you that the key to good physical and mental health is to eat a balanced diet, get plenty of rest, and exercise regularly. Alarmingly, a recent study conducted by the Institute of Balanced Living(IBL) revealed that the average person consumes some form of fast food at least twice a week, sleeps less than 6 hours a night, and exercises less than once a week. IBL said this is quite a dangerous situation for the nation's health.

In order to teach its employees to adopt healthy lifestyle habits, the popular software company, MegaWare, has built a gym in its office building, and is hoping all employees will use the facilities at least three times a week. To encourage the employees to take advantage of the gym, the company is offering a \$200 monthly bonus to every employee that uses the gym more than three times a week.

The company even developed a special program to keep track of the number of times each employee uses the gym. Last month every staff member was issued a special ID card, which the employees must use to enter and exit the gym. Each time the card is used, the session is recorded in the main database. The company also hopes to open an organic cafeteria in June 2008.



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166. According to the article, what did the IBL conclude?

- (A) People are spending more money on health products.
- (B) People are not leading healthy lifestyles.
- (C) Companies are starting to offer more training programs.
- (D) Fitness trainers are increasing their consultation fees.

167. What change recently occurred at MegaWare?

- (A) A new health insurance plan was adopted.
- (B) A longer lunch break was implemented.
- (C) A fitness center was opened in the building.
- (D) A staff psychologist was hired.

168. The word “encourage” in paragraph 2, line 4, is closest in meaning to

- (A) inspire
- (B) demonstrate
- (C) organize
- (D) prevent

169. Why did MegaWare give employees a special card?

- (A) To substitute for a company card
- (B) To reduce health insurance payments
- (C) To improve their security system
- (D) To monitor how many times people used the gym

170. What does MegaWare wish to do in 2008?

- (A) Offer more vacation time
- (B) Provide better food
- (C) Open a health clinic
- (D) Build an outdoor track

Questions 171-173 refer to the following notice.

Attention all Club Members

The Highland Country Club regretfully informs all members that our pool will be closed from July 15 to August 25. While fixing a broken pipe, maintenance workers found a major problem with the filtration system. Unfortunately, this problem is quite complex and requires the work of a plumbing specialist. Because its plumbers are unexpectedly busy at the moment, QuickFix Plumbers, the only company that offers the service we need, will not be able to help us for another two weeks. We are terribly sorry for the inconvenience, and are willing to refund the cost of one month's club membership to all individuals who paid for the 3-month Summer Membership. Because we already offer a twenty percent discount to all members who sign up for the 1-year membership, we will not be offering these individuals a refund. Anyone who has questions or comments about the change should contact Melvin Woods at 869-654-9874.

171. What is the notice mainly about?

- (A) The recent opening of a club building
- (B) The temporary closing of a facility
- (C) The changes to membership packages
- (D) The schedule of a special competition

172. What does the notice mention about QuickFix Plumbers?

- (A) They are unusually busy.
- (B) They offer special discounts.
- (C) They have the best service.
- (D) They use a new technology.

173. What is TRUE about members with 1-year memberships?

- (A) They will receive one month free.
- (B) They can access the day spa.
- (C) They can use a private pool.
- (D) They won't get a refund.

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Questions 174-177 refer to the following e-mail.

To: Kathryn Hale <khale@ftk.com>
From: Stacy Mott <smott@ftk.com>
Subject: Budget proposal

Dear Ms. Hale,

After reviewing last year's budget figures, I would like to propose a few changes to this year's budget plan. If these changes are accepted, I predict that the company will reduce its operation costs by approximately 40 percent. First, I noticed that the company allocated one fourth of its total budget to purchasing office supplies. Of the office supplies that we purchase each year, paper is by far the most expensive. I think that requiring all employees to print documents on both sides of the paper will significantly cut down on costs. Second, the company currently employs 200 people; however, only about 150 people are needed for the company to function properly. Therefore, I propose the company reduces its workforce by 50 people before the start of the next fiscal year. I realize that this second proposal may seem drastic, but according to my estimates, if the company does not significantly cut costs by the end of December 2008, it will be forced to file for bankruptcy.

Sincerely,

Stacy Mott
Financial Advisor

174. What is the purpose of this e-mail?

- (A) To ask for modifications to a financial plan
- (B) To propose a schedule change
- (C) To introduce an advertising campaign
- (D) To request more office supplies

175. What does Stacy Mott point out about the company?

- (A) It must hire more employees in order to grow.
- (B) It spends too much money on office supplies.
- (C) It failed to meet certain operational standards.
- (D) It should invest more time in strategic planning.

176. How many people work for the company right now?

- (A) 40
- (B) 50
- (C) 150
- (D) 200

177. According to the e-mail, what might happen if the recommended changes are not made?

- (A) Employees will lose certain benefits.
- (B) They will forfeit their major contract.
- (C) The company will have to close.
- (D) The plan for expansion will be rejected.

Questions 178-180 refer to the following letter.

June 15, 2007

Charles Masters
15 Billows Rd.
Forestwood, CA

Dear Mr. Masters,

After conducting an extensive performance review of all the employees in the Advertising Department here at Dunn and Dunn Inc., we have decided to promote you to Corporate Accounts Manager. Since you started working for us five years ago, you have consistently demonstrated a strong work ethic and the ability to produce quality work. The executives feel strongly that your proposal to implement new advertising techniques helped the company to secure 20 new clients in 2004-2005. Additionally, in 2006 you voluntarily created an Office Policy Manual for new employees, which demonstrates your dedication to the company and desire to make the office environment as efficient and friendly as possible. Your responsibilities as Corporate Accounts Manager will include delegating work to subordinates, researching potential advertising campaigns, organizing meetings with clients, and determining the annual department budget. In return for your extra work, you will receive a 25 percent increase in your current salary, seven additional vacation days, and a \$5,000 bonus.

Sincerely,

John Milestone
Director of Advertising

178. What is the purpose of this letter?

- (A) To introduce an advertising proposal
- (B) To describe an investment opportunity
- (C) To offer an employee a title change
- (D) To respond to a client's request

179. How did Charles Masters improve the office in 2006?

- (A) By recruiting the most clients
- (B) By cutting down operational costs
- (C) By proposing a modest annual budget
- (D) By writing important guidelines

180. Which of the following is NOT the responsibility of the Corporate Accounts Manager?

- (A) Determining the vacation schedule for employees
- (B) Assigning work to employees in the department
- (C) Creating a financial plan for the company
- (D) Organizing meetings with customers



Questions 181-185 refer to the following advertisement and letter.

Al's Autos Super Saturday Sale

Al's Autos, the number one used car dealership in Florida, is having a mega-sale Saturday, August 25, 2007, from noon until 4 p.m. to celebrate our twenty years of operation. All two-door vehicles with pink stickers are 10 percent off the ticketed price. All trucks with blue stickers are 15 percent off the ticketed price. All vans are 20 percent off the ticketed price. Plus, if you pay in cash, we'll reduce the price by another \$300. As always, all purchases come with a 2-year Al's Autos Guarantee, which covers the cost of labor and replacement of parts if your car experiences mechanical problems. So if you're in the market for a used car, then come on down to Al's Autos this Saturday.

*Cars must be serviced by one of the following Al's Autos affiliates: Mike's Mufflers, Ace Mechanics, or Carl's Car Parts.

17 Washington Rd.
Tampa, FL

September 26, 2007

Allen Hanks
Al's Autos
56 Wheelbarrow Rd.
Tampa, FL

Dear Mr. Hanks,

Last month I purchased a used Capri 1025 from you. At first, the car seemed like a great deal, especially with the \$300 dollar discount I received. I bought the car because I have to travel a long distance to work each day, and with gas being so expensive these days I needed a car that was more fuel-efficient. You were right; the smaller car did save me about \$30 in gas each week. Unfortunately, after about two weeks, the car started making a clanking noise if I went faster than 50 kilometers per hour. I took it to my mechanic, Smooth Rides, and had them evaluate the problem. They determined that the entire engine would need to be replaced, due to a crackdown in the middle of it. In total, the labor and engine parts will cost about \$1,000. I assume that since I only purchased the car a month ago, I am well within the 2-year limit to the guarantee and Al's Autos will cover the cost of the repairs. Please contact me at 852-321-6547 if you have any questions.

Sincerely,

Floyd Baker

181. According to the advertisement, what will happen on Saturday, August 25?

- (A) A retirement party for an employee
- (B) A special discount on certain cars
- (C) A big sale at a new car dealership
- (D) An increase in the price of gas

182. How can a customer save more money?

- (A) By making their purchase in cash
- (B) By using their preferred customer card
- (C) By applying for a drawing event
- (D) By obtaining a coupon from the newspaper

183. What can be inferred about the Capri 1025 from the letter?

- (A) It has two doors.
- (B) It was twenty percent off.
- (C) It is energy-efficient.
- (D) It is better for short distances.

184. Why will Al's Autos probably reject Floyd Baker's request?

- (A) He used a credit card to buy the car.
- (B) He purchased the vehicle after the sale.
- (C) He did not take his car to the right mechanic.
- (D) He failed to sign and return the contract.

185. What does Floyd Baker's car need?

- (A) New tires
- (B) A bumper replacement
- (C) An engine change
- (D) Car door painting



Questions 186-190 refer to the following invoice and e-mail.

Subject: NanoMac Inc. - Order #123456789

NanoMac Inc.

Finance Department

Office #402

26 Mountain Dr.

Sharonville, SC

Brooks Brothers Marketing

356 Brewster Rd.

Applewood, TN

Attn: Paul O'Reilly

INVOICE FOR:

1 desktop computer \$590.75

1 laser jet printer \$195.95

2 cartons glossy 8 x 11 inch copy paper \$54.25

100 blue Shic pens \$103.96

GST (Goods and Services Tax) \$62.03

TOTAL PAYABLE: \$1006.94

Customer Registration No. 878-96854-632

Invoice No. 856

Date of Invoice: July 15, 2007

To be paid within **30 days of invoice date**. Should customers fail to pay within 30 days, a charge of \$50 will be added to the account each month that payment is overdue.

Note: NanoMac Inc. is trying to improve its customer service. Since your company has been a loyal customer of ours, we invite you to fill out an online survey to assess our customer service. Fill out the survey at www.nanomac.com and you can enter to win a \$500 coupon.

*If you have any questions about the invoice, please contact our department by e-mail or phone.



To: Michael Shoe <mike@kmail.com>
From: Paul O'Reilly <paul@bbmarketing.com>
Subject: Surcharge
Date: September 25, 2007

Hi Michael,

I recently received an invoice for the products we purchased from your company in July. I noticed that we were charged an additional \$100 dollars because our payment was two months overdue. I would like to explain why we failed to make these payments, and hope that you will reverse the charges immediately.

At the end of July, our department underwent restructuring and Brian Davies, our Finance Manager, was asked to leave. Unfortunately, in the process of changing managers a few files were misplaced, including the one containing all of our office supplies invoices. I hope you will accept my request so that we continue doing business with your company in the future.

Sincerely,

Paul O'Reilly

186. What kind of service does NanoMac Technology provide?

- (A) It develops computer software.
- (B) It distributes office supplies.
- (C) It repairs electronic devices.
- (D) It provides financial advice.

187. Which of the following is TRUE about Brooks Brothers Marketing?

- (A) It has offices in Sharonville.
- (B) It is an electronics store.
- (C) It works with NanoMac frequently.
- (D) It is an established company.

188. What is the purpose of the e-mail?

- (A) To increase the volume of the order
- (B) To inquire about an upcoming sale
- (C) To request an address change
- (D) To respond to a service charge

189. What happened at Brooks Brothers Marketing in July?

- (A) It merged with another marketing firm.
- (B) The management structure was changed.
- (C) A new marketing campaign was introduced.
- (D) It relocated its headquarters to a different city.

190. What can be inferred about Michael Shoe?

- (A) He works in the Finance Department at NanoMac.
- (B) He usually delivers the orders himself.
- (C) He was recently hired from Brooks Brothers Marketing.
- (D) He was in charge of renovating the building.

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Questions 191-195 refer to the following e-mails.

To: Fran Morris <fran@friendlyflowers.com>
From: Jerry Sprigs <jerry@irvingcountryclub.com>
Subject: Delivery Request

Dear Ms. Morris,

I am writing to inform you that the McGuiness Women's Foundation Luncheon, which was scheduled to take place this Saturday at 3 p.m., has been postponed to Sunday at 2 p.m., due to predictions of showers. Therefore, I would like to change the delivery time for the flower arrangements we ordered. Would you be able to deliver the flowers either Saturday morning, or between 2:00 p.m. and 4:00 p.m. Saturday afternoon? Also, if you choose to deliver the flowers on Saturday afternoon, please do not take the flowers to the Club House; we will be hosting a charity lunch for the Rotary Club at that time, and the area will be full of people. Instead, could you please bring the flowers to the Maintenance building next to the botanical gardens? If you can bring the flowers in the morning, just take them directly to the Club House as we originally discussed. Please e-mail me immediately to confirm these changes.

Regards,
Jerry Sprigs
Manager, Irving Country Club

To: Jerry Sprigs <jerry@irvingcountryclub.com>
From: Fran Morris <fran@friendlyflowers.com>
Subject: RE: Delivery Request

Dear Mr. Sprigs,

I received your request to change the date and time we deliver your flowers. Unfortunately, we are completely booked in the afternoon on Saturday and will not be able to deliver the flowers at the time you requested. We would be happy to deliver the flowers between 10:00 a.m. and 12:00 p.m. on Saturday. Also, I should inform you that Friendly Flowers charges \$25 for any changes that are made to orders on such short notice. I apologize for this inconvenience, but it helps us provide the most reliable service possible. I will be out of the office this afternoon, so please call me on my cell phone at 369-654-9876.

Sincerely,
Fran Morris
Owner, Friendly Flowers

191. Why does Jerry Sprigs want to change the delivery time?

- (A) The planned event was delayed.
- (B) The Club House is closed.
- (C) The members requested it.
- (D) The event starts earlier.

192. What is TRUE about the Irving Country Club?

- (A) It is a popular place for weddings.
- (B) It will host a fundraising event.
- (C) It has international golf tournaments.
- (D) It is famous for its botanical gardens.

193. What should Mr. Sprigs do to change an order?

- (A) Provide at least 24 hours' notice
- (B) Fill out an electronic form
- (C) Submit a written request
- (D) Pay a small fee

194. In the second e-mail, the word "reliable" in line 6 is closest in meaning to

- (A) arguable
- (B) transferable
- (C) questionable
- (D) dependable

195. How will Fran Morris most likely deliver the flowers?

- (A) By meeting Jerry Sprigs at the office
- (B) By going to the Rotary Club
- (C) By dropping them off at the Club House
- (D) By driving to the Maintenance building



Questions 196-200 refer to the following letters.

12 Buffalo Lane
Buffalo, New York

April 18

Bill Hipster

Epson Pharmaceuticals

157 Health Valley Dr.

Chicago, IL

Dear Mr. Hipster,

My name is Dr. Ivan Rigby, and I am a professor of Molecular Biology at Illinois State University (ISU). I am writing on behalf of Melvin Tobin, who I believe would make an excellent candidate for the Research Aide position your company is offering this summer.

Melvin is a junior at ISU, and for the last three years he has consistently received the highest grades in his class. Last year, he submitted a research paper, "Mapping the Human Genome," which was published in *The Scientist*, one of the most prestigious science journals in the country. Recently, Melvin was awarded the Scientific Research Award for his outstanding work in the field of molecular research.

Despite his busy academic schedule, Melvin manages to find time to volunteer at the local elementary school (teaching science of course!), and write for the campus newspaper, *ISU News*. He is friendly, compassionate, and hardworking, and he is destined for great things. I feel strongly that this young man would be a great addition to your company.

Sincerely,

Dr. Ivan Rigby

August 20

Dr. Ivan Rigby

Department of Molecular Biology

Dear Professor Rigby,

I would like to express my gratitude for the recommendation letter you wrote to Epson Pharmaceuticals and I apologize for the lateness of this letter conveying my thanks.

I have learned more in my brief role as an Assistant Laboratory Technician than I have in all three years at ISU. As you may have noticed, the company was unable to hire me for the position that you recommended because it had already been filled, but I have really enjoyed working as an assistant technician instead. I only have three more weeks before I return to ISU, but the company has already

asked that I join their team after I graduate!

They are offering me the position of Laboratory Technician and assigning me to work in the division that researches medication for patients recovering from heart surgery. In addition to an excellent salary, they are also offering me free housing on the Epson Campus, which is located just three miles from Lake Michigan.

Despite recent allegations that the company is producing drugs that do not meet federal standards, I feel this is a great opportunity to work for the largest pharmaceutical company in the country. Thank you once again for helping me get this wonderful opportunity. I look forward to attending your classes next semester.

Sincerely,

Melvin Tobin

196. Why is Dr. Ivan Rigby sending the letter to Bill Hipster?

- (A) To recommend a student for a position
- (B) To suggest a student for a scholarship
- (C) To propose an article for a journal
- (D) To announce an awards ceremony

197. Which of the following was NOT mentioned about Melvin Tobin in the first letter?

- (A) He received an award for his research work.
- (B) He teaches children at a local school.
- (C) He worked as a Research Aide before.
- (D) He received the best grades in his courses.

198. What will Melvin receive if he accepts the full-time job offer?

- (A) A research grant
- (B) Free accommodation
- (C) A pay raise
- (D) Medical insurance

199. What happened to Epson Pharmaceuticals recently?

- (A) It was accused of wrongdoing.
- (B) It discovered a new drug.
- (C) It appointed a new CEO.
- (D) It increased the price of drugs.

200. What can be inferred about Melvin's position at Epson Pharmaceuticals?

- (A) It did not teach him anything new.
- (B) It offered very little compensation.
- (C) It involved researching human genomes.
- (D) It was not the original position he applied for.

**READING**

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

- 101.** Employees must reserve a time to copy by writing their names on the ----- on the lid of the photocopiers.
(A) schedule
(B) scheduled
(C) schedules
(D) schedulers
- 102.** Most of the cabins situated at the bottom of the hill are ----- grey and white.
(A) painted
(B) charged
(C) alternated
(D) transferred
- 103.** Workshop participants were required to be ----- not to choose any reserved front-row seats.
(A) caution
(B) cautious
(C) cautiously
(D) cautiousness
- 104.** If you won't be able to present a valid receipt, neither may the products be returned ----- are you refunded.
(A) or
(B) and
(C) neither
(D) nor
- 105.** Road and street signs must be ----- visible even in the distance in order for drivers to know where they are heading.
(A) clearness
(B) clear
(C) clearly
(D) clearest
- 106.** To be safe, don't use bank cash machines located ----- pillars or away from public view.
(A) over
(B) within
(C) down
(D) behind
- 107.** So as to ----- that your medical treatment will be paid for, you must present a note from your doctor.
(A) ensure
(B) ensuring
(C) ensured
(D) be ensured
- 108.** Since supplies are -----, you are invited to order this gorgeous laptop model on sale before it is sold out.
(A) speedy
(B) available
(C) presentable
(D) limited

- 109.** The two companies signed an ----- on the acquisition in spite of a few differing opinions.
 (A) agreement
 (B) agrees
 (C) agreements
 (D) agreed
- 110.** This e-mail is to let you know that the book you ordered is ----- on back order.
 (A) quickly
 (B) precisely
 (C) currently
 (D) temperately
- 111.** As soon as the shipment of computer equipment comes in, ----- will ship it to you promptly.
 (A) we
 (B) us
 (C) our
 (D) ourselves
- 112.** New employees were ----- to be photographed immediately in order to have their new identification made.
 (A) recalled
 (B) memorized
 (C) reminded
 (D) identified
- 113.** As portable audio items ----- currently unavailable in the store, you'd better check the Internet for more information.
 (A) is
 (B) been
 (C) are
 (D) being
- 114.** Our ----- is not to issue refunds on software programs used on a trial basis.
 (A) adoption
 (B) policy
 (C) exhibit
 (D) regard
- 115.** We have worked ----- hard on health insurance plans to enhance employee satisfaction.
 (A) exception
 (B) exceptionally
 (C) exceptional
 (D) except
- 116.** Funds from the government grant will be allocated to or distributed ----- the affected areas.
 (A) among
 (B) toward
 (C) after
 (D) during
- 117.** More efforts to accomplish the objectives for reducing costs have been made ----- they were set out at the beginning of this year.
 (A) if
 (B) since
 (C) how
 (D) than
- 118.** As the desktop printer was out of service, we called a skilled ----- yesterday for repairs.
 (A) technician
 (B) factory
 (C) certificate
 (D) generator
- 119.** The head of the marketing department attributed success in the overseas market to ----- motivated and hard-working employees.
 (A) them
 (B) they
 (C) itself
 (D) its
- 120.** We require all club members to ----- their membership cards to the service desk in order to use the fitness room.
 (A) notify
 (B) present
 (C) assign
 (D) permit





- 121.** All the required application forms must be filled out ----- before they are turned in to the appropriate office.
(A) complete
(B) completes
(C) completely
(D) completed
- 122.** A few executive positions have been ----- for women as part of corporate efforts to place women in upper-level positions.
(A) chaired
(B) performed
(C) reserved
(D) presided
- 123.** You are advised to check documents related to the continuation of health insurance coverage ----- leaving your current job.
(A) before
(B) therefore
(C) until
(D) because
- 124.** Lightware Kitchen Goods Ltd. reserves the ----- to deny any liability for damages caused by abnormal use.
(A) residence
(B) right
(C) endeavor
(D) encompass
- 125.** ----- merchandise may be exchanged for the same item in compliance with our exchange policy.
(A) Defective
(B) Defect
(C) Defects
(D) Defected
- 126.** Questions concerning the billing process will be ----- by customer service representatives while the billing department is closed.
(A) handled
(B) replied
(C) attended
(D) exempted
- 127.** The medications widely used for patients should be ----- evaluated for long-term use.
(A) rigor
(B) rigors
(C) rigorous
(D) rigorously
- 128.** Along the shore of the lake is a recreational family camping site, complete ----- fire places, showers and refrigerators.
(A) with
(B) across
(C) beside
(D) from
- 129.** Employment application forms completed by applicants must be ----- to Mr. Keith by Friday at noon.
(A) submitting
(B) submitted
(C) submit
(D) submission
- 130.** After weeks of intensive negotiations, they have ----- agreed upon a minimum wage for on-site workers.
(A) finally
(B) distinctively
(C) extremely
(D) predominantly
- 131.** ----- please find the documents that contain confidential data on the visibility of operations.
(A) Enclosed
(B) Enclose
(C) Enclosure
(D) Enclosing
- 132.** If you are looking for a good restaurant in your area, look it up in our ----- directory of local restaurants.
(A) various
(B) apparent
(C) redundant
(D) comprehensive

133. In order to ----- the needs of demanding customers, the telecommunications industry is considering developing better functions.

- (A) accommodates
- (B) accommodate
- (C) accommodating
- (D) accommodation

134. Installing air-cooling systems is scheduled to begin ----- at 10 A.M. and end at 3 P.M.

- (A) promptly
- (B) vocally
- (C) openly
- (D) neutrally

135. The recent findings indicate that the effects of weight loss associated with calorie restriction are quite -----.

- (A) beneficial
- (B) benefits
- (C) beneficiary
- (D) benefit

136. The finished report should not exceed 20 pages, including a one-page -----, and should be turned in by this Friday.

- (A) meaning
- (B) belief
- (C) excursion
- (D) abstract

137. The newly launched cell phones were designed to deliver exceptional ----- in various functions.

- (A) performing
- (B) performed
- (C) perform
- (D) performance

138. Diamond Getaway travel agency is considered to be the ----- source of worldwide trips among travelers.

- (A) selective
- (B) expressive
- (C) definitive
- (D) competitive

139. It appears to be a ----- impossible plan to charge fees to cars visiting the city park on the weekend.

- (A) nearing
- (B) nears
- (C) nearly
- (D) neared

140. People who have wanted to buy a home but couldn't afford to will be able to qualify, ----- interest rates remain moderate.

- (A) whereas
- (B) as if
- (C) whether
- (D) assuming that





Part 6

Directions: Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-143 refer to the following advertisement.

The Volunteer Community here at WWA is ----- any other volunteer opportunity.

- 141.** (A) other
(B) rather than
(C) similar
(D) unlike

That will be good news for busy people who wish to get involved to make a ----- in the lives of

- 142.** (A) gain
(B) living
(C) difference
(D) progress

others in need, but who need an alternative to traditional volunteering.

In fact, these well-meaning people are often unable to commit themselves to any charitable activity that requires ----- to show up at a specific time or for specific lengths of time.

- 143.** (A) their
(B) theirs
(C) them
(D) themselves

For people whose schedule is hectic and unpredictable, traditional training is nearly impossible. Now you can meet new people, meet new friends, learn new skills flexibly and get more active. Much more insight on virtual volunteering can be found at WWA.

Questions 144-146 refer to the following article.

All the speed camera fines issued by the Traffic Authority since 1998 may be invalid because a judge in a Sydney district court ruled the photos used to convict drivers were meaningless.

The authority ----- to convict a man of driving 95 km/h in an 80 km/h zone on Bollwell Street in

- 144.** (A) seek
(B) seeks
(C) sought
(D) will seek

July last year.

Yet Judge Nicolas ruled that the photograph provided by the Traffic Authority was not -----

- 145.** (A) sincere
(B) discouraging
(C) valid
(D) extra

evidence, since those speed cameras were not periodically tested for accuracy.

The Traffic Authority said its cameras were accurate and denied the court's decision. It is considering an appeal, ----- that every camera was subject to comprehensive tests.

- 146.** (A) state
(B) stating
(C) statement
(D) stated

There are almost 150 fixed speed cameras in Sydney. Last year 50 million dollars worth of speed camera fines were issued, up from 45.9 million dollars in 2006.



GO ON TO THE NEXT PAGE



Questions 147-149 refer to the following news report.

During the second half of last year, prices in the oilseed moved upward. The market reacted to the prospect of less ample supplies and reduced inventories, compared with the two ----- years, when

- 147.** (A) precede
(B) preceding
(C) preceded
(D) proceedings

supplies were abundant relative to demand.

The rise was more pronounced for meal and cake prices, which have also come under the influence of rising prices of wheat and feed grains.

The latest forecasts for 2008 confirm that production of oilseeds may not be sufficient to meet global demand for oils and fats. Such an outlook suggests that prices for oils and fats may continue rising.

By contrast, the increase in prices for meals and cakes could come to a ----- as global output of

- 148.** (A) halt
(B) block
(C) clarification
(D) conservation

meals is now expected ----- demand, leading to more rising inventories.

- 149.** (A) excessively
(B) to exceed
(C) in excess
(D) exceeded

Questions 150-152 refer to the following letter.

Dear Absolute Card customers,

It has come to my ----- that there may be some confusion as to how to process your Absolute

- 150.** (A) end
(B) appreciation
(C) attention
(D) amazement

Card applications. Please refer to any of the three methods in place to solve this problem.

First, on our website you can process applications, submit sales and review all of your impending and settled transactions. We have received feedback on this system from many customers and the response has been overwhelmingly positive.

Secondly, we have The Fast App system which allows you to call our automated credit approval system and submit an application by simply entering the information ----- the touch tone pad on

- 151.** (A) upon
(B) amid
(C) through
(D) throughout

your telephone.

Finally, you can make a call to our credit department at 1-800-703-1254 and turn in the application directly to a credit representative.

Please remember to ----- one of these three methods for credit approvals on your Absolute Card.

- 152.** (A) eliminate
(B) proceed
(C) incline
(D) utilize

If you have any questions regarding processing applications, don't hesitate to call our services department at 800-525-3251.

Best regards,

Michael Lee
Shoppers Charge Accounts
Absolute Card





Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following advertisement.

Green Forest... we care about your lawn

Green Forest specializes in friendly service at an affordable rate. Our services include basic lawn mowing, custom landscaping, garden design, and general maintenance. Here are just a few of the jobs we can do for you:

- Monthly Mowing: Organize someone from Green Forest to mow your lawn once a month.
- Custom Landscapes: For anyone who needs a little help designing their dream landscape. Our professional staff can help you choose which flowers and trees to buy, and where to plant them.
- Garden Design: For experienced gardeners who want to learn more about the science of creating a successful garden.
- General Maintenance: For people who already have a garden, or landscape design, but who need a little help maintaining it.

Green Forest is a small family-run business with over fifteen years of experience. In addition to providing great service, Green Forest also uses only the best tools, so you can be sure that your lawn is in safe hands with us. Call today and receive a free lawn care consultation.

153. What kind of service is being offered?

- (A) Home cleaning
- (B) Real estate consultations
- (C) Home appliance repairs
- (D) Lawn care

154. Which is NOT one of the characteristics mentioned?

- (A) Family-operated business
- (B) Excellent equipment
- (C) Professional crew
- (D) Fast service

Questions 155-156 refer to the following job posting.

Join the ITS Environmental Research Team

Duties: Are you interested in research on the impact of carbon emissions on the environment? If so, we have a challenging opportunity for you. Reporting to the Environmental Section Director, you will plan and implement Regional Environmental Assessment Projects with a particular emphasis on evaluating the impact of current global carbon emissions on ecosystems. You will also provide scientific advice to engineers, biologists, and technicians on Environmental Management Permits.

Qualifications: Strong analytical and interpersonal skills. Qualified applicants will have a Bachelor's degree in biology or environmental sciences and two years' related experience. Please send your résumé and cover letter to our Personnel Manager, Sharon Risby, at sharon@ITS.com. If you want to learn more about the position, please visit our website at www.itsenvironment.com.

155. What is one of the duties of this position?

- (A) To advise professionals in other industries
- (B) To conduct research on fuel-efficient cars
- (C) To devise waste management strategies
- (D) To write reports about endangered species

156. How can someone find out more about the position?

- (A) Call Sharon Risby
- (B) Check the website
- (C) E-mail the regional manager
- (D) Contact the Section Director





Questions 157-159 refer to the following e-mail.

To: Barbara Clemons <babs27@funmail.com>
From: Susan Poletti <spoletti@fineclothes.com>
Date: January 16
Subject: Employee E-mail

Dear Ms. Clemons,

Thank you for your kind e-mail regarding the service you received from one of our employees. A copy of your e-mail has been forwarded to the Personnel Department and will be included in the employee's file.

It is so rare that a customer takes the time to express her appreciation of our service. In fact, I was so touched by your action that I feel inclined to reward you.

Please accept the enclosed voucher, which, when presented, will entitle the bearer to a ten percent discount on any merchandise in our store.

This is but a small token of our appreciation of customers like you. Our company's success depends on your satisfaction, and with your support we will continue to grow and prosper in this competitive marketplace.

Again, on behalf of everyone at Fine Clothes, thank you for your praise.

Susan Poletti
Director, Customer Services

157. What is the purpose of the e-mail?

- (A) To express gratitude to the customer
- (B) To answer the customer's question
- (C) To praise the employee for his service
- (D) To request a file from an employee

158. What is included in the e-mail?

- (A) A letter of recommendation
- (B) A gift certificate to the store
- (C) An invoice for the service charge
- (D) A copy of the order form

159. What can be inferred about Susan Poletti?

- (A) She has met with Barbara Clemons before.
- (B) She works in the Customer Services department.
- (C) She was hired recently.
- (D) She went on a business trip last week.

Questions 160-162 refer to the following information.

Time	Day One	Day Two
8:15 - 10:00	Starting an E-Business (also available online) Designing a Functional Website Mastering E-commerce	Internet Technology Choosing an Internet Provider Understanding Search Engines
10:30 - 12:00	Online Advertising (also available online) Writing Sales Copy for the Web Marketing your Product Online	Outsourcing Online The Advantages of Hiring Freelancers How to Find a Freelancer
12:00 - 1:15	Lunch	
1:15 - 2:45	Keeping Track of Finances Basic Rules of Accounting Important Tax Laws	Shipping Products (also available online) How to Create a Simple Online Order Form How to Minimize Shipping Problems
2:45 - 3:15	Coffee Break	
3:15 - 4:45	Advice from Successful E-business Owners Mark Henrich, President of IP Media Online Linda Orlick, co-founder of Intelligent Designs, an online web design company George Tulane, author of "E-Business and You"	Conclusion This portion of the seminar has not been determined. Contact Brent Sprites, Event Coordinator, for more information.

160. What subject will mainly be covered in the seminar?

- (A) Writing effective advertisements
- (B) Creating a strong marketing campaign
- (C) Developing a business using the Internet
- (D) Improving customer relation strategies

161. What is TRUE about the Shipping Products seminar?

- (A) It explains how to create a product database.
- (B) It is also offered through the Internet.
- (C) It is organized by Brent Sprites.
- (D) It takes place after the coffee break.

162. Who is George Tulane?

- (A) A published writer
- (B) The founder of IP Media Online
- (C) A successful e-business accountant
- (D) The Event Coordinator





Questions 163-164 refer to the following letter.

Dear Mr. Jorgensen,

We are sorry to hear that you have been experiencing problems with your new Okawa desktop computer. While we usually require our customers to contact their Okawa service provider in the event of a problem, we recognize that, in your case, this would be impossible, since you are currently living abroad. Therefore, if you will carefully package the unit in its original carton and send it to us, our Okawa experts will examine it thoroughly to determine the source of the problem.

If it turns out that the problem requires a few minor adjustments, we will make the necessary repairs and return the computer to you within thirty days. If we determine that the unit is defective, we will send you an immediate replacement. Please remember to remove all important files from your hard drive to ensure that you do not lose them in the event that repairs are made.

Again, I am sorry that you experienced this inconvenience and thank you for purchasing an Okawa computer.

Regards,

Harold Plume
Service Department

163. Why didn't Mr. Jorgensen take the computer to a service center?

- (A) He works during its operating hours.
- (B) He is unsure of the center's location.
- (C) He is living outside the country now.
- (D) He prefers to deal with the head office directly.

164. What is NOT one of the actions the company offers to take?

- (A) Repair the computer
- (B) Replace the unit
- (C) Return the item in a month
- (D) Restore lost computer files

Questions 165 -168 refer to the following notice.

The National Wildlife Service at Mt. Andover National Wildlife Refuge announces the opportunity for a recreational business contract for the Snake Creek facility. An opportunity like this doesn't come often, and it is perfect for anyone who is interested in opening a recreational business and contributing positively to the natural environment. This contract involves boat rentals, bike rentals, canoe rentals, campsite rentals, and equipment sales.

The closing date for the submission of applications for the business contract is Thursday, March 16, at 5:00 p.m. Interested parties can take a one-time guided tour and attend a question-and-answer session about the recreational facility on Wednesday, February 23. To make the meeting run more efficiently, we recommend that you personally review the information on our website (www.mtandover.com) and write down a list of questions that you might want to ask at the session. Please e-mail the questions that you write down to the Refuge Manager, Joe Yosemite, at jyosemite@mtandover.com. Questions must be received by February 10, so that a transcript of the questions and answers can be made available to all parties. You will receive this transcript at the start of the question-and-answer session.

Also, since the weather in the park is unpredictable and we may be walking over some pretty rocky terrain, participants are asked to wear hiking boots and warm clothing for the tour, which will start at approximately 3 p.m. and last about two hours. For further information regarding this opportunity, please contact Michelle Vance, Manager of the National Wildlife Service, at 1-236-547-9875.

165. What is the purpose of the notice?

- (A) To announce the opening of a national park
- (B) To advertise an opening for a guide in the National Wildlife Service
- (C) To inform people about a business opportunity at Mt. Andover
- (D) To recruit maintenance workers for the Snake Creek facility

166. What will some people probably do on February 23?

- (A) Tour the park
- (B) Submit a proposal
- (C) Meet with the Manager
- (D) Sign the contract

167. According to the notice, what will participants most likely receive at the meeting?

- (A) Free hiking equipment
- (B) A summary of the questions and answers
- (C) Advice on safety procedures
- (D) A free pass to enter the park

168. What should participants remember to bring to the meeting?

- (A) A list of their most recent accomplishments
- (B) Some examples of their best work
- (C) The appropriate clothes for the weather
- (D) The materials to complete the project





Questions 169-172 refer to the following letter.

Dear Mr. Ritter,

Your account with The Professional's Closet has been approved for credit. We would like to inform you that your account number is 987-6589-9874. Please inform your personnel to be sure to include this account number on any documents and correspondence directed to The Professional's Closet. We welcome you to our family of customers and hope that you will be satisfied with our company's exceptional service.

As our way of saying thank you for opening your new account with us, we are offering you a ten percent discount on all copy paper and notebooks ordered in the month of July. As stated in the terms and conditions of your account with The Professional's Closet, which you will find in the enclosed contract agreement, you are also entitled to a twenty percent discount on your first order of \$500 or more.

If you have any questions regarding our credit policy, please contact Jill Bunt, our Credit Manager, who will be more than happy to discuss your account with you. Additionally, if you would like to take advantage of our automatic monthly order system, please call Howard Hale, the Sales Supervisor.

We will be looking forward to your orders and to the opportunity of serving you.

Sincerely,

Jennifer Teller
Director, The Professional's Closet

- 169. Why did Jennifer Teller write this letter?**
- (A) To inquire about a delinquent account
 - (B) To advertise a special storewide sale
 - (C) To accept a business transaction
 - (D) To talk about a delivery policy

- 170. What type of product does The Professional's Closet probably sell?**
- (A) Professional clothing
 - (B) Office supplies
 - (C) Computer software
 - (D) Investment advice

- 171. What is one clause written in the terms and conditions of Professional's Closet?**
- (A) Mr. Ritter can get a discount on the first purchase.
 - (B) The customer must pay all delivery fees.
 - (C) All products have a one-year warranty.
 - (D) Payments are due at the end of the month.

- 172. Why would Mr. Ritter contact Howard Hale?**
- (A) To request information about the contract
 - (B) To change the method of payment
 - (C) To discuss the details of the project
 - (D) To organize regular shipments

Questions 173-175 refer to the following excerpt from an article.

Think Like a Champion

By Dennis Flatmeyer

What secret power do professional athletes and Olympians possess that enables them to perform under pressure? Well, the answer, according to psychologists and athletic trainers, is in the brain.

For years, athletes and coaches alike believed that athletic skill and physical training were the two most important factors determining competitive success.

Recent evidence, however, suggests that mental training is actually more critical than athletic ability. Thus, while you may not have been born a champion golfer, you can certainly train yourself to become one by employing the proper mental training.

Take for example, the four-time Olympic gold medal winner in the 200-meter dash, Paul Fisher. Paul was born with a rare neuromuscular disease that prevented him from growing normally. He spent the first five years of his life in a hospital bed, and doctors told his parents that he would probably have to use a wheelchair all his life. Then, in 1988, while watching the Seoul Olympics from his hospital bed, Paul decided that he would one day be an Olympic runner.

Twelve years later, in Sydney, Paul Fisher was standing on the Olympic podium, wearing a gold medal around his neck. When asked about his incredible victory, Paul said, "It was easy, once I made up my mind to do it."

At Haverford University, psychologists monitored ten athletes who were each given the exact same physical training schedule. However, five athletes were also given a mental training schedule, where they practiced meditating and using positive thinking techniques. What did the University discover? The five athletes who prepared mentally and physically performed nearly seventy percent better than the other five athletes!

173. What does the article mention about athletic performance?

- (A) It is most influenced by physical training.
- (B) It is greatly affected by mental preparation.
- (C) It teaches people the value of competitiveness.
- (D) It is a new field of study in psychology.

174. What is NOT true about Paul Fisher?

- (A) He is an Olympic athlete.
- (B) He suffered from a rare disease.
- (C) He participated in the 1988 Seoul Olympics.
- (D) He won a gold medal in Sydney.

175. What did Haverford University do for their research?

- (A) They evaluated the performance of different athletes.
- (B) They interviewed current Olympic athletes.
- (C) They studied important historical figures.
- (D) They conducted online surveys of international athletes.

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Questions 176-180 refer to the following excerpt from a magazine.

With winter quickly approaching, I thought it would be appropriate to devote a portion of November's issue to discussing how winter affects our minds and bodies, and how we can cope with the shorter, colder, and darker days.

An article published in the Journal of Medicine revealed that 3 out of every 5 people in the country are affected by Seasonal Affective Disorder (SAD). Common symptoms include lack of energy, increased need for sleep, mood swings, and depression.

This winter is going to be the coldest in ten years. The good news is that a number of scientists and psychologists have developed interesting and effective remedies to help those affected by SAD escape the ailment that leaves them wanting to crawl into bed, bury themselves under the blankets, and hibernate until spring. In this issue, we have included three different articles which discuss SAD and provide helpful solutions for preventing it.

On page 13, in an article entitled "Staying Creative and Productive this Winter," Dr. Leonard O'Reilly, a psychologist who has been studying SAD for the last ten years, discusses how high-intensity artificial light, which simulates the longer days of summer, can help people reduce the effects of SAD this winter. Dr. O'Reilly even designed a lamp that you can put beside your bed.

You'll find a second remedy to SAD on page 23, in an article called "Sleeping through SAD." The article features a discussion about SAD with Dr. Lauren Scott, a researcher at Hedrick University in Germany. Finally, on page 34, you'll learn how Dr. Livingston and Dr. Sue Tao of the National Psychiatric Institute discovered that cognitive behavioral therapy, a form of psychological therapy, can stimulate brain activity and increase energy levels.

176. What will November's issue be mainly about?

- (A) How to stay healthy during winter
- (B) How to improve your diet
- (C) How to change your sleep habits
- (D) How to recover from insomnia

177. What is NOT a common symptom of SAD?

- (A) Lack of energy
- (B) Increased sleep
- (C) Decreased appetite
- (D) Feeling depressed

178. The word "escape" in paragraph 3, line 3, is closest in meaning to

- (A) make
- (B) follow
- (C) retreat
- (D) avoid

179. What can be inferred about Dr. O'Reilly from the article?

- (A) He works at Hedrick University.
- (B) He specializes in cognitive therapy.
- (C) He has interest in brain activity.
- (D) He has studied SAD for a decade.

180. Which of the following is a remedy for SAD mentioned in the article?

- (A) Spending the winter in a warmer climate
- (B) Eating certain foods that stimulate metabolism
- (C) Using artificial light in your home
- (D) Speaking to a psychologist regularly



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Questions 181-185 refer to the following advertisement and letter.

Administrative Assistant Needed

John Leon Disability Care Inc. requires an administrative assistant to work in its central Los Angeles office. The organization specializes in the field of disability care services for elderly people. The successful candidate will enjoy working as part of a dedicated team, and be committed to the care and support of disabled people.

The job involves a variety of administrative duties. These will include filing, letter writing, distributing mail, entering data into a computer, photocopying and maintaining records. Training will be provided, if necessary, to enable the job-holder to use the organization's computer system.

Applicants are required to have a university degree and some experience in administration.

Salary will start at \$25,000, and the incumbent is entitled to 15 paid-vacation days per year.

Please fill out the application form, which can be downloaded from our website, and mail it to:

Angie Garner

Director, Personnel Department

Job Applications

John Leon Disability Care Inc.

San Antonio Dr.

Los Angeles, CA

For further information, contact our personnel assistant, Adam Rye, at 214-845-6598.

Applications that are not submitted in the form requested will not be considered for review.

Starting date for applications: Immediately

Closing date for applications: February 27

124 Rodeo Ave.

Atlanta, GA 25874

404-587-3265

Personnel Department

John Leon Disability Care Inc.

San Antonio Dr.

Los Angeles, CA

1 February

To whom it may concern:

I was extremely interested in your advertisement for the Administrative Assistant position, which appeared

in the Atlanta Herald.

I am presently affiliated with a highly regarded private medical supplies company, and I plan to ask my company's vice president, Danny Bartholomew, to write a reference. Furthermore, I am positive that he will give you a good reference.

I have one problem though. I visited your organization's website to download the application form, but for some reason, I could not access the application form with my computer. I called your personnel assistant several times yesterday and today, but the line always seems to be busy. Let me know what I should do about this situation, please.

Thank you most sincerely for your time and consideration.

Cordially,
Eleanor Montgomery

181. What position is advertised?

- (A) Office associate
- (B) Medical assistant
- (C) Computer programmer
- (D) Physical therapist

182. What is NOT one of the requirements of the job?

- (A) A bachelor's degree
- (B) Computer skills
- (C) Relevant experience
- (D) Desire to work on a team

183. How did Ms. Montgomery find out about the position?

- (A) By looking in a newspaper
- (B) By contacting the company directly
- (C) By attending the job fair
- (D) By researching on the Internet

184. What can be implied about Mr. Bartholomew?

- (A) He introduced Disability Care Inc. to Ms. Montgomery.
- (B) He is the Director of a medical care facility.
- (C) He trains people to be physical therapists.
- (D) He might write a letter for Ms. Montgomery's job application.

185. Who did Ms. Montgomery call yesterday?

- (A) John Leon
- (B) Angie Garner
- (C) Adam Rye
- (D) Danny Bartholomew



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Questions 186-190 refer to the following e-mail and itinerary.

Dear Ms. Knight,

Thank you for giving Vacation Planners the opportunity to make your travel arrangements for your trip to Italy. We are confident that you will be very pleased with the destinations and accommodations we chose for you.

Since you mentioned in your initial telephone call that your family was interested in Italian cooking, for your stay in Rome, we booked a special tour of an authentic Italian restaurant, where an Italian chef will teach you how to prepare a traditional five-course Italian meal. As promised, we did not charge you for this activity.

We recommend that you review the enclosed itinerary and e-mail us immediately, if you have any questions or would like to make any changes. Note: a \$50 fee will be applied to any changes you make.

We look forward to hearing from you and hope that you will afford us the opportunity to help you plan your next vacation or business trip. And don't forget to take a look at the enclosed brochure, which highlights all the special deals we'll be offering this summer. Thank you.

Sincerely,

Patrick Anderson
Travel Associate
Vacation Planners

Destination

Rome (3 days)
Venice (2 days)
Florence (1 day)
Tuscany (3 days)
Italian Riviera (2 days)

Accommodation

Rosa Hotel
Green Hotel
International Hotel
Regency Bed and Breakfast
Hotel Italiano

- For more information on traveling to Italy, visit our new website at www.vacationplanners.com/Italy.

186. What is most likely Ms. Knight's reason for visiting Italy?

- (A) Family vacation
- (B) Honeymoon
- (C) Business trip
- (D) Exchange program

187. What is mentioned about Vacation Planners?

- (A) It includes a travel guide with each itinerary.
- (B) It offers a complimentary activity in Rome.
- (C) It lets Ms. Knight change an itinerary free of charge.
- (D) It arranges special language classes.

188. What can be found in the company's brochure?

- (A) The company's history
- (B) The refund policy
- (C) Upcoming holiday specials
- (D) The new booking form

189. Where will Ms. Knight be staying while she learns about Italian cooking?

- (A) Rosa Hotel
- (B) Green Hotel
- (C) International Hotel
- (D) Hotel Italiano

190. How long will Ms. Knight stay in Tuscany?

- (A) 1 day
- (B) 2 days
- (C) 3 days
- (D) 4 days



Questions 191-195 refer to the following e-mail and schedule.

To: Rob Gordon
From: Human Resources <HRM@eltoninsurance.com>
Subject: Employment
Date: June 17

Dear Mr. Gordon,

Thank you for your recent application for employment with Elton Insurance. An interview has been scheduled for you on Monday, June 23, at 10:00, with Mr. Alex Meadow, Head of Human Resources. This schedule may be changed and I will contact you again if that occurs. Mr. Meadow's office is located on the 10th floor, Room 1009. I have been informed that he is very excited to meet with you, as he is a fellow graduate of Ohio State University.

A forty-five-minute exam will be administered to you immediately following your interview, which will take approximately one hour. To be eligible for the position, you must receive a score of 75 percent or higher on the exam.

If you are unable to keep this appointment or if you have any questions, please call me at (813) 555-4000.

Paul Newton
Human Resources

June 23rd Interview Schedule for Associate Accountant Position (confirmed as of June 19)

Name	Time	Room (10th Floor)	Interviewer	Notes
Linda Reid	8:00 a.m.	1008	Charles Orson	Applicant graduated from the University of Illinois with a degree in Business Finance.
Kevin Spade	8:30 a.m.	1007	Bethany Lumley	Applicant holds a master's degree in accounting from Tulane University.
Rob Gordon	9:00 a.m.	1009	Alex Meadow	Applicant held associate accountant position for two years at Tuttle Capital Inc.
Sara Overlay	9:30 a.m.	1010	Gail Devonshire	Applicant received 2006 Performance Award from Warton Business Institute.

- 191.** What is the purpose of the e-mail?
- (A) To announce an employment opportunity
 - (B) To offer the applicant a position
 - (C) To inform the applicant of an interview
 - (D) To ask the applicant to submit a form
- 192.** What requirement must Mr. Gordon fulfill to be eligible for the position?
- (A) He must pass a test.
 - (B) He must have a medical exam.
 - (C) He must submit a contract agreement.
 - (D) He must attend a training session.
- 193.** Why is Mr. Meadow excited to meet Rob Gordon?
- (A) He thinks Mr. Gordon has the strongest educational background.
 - (B) He graduated from the same university.
 - (C) He worked with him during his internship.
 - (D) He heard good things about Mr. Gordon's work at Tuttle Capital Inc.
- 194.** Which candidate has a master's degree?
- (A) Linda Reid
 - (B) Kevin Spade
 - (C) Rob Gordon
 - (D) Sara Overlay
- 195.** What can be inferred about Mr. Gordon's interview?
- (A) It will take place on Tuesday instead of Monday.
 - (B) It will be held on the first floor.
 - (C) It will occur after the oral examination.
 - (D) It will be held an hour earlier than planned.



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Questions 196-200 refer to the following letters.

Dear Mr. Pompeii,

On behalf of FRT Electronics, I'd like to thank you for your interest in submitting to us a product proposal relative to the FRT Digital Cell Phone. We always appreciate receiving ideas from independent inventors.

Our firm receives many ideas, suggestions and proposals, and has many of its own projects under development. Nevertheless, we would be pleased to accept your proposal for review, provided it is accompanied by an acknowledgement letter signed and dated by you. Enclosed with this letter, you will find the specific terms and conditions (T&C) of submitting a proposal to FRT Electronics. If these terms are acceptable to you, please sign the document where indicated and return it together with your idea or proposal.

Please note: FRT Electronics will only accept the original copy of the T&C document.

Again, thank you for your time and interest in FRT Electronics. We look forward to hearing from you in the future.

Very truly,

Bob Appleby
Project Manager

Dear Mr. Appleby,

I have reviewed the terms and conditions that were sent to me in a letter dated June 23, 2007. Unfortunately, I spilled coffee on the original document and therefore have copied the terms and conditions for submitting a project proposal to FRT Electronics below:

I understand that:

1. Samples or other submissions will be returned to the submitter only if return postage or freight is prepaid.
2. The company accepts no responsibility for loss of samples in its possession.
3. The company shall pay compensation only in the event it, a) accepts the idea, and b) reaches an agreement with the submitter about intellectual property rights and commensurate compensation.

Note: contracts are drafted on an individual basis and will vary according to the estimated value of the proposed product or idea.

The foregoing terms and conditions are understood and acknowledged:

Charles Pompeii
June 25, 2007

I have also included the project proposal for your review. Thank you again for this great opportunity. I look forward to hearing from you.

Sincerely,
Charles Pompeii

196. Why did Mr. Appleby send the letter?

- (A) To discuss the terms of submitting an idea
- (B) To accept the client's contract for a project
- (C) To praise an employee for the helpful suggestion
- (D) To request the lawyer's opinion

197. In the first letter, the word "specific" in paragraph 2, line 4, is closest in meaning to

- (A) broad
- (B) draft
- (C) detailed
- (D) common

198. Which product does Mr. Pompeii intend to improve?

- (A) Computer
- (B) Cell phone
- (C) Calculator
- (D) CD player

199. What is mentioned in the T&C document?

- (A) The company accepts full responsibility for all items.
- (B) The company will return all items free of charge.
- (C) The submitter has intellectual property rights.
- (D) The company negotiates each contract individually.

200. What could be the problem with Mr. Pompeii's T&C form?

- (A) It is not signed.
- (B) It is not dated properly.
- (C) It is not the original.
- (D) It is not sent on time.

**READING**

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. We need to reserve a restaurant ----- a celebration party in honor of a newly appointed personnel manager.

(A) for
(B) from
(C) onto
(D) off

102. ----- habitually answers incoming phone calls and signs for packages while in the office.

(A) She
(B) Her
(C) Hers
(D) Herself

103. A new shipment of popular bargain books has just ----- here in perfect condition and will be on display this afternoon.

(A) sent
(B) delayed
(C) arrived
(D) examined

104. The Catering & Event Department enjoys a solid reputation for extraordinary ----- provided to customers.

(A) server
(B) service
(C) servicing
(D) serve

105. It is anticipated that those ----- looking for employment will be successful in the coming months.

(A) currently
(B) significantly
(C) completely
(D) slightly

106. Hart House Inc. is widely recognized for ----- all its energy and resources to supporting social activities.

(A) earning
(B) valuing
(C) benefiting
(D) dedicating

107. According to a new study by Single Click, online shoppers search the Internet at least one week prior ----- actually purchasing their products.

(A) to
(B) after
(C) of
(D) about

108. Most stores ----- special discounts, coupons on gifts, and personalized gifts to retain their existing customers.

(A) offering
(B) be offered
(C) to offer
(D) are offering

- 109.** ----- there are so many stores throughout the district, any type of bad publicity carries a lot of risk.
(A) Since
(B) If
(C) So
(D) Unless
- 110.** HPR Press achieved the ----- overall rating from its customers in a recent independent survey of nearly 10,000 customers.
(A) higher
(B) highest
(C) more highly
(D) most highly
- 111.** I would not like to recommend the Westin Orlando Hotel, ----- considering that it has poor quality room service.
(A) greatly
(B) especially
(C) unusually
(D) positively
- 112.** Drivers are required to carry ----- liability insurance policy at all times in their cars in case of an accident.
(A) their
(B) theirs
(C) they
(D) themselves
- 113.** ----- the two copy machines differ in a few of their functions, you will be soon accustomed to operating them.
(A) Rather than
(B) Despite
(C) Although
(D) In order that
- 114.** Mr. Tanaka decided to resign, because a significant drop in customer satisfaction has had an adverse impact on sales -----.
(A) grower
(B) grow
(C) grown
(D) growth
- 115.** Most of the automobile companies are likely to face ----- sales in midsize and large cars as a result of the continuing recession.
(A) declining
(B) declined
(C) decline
(D) to decline
- 116.** Although some studies report different effects of overtime work, they are ----- with respect to productivity levels.
(A) comparing
(B) comparable
(C) compare
(D) compares
- 117.** Your membership renewal will entitle you to a wide variety of benefits that ----- from innovative services to effective programs.
(A) distinguish
(B) range
(C) refrain
(D) prohibit
- 118.** Applicants who possess interpersonal skills and strong analytical skills to gather and analyze information for reports will be especially -----.
(A) prefer
(B) preferred
(C) preferable
(D) preferring
- 119.** Now that our site is currently ----- essential maintenance work, we apologize for the inconvenience and ask that you try again later on.
(A) proceeding
(B) facilitating
(C) installing
(D) undergoing



- 120.** You are cordially invited to attend a ----- party thrown in honor of employees who have served the company for more than thirty years.
(A) retirement
(B) retire
(C) retires
(D) retired
- 121.** Questions concerning whether international trade is ----- more beneficial to lower income economies have been raised for years.
(A) much
(B) such
(C) very
(D) too
- 122.** Fat-blocking weight loss pills ----- over the counter effective immediately.
(A) selling
(B) have been selling
(C) will be sold
(D) have been sold
- 123.** Compact List Inc. appreciates the ----- you have made to this annual event.
(A) evaluations
(B) attempts
(C) medicines
(D) contributions
- 124.** A group of established corporations will ----- carry out the downsizing program, which represents the biggest reduction in jobs since 2000.
(A) highly
(B) most likely
(C) slightly
(D) timely
- 125.** ----- fulfilling the requirements and receiving unanimous approval from the committee, Ms. Norton was not accepted for the position.
(A) During
(B) Despite
(C) Besides
(D) Into
- 126.** Please make sure that all the volts in overhead compartments are tightened -----.
(A) secure
(B) security
(C) securely
(D) more secure
- 127.** Your salaries and earnings vary greatly, depending on several ----- such as your specialty area, degree, and sector of employment.
(A) factors
(B) sides
(C) senses
(D) portions
- 128.** Although revised reports are better than they were last week, Mr. Dan Gum, the program director, suggested ----- them.
(A) to rewrite
(B) rewriting
(C) rewritten
(D) should rewrite
- 129.** We are obligated to retain all the manuals, even for ----- appliances.
(A) conditional
(B) partial
(C) temporary
(D) discontinued
- 130.** Drivers are asked to park their cars by ----- rather than using a valet parking system.
(A) they
(B) their
(C) them
(D) themselves
- 131.** DTS has undergone drastic changes designed to better ----- its valued customers.
(A) offer
(B) provide
(C) serve
(D) reflect

- 132.** Companies expanding into other regions prefer hiring workers ----- to the targeted region.
(A) according
(B) physical
(C) native
(D) approximate
- 133.** The warranty attached to the product you purchased will be valid for two years from the date of -----.
(A) receipt
(B) admission
(C) ownership
(D) membership
- 134.** The corporate monitoring committee ----- an inspection in any violation of security codes in a week.
(A) has been starting
(B) will be starting
(C) is started
(D) is being started
- 135.** ----- of survey data revealed distinct differences between the two proposed projects.
(A) Analyst
(B) Analysis
(C) Analyze
(D) Analytical
- 136.** ----- the first session has been successfully completed, the subsequent topics won't be difficult to understand.
(A) Once
(B) Nevertheless
(C) Despite
(D) Still
- 137.** ----- you are here for corporate workshops or need to host a meeting, we can offer conference rooms, food services, and lodging.
(A) That
(B) Should
(C) Even
(D) Whether
- 138.** After further research on breast cancer treatment, pharmaceutical companies are investing in medicine development areas that look more -----.
(A) promising
(B) completed
(C) favorite
(D) immature
- 139.** The sales of new wireless electronic products have significantly increased and ----- customer satisfaction.
(A) so has
(B) even so
(C) whereas
(D) as to
- 140.** The hygiene department will provide you with information ----- stringent safety criteria.
(A) up to
(B) while
(C) as of
(D) concerning



Part 6

Directions: Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-143 refer to the following statement.

With a growing number of account software programs available on the market, it is fairly difficult to decide which one will best ----- your needs.

- 141.** (A) complete
(B) climb
(C) suit
(D) strengthen

The easiest and most cost-effective way to buy accounting software is to buy a product in accordance with your purposes.

They may differ greatly from company to company, even if most individuals rely on it to keep track of their family finances. In order to obtain the product that is the most ----- to your needs, you will

- 142.** (A) worrying
(B) beneficial
(C) minor
(D) successful

need to take the time to evaluate your own needs in order to determine the purposes for ----- you

- 143.** (A) what
(B) which
(C) whom
(D) where

will use the software.

Questions 144-146 refer to the following announcement.

Scientists ----- a regional conference this week agree climate change in the woods is real.

- 144.** (A) attend
(B) attending
(C) have attended
(D) will attend

The early arrival of spring means less time for foresters and loggers to spend in the woods. And less time means less money. As a result, the region's revenues have declined.

Scientists attribute the changing climate to an increase in carbon emissions, ----- in warmer

- 145.** (A) result
(B) resulted
(C) resulting
(D) will result

global temperatures.

The warming has already begun to change the Earth: glaciers are melting, more storms are occurring and animal species are disappearing.

The conference attendees discussed the ----- of the changes on the forest of the country.

- 146.** (A) effects
(B) creation
(C) progress
(D) contamination



Questions 147-149 refer to the following notice.

INTERWORLD accepts no liability for passengers who are not in ----- of valid travel documents.

- 147.** (A) process
(B) proceeds
(C) proceedings
(D) possession

The check-in closes 15 minutes before departure, so any passenger arriving later than that will ----- their right to such a ticket and the ticket will be made available to stand-by passengers on a

- 148.** (A) allow
(B) waive
(C) upgrade
(D) transport

first come and first served basis.

While all cancellations 24 hours prior to departure carry a 10% penalty, cancellations within 24 hours or after departure carry a 100% penalty.

INTERWORLD will make every effort possible to keep to the scheduled timetable. However, no liability can be accepted by INTERWORLD for any loss or damage ----- by any passenger or

- 149.** (A) incur
(B) incurred
(C) incurring
(D) to incur

inconvenience experienced due to a delay for whatsoever reason.

Questions 150-152 refer to the following letter.

I didn't know when your hotel was last renovated, but like some other reviewers, I agree to the fact that there is more ----- for improvement, especially with respect to cleaning.

- 150.** (A) room
(B) value
(C) terms
(D) gap

There were a number of things in the carpet that appeared to have come in on the bottom of some visitors' shoes. It is a situation that I think could easily have been avoided if a housekeeper ----- a

- 151.** (A) passed
(B) has passed
(C) had passed
(D) would pass

vacuum around the room before my arrival.

On the plus side, however, the staff members were all friendly and courteous and seemed eager to do all they could to make my stay as ----- as possible.

- 152.** (A) comfort
(B) comfortable
(C) comfortably
(D) comforted

I don't think this hotel offers good value for the money but as I was charging my stay to my company, it was not an issue for me, and all in all I had a pleasant stay.



Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following brochure.

Trentwood Casino Grand Opening

The Atlantic City branch of the Trentwood Casino is a superb piece of architecture featuring twenty floors and an underground shopping mall. It is located near the center of Boardwalk Avenue, the fastest growing entertainment district in Atlantic City.

Atlantic City's Boardwalk Avenue has experienced rapid growth in the last six years, due to increased foreign investment. The Trentwood Casino is particularly proud of its luxurious setting and world-renowned hospitality. To showcase its facilities, it will be hosting a Grand Opening Fiesta on July 8, 2008.

The casino has many features, including a 5-star hotel, pampered spa, shopping mall, multi-cinema, Atlantis aquarium and children's game room. You will also find world-class restaurants like Bertoli's and Santa Antonia steak house.

- B3 - Employee-Only Parking
- B2 - Customer Parking
- B1 - Customer Services, Lost and Found, Baby Changing Area
- 1F - Snack Bars and Cafes
- 2F - Shopping mall
- 3F - Multi-Cinema
- 4F - Aquarium (Saturday and Sunday only)
- 5F - Game Room (adult supervision required for children under 10)
- 6F - Casino
- 7F - World-Class Restaurants (open 24 hours a day)
- 8F-19F - Trentwood Hotel
- 20F - Pampered Spa
- Tourist information services available on the first floor.

153. What is the reason for Boardwalk Avenue's quick growth?

- (A) The city has increased taxes to renovate the entire area.
- (B) Local contractors have invested more money in building new hotels.
- (C) Foreign businessmen have become more interested in the area.
- (D) The new amusement park has attracted more tourists.

154. Where should someone go if they lose a personal item?

- (A) B2
- (B) B1
- (C) 7F
- (D) 8F

Questions 155-156 refer to the following notice.

Speakers for 15th SBSA Meeting Wanted

Date: June 22nd, 2007 (Saturday) - June 23rd, 2007 (Sunday)

Place: Watson Conference Center, Sacramento, California

The Small Business Support Association (SBSA) invites guest speakers to contribute to this year's meeting, which will discuss the current regulations for starting a small business.

We need five qualified individuals to attend the meeting as guest speakers. Candidates must run their own small business, and be recognized leaders in the business world. Advanced degrees are not necessary. Interested applicants are asked to provide a cover letter, a current résumé, and two letters of recommendation. In the cover letter, please be sure to include your educational background and any awards you have received. Documents should be sent to our offices no later than May 15, 2007. Successful applicants will be notified by telephone.

If you are interested in attending the event as a spectator, please remember to register for the event by June 15, 2007. The \$75 entrance fee can be paid by cash or check. Payment must be received by June 19th. (*Guest speakers do not need to pay the fee.)

155. What is the main purpose of the notice?

- (A) To request sponsors for a charity event
- (B) To ask for speakers for the upcoming business function
- (C) To notify employees about a mandatory conference
- (D) To inform residents of the annual town meeting

156. What is required of people interested in being a guest speaker?

- (A) Speech scripts must be submitted for review.
- (B) The required paperwork must be submitted by May 15th.
- (C) The registration fee must be paid by June 19th.
- (D) Reference letters must be handed in by June 15th.



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Questions 157-160 refer to the following advertisement.

Barker Realty presents the hottest apartments in Dalesville:

Barker Realty is the most successful real estate company in the area and this year it is proud to announce the opening of its very own apartment complexes: Barker Suites. In conjunction with Unlimited Construction, Barker Realty is constructing ten new housing communities in Dalesville. Here's a list of just a few of the features you will find in these state-of-the-art suites:

Free Unlimited Parking

Don't pay extra to park in your own building! As part of your lease agreement with Barker Suites, you will receive two free parking spaces and 24-hour valet parking.

Luxury Fitness Center, Spa, and Swimming Pool*

We bring the best in hotel service directly to your doorstep. You won't want to leave on vacation, thanks to the Massage Center and Swimming Pool on the top floor.

Weekly Cleaning

While living in Barker Suites, you'll never have to worry about cleaning. We provide a free maid service once a week, according to your convenience!

All apartments will also come with modern bathrooms, fully equipped kitchens, and Wireless Internet service. Come to the first Barker Suites Open House on May 22nd and check out the future in community living. If you like what you see, contact our corporate office at 1-800-Suites and reserve a spot.

*(Residents: \$10/visit, non-residents: \$50)

157. Where might this advertisement be found?

- (A) Real estate magazine
- (B) Travel agency
- (C) Hotel reception
- (D) Building supply store

158. Which free service is NOT included in the lease agreement?

- (A) Internet
- (B) Valet parking
- (C) Cleaning service
- (D) Gym membership

159. What is TRUE about all apartments?

- (A) It took more than a decade to complete them.
- (B) Barker Suites are for business people only.
- (C) The residents can get free cleaning service every two days.
- (D) Non-residents of the apartments can use the gym facility.

160. What should someone who is interested in the suites do?

- (A) Attend the auction
- (B) Transfer the deposit money
- (C) Call the company
- (D) Complete the membership form

Questions 161-163 refer to the following letter.

At Melvin's Department Store, we pride ourselves on customer service and quality products. Because you have recently passed our \$2,500 yearly service bill requirement, you are now a preferred customer eligible to apply for our Platinum Membership Card. With this card, you will receive the following great benefits:

- You will be provided with a Personal Service Assistant who can help you with any problem whenever it might occur. Our assistants are eight-year veterans of the company and are extremely knowledgeable and friendly.
- You will receive Platinum Member discounts at hotels, restaurants, select stores, and travel agencies nationwide.
- You will be able to apply for an annual 10 percent discount on all purchases made with your Platinum Card.*

These benefits and more are available to you as long as you fill the following requirements:

- Your annual purchases equal or exceed \$1,000.
- Your monthly payments are made on time.
- Your credit history meets the terms and conditions of Melvin's Department Store.

* Customer must apply for the discount by submitting an online application form.

If you are interested in applying for this card, please fill out the enclosed application form and mail it to our corporate offices no later than September 1, 2007.

161. Who is eligible to apply for the Platinum Membership Card?

- (A) Customers who spend more than \$1,000 on a single purchase
- (B) Customers who have shopped at the store for more than two years
- (C) Customers who have paid their service bills on time for one year
- (D) Customers whose total annual purchases exceed a certain amount

162. According to the letter, which of the following is a benefit of having a Platinum Membership Card?

- (A) Free subscription to the store catalogue
- (B) Ability to access accounts and pay bills online
- (C) Discounts on travel services around the country
- (D) Advance notice of upcoming sales and promotions

163. How could a customer receive a discount on yearly purchases?

- (A) By contacting a Personal Service Assistant
- (B) By filling out an electronic form
- (C) By printing out the voucher from the website
- (D) By making a purchase once a week for a month



Questions 164-166 refer to the following article.

UUTS Announces Major Changes

The Urban Underground Transportation System (UUTS) is the most popular form of transportation in Divine City. Nearly 2.3 million citizens use the subway system to commute to work every day.

After repeated complaints by an overwhelming number of commuters from the Applewood District, UUTS executives declared that they would be building a new subway line that will directly link Applewood to the main financial and business districts in Divine. The decision was made during a board meeting held on September 20th.

Construction will begin in November 2007 and is expected to finish in March 2008. The new subway line will feature an express train that runs every 2 minutes, as well as a regular service that makes more stops but only runs every 10 minutes.

The new line will be the fastest, most technologically advanced, and most comfortable UUTS service to date. To help raise money for construction costs, however, the company will be increasing the price of tickets for this route.

164. According to the article, what is UUTS?

- (A) A steel company
- (B) A famous business district
- (C) A computer
- (D) A public transit service

165. What will happen in November 2007?

- (A) A company will change locations.
- (B) An office tower will be demolished.
- (C) An additional subway route will be built.
- (D) A park will open in the financial district.

166. What is NOT true about the new UUTS service?

- (A) It is cheaper.
- (B) It is extremely efficient.
- (C) It is comfortable.
- (D) It is very modern.

Questions 167-169 refer to the following advertisement.

Mega Mart Going out of Business Sale!

Get down to Mega Mart before it's too late! On March 28, the store will be moving to a bigger location and we want to celebrate our success. That's why we've decided to hold the biggest sale in Mega Mart history. From March 15th to March 25th we're slashing our prices.

EVERYTHING in the store will be discounted: electronics, home furnishings, clothes, children's toys, automotive supplies and more!*

The Mega Mart Guarantee promises a greater variety of products at lower prices than any other store in the area, and for one week only we'll be offering prices that are even lower than normal.

No matter what you buy, you'll still receive the Mega Mart Money Back Guarantee. If you're not satisfied with your purchase, you'll have 6 months to bring it back to the store for a full refund, if we decide it's justifiable.

* Discounts may vary. All items less than a year old will only be discounted a maximum of 20 percent. The Mega Mart Club Card 10 percent discount off total purchase cost will not apply to sale items.

167. What is planned for March 15th to March 25th?

- (A) Sales event
- (B) Store renovation
- (C) Advertising campaign
- (D) Management change

168. Which of the following is part of the Mega Mart Guarantee?

- (A) Supply only the highest quality products
- (B) Notify customers of faulty electronic equipment
- (C) Offer a lot of different items at lower than average cost
- (D) Provide free shipping and handling on all orders

169. How long do people have to return any defective products?

- (A) 5 months
- (B) 6 months
- (C) 9 months
- (D) 10 months



Questions 170-172 refer to the following letter.

Hooper Publishers
1257 Booking Drive
San Francisco, CA 69878

Mr. Ian Ross
52 Willow Ave.
New York, NY

July 15, 2007

Dear Mr. Ross,

Congratulations! Your book, "10 Ways to Save Money," was one of ten documents chosen to be published in hardcover form this year.

In order for the book to be published, however, you must fill out the enclosed Writer's Guidelines Form, which describes the terms and conditions of publishing a book with our company, and sign the contract agreement form. We ask that you submit both of these items to the Publishing Department no later than July 23rd. The book is scheduled to be published by September and Book Buyer's Bookstore has offered to purchase 1 million copies to distribute at chains around the country.

At Hooper Publishers, we have a very strict compensation policy that we offer all of our authors. For every book that we publish, you will receive 65 percent of the earnings, before tax. This means that the profit you make on each book will not be affected by differences in sales tax from one state to another. However, Hooper Publishers does not provide a set price for any book it publishes, which gives bookstores more freedom to determine their own individual prices. We also don't have any control over consumer tastes, but it does look like self-help guides to making more money are selling 10 percent more copies per month than other titles.

Again, we congratulate you on your success. If you have any questions or would like to meet with someone personally, please contact our Author Communication Department at 1-880-958-9874.

Sincerely,

Kevin Spark
Director, Hooper Publishers

170. What is the purpose of the letter?

- (A) To renew the publication
- (B) To cancel a contract
- (C) To ask for the unpaid payment
- (D) To process the publishing agreement

171. What did Book Buyer's propose to do?

- (A) Open a new store in the city
- (B) Donate unsold books to charity
- (C) Purchase a certain number of new books
- (D) Reduce the cost of hardcover books

172. What factor does NOT affect how much

money authors make selling books?

- (A) The tax rates in different locations
- (B) The price at which a bookstore chooses to sell the book
- (C) The percentage of the earnings taken by the publishing company
- (D) The current market conditions and what consumers are buying



Questions 173-177 refer to the following notice.

As a leader in the business community, Intelligent Consulting feels it is always important to present a professional image. We spend most of our day meeting with CEOs of large companies that trust us to manage their most important financial matters. If we can't maintain our personal hygiene, then how can we expect our clients to seek our services? The following guidelines will help both male and female workers dress appropriately for all business occasions. Please notice the amendments made to the last policy.

- All employees are expected to keep a tidy appearance: no unusual hairstyles or obvious body piercings are permitted. Tattoos must be covered at all times.
- If employees choose to use the company gym on their lunch break, they are required to shower before they return to work.
- The dress code will be strictly enforced during all work hours.*

* To help raise money for the new children's ward at St. Andrew's Hospital, we have introduced Casual Friday. Employees can pay \$5 and choose to wear jeans. Employees should contact Tricia Rowen in HR by Thursday of every week to make their contributions and receive their 'I Helped!' button. Buttons are mandatory.

173. What is the topic of this notice?

- (A) To explain company policies
- (B) To inform employees about a meeting
- (C) To give directions to a conference
- (D) To introduce a new fashion trend

174. Who might seek the services of Intelligent Consulting?

- (A) Government workers
- (B) Graduate students
- (C) Corporate executives
- (D) Fashion professionals

175. The word "appropriately" in paragraph 1, line 5 is closest in meaning to

- (A) unsuitably
- (B) properly
- (C) hesitantly
- (D) longingly

176. Which of the following is TRUE about the company?

- (A) It has offices around the world.
- (B) It pays its employees well.
- (C) It has a fitness center.
- (D) It is the biggest in the city.

177. How will the money raised by Intelligent Consulting be used to help St. Andrew's Hospital?

- (A) By subsidizing the cost of medical care for its patients
- (B) By increasing the number of staff in the hospital
- (C) By expanding the food services area
- (D) By adding a section to the hospital

Questions 178-180 refer to the following invitation.

We cordially invite you to attend the 3rd annual Bentley Art Museum Auction.

Date: April 16, 2007

Time: 7 p.m.-11p.m.

Location: 12 Duval Ave., Chicago, Illinois

Dress: Formal

For nearly fifty years, the Bentley Art Museum has been devoted to the world of modern art. From exhibits featuring the work of local artists such as Charles Rowling to monthly seminars on popular art and society, we have tried to bring a little culture to the local community.

Three years ago, Bob Sweeny, Curator of the Museum, suggested we find a way to raise money to fund art programs in Chicago public schools, and the idea for the Bentley Art Museum Auction was born. In 2006, proceeds from the auction went towards buying new art supplies for the children of Dunbar Elementary School. This year we hope to raise enough money to provide scholarships for local public school students to study at the prestigious Rhode Island School of Design (RISD).

The auction will feature the works of art from around the world.

We sincerely hope that you will attend the event this year, as you are one of the largest private contributors to our Museum. We are open Monday-Friday from 9 a.m. to 6 p.m.

Warmest Wishes,

Andrew McDougal
Museum Director

178. What can be inferred about the Bentley Art Museum?

- (A) Charles Rowling is the curator of Bentley Art Museum.
- (B) It tries to promote the works of local artists.
- (C) It is funded by a local university.
- (D) It is open on the weekends.

179. What did Bob Sweeny recommend?

- (A) Organizing a fundraiser for public schools
- (B) Hosting a monthly seminar on modern art
- (C) Featuring pieces by unknown artists
- (D) Opening a new wing for photography

180. Who received the benefits from the auction last year?

- (A) An art supply store
- (B) An elementary school
- (C) An art exhibition
- (D) RISD



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Questions 181-185 refer to the following memorandum and article.

Dear Research and Development Team,

As part of our seminar series this month, we have invited a few lecturers to come and speak at our company. The seminars will take place on Friday, June 23, and include the following individuals, all of which are experts in their field and have been published numerous times in professional journals like "Science Weekly" and "Technology Now." It is my hope that these lectures will improve our team's productivity as we look to develop Verion Communications' latest SD 20 cell phone line. I have also included each expert's most recently published article.

Robert Kurt 'Creating New Technology' - The Journal of American Science

Jang Lee 'A Cellular World: The hottest phones in Asia' - Gadget World Monthly

Francois Levine 'Maintaining Efficiency When Developing New Products' - Smart Technology Times

If he can make it, Bob Winner from SS Tech will also speak. I must also remind everyone that the lectures start at 8 a.m. sharp. An employee breakfast will be held beforehand in the company cafeteria. Lunch and dinner will be provided by Hanson's Deli. Your HR coordinators will be passing around an order sheet for sandwich and main meal preferences.

I look forward to seeing you all there.

Denis Muller
Project Manager
Research and Development, Verion Communications

According to our market research, the latest trend in cellular phones is without a doubt the built-in video game. Tatsuaki Electronics has surpassed its competition by introducing another advance in hand-held gadgets: the option to download video games from the internet directly onto your phone. The VG 204 Cell Phone was introduced six months after the Tatsuaki's television phones began losing sales. The new product boosted the company's quarterly earnings by 20 percent. This increase demonstrates how quickly customers lose interest in new products, and, therefore, how important it is for technology companies to stay ahead of the game when it comes to product development. On June 15th, Tatsuaki also announced that it was working on an even more advanced prototype; technology fans in Japan are waiting patiently to see what's in store for them next. Even though Tatsuaki has been successful in the hand-held electronics market, other companies can still excel and reach the top by introducing innovative products to the technology sector. Verion Communications is a strong competitor in the cell phone industry, while New Media Inc. shows promise in the computer and television sectors.

181. What is the purpose of the memorandum?

- (A) To recommend resources for future study
- (B) To introduce speakers for a lecture series
- (C) To introduce a new technology perspective
- (D) To organize a brainstorming session for new employees

182. What is Verion Communications?

- (A) A publishing company
- (B) A computer company
- (C) A cell phone company
- (D) A video game company

183. What can be inferred from the article?

- (A) Companies should constantly change products to maintain customers' interest.
- (B) Companies should create new technology without sacrificing productivity.
- (C) Companies should choose a specific audience to advertise new products to.
- (D) Companies should invest more money in development research than market research.

184. In the article, the word "boosted" in line 5 is closest in meaning to

- (A) eliminated
- (B) prevented
- (C) increased
- (D) undermined

185. Which lecturer might discuss Tatsuaki Electronics' new product in their lecture?

- (A) Bob Winner
- (B) Robert Kurt
- (C) Jang Lee
- (D) Francois Levine



Questions 186-190 refer to the following letter and information.

To all customers of Efficient Office Suppliers,

For twenty years, we have been bringing customers the best office supplies products at wholesale costs. Our company's mission has always been to keep the customer happy by offering excellent and unbeatable service.

To keep up with new technology standards and offer our customers the latest office products, we have recently upgraded some of our products. We have also discontinued a few of our products, since they no longer enhance the efficiency of office environments. Also, to promote our new paper products, we will offer an automatic 10 percent discount on the total purchase.

If you require post-purchase service for items that are no longer in production, please bring the item to any of our branch offices and we will cover 100 percent of the repair costs. If the product's post-purchase period (P/P) has expired, the customer will be responsible for paying 50 percent of the repair cost, including reimbursement for new parts.

Please read the enclosed information thoroughly and contact our Customer Relations Department at 1-800-985-6235 with any questions.

Regards,

John Monroe
Director, Efficient Office Suppliers

Production Terminated	Replacement Product	Repair Cost	Expiration of P/P Agreement
Peson 53 printer	Peson 54-1 printer	\$50	Dec. 21, 2008
T6 calculator	T8-2 calculator	\$10	Jan. 15, 2009
SF-420 copier	SF-520 copier	\$60	Jan. 20, 2009
TX-H4 TV	TX-H8 TV	\$100	March 1, 2009

- T6 and T8-2 are the same size, but have different storage capacities.
- SF-520 is \$175 more than SF-420, but operates at twice the speed.
- TX-H8 will be introduced in January 2009, increasing the pixel ratio of the TX-H4.
- P6 Printer Friendly paper color #32-1 will be replaced by P6 Printer Friendly paper color #42-2, and will be sold at \$2 more per carton.
- Easy Roll pens will now be offered in purple, orange, green, pink, and yellow. A new All-Color 12 Pack will replace the Black and Blue 12 Pack, at \$1 less per package of 12.

- 186.** Why did John Monroe write the letter?
- (A) To encourage customers to place orders early
 - (B) To introduce changes to certain product lines
 - (C) To outline a policy regarding overdue payment
 - (D) To announce a new sales campaign to clients
- 187.** In the letter, the word “unbeatable” in paragraph 1, line 3 is closest in meaning to
- (A) unavailable
 - (B) underrated
 - (C) unsurpassable
 - (D) understandable
- 188.** What benefit does the customer get by buying new paper products?
- (A) They can receive a price reduction.
 - (B) They can get a free gift.
 - (C) They can use a 50% coupon.
 - (D) They can apply for the store drawing.

- 189.** How much does the customer have to pay to repair the SF-520 copier after Jan. 20, 2009?
- (A) \$10
 - (B) \$30
 - (C) \$50
 - (D) \$100
- 190.** What alteration was made to the T6 calculator?
- (A) Size
 - (B) Storage capacity
 - (C) Color
 - (D) Repair cost



Questions 191-195 refer to the following minutes and schedule.

Everville Department of Transportation (EDT)

Board Meeting Minutes

Saturday, June 21

Everville Town Hall

Opening

President Chris Devonshire conducted the meeting. He announced the opening of the new Everville City Rapid Trolley (ECRT), which will provide direct service to all major financial and shopping districts downtown. The project will involve closing Bus lines 7 and 8 from July 15 to September 25. The exact date of initial operations will be decided in next month's meeting.

Minutes

Minutes from May's meeting were approved and will be published in the Sunday edition of the Everville Times.

Coordination Committee

The proposal outlining alternative routes for commuters on Bus lines 7 and 8 was submitted by Ross Watts, Coordination Director. The committee voted and the proposal was approved 10 -1. Accordingly, actions will be taken to notify residents that Bus lines 5 and 6 will now offer extended service to areas normally covered by lines 7 and 8. Due to the changes, the frequency of the buses will vary depending on the time of day. A new schedule will be produced and distributed by the Public Relations Department.

Financial Report

EDT's weekly income is projected to decrease by 25 percent with the proposed construction project. However, Trent Kennel, Chief Financial Officer, reports that the new ECRT is projected to increase total company sales by 30 percent.

Next Board Meeting

The next board meeting will be held on Tuesday, July 22, at 6 p.m. in the Everville Public Library.

Meeting Finished: 5:46 p.m.

Minutes submitted,

Martha Bates

Martha Bates

New Everville Bus Schedule for Lines 7 and 8

(This schedule is valid from July - September)

Line 7	Frequency
07:00-11:00	every 2 minutes
11:00-15:00	every 4 minutes
15:00-19:00	every 2 minutes
19:00-23:00	every 20 minutes

- This line will be serviced by buses from Line 3.
- This line will not stop at Everville Mall or Everville District Court.

Line 8	Frequency
07:00-11:00	every 2 minutes
11:00-15:00	every 6 minutes
15:00-19:00	every 2 minutes
19:00-23:00	every 25 minutes

- This line will be serviced by buses from Line 4.
- This line will not stop at Capital Financial or Everville Botanical Gardens.
- Lines 1,2,9, and 10 will service the following additional stops:
 Line 1 → Everville Mall
 Line 2 → Everville District Court
 Line 9 → Capital Financial
 Line 10 → Everville Botanical Gardens

191. Who was responsible for conducting the meeting?

- (A) Ross Watts
 (B) Chris Devonshire
 (C) Trent Kennel
 (D) Martha Bates

192. What will be published in the town newspaper?

- (A) Minutes from the EDT's May meeting
 (B) A schedule for ECRT operations in July
 (C) An article on the changing means of transportation
 (D) A letter from the EDT's Coordination Committee

193. According to the minutes, which of the following is TRUE about ECRT?

- (A) It will replace service for Lines 5 and 6.
 (B) It will close for repairs from July to September.
 (C) It will lay off 20% of its workforce.
 (D) It will increase company profits by 30 percent.

194. Which line should someone take to get to the Botanical Gardens?

- (A) Line 1
 (B) Line 2
 (C) Line 8
 (D) Line 10

195. What information in the schedule is different from the minutes?

- (A) Buses run more often during the day than at night.
 (B) Lines 7 and 8 are temporarily out of service.
 (C) Lines 3 and 4 will mainly cover the closed bus lines.
 (D) The changes are effective in July.



Questions 196-200 refer to the following e-mails.

To: All sales associates
From: Deven Wilt <dwilt@advancedadvertising.com>
Subject: Director of Sales position

Hi, everyone. I'd like to tell you about what the management has decided concerning the former Director of Sales, Macy Fitz's replacement. The board members prefer to give it to a qualified staffer with at least 4 years' experience at Advanced Advertising rather than hire a candidate fresh off the street. HR will be conducting interviews starting May 22, and all sales associates who have been with the company for 4 years or more are encouraged to apply. Please send me printed copies of your cover letter and résumé, along with a brief 500-word essay outlining why you think you are ideal for this position, by May 15. Only applications submitted in this form will be accepted.

Good Luck!

Deven Wilt,
HR Director

To: Deven Wilt
From: John Barker <jbarker@advancedadvertising.com>
RE: Director of Sales position

Dear Mr. Wilt,

I was extremely excited to receive your e-mail regarding the Director of Sales position. I have worked at Advanced Advertising for 5 years, and in this time have developed strong critical thinking and communication skills. I feel my experience and track record of excellence make me an ideal candidate for this position.

I am currently the most successful employee in the department, and in the last six months alone have secured contracts with three major corporations. As captain of the company baseball team, I have developed strong leadership skills and consistently demonstrated my ability to organize and execute new plans. I have applied these leadership skills to the office environment by initiating company-sponsored lectures from experts around the world. I believe education is an important asset to any company and feel strongly that the 10 percent increase in total advertising sales in April was directly related to the attendance of these talks.

The résumé and essay attached to my e-mail further outline my skills and personal qualities. I would welcome an opportunity to interview for this position.

Sincerely,

John Barker

- 196.** What is the main purpose of the first e-mail?
- (A) To announce the retirement of a company employee
 - (B) To inform employees of a job opening
 - (C) To outline a new company policy on corporate sales
 - (D) To introduce an advertising campaign for new products
- 197.** What can be inferred about the board members at Advanced Advertising?
- (A) They like to promote people within the company.
 - (B) They all have at least 4 years of sales experience.
 - (C) They plan to announce a merger with a larger company.
 - (D) They prefer to communicate with managers through e-mail.
- 198.** Which skill is NOT mentioned by John Barker?
- (A) Organization
 - (B) Communication
 - (C) Critical thinking
 - (D) Knowledge of accounting

- 199.** According to John Barker, how did the company increase sales in April?
- (A) Employees worked longer hours.
 - (B) Employees went to educational seminars.
 - (C) The company implemented a new incentive policy.
 - (D) The company hired a business consulting firm.
- 200.** Why might John Barker's application not be accepted?
- (A) He has been working for less than a year.
 - (B) He didn't follow the requested form of submission.
 - (C) He didn't major in the related field.
 - (D) His sales performance is not that good.

**READING**

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

- 101.** The head of the department ----- the banquet room for a party should submit a required form to the Catering Department.

(A) use
(B) used
(C) using
(D) will use

- 102.** ----- providing an extraordinary service to our patrons, overall sales have almost tripled.

(A) While
(B) Since
(C) Once
(D) Now that

- 103.** In order to ----- a wide variety of dining pleasures, we have hired extra kitchen help.

(A) offer
(B) give
(C) select
(D) cater

- 104.** Because earning a(n) ----- customer rating was not easy, all our employees did their utmost to satisfy customers.

(A) enviable
(B) satisfied
(C) native
(D) especial

- 105.** The terms and conditions on the plane ticket are a ----- of the agreement between the airline and passengers.

(A) negotiation
(B) determination
(C) states
(D) summary

- 106.** For safety reasons, visitors not accompanied by security staff will not be ----- into the laboratory.

(A) entered
(B) honored
(C) allowed
(D) separated

- 107.** Please mention my name in order for you to ----- the subscription to the journal on my behalf.

(A) include
(B) provide
(C) renew
(D) entail

- 108.** A complete list of our hotel amenities will be ----- to you upon request.

(A) send
(B) sent
(C) to send
(D) sending

- 109.** Events in celebration of our 10th anniversary will begin ----- at 10 A.M. tomorrow morning.
(A) precise
(B) precision
(C) precisely
(D) preciseness
- 110.** Jen's Business designed a ----- inspection program to assure its members that their stay is a safe and enjoyable one.
(A) stringent
(B) founded
(C) delighted
(D) dependent
- 111.** We regularly monitor the quality of products and services in order to meet strict -----.
(A) require
(B) requiring
(C) required
(D) requirements
- 112.** If the company had been under better circumstances, it could have obtained an ----- more favorable outcome.
(A) all
(B) even
(C) any
(D) almost
- 113.** Service employees are exempt from overtime ----- the position meets specific circumstances.
(A) if
(B) whether
(C) despite
(D) that
- 114.** Most companies hire attorneys to ----- them in case they encounter any trouble.
(A) attend
(B) represent
(C) conduct
(D) express
- 115.** ----- we find a comprehensive approach to dealing with traffic congestion, it will continue to worsen.
(A) Except
(B) Also
(C) Unless
(D) Therefore
- 116.** The head of the legal department is searching for experts who have a lot of experience with contract -----.
(A) negotiates
(B) negotiator
(C) negotiations
(D) negotiable
- 117.** Ace Training Group excels in providing the best professional course that can be ----- to your unique needs.
(A) prosperous
(B) customized
(C) found
(D) appointed
- 118.** Many ----- agricultural advisors were hired to boost the significantly declining industry.
(A) professionally
(B) professional
(C) professionalism
(D) profession
- 119.** We will hold a raffle event in all our department stores next week to extend our ----- thanks to our valuable customers.
(A) sincere
(B) original
(C) estimated
(D) completed
- 120.** Please note that payment statements must be addressed ----- to the recipients.
(A) correct
(B) correcting
(C) correction
(D) correctly



- 121.** Any errors in the payroll slip should be reported to the proper department within five days of -----.
(A) receive
(B) receipt
(C) receipts
(D) receiving
- 122.** When the construction workers were ----- of the arrival date of materials, they expressed concerns over the delay.
(A) spoken
(B) reported
(C) notified
(D) required
- 123.** Researchers in a broad range of fields were asked to review ----- the proposed project may entail.
(A) how
(B) when
(C) which
(D) what
- 124.** Shipping details will be entered into the computer ----- we have received the authorization.
(A) once
(B) whoever
(C) sometimes
(D) unless
- 125.** Award-winning publications to keep you ----- on current trends will be provided if you join Marsh Group Inc.
(A) mature
(B) up-to-date
(C) proficient
(D) exclusive
- 126.** I can be ----- at the number below if you encounter any trouble requiring my attention.
(A) confirmed
(B) reached
(C) determined
(D) arrived

- 127.** Please complete the return list ----- the reason for the return and it will be processed promptly.
(A) detail
(B) detailed
(C) detailing
(D) in detail
- 128.** Of the 6 candidates, Ms. Sally Marson seemed the ----- for the position.
(A) qualification
(B) qualified
(C) more qualified
(D) most qualified
- 129.** Tickets to the newly refurbished amusement park will be sold online ----- on Monday.
(A) outdoors
(B) starting
(C) afterwards
(D) as to
- 130.** A few flight attendants have requested that some loose volts in the overhead bins ----- tightened.
(A) be
(B) are
(C) have been
(D) will be
- 131.** Hamas Investment placed an advertisement on temporary employment ----- for certified financial advisors.
(A) opens
(B) openness
(C) openings
(D) opener
- 132.** Now that the company has gained a noticeable increase in net profits, it is offering customers a thirty percent -----.
(A) economy
(B) market
(C) discount
(D) criteria

- 133.** Further studies will be conducted to develop ----- sound guidelines for year-round training.
(A) economy
(B) economic
(C) economical
(D) economically
- 134.** If you have difficulty preparing for a presentation on -----, ask Mr. Jacobs for help.
(A) your own
(B) yourself
(C) your
(D) yours
- 135.** A letter ----- by a copy of the press release was mailed to the public relations department yesterday.
(A) accompanies
(B) accompanying
(C) accompanied
(D) will accompany
- 136.** In order to demonstrate our appreciation, a party ----- held at a Chinese restaurant.
(A) will be
(B) has
(C) will have
(D) were
- 137.** The conference's keynote speaker called this morning for ----- that everything has been set for his presentation.
(A) confirm
(B) confirming
(C) confirmation
(D) confirmed
- 138.** After ----- requests by residents, the city's board members decided to install additional traffic lights.
(A) repeat
(B) repeated
(C) repeating
(D) repetition
- 139.** Please note ----- prices for not yet published books are tentative and final pricing will be determined at publication.
(A) inasmuch as
(B) them
(C) about
(D) that
- 140.** Employees are advised to refrain from using mobile phones ----- on duty, since it causes distraction.
(A) during
(B) in
(C) while
(D) afterward



Part 6

Directions: Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-143 refer to the following letter.

Dear Gail Anderson.

Thanks for your phone calls regarding the order for our leather soap and conditioner to clean and freshen your leather upholstery.

When ----- correctly on cracked and dirty leather, our cleaning product will help remove the dirt

- 141.** (A) use
(B) used
(C) using
(D) it used

easily.

The neutral feature of the cleaner containing protective oils also aids stain resistance and keeps the leather supple, ----- some other leather cleaning products which contain solvents and can dry out

- 142.** (A) unlike
(B) despite
(C) amid
(D) following

the leather.

If you use our product in conjunction ----- our DOR care cream, you will have optimum protection

- 143.** (A) with
(B) on
(C) at
(D) of

and maintenance.

Questions 144-146 refer to the following letter.

Dear Susan Goodwin,

I am writing in response to your letter ----- about any chance of you being covered if the product

- 144.** (A) inquiry
(B) inquire
(C) inquiring
(D) inquired

you wish to purchase doesn't perform as -----.

- 145.** (A) anticipate
(B) anticipated
(C) anticipating
(D) anticipation

The law says that merchants make an implied promise that goods are fit to be sold every time they sell a product. For example, if you, as an appliance retailer, sell an oven, you are promising that the oven is in proper condition ----- sale.

- 146.** (A) on
(B) for
(C) in
(D) by

If the oven doesn't heat, or if it heats without proper temperature control, then the seller has breached the implied warranty of merchant promise.

In such case, the law requires the seller to provide any solution so that the buyer will be able to get a working oven.

Should you have any further questions about this matter, please contact us online at www.azellialeagalconsult.co.kr.



Questions 147-149 refer to the following notice.

Checking Out

----- you have selected all the items you would like to purchase and are ready to place your order,

- 147.** (A) Moreover
(B) In addition to
(C) Once
(D) Besides

click on the Check Out link.

The next screen displays a form for your shipping address.

After entering your shipping address, you will be asked for the payment information required to complete your order.

----- it be necessary, you can print out your form and then send it to us by fax or postal service, or

- 148.** (A) Since
(B) Should
(C) Unless
(D) When

order over the phone, with all the information at your fingertips.

If you decide to make an order, your final order, ----- our special promotion offer, will be displayed

- 149.** (A) include
(B) includes
(C) included
(D) including

for you to print and complete your order.

Questions 150-152 refer to the following tips.

You will find relocating to a new place costly. In addition to paying for your first month's rent in advance, down payment fees and items you need for your new place may be needed. And you also have to spend more money on moving. But this is the only expense you can cut down on.

So as to reduce moving expenses, you will need certain information on how to get packing boxes and cushioning materials to ----- breakage.

- 150.** (A) promote
(B) prevent
(C) prohibit
(D) fluctuate

Unless you own extremely fragile items, you can pack ----- all of your things using everyday

- 151.** (A) almost
(B) most
(C) every
(D) a few

materials to protect them.

If you are in need of packing tape or labeling markers, you can get anything you need on the Internet, where people give things out ----- free of charge, or from a neighbor who has recently

- 152.** (A) absolute
(B) absolutely
(C) absolution
(D) absolve

moved to the building.



Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following e-mail.

From: Scott Williams

To: PubSec Finance

Subject: Mark Peterson leaving the company for new career opportunity

It is with mixed emotions that I announce today that Mark Peterson has accepted a new position with Farm Credit in Lincoln, NE.

Mark has been with Avera almost 8 years and most recently has been operating as a regional finance support analyst on my team in support of Erich Smith's Enterprise midwest region. Prior to this current role, Mark had operated in various finance positions within Avera's international and enterprise segments. Although Mark's experience and expertise will be sorely missed by myself and his customers, I am very excited about the opportunities this change affords Mark and his family.

Mark, on behalf of Avera and myself, thanks for your years of dedicated service to the company. Mark's last day with us will be Friday, January 5th. Plans for an appropriate send-off for him are underway, so stay tuned.

Thanks,
Scott Williams

153. What is the purpose of the e-mail?

- (A) To announce a job opening
- (B) To talk about a new analyst position
- (C) To talk about an employee leaving
- (D) To plan a retirement party

154. What company does Scott Williams work for?

- (A) PubSec Finance
- (B) Reidy Team Organization
- (C) Farm Credit
- (D) Avera

Questions 155-157 refer to the following information.

Good Decisions Discussion Group

Date:	Tue, April 17, 2007	Select Registration Type	Price
Time:	10:30 a.m.	Member Registration	N/A
Location:	City Center Facility	Non-Member Registration	\$10.00

Good Decisions is designed to encourage discussion of the important global issues of our time. It takes you beyond the headlines by providing a revealing look at current challenges facing the world. The topic under discussion at this meeting is Mid East: Site in Turmoil. All members are invited to join in this dialogue. If you don't have the Great Decisions briefing book but would like to participate, call The CX at 815-472-7550, ext 10 for a copy of the reading material.

Facilitator: Kerri Ryerson

- 155.** What will the attendees talk about at the meeting?

- (A) How to make decisions
- (B) News stories
- (C) Revealing challenges
- (D) The Middle East

- 156.** What should attendees do who don't have the briefing book?

- (A) Register for membership
- (B) Encourage discussion
- (C) Join in the dialogue
- (D) Phone for a copy

- 157.** Who can attend for free?

- (A) Members
- (B) City employees
- (C) People who register in advance
- (D) Those who have a copy of the briefing book



Questions 158-160 refer to the following e-mail.

From: <custserv@pinky.com>
Sent: Saturday, January 13, 2007 7:05 a.m.
To: J.Scarbo@hotmail.com
Subject: Order Status for Order #11P45RC

Dear Jessica Scarbo,

Thanks for shopping at pinky.com. Your order number is #11P45RC. Please print this page or write this number down, for future reference. This order should arrive within four to seven business days.

You may check the status of your order by clicking this link (http://www.pinky.com/profile/order_history.do), or by clicking the Order Status link at the top of any page on our site.

Here's a summary of the order you placed on Jan 13, 2007:

Ship To

Jessica Scarbo
3220 Rt. 8 East, Unadilla
Kansas, MO 66061

Item Description	Size	Price	Qty	Total
Women's Sling-Back Wedges Gray	6	16.50	1	16.50
Women's Suede T-Strap Wedges Dark Blue	6	14.49	1	14.49
<hr/>				
Summary of Charges				
Order Subtotal:		30.99		
Shipping & Handling:		5.00		
Tax:		3.05		
<hr/>				
Order Total:		39.04		

Payment Info

CREDIT CARD: XXXXXXXXXXXX9020

You will receive a shipment notification email message as soon as we send your order. We may also send you additional updates regarding the status of your order.

If we may be of further assistance, please contact us at custserv@pinky.com or 1-800-555-6288. Our Customer Service Consultants are here to help 24 hours a day, 7 days a week.

Sincerely,

pinky.com Customer Service

158. What is the recipient asked to do?

- (A) Print the order page
- (B) Check the status of the order
- (C) Summarize the order
- (D) Contact customer service

159. Including this one, how many emails can Jessica Scarbo expect to receive from pinky.com?

- (A) One
- (B) Two
- (C) Three
- (D) Four to seven

160. When would this order probably have arrived?

- (A) January 13th
- (B) The next day
- (C) January 16th
- (D) January 19th



Questions 161-163 refer to the following advertisement.

2006 Asura TL – \$35,325

Dealer: CowBoy Asura

Call: 855-440-3041

About This TL

Mileage: 18,473

Engine: 3.2L V6

Body Style: Sedan

Transmission: AUTO 5SPD

Exterior Color: Light Gray

Drivetrain: FWD

Interior Color: Ivory

Doors: 4

Stock #: 10317A

Wheelbase: 108"

VIN: MUA66386A066473

Features: 4 Wheel Anti-Lock Brake System, Side Air Bag, AM/FM Stereo, Air Conditioning, Aluminum Wheels, Auto Climate Control, Automatic Off Headlights, Auxiliary Power Outlet, CD Changer, Cassette.

Seller's Notes: David Procter will be your contact person at CowBoy Asura. Please call: Toll Free (855) 441-2383. QUOTED INTERNET PRICING IS GOOD ONLY IF PRINTED AND PRESENTED to David Procter. Prices do not include any taxes, fees or added accessories. Please be sure to contact David Procter prior to visiting the store for an appointment. We try to schedule by appointment. We make every effort to present information that is accurate. However, it is based on data provided by the vehicle manufacturer and/or other sources and therefore exact configuration, color, specifications and accessories should be used as a guide.

161. What does this listing describe?

- (A) A new car
- (B) A used car
- (C) A stereo system
- (D) A special sale

162. Where would you find this advertisement?

- (A) In a newspaper
- (B) On the radio
- (C) On the Internet
- (D) On television

163. What should you do to take advantage of this deal?

- (A) Print and bring in the listing
- (B) Make an appointment with David Procter
- (C) Present accurate information
- (D) Get data from the vehicle manufacturer

Questions 164-165 refer to the following notice.

Starlight Wireless Recycling

Wireless recycling is a very important part of Starlight's environmental commitment. Our recycling programs were created to help prevent millions of mobile phones from ending up in the waste stream. We encourage everyone to help preserve our earth for future generations by recycling their no-longer-used wireless phone through one of our two programs.

- Starlight Project Connect – No-longer-used wireless phones, regardless of maker, model, or service provider may be donated to this program. Net proceeds go to benefit Starlight education programs.
- Starlight Buyback – Starlight customers may return their no-longer-used wireless phones, if eligible, to our "buy back" program. Eligible models may be exchangeable for an account credit.

- 164. What is the purpose of this notice?**
- (A) To provide alternatives to throwing out cell phones
 - (B) To advertise a new wireless service
 - (C) To announce an education program about wireless phones
 - (D) To describe how to return old wireless phones for a cash refund

- 165. What is TRUE about the program?**
- (A) You can only participate if you are a previous Starlight customer.
 - (B) The program only applies to new Starlight customers.
 - (C) They will accept competitors' products for donation.
 - (D) You can buy back your phone after donating it.

GO ON TO THE NEXT PAGE 



Questions 166-167 refer to the following article.

Probable Tornadoes devastate Texas Town

Storms Knock Out Power To About 20,000 Customers

Panhandle, Texas – Officials in Panhandle issued a dusk-to-dawn curfew on Sunday after a group of tornadoes battered the town. The storms destroyed houses and downed power lines, filling the roads with debris. At least 17 people were injured, one is in critical condition. About 50 people from the town of 2,500 are unaccounted for. But county officials said they believe they are all safe. Moore County Judge Stuart Riley said they probably evacuated after hearing tornado sirens. The storms knocked out power to about 20,000 customers. Officials are also checking for gas leaks in the damaged homes.

166. How many people are still missing?

- (A) 17
- (B) 50
- (C) 2,500
- (D) 20,000

167. Which of the following is NOT a public response to tornado warnings?

- (A) The town imposed a curfew.
- (B) Power lines were taken down.
- (C) People left the town for safer areas.
- (D) Warning sirens were sounded.

Questions 168-170 refer to the following help-wanted advertisement.

VACANCY ON PUBLIC LIBRARY BOARD

The Council of the City of Austin is inviting applications from residents to fill a vacancy on the Public Library Board.

The Public Library Board is responsible for the overall management of the Austin Public Library system. The Board is comprised of two Members of Council and ten citizen members and meets in the evening every month except during July and August. The meetings are usually held at the Main Central Library, however, sometimes they are held at one of the branches. There is no remuneration paid to the members of this Board. For more information on the duties of a Board member, contact Barbara Caucey, CEO at 305-833-3485.

If you are interested in being considered for appointment to fill the vacancy on the Public Library Board, please submit a letter of interest to the undersigned setting out a brief description of any job or community-related experience. The deadline for submitting your application is April 20, 2007.

Mary Collier

City Clerk

Email: m.collier@city.austin.gov

168. Who is this advertisement for?

- (A) Employees of the City of Austin
- (B) Citizens of Austin
- (C) Members of Council
- (D) Librarians

169. How much is the salary for this position?

- (A) There is no salary.
- (B) The salary is negotiable.
- (C) The salary is between 305 and 3485 dollars.
- (D) The advertisement does not say.

170. Who should you contact if you are not certain if you are qualified for the position?

- (A) The Public Library Board
- (B) Barbara Caucey
- (C) Mary Collier
- (D) The City Clerk



Questions 171-173 refer to the following notice.

From: Angee Taylor
Subject: Holiday Project Volunteers

We are looking for 2 to 3 volunteers to collect the holiday gifts from the break rooms. Please let me know if this is something you would be interested in helping out with. The project runs Nov. 28 - Dec. 10th, and the items would need to be collected at 3:00 p.m. each day and brought to the CRT Chair's office. Also, we need help with setting up chairs and displays for the project launch next Wednesday, November 15. If this is something you can do and not the item collection please let me know. If you are interested, contact me, and I will get you signed up to help.

Thanks for all your support this year, let's take this year out with a BANG!

Angee Taylor
Executive Administrative Assistant to Annie Zhou
angee.b.taylor@maxbell.com

171. What is the purpose of this notice?

- (A) To provide information to volunteers
- (B) To request assistance
- (C) To announce a job opening
- (D) To request donations

173. Who is most likely the CRT Chair?

- (A) Angee Taylor
- (B) The Executive Administrative Assistant
- (C) Annie Zhou
- (D) Max Bell

172. What is meant by "let's take this year out with a BANG!?"

- (A) Angee wants the seasonal event to be very successful.
- (B) The holiday is celebrated with firecrackers.
- (C) Setting up the chairs will be very noisy.
- (D) The building will be demolished at the end of the year.

Questions 174-176 refer to the following article.

EuropeanAuto partners with HOTELS.COM to offer new European hotel reservations service to its car rental customers.

European car rental customers of EuropeanAuto (www.europeanauto.co.uk) can now book hotel accommodations online at the same time they arrange car rentals thanks to a new partnership with HOTELS.COM. A selection of over 26,000 hotels throughout Europe is available, ranging from cosy guesthouses to 5 star hotels, at www.europeanauto.co.uk/hotel.cfm.

John Thomas, Partner Account Manager, HOTELS.COM said: "We are delighted to team up with EuropeanAuto with whom we share a passion for delivering the highest possible standard of service to each and every customer. EuropeanAuto car rental customers can now enjoy a wide choice of accommodations thanks to the extended variety of hotels across Europe that partner with HOTELS.COM."

Hotels will be available to all EuropeanAuto's European car rental customers directly from their home country websites. The HOTELS.COM hotel reservation service is available in 12 languages making it easily accessible across Europe.

Krina Snider, EuropeanAuto General Manager for Germany and Austria, commented: "EuropeanAuto offers some of the cheapest car rental rates available without damaging service or quality. HOTELS.COM shares our company service values, as well as offering accommodations to cater to all budgets and tastes, making it a perfect partner for our European car rental product."

EuropeanAuto customers will benefit from the direct relationship that HOTELS.COM has forged with every hotel listed in its extensive database. Extremely competitive rates and next day availability help keep any unexpected travel possible and affordable. The online guest-ratings facility on the website is an extra, useful booking tool.

174. What is this article about?

- (A) A new rental car service
- (B) A new hotel booking website
- (C) A new partnership between two travel services
- (D) A new translation service

175. What do EuropeanAuto and HOTELS.COM have in common?

- (A) They both operate worldwide.
- (B) They both value good service.
- (C) They are both based in Germany.
- (D) They both do bookings by phone.

176. Who would be interested in this information?

- (A) Students backpacking through Europe
- (B) Seniors looking for package tours
- (C) People who like to plan their own vacations
- (D) People who like to spend their vacation at a resort



Questions 177-180 refer to the following e-mail.

JAPAN 8 Days

TOKYO - HAKONE - KYOTO - HIROSHIMA

In order to fully appreciate this land of contrasts, it is necessary to consider this itinerary which combines contemporary Japan with its traditional and historical attractions. From Imperial castles to modern skyscrapers, this is Japan.

Day 1. Arrive in Tokyo. Upon arrival in Tokyo, you will be met and given the appropriate transportation tickets for the transfer to your hotel. The representative will show you the departure point for the bus or subway. Check in to your hotel and spend the remainder of the day at leisure.

Day 2. Tokyo sightseeing. Morning tour, including the Imperial Palace Plaza, Asakusa Kannon Temple, Tokyo Tower and Tasaki Pearl Gallery. The afternoon is free to explore this fantastic city. (Breakfast)

Day 3. Tokyo to Hakone. Leave Tokyo by bus for Hakone National Park. En route, drive half way up Mount Fuji for a view of the surrounding countryside. Later enjoy a cruise on Lake Ashi and then a cable car ride to the top of Mount Komogatake where you will have a spectacular view of Mount Fuji. Overnight in Hakone. (Breakfast & Lunch)

Day 4. Hakone to Kyoto. The morning is at leisure to further enjoy Hakone National Park. Transfer to the railway station for the journey to Kyoto. Transfer from Kyoto train station to the hotel of your choice. Remainder of the day at leisure. (Breakfast)

Day 5. Kyoto sightseeing. Morning tour, including the Golden Pavilion, Nijo Castle and the Kyoto Imperial Palace. The afternoon is free to explore this fascinating city further. (Breakfast)

Day 6. Kyoto to Hiroshima. At leisure before being transferred to the train station for the journey to Hiroshima. Check in to the Granvia Hiroshima Hotel located next to the railway station. Remainder of the day at leisure. (Breakfast)

Day 7. Hiroshima sightseeing. Full day tour of this historical city includes Miyajima Island with its UNESCO protected shrine, Peace Memorial park and the Atomic Bomb museum. (Breakfast)

Day 8. Hiroshima to Osaka Airport or Tokyo Airport. At leisure until ready to depart by train to either Osaka or Tokyo Airports. (Breakfast)

DEPARTURES:

Mondays, Tuesdays, Fridays, Saturdays (also Sundays and Thursdays in April). January 5 to December 18, 2007. (Not operating on certain dates)

PRICES:

Please request prices for the time you wish to travel & advise us of your preferred hotel category – Moderate, First Class or Deluxe.

PRICE INCLUDES:

Train fares within Japan, 7 nights hotel accommodation with private facilities and air conditioning; sightseeing as indicated; meals as indicated, transfers where indicated.

NOT INCLUDED:

International airfares, optional excursions, items of a personal nature such as laundry, dry cleaning, phone calls, drinks, cancellation and medical insurance, excess baggage charges and Government departure taxes.

HOTELS: Please click the hotel below for details on accommodation

TOKYO Keio Plaza Hotel, Shinagawa Prince Hotel and the New Otani Hotel

HAKONE Hakone Hotel Kowakien

KYOTO Kyoto Tower Hotel, Rihga Royal Hotel Kyoto and the Kyoto Hotel Okura

HIROSHIMA Granvia Hiroshima Hotel, New Hiroden, Righa Royal

177. Who might be interested in this tour?

- (A) Japanese tourists
- (B) People visiting Japan for the weekend
- (C) Businesspeople attending a week-long conference
- (D) Tourists who want a broad Japanese experience

178. What is generally true of the itinerary?

- (A) Participants are responsible for making their own travel arrangements.
- (B) Most morning activities are scheduled with free time later in the day.
- (C) Most of the activities are in the countryside.
- (D) Each day you can choose which city to visit.

179. Which of the following is NOT true?

- (A) The package offers a choice of different hotels in every city.
- (B) You can choose the price level of your accommodations.
- (C) Some of your living expenses are not included.
- (D) You must pay more for excursions which are not listed.

180. Who would especially enjoy this tour?

- (A) Automobile fans
- (B) People who enjoy flying
- (C) Railroad enthusiasts
- (D) Sailboat enthusiasts



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Questions 181-185 refer to the following announcement and leaflet.

Increased Sales Due to Promotional Program

At the end of June, food producer Tara Company saw a 19% rise in its sales, a welcome development, following the downward trend reported in the last annual report. This figure is attributed to the company's Triton Promotional Program, which was launched in January. The Triton Program offers customers prizes for points they collect when purchasing products.

The special red "T" logo was designed for Triton products; Triton's crackers, soft drinks, and butter now carry the logo. The program includes only Triton's products, but the promotional program has proven so successful that this September, the company will begin placing the "T" logo on products licensed and produced by its partner companies. Among the Triton products, those currently offered at the discounted rate are not included in the program. For example, Triton brand cookies, which are now offered at a special introductory price, will be regularly priced starting in September.

Prizes include hats, key chains, televisions, DVD players and bicycles. But some products attract more attention than others. As company spokesperson Alex Gray said "Most customers don't exchange the points until they reach 1,000. That number can be exchanged for the highly popular prizes."

Collect Tara Points!!!

- Start collecting points every time you buy a Triton product with the "T" logo (shown on left).
- You earn up to 10 points that you can exchange for one of the exciting prizes below.

No. of Points	Awards
100	Triton hat or key chain
300	DVD player
500	Bicycle
1,000	Television

181. What can be said about Triton's sales last year?

- (A) They were higher.
- (B) They were lower.
- (C) They were miscalculated.
- (D) They were matched.

182. When did the promotional program begin?

- (A) In May
- (B) In June
- (C) In January
- (D) In December

183. What is NOT currently included in the promotional program?

- (A) Triton's brand of butter
- (B) Triton's brand of soft drinks
- (C) Triton's brand of crackers
- (D) Triton's brand of cookies

184. What will Tara begin in September?

- (A) Introducing new products
- (B) Awarding points to customers purchasing Triton products
- (C) Selling some of its licenses to other producers
- (D) Awarding points for other products with the "T" logo

185. According to Mr. Gray, in which prizes are most customers interested?

- (A) Bicycles
- (B) DVD players
- (C) Televisions
- (D) Key chains



Questions 186-190 refer to the following e-mail and voicemail.

Attention: IT Department
Subject: Intranet Security
Posted by: Gillian Jules
Posted on: June 8

As you may have already heard, Gigawire will be coming in this weekend to rebuild our intranet security system. This change is merely a semi-annual update to protect our records. By Monday, all computers in offices in the west wing will have the new security system installed and running. The east wing will have the updates next weekend.

Anyone who needs access to security information must receive a short training session and receive new usernames and passwords. After Friday afternoon, intranet access will be denied to anyone not equipped with the new Gigawire password information. In order to receive new access information, you must attend the training session on Sunday afternoon. Please sign up for the session and leave your username and password on the sign-up sheet in my office. PLEASE DON'T MISS IT!

I will be leaving by 5:30 on Friday, so please make sure ALL of you have signed up for the short training session and left your access information by that time. For questions, please email or call me at ext. 323.

Date & Time of Incoming Call: 1:00 pm June 8

For: Gillian Jules
Sender: Erich Gomez

Although I understand all hate last minute surprises, I have to raise a red flag in this particular situation. As you may recall, there was a network outage early this week, and currently we are falling behind schedule. At this time we don't know how long this fix will last without causing any additional problems. My director, Kevin Farr, reported the detailed situation and potential risks to the Chief Information Officer, and this morning they reached the decision that this issue should be handled as a number one priority and the permanent fix must be put in place ASAP. Any work that may impact the resolution of this issue has to be put off until the root cause is identified and a satisfying solution gets implemented.

Therefore, unfortunately the new security system installation can't be performed this weekend. I advise you to re-schedule the installation for the beginning of next month so that network engineers have enough time to troubleshoot the issue. Any time before then, you can complete the training session for everybody. That way, it won't impact your schedule too much. I'm sorry for any inconvenience and will keep you updated. For any questions, please let me or Kevin know.

186. What is being discussed in these emails?

- (A) Repairs to the building's west wing
- (B) Granting access to the building
- (C) Security training for new workers
- (D) Updates to the security system

187. What will employees have to do to maintain their access?

- (A) Update their records
- (B) Attend the training session on Friday afternoon
- (C) Get a new password
- (D) Troubleshoot the issue

188. Who is unable to accept the scheduling of the upgrade?

- (A) Gillian Jules
- (B) Gigawire
- (C) Kevin Farr
- (D) Erich Gomez

189. How did Mr. Gomez contact Ms. Jules?

- (A) By email
- (B) At extension 323
- (C) By attending a training session
- (D) Through the intranet

190. What will NOT have to be delayed?

- (A) The Sunday training session
- (B) The change to the security system
- (C) Raising the red flag
- (D) The surprise party



Questions 191-195 refer to the following letter and warranty document.

April 29
Warranty Division
Kit's Kitchen Appliances Limited
97 Aberdeen Avenue
Albany, NY

Dear Mr. Keller,

As my electric kettle watch (model X14Z) was clearly in need of repair, I recently took it to Kitchen Knacks, one of the shops on your list. To my surprise, my request for the repairs to be billed to your warranty service was declined in spite of the fact that there are still two years remaining in the coverage period. As there are no other authorized service centers for Kit's Kitchen Appliances Limited in my area, I decided to pay for the repairs myself.

Following are the charges billed by the service center:

Parts: New Coil:	\$10
New Cord:	\$15
Labor:	\$20 per hour x 2 = \$40
Total:	\$65

I have included a copy of the receipt I got for the repairs and a copy of my warranty certificate. Please let me know if you need any additional information.

Regards,
David Perna
David Perna
25 Red Road, Villa, NY 44200

Warranty Certificate

Thank you for purchasing the Kit's Kitchen Appliances Limited electric kettle watch (model X14Z). We are proud of our reputation for excellence and our long history of providing great quality kitchen appliances to Canada and the rest of the world.

To maximize the performance of our products, Kit's Kitchen Appliances are made with the highest-quality materials available. However, should the product malfunction within 5 years of the date of purchase due to a mechanical defect, we will cover the cost of repairs. Please note, however, that this warranty covers the cost of parts and labor only. Shipping and insurance may not be claimed under this warranty.

In the event that the product requires repair or some other service, please take or ship it to one of Kit's Kitchen Appliances' authorized service centers. The centers are equipped to provide customers with a wide variety of repairs and services that are performed in compliance with Kit's Kitchen Appliances professional standards. Please see the enclosed list of centers for the one nearest you.

191. Why did Mr. Perna write the letter?

- (A) To request a replacement for his broken kettle
- (B) To request a copy of his warranty certificate
- (C) To ask for repayment of his expenses
- (D) To complain about an error on his bill

192. In the letter, the word "warranty" in paragraph 1, line 3, is closest in meaning to

- (A) Service contract
- (B) Condition
- (C) Crucial
- (D) Customized

193. What does Mr. Perna say about Kitchen Knacks?

- (A) It is an unauthorized service center.
- (B) It is an authorized service center.
- (C) It performed unnecessary work.
- (D) It took too long to finish the job.

194. What did Kit's Kitchen Appliances Limited include with the product warranty?

- (A) A warranty registration form
- (B) A catalogue of new products
- (C) A list of service centers
- (D) A list of instructions for shipment

195. What expenses would Mr. Perna's warranty NOT cover?

- (A) The cost of labor
- (B) The cost of new coil
- (C) The cost of new cord
- (D) The cost of insurance



Questions 196-200 refer to the following e-mail and attachment.

From: Brandon Tremblay (Boston, MA)
To: Andre Moss (Springfield, MA)
Date: July 24
Subject: The conference in Vancouver

Dear Andre,

Regarding the trip to the conference in Vancouver, I have looked for flights on the Internet and found a few possibilities. You had indicated that you wanted to fly to Vancouver but that might not be the best plan. Although it is a cheaper flight, we'd then have to take a ferry to Victoria, which would take a long time. I'd prefer to fly directly to Victoria. Also, the morning flight would be ideal. We would have time in the afternoon to see the city before the conference starts the next day. Please let me know what you prefer. Please see the attached flight schedules.

We also need to reserve hotel rooms. The conference organizer informed me that the Blue Sea Inn does not have rooms left until the beginning of August. It is very disappointing because to stay at the same hotel where the conference is being held would be very convenient for us. However, there are other options. Vivian Hotel and Squall Hotel are within walking distance. If they are full, there is the Blue Nose Hotel. Would you arrange a hotel room for us? The hotel phone numbers are on the conference web site. We'll have to reserve 5 days. The conference is from August 6 to 11, but we should try to arrive in Victoria on August 5 and leave on August 12.

Best Regards,
Brandon Tremblay

Flight Information for August 5

Depart	06:20	Boston to Victoria	Sonic Airlines
Arrive	11:55		SA 4748
Depart	12:20	Boston to Vancouver	Sonic Airlines
Arrive	17:55		SA 4749
Depart	14:00	Springfield to Vancouver	Fly Air
Arrive	19:10		FA 2020
Depart	16:35	Springfield to Victoria	Air Wings
Arrive	22:10		AW 1719

196. What does Brandon advise doing?

- (A) Arriving a day earlier in Boston
- (B) Flight to Victoria
- (C) Sightseeing in Vancouver
- (D) Taking a ferry to Victoria

197. Which flight would Brandon most likely prefer?

- (A) SA 4749
- (B) AW 1719
- (C) SA 4747
- (D) SA 4748

198. Where will the conference be held?

- (A) At the Blue Nose Hotel
- (B) At the Vivian Hotel
- (C) At the Blue Sea Inn
- (D) At the Squall Hotel

199. What does Brandon ask Andre to do?

- (A) Contact the conference organizer
- (B) Meet him in Victoria
- (C) Go sightseeing in Vancouver
- (D) Make a hotel reservation

200. When will the conference end?

- (A) On August 11
- (B) On August 7
- (C) On August 10
- (D) On August 9





READING

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

- 101.** The Society for Communication seeks to advance technical support systems and provide services for the education and ----- development of its members.
(A) profession
(B) professional
(C) professor
(D) profess
- 102.** If you would like to lose weight, you ----- replace high-calorie side dishes with healthier alternatives.
(A) had better
(B) had rather
(C) would have
(D) are better
- 103.** Those who wish to get the best deal from their shopping are advised to ----- product features, prices and read customer reviews carefully.
(A) entail
(B) compare
(C) diminish
(D) serve
- 104.** The successful candidate may work in an environment with frequent interruptions and ----- deadlines rather than in a stable environment.
(A) doubtful
(B) genuine
(C) fluctuating
(D) assorted
- 105.** According to the preliminary analysis by the labor department, the recovery of the economy this year led to an increase in employment, ----- with the same period last year.
(A) compare
(B) comparing
(C) compared
(D) comparison
- 106.** Customers ----- products are provided and maintained through an existing arrangement should contact us immediately.
(A) who
(B) which
(C) whose
(D) that

- 107.** You will need to pay for the cost of shipping, ----- given alternative instructions from our customer service department.
- (A) also
(B) except
(C) therefore
(D) unless
- 108.** We are looking forward to ----- to provide the highest-quality programs consistently for years to come.
- (A) continue
(B) continuous
(C) continuing
(D) continued
- 109.** Increasingly powerful computer graphics have enabled domestic filmmakers to create screen images that rival ----- Hollywood.
- (A) them of
(B) that of
(C) this of
(D) those of
- 110.** I recommend that the presentation you will give next week be ----- of the overall market trends.
- (A) critic
(B) appreciative
(C) understanding
(D) reflective
- 111.** Mr. Jackson is ----- that he is authorized to fly business class to get to the trade fair in Chicago.
- (A) doubt
(B) doubted
(C) doubtful
(D) doubtfully
- 112.** We will help you find ----- and cost-effective solutions to drive your business to a higher level of success.
- (A) comprehensive
(B) comprehension
(C) comprehensively
(D) comprehend
- 113.** If you need further information or have any questions about ----- your merchandise, please send an e-mail to the sales department or contact us.
- (A) return
(B) returns
(C) returned
(D) returning
- 114.** The V.S. Center database will allow you to find the best volunteer opportunities ----- on your preference.
- (A) base
(B) basing
(C) based
(D) basement
- 115.** The increase in the overall sales volume does not ----- indicate a high level of customer satisfaction.
- (A) barely
(B) gradually
(C) necessarily
(D) presumably
- 116.** Ms. Gail Hutson, systems manager, made internal corporate blogs ----- to other traditional forms of communications.
- (A) better
(B) improved
(C) enhanced
(D) superior
- 117.** It is fairly ----- for employees to receive full compensation for their overtime work.
- (A) common
(B) even
(C) genuine
(D) accurate
- 118.** We need to appoint a ----- replacement for Mr. Hwang, who handles classes on nutrition to attendees.
- (A) temporary
(B) minor
(C) duplicate
(D) harsh



- 119.** If you purchase our outstanding laptop with a full one-year ----- warranty, we will ship it today.
(A) limited
(B) partial
(C) regular
(D) first
- 120.** We are sorry that the product you have searched for is no longer ----- for sale.
(A) prospective
(B) approaching
(C) displaced
(D) available
- 121.** I am sorry that you experienced a temporary interruption in our services, but all services were ----- a moment ago.
(A) restored
(B) restoring
(C) to restore
(D) restoration
- 122.** To demonstrate our appreciation to our valued -----, we are offering free tickets to new plays which received outstanding reviews from critics.
(A) custom
(B) customary
(C) customers
(D) customized
- 123.** A survey of consumers shows that respondents want convenience ----- enjoyable experience when shopping.
(A) altogether
(B) plus
(C) though
(D) only
- 124.** The rapid growth of an aging population is posing tough ----- to the social security system of most countries.
(A) exaggeration
(B) challenges
(C) cause
(D) allowances
- 125.** Gas explosions are often ----- to negligence and are usually caused by violations of standards or safe practices.
(A) accused
(B) presented
(C) blamed
(D) attributed
- 126.** Despite a large number of ----- that companies are facing a serious shortage of skilled workers, proper action has not been taken.
(A) indicators
(B) objectives
(C) compromises
(D) directions
- 127.** ----- most workers are working collaboratively, it looks like they will fail to meet the deadline.
(A) Whether
(B) So that
(C) Even if
(D) Nonetheless
- 128.** This discount offer may not be used in ----- with any other coupons.
(A) alignment
(B) momentum
(C) conjunction
(D) relation
- 129.** The employees in the planning department spend most of their time ----- proposals for a better management structure.
(A) write
(B) writing
(C) written
(D) for writing
- 130.** Any employers or contractors who are found to have ----- safety laws will be subject to a heavy fine.
(A) complied
(B) observed
(C) breached
(D) adhered

- 131.** A large ----- of low-income populations rely on farming and fishing for their living.
(A) size
(B) proportion
(C) equivalent
(D) condition
- 132.** One of the most ----- consequences of worldwide climate change is the steady rise of sea levels.
(A) worry
(B) worrying
(C) worried
(D) worries
- 133.** APT Electronics has proved ----- capable of achieving impressive revenues just in the first quarter.
(A) it
(B) themselves
(C) those
(D) itself
- 134.** Managers who meet specific requirements are exempt from ----- to attend the workshop.
(A) obligation
(B) promise
(C) means
(D) precaution
- 135.** ----- in satellite technology have significantly altered the appearance of the country's communication antenna facilities.
(A) Advance
(B) Advancement
(C) Advances
(D) Advancing
- 136.** The government prepared for the coming drought season, ----- water conservation plans.
(A) implement
(B) implementing
(C) implemented
(D) being implemented
- 137.** The urban renewal development plan is expected to ----- many investors from around the country.
(A) alert
(B) attract
(C) mount
(D) apply
- 138.** Mr. Bernard accepted the terms of the agreement, which could ----- his company in the long term.
(A) interfere
(B) contribute
(C) benefit
(D) pretend
- 139.** Should any arrangements be changed, we will do everything possible to ----- your requests.
(A) accommodate
(B) charge
(C) decline
(D) preserve
- 140.** Mr. Chu will demonstrate how to switch from one server to ----- this afternoon.
(A) another
(B) other
(C) each other
(D) one



Part 6

Directions: Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-143 refer to the following statement.

There has been considerable discussion about the global shortage of nurses. Most underdeveloped nations do not have the qualified nurse workforce to contend ----- their growing

- 141.** (A) at
(B) in
(C) from
(D) with

health problems let alone improve the health and well-being of their people.

Factors ----- in the nursing shortage vary among countries.

- 142.** (A) involve
(B) involving
(C) involved
(D) involvement

Globally, demand outpaces supply. While in developed nations advances in science brought varied treatment options, ineffective health care systems contributed to those difficult situations in underdeveloped nations.

In addition, increased opportunities for other careers for women and failure to ----- them to

- 143.** (A) extend
(B) persuade
(C) attract
(D) discourage

nursing careers are considered to have been factors.

In order to overcome the shortage, the supply of new nurses must be increased.

Questions 144-146 refer to the following letter.

To whom it may concern,

Let me begin ----- saying thank you in advance for anything you can do to help me out of this

- 144.** (A) at
(B) by
(C) in
(D) on

situation.

Five months ago, I started looking for a house from Nationwide Homes. At first glance, I liked my salesperson, Clark. He showed me homes in my price range, told me they had a mortgager, and asked me to pay for the appraisal costs.

These costs were \$400. He also told me that after the bank paid Nationwide Homes for the appraisal costs they would refund my money to me. I did so as -----.

- 145.** (A) request
(B) requests
(C) requested
(D) requesting

But months later, Nationwide Homes went bankrupt. I haven't received my money back yet. I would like my money -----.

- 146.** (A) refund
(B) to refund
(C) refunded
(D) refunding

I don't know if you can help me, but my bad experience might keep someone else from making the same mistake I did.



GO ON TO THE NEXT PAGE 



Questions 147-149 refer to the following announcement.

Graduates of K4M University will have more than one reason to celebrate on graduation day. -----

- 147.** (A) Seldom
(B) Nor
(C) No sooner
(D) Not only

will they be earning a diploma for their academic achievement, but they will also be venturing into a ----- job market.

- 148.** (A) favor
(B) favorite
(C) favorably
(D) favorable

Corporations are facing more competition for new college graduates and that means higher salaries.

According to a survey conducted by TOCE, engineering disciplines, including chemical, mechanical, and electrical, accounted for half of the careers in the highest demand. That's not surprising ----- the demand we have seen from manufacturers.

- 149.** (A) give
(B) giving
(C) given
(D) to give

Questions 150-152 refer to the following memorandum.

To : Debra Fullerton
From : Susan Drake
Re : New Recycling Project

This past summer we implemented a new recycling project. New bins were placed at a significant number of locations throughout the city. Residents had opportunities to provide feedback on the style, positioning and location of the new recycling bins.

Advertisements on the bins provided residents ----- information about a telephone survey where

- 150.** (A) to
(B) for
(C) on
(D) with

they would have their voices -----.

- 151.** (A) hear
(B) to hear
(C) heard
(D) hearing

In addition to this survey feedback mechanism, we hired some people to conduct a street-level survey. Public ----- to the survey were noticeable.

- 152.** (A) respond
(B) responding
(C) response
(D) responses

In total, approximately 4,500 surveys were completed. City officials designed the survey tools and collected all of the data.

If you want to go over these survey results, contact me at any time.



Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-155 refer to the following advertisement.

Club Photographees

Photography community

Welcome to Club Photographees, the largest, devoted photography discussion site in London with more than 300,000 members from London and other parts of England. Members are encouraged to share knowledge, discuss ideas and build new friendships with others who have a similar passion and interest in photography. To gain full access to Club Photographees, you must register for a free account. As a registered member, you will be able to:

- Join in more than 100 photography topic forums, and browse from over 4.4 million posts.
- Communicate in public and in private with other photography lovers and professionals.
- Keep your own photos on our Gallery server where every registered member gets 10MB of storage space absolutely free.
- Get access to the classifieds market site to buy, sell and trade photographic equipment.
- Participate in trips, workshops and photo shoots to improve your photographic skills.

All this and much more is absolutely free when you register for an account, so sign up today.

153. Who would NOT be interested in this club?

- (A) Professional photographer
- (B) Amateur photographer
- (C) Web programmers
- (D) Camera dealers

154. What is required to join this club?

- (A) A computer access
- (B) A camera
- (C) Paying the registration fee
- (D) Photographic equipment

155. What kind of organization is this?

- (A) A debate club
- (B) A professional society
- (C) A non-governmental organization (NGO)
- (D) A hobby group

Questions 156-157 refer to the following e-mail.

From: Pitts Lander
Subject: Hanna Kortney

Please join me in congratulating Hanna Kortney on her promotion to Subject Matter Expert (SME) – Data Pricing in the Collection Management Office (CMO) Finance organization. Hanna will be working to help protect and maximize our precious Average Revenue Per Unit (ARPU) by ensuring our data products are priced attractively and profitably. Hanna's first day in her new role will be July 17th.

Hanna has done a super job supporting the Industry Sales Organization led by Cynthia Mearns with high-quality finance support in a very "data challenged" environment, particularly for vertical reporting. Additionally, she has done an outstanding job over the last few months uncovering the root causes of ARPU declines. That work has helped spur Business Services to take appropriate corrective actions and understand ARPU trajectories for the remainder of 2007.

Thanks,

Pitts Lander
Business Finance

156. Who would receive this e-mail?

- (A) Pitts Lander
- (B) Hanna Kortney
- (C) Cynthia Mearns
- (D) All the employees

157. What does Pitts Lander feel is the key to the company's success?

- (A) Increasing sales volume
- (B) Maximizing profit on each item sold
- (C) Offering the highest-quality product
- (D) Uncovering root causes and taking appropriate corrective actions



Questions 158-160 refer to the following e-mail.

From: Employee News

Subject: Don't forget: Get ice cream from your favorite executive on Thursday

The 2007 Buzzbridge March Dimes Campaign is in full swing, and to celebrate, your favorite executives will be handing out free ice cream at the March Dimes Kickoff Rally. The rally will be held on the Mulane Park Campus in Town Square this Thursday, April 12, from 11:30 a.m. to 12:30 p.m.

Stop by to satisfy your sweet tooth and learn more about this great cause. Proceeds of all events will go to the under privileged. March Dimes representatives will be on hand, so this is the perfect opportunity to sign up for a WalkAmerica walk.

And don't forget – April 12 and 13 are Blue Jeans for Babies days for participating employees! More information about this fun way to show your support through your denim can be found here:

<http://buzzbridge.com/webcon/lbisapi.dll>

Thanks, and we hope to see you there!

158. What is the main topic of this e-mail?

- (A) How to get free ice cream
- (B) A chance to meet company executives
- (C) An online clothes-shopping program
- (D) Various charity events

159. What is indicated about the Kickoff Rally?

- (A) It is held to promote the campaign.
- (B) It will raise money for a good cause.
- (C) You have to pay to take part.
- (D) You must walk to the park.

160. How can you learn about donating your jeans?

- (A) By attending the rally
- (B) By asking a March of Dimes representative
- (C) By contacting a participating employee
- (D) By visiting the website

Questions 161-163 refer to the following announcement.

The San Pedro Community Art Gallery will be closed from December 1st to January 15th. During this time, the gallery will be undergoing renovations to its interior. Over the past few years, many people have complained that the inside of the gallery has begun to fall apart. Walls throughout the building have begun to crack and there have been numerous problems with its electrical wiring. To fix this, the city council has given 2 million dollars to install a new wiring system and walling in the building. This money will also be used to purchase new furniture and apply a new paint job to the interior of the facility. We would like to apologize in advance for any inconvenience that the closure may cause, but we hope that you will come by after January 15th to see the new and improved San Pedro Community Art Gallery. We will even be having a special grand opening event on the 16th to allow visitors to see the changes to the gallery and to have a chance to meet some famous local artists. Thank you for your attention and please feel free to call 512-1900 if you have any questions about the renovations or the gallery's reopening.

- 161.** What is the purpose of this announcement?
- (A) To inform about the temporary closing
 - (B) To notify of the permanent shutdown
 - (C) To attract more tourists to the gallery
 - (D) To raise some money for the renovation
- 162.** What will the city council's fund NOT be used for?
- (A) Installing the new wiring
 - (B) Repairing the wall
 - (C) Buying new artwork
 - (D) Getting some furniture
- 163.** When can the people see well-known artists?
- (A) January 1
 - (B) January 2
 - (C) January 15
 - (D) January 16



Questions 164-167 refer to the following advertisement.

Job Details (Ref. No. AFBP-0537)

Company:	Hotel Chateau Bellevue
Job Title:	Assistant Food and Beverage Manager
Job Location:	Quebec City - Quebec - Canada
Job Description:	<p>A Luxury Hotel in Quebec is seeking an experienced Assistant Director of Food and Beverage. This boutique-style hotel centrally located in Quebec has an immediate opening for an Assistant Food and Beverage Manager. The primary responsibility will be to supervise the daily operation of the restaurant, bar and room services as well as assisting in the banquet operation.</p> <p>Other Duties:</p> <ul style="list-style-type: none">▪ Assists with scheduling team members under direct supervision at proper staffing levels; watches labor cost daily to ensure efficiency in scheduling.▪ Ensures restaurant, bar, room services and banquets adhere to all standards as outlined by brand or hotel franchise.▪ Maintains standards of food and beverage quality and guest services; resolves guest complaints.▪ Assists in the development of short-term financial and operational plans for the restaurant, bar and room services which support the overall objectives of the restaurant and of the hotel.▪ Promotes programs to increase sales through team member incentive plans and programs to increase customer satisfaction.▪ Fulfills Manager on Duty shifts.
Job Requirements:	<p>High School diploma or equivalent and three to five years food and beverage and/or hospitality related work experience in a leadership capacity required.</p> <p>Four year degree a plus. Experience in full service hotel environment preferred.</p>
Skills Required:	Leadership, Interpersonal, Strong Communication, Planning and Organizational
Language Requirements:	English-Very Good French-Good
Employment Type:	Full Time
Yearly Salary:	80,000 CAD
Education & Experience	
Education Level Required:	Unspecified
Experience (in years):	3 to 5 Years

Posting Date:	Sep 26 2007
Contact Information	
Company:	Hotel Chateau Bellevue
Preferred Method of Contact:	E-mail via Apply Online Box

164. What is NOT a part of this job?

- (A) Supervising other workers
- (B) Dealing with hotel guests
- (C) Budgeting for food service
- (D) Marketing the hotel to customers

165. How would you classify this position?

- (A) Wage laborer
- (B) Management
- (C) Contractor
- (D) Hotelier

166. What should you do if you want this job?

- (A) Use the website to send an e-mail
- (B) Contact the manager of the hotel
- (C) Mail your résumé and cover letter
- (D) Visit the hotel in person

167. What education level is required?

- (A) College graduate
- (B) High school graduate
- (C) None
- (D) The ad doesn't specify.



Questions 168-169 refer to the following advertisement.

Brand New for Spring!

In stores, online, and by phone

ALL JEANS & PANTS

BUY ONE, GET ONE

HALF OFF!

ALL SWIMWEAR ON SALE

STARTING AT \$19.50!

FREE SHIPPING

Plus GET \$25 Free Coupon on orders over \$75!

Use code: PTW73

FREE SHIPPING: Order must total \$75 before taxes, shipping and handling. Offer valid on regular U.S. shipping only. Does not include express charges. Offer ends 3/02/08. Additional handling charge will be applied.

Free Coupon: Purchase must total \$75 after discounts and before taxes and shipping and handling. Valid by catalog and online. Purchases must be made by 4/01/08. One-time use only.

No more than one \$25 Free Coupon may be redeemed per each \$75 order. Redemption purchase must total \$75 after discounts and before taxes and shipping and handling. Not redeemable for credit or cash on pending orders and previously purchased merchandise, including returns. Not replaceable if lost or stolen. Nontransferable. Returns and exchanges are subject to discount taken at redemption. Cannot be combined with other offers. \$25 Free Coupon must be redeemed by 5/06/08. Not valid where prohibited by law.

- 168.** If jeans are on sale for \$30, how much would it cost to get two pairs?

(A) \$60
(B) \$45
(C) \$35
(D) \$30

- 169.** What benefit can you get if you purchase items over \$75?

(A) You can get free express delivery.
(B) You can purchase item without tax.
(C) You can get a \$25 discount.
(D) You can get the free coupon many times.

Questions 170-172 refer to the following article.

We're Eating Too Much Salt

Most of us are eating too much salt. The average American gets double the recommended daily intake of salt. Do you know how much or how little that really is? We should have no more than 1 teaspoon total for the day. Most of us have two teaspoons.

What most of us don't take into account is the sensitivity of the mechanism we inhabit, our body. Our body has the capacity to sense the presence or absence of substances in microgram measures – one-thousandth of a milligram. To put it into perspective, a teaspoon holds 2,400 milligrams. A microgram is one-thousandth of a single milligram.

We've heard about reducing on salt through behavior: not adding any, eating fresh foods, avoiding anything processed and reading labels. But do you really know what you're reading?

There's more to identifying the sodium content than just looking for the word "salt." Watch for the following:

- Sodium anything – This can encompass sodium nitrate, benzoate, phosphate, caseinate and saccharin.
- MSG – That's monosodium glutamate. It can be really bad for your health.
- Reduced sodium – The food's sodium content has been reduced by 75 percent compared to the "regular" version.
- And what does that "low sodium" tag on a label really mean? Low sodium applies to a specific number. The food can't contain more than 140 mg sodium per serving. Remember, it's your responsibility to see how many servings are in a container.

Watching sodium intake is one of the best preventive measures to ward off developing high blood pressure and heart disease. You may think it can't happen to you, but it's your responsibility to participate in the process and lower your risk factors.



170. What is the main message of this article?

- (A) Americans eat too much salt.
- (B) It is very difficult to detect salt.
- (C) There are many things you must do to avoid excess salt.
- (D) We need better food labels to protect our health.

171. Which is NOT a way to reduce your salt intake?

- (A) Eat all your meals at home
- (B) Avoid eating processed food
- (C) Eat as much fresh food as possible
- (D) Check labels for all forms of salt

172. Who would be most interested in this?

- (A) Someone who wants to lose weight quickly
- (B) Someone who likes spicy and salty food
- (C) Someone with very low blood pressure
- (D) Someone with heart trouble in their family

Questions 173-175 refer to the following e-mail.

From: Sponsorship Events
Subject: Special Employee Ticket Offer!

Kansas City is about to get a taste of the Winner's Circle.

A select number of free tickets have been reserved for FiveFire employees for the upcoming Indy Racing Series Races: O'Reilly Auto Parts 250 (March 28) and the Kansas Lottery 300 (March 29) races at Kansas Speedway. Employees now have the opportunity to register to win two tickets for each race. With two separate registration sites, employees can register for one or both races.

Registration runs March 10-March 19. Winners will be selected in a random drawing on March 20 and contacted directly by March 21 about how to obtain the tickets. Ticket distribution will occur at the Kern campus on March 25. Employees may register only once per race.

O'Reilly Auto Parts 250 – NASCAR Craftsman Truck Series

Saturday, March 28

Race begins at 5 p.m.

Kansas Speedway

Register at: <http://ppld.fivefire.com/events/login.ser>, Choose "Sponsorships" from the drop down menu

Kansas Lottery 300 – Indy Racing League

Sunday, March 29

Race begins at 3:30 p.m.

Kansas Speedway

Register at: <http://ppld.fivefire.com/events/login.ser>, Choose "Sponsorships" from the drop down menu

For further information, please contact: fivefire@octagon.com

Good luck!

Of Note: There are no hospitality tickets or pit passes available for these races.

Tickets are free but do not include hotel or travel arrangements.

173. Who is this message for?

- (A) Residents of Kansas City
- (B) Winner's Circle members
- (C) People who work at FiveFire
- (D) Kansas Speedway employees

174. What is TRUE about the races?

- (A) They are each the same format.
- (B) They are both in the afternoon.
- (C) They both offer free admission.
- (D) The winner of each race is chosen at random.

175. How many tickets might one person win if he or she is very lucky?

- (A) 2
- (B) 4
- (C) 250
- (D) 300



Questions 176-178 refer to the following advertisement.

\$1,790/2br - Fantastic Location - Great Unit (San Mateo)

Reply to: see below

Date: 2007-03-03

Look No Further. Great Townhouse, fantastic location. Large 2-bedroom, 2-story unit with 1.5 baths. Great closets, open beam ceilings, hardwood floors on main level. Romantic wood burning fireplace. Wall to wall carpets in both bedrooms, great galley kitchen, granite counter top. One block to Bay and biking, restaurants, shopping just steps away. Very quiet and desirable neighborhood. 1-car parking in carport inside the building included, plenty of off-street free parking. Additional storage space on property included at no extra charge. On-site laundry facility (coin operated). Ferry to San Francisco 5 minutes away. Sorry, NO PETS.

Call today at (550) 317-5050 to schedule a personal tour of the unit and property.

Sunny Rose Apartments, Unit 307B. 404 Rose Street, Sausalito, CA 94988.

Posting ID: 38AD616523

176. Who would probably be interested in this townhouse?

- (A) A professional couple
- (B) A dog-lover
- (C) Someone planning to travel overseas
- (D) A family with several children

177. What can you assume about the neighborhood?

- (A) It is in the countryside.
- (B) It is right downtown.
- (C) It is in a suburb.
- (D) It is in the mountains.

178. What is being offered?

- (A) An apartment for rent
- (B) A townhouse for sale
- (C) Construction of a new home
- (D) Remodeling of your house

Questions 179-180 refer to the following notice.

From: Computer Server Hosting Facility Newswire
Subject: Upcoming scheduled power outage for East Wing
Importance: High
To: Building East Wing employees
Enterprise Real Estate will be performing routine preventative maintenance and testing on the electrical system in building 6480 (East Wing) during the weekend of October 20-22. This maintenance event will not affect emergency power or UPS power to the IDF rooms, RTSC or the Security Command Center.

The power outage schedule is as follows:

Beginning at 8 p.m., Friday, Oct., 20 lasting until 8 a.m. on Saturday, Oct. 21

Beginning at 8 p.m., Saturday, Oct., 21 lasting until 8 a.m. on Sunday, Oct. 22

Prior to leaving for the weekend you are asked to power down all desktop computer equipment. Please direct all questions to the Computer Server Hosting Facility Help Desk at (800) 520-7120.

Should a schedule conflict arise with this planned outage, please contact the Computer Server Hosting Facility Help Desk no later than Wednesday, Oct. 11, 12:00 noon.

Thank you for your cooperation.

179. How long will the work take altogether?

- (A) The whole weekend
- (B) About 8 hours
- (C) About 24 hours
- (D) 3 days

180. What is TRUE about the plan?

- (A) There will be no power in the building.
- (B) Your equipment will be turned off for you.
- (C) The electrical system needs repair.
- (D) The work will be done at night.



Questions 181-185 refer to the following announcement and schedule.

TO: AGP8X Employees
FROM: Sylvie Hamm, Director, Human Relations

Dear Colleagues,

AGP8X Corporation recognizes the importance of having a first-rate employee exercise facility on the premises. For the past three years, we have worked very hard to improve the employee exercise facility. We purchased new exercise equipment, renovated locker rooms and began offering a new safety training course.

A month ago, you responded enthusiastically to the survey about the fitness center. Based on your recommendations, new changes will be planned. They will take effect on January 2. Finally, the employee fitness center will be open on extra three hours Monday through Thursday. Also, long-time members will be surely pleased to hear that the popular personal manager Tony Stumpo will be promoted to the manager of the fitness center.

We encourage more employees to take advantage of what the center has to offer. Memberships will continue to be subsidized and remain at \$20 per month. And for a limited time only, we offer a special rate for new members. Members who sign up before December 31 will be charged only \$15 per month for their first year. Contact Tony Stumpo to sign up at this reduced rate.

AGP8X EMPLOYEES FITNESS CENTER NEW SCHEDULE

Hours of Operation	Group Classes
Monday	6:00 A.M.-9:00 P.M. Monday 12:00-1:00 P.M.
Tuesday	6:00 A.M.-9:00 P.M. Tuesday 6:00 - 7:00 P.M.
Wednesday	6:00 A.M.-9:00 P.M. Wednesday 12:00-1:00 P.M.
Thursday	6:00 A.M.-9:00 P.M. Thursday 6:00 - 7:00 P.M.
Friday	6:00 A.M.-9:00 P.M. Friday 7:00 - 8:30 A.M.
Saturday	6:00 A.M.-9:00 P.M. Saturday 9:00 - 10:30 A.M.
Sunday	CLOSED ALL DAY Sunday CLOSED ALL DAY

Reminders

1. Please do not use equipment for more than 30 minutes if other members are waiting to use it.
2. Members may bring a guest per visit. Guests under 18 should be accompanied by a member at all times.
3. Registration is not required for class but class size is limited to 10 participants. Please arrive early to secure a place.
Coats and bags should be left in the locker room so that other participants have plenty of space.
4. New members are required to complete an orientation class before they use equipment.

Members must carry a membership card at all times while they are in the center.

181. What is the purpose of this message?

- (A) To notify employees of the closure of the fitness center
- (B) To inform employees of current changes at a fitness center
- (C) To ask for suggestions about classes
- (D) To complain about a trainer

182. What is TRUE based on this e-mail?

- (A) Tony Stumpo will be manager of the fitness center.
- (B) Sylvie Hamm is a new employee of the company.
- (C) AGP8X Corporation employees requested weekend hours for operation of the fitness center.
- (D) AGAP8X Corporation employees attend free fitness classes.

183. What will happen from January 2?

- (A) Employees can attend free fitness classes.
- (B) The new equipment will be delivered.
- (C) The fitness center will be open extra hours.
- (D) The fitness center will be closed for renovations.

184. Who is asked NOT to use the equipment?

- (A) People who need it for an hour
- (B) Women
- (C) People under 18 years old
- (D) Seniors

185. What must a newcomer do to use this facility?

- (A) See their doctor
- (B) Take the orientation session first
- (C) Register for fitness classes
- (D) Pay for one-year membership



Questions 186-190 refer to the following advertisement and article.

Aroma Oil

With growing health care costs and the sometimes impersonal quality of conventional medicine, we have turned to nature to find the answers to our questions. Therapies that were once viewed as alternative have risen from the shadows, providing a complement to conventional medicine.

We don't even know we're doing it. When you burned that scented candle last week, you were practicing Aromatherapy. When you walk through a fragrant garden, you are doing it again!

Why is Aromatherapy so popular today?

- It is easy to practice.
- It is readily available.
- It is effective as a therapy.

The healing properties of Aroma Oils are capable of not only treating our physical bodies, they are renowned for enhancing our state of mind as well.

Choose the emotional state you wish to remedy below and be sure to ask which oils are right for you.

Anxiety/Depression/Grief/Insecurity/Loneliness/
Panic Attacks/Poor Memory/Sadness/Stress

What is Aromatherapy?

Aromatherapy is the practice of using scents of essential oils to improve our health and well-being. It can be a simple and effective way to manage stress. Essential oils are concentrated extracts from the flowers, leaves, bark and roots of plants.

The scents of essential oils cause involuntary emotional and physical responses within us. Certain scents calm us and help focus our energy. We can use the oils listed below for:

1. Relaxation: chamomile, cedarwood, sage, geranium, jasmine, lavender, orange and rose
2. Focus: basil, peppermint and rosemary
3. Energy: basil, grapefruit, lemon, orange, peppermint, rosemary and thyme

The pure essences distilled from aromatic plants have been prized for their health-giving qualities for thousands of years. These potent essences will also continue to play a major role in our health preservation during these times of increasing disease and stress.

Aromatherapy World Magazine, May 20

186. What is NOT a benefit of aromatherapy?

- (A) Relaxation
- (B) Insecurity
- (C) Focus
- (D) Energy

187. Why is Aromatherapy so popular today?

- (A) It requires hard exercise.
- (B) You need a professional therapist to practice aromatherapy.
- (C) Essential oils are ineffective for managing stress.
- (D) It improves mental clarity and body function.

188. What is the subject of the article?

- (A) How to practice aromatherapy
- (B) Safety information
- (C) The benefits of aromatherapy
- (D) History of aromatherapy

189. What is good for energy?

- (A) Chamomile oil
- (B) Thyme oil
- (C) Rose oil
- (D) Sage oil

190. Which of the following is true?

- (A) Aromatherapy has a long history.
- (B) Aromatherapy requires hard exercise.
- (C) Aromatherapy can be fatal.
- (D) Aromatherapy does not improve your holistic health.



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Questions 191-195 refer to the following e-mail and press release.

To: Jamie Hotta <jhotta@jhlaw.com>
From: Lilly Mitchell <mitchell9@corin.edu>
Re: Job Search

Dear Ms. Jamie,

I have heard that you have a job opening for a receptionist in Washington. I am graduating in September, and also in the same time my investment bank internship ends. I am moving in to my parents' house in Washington, and I decided to find a job there. I would like to receive specific job descriptions. Can you contact me with suitable information?

I will be visiting Washington next week and want to arrange an appointment to visit your office. You can e-mail relevant information to this address or fax me at 365-7121-0347.

Sincerely,
Lilly

Job Announcement

Position: Receptionist

Descriptions:

JH Law Firm is recruiting for an enthusiastic front desk professional. Qualified applicants will be required to answer multi-line phones, greet clients, send and receive fax transmissions, process outgoing and incoming mail, filing and other general office/administrative duties as assigned. Applicants will be required to have excellent telephone etiquette, be professional in appearance and work well under pressure. Punctuality and dependability are a must. Law Firm experience is a plus. Must be familiar with MS Word, Outlook and Excel. Great opportunity to learn and grow for someone who is willing to work hard. Salary DOE with excellent benefits. Please submit résumé and salary expectations to david@jhlaw.com.

Jamie Hotta Law Firm
250 S. 3rd Street, Suite 107
Washington, DC 20009
(202) 344-0000

191. What is Ms. Lilly most concerned about?

- (A) Finding a place to move in
- (B) Getting a job
- (C) Studying in Washington
- (D) Getting married

192. Why is Ms. Lilly moving?

- (A) She is getting married.
- (B) She is graduating.
- (C) Her mother passed away.
- (D) She is starting a new internship.

193. What position is Ms. Lilly interested in?

- (A) Intern
- (B) Administrator
- (C) Attorney
- (D) Receptionist

194. Which of the following is NOT the duties of a receptionist?

- (A) Sending fax transmissions
- (B) Answering multi-line phones
- (C) Supervising investigations
- (D) Greeting clients

195. What is not a method of contacting JH Law Firm?

- (A) E-mail
- (B) Telephone
- (C) Fax
- (D) In person



Questions 196-200 refer to the following letter and e-mail.

DATE: Monday, May 20 09:34

From: Save n Joy Warehouse <management@savenjoy.com>

To: Alissa Cohen <alissa@bestmail.com>

Subject: Shopper's Comments

Dear Ms. Alissa,

Thank you for shopping at Save n Joy Warehouse.

I trust you enjoyed your shopping and had an opportunity to look around our newly renovated store with expanded hot bar offerings, including a new pizza station.

I would appreciate if you would complete a brief questionnaire evaluating our store and services. For your convenience, the questionnaire is available online at <http://savenjoy.com/survey>. If you have any difficulty accessing the questionnaire, please send comments directly to me at management@savenjoy.com.

Your comments will remain confidential and will be used only to help us improve our customer services.

Sincerely,

Stuart Johnson

Manager

Date: Friday, May 24 19:51

From: Alissa Cohen <alissa@bestmail.com>

To: Save n Joy Warehouse <management@savenjoy.com>

Subject: Re: Shopper's Comments

Dear Mr. Johnson,

As I was unable to access the questionnaire online, I am sending these shopper's comments directly to you.

Like all discount warehouses you should still weigh up the prices against those you can get elsewhere. They are not always the cheapest. Particularly if you shop online, you may find you can get some of their books and DVDs cheaper elsewhere.

Electronics – The price will be very competitive. However, I have to be able to get it home myself because you don't offer any delivery service at all. This is what has put me off buying large items from there.

Photo lab – You have an onsite photo lab which offers a number of quality and cheap developing services.

Food/groceries – A lot of it comes in bulk. Unless I want 3 dozens of toilet rolls, it may not be much use to the average family.

Save n Joy offers double guarantee. On merchandise, I can get a full refund. I even get a refund for my membership fee in full at any time if I am dissatisfied with being a member. It is a fair policy. Generally, I would say that the benefits of shopping at Save n Joy far outweighed the disadvantages and that overall I had a pleasant time at Save n Joy.

Best Regards,
Alissa Cohen

196. What is the purpose of the e-mail from Save n Joy?

- (A) To ask for shopper's comments
- (B) To promote a special offer
- (C) To advertise a new product
- (D) To invite to its re-opening event

197. Which section is NOT mentioned in Ms. Cohen's comments?

- (A) Electronics
- (B) Food court
- (C) Clothing
- (D) Photo lab

198. What is newly added to the food court?

- (A) A pizza station
- (B) A hotdog station
- (C) A photo lab
- (D) A bakery

199. What does Ms. Cohen like about Save n Joy?

- (A) Food court
- (B) Delivery
- (C) Full refund
- (D) Books and DVDs

200. What is most likely true about Ms. Cohen's Comments?

- (A) She does not like the photo lab.
- (B) She does not enjoy shopping at Save n Joy.
- (C) She plans to shop at Save n Joy again.
- (D) She wants to get a refund for her membership fee.