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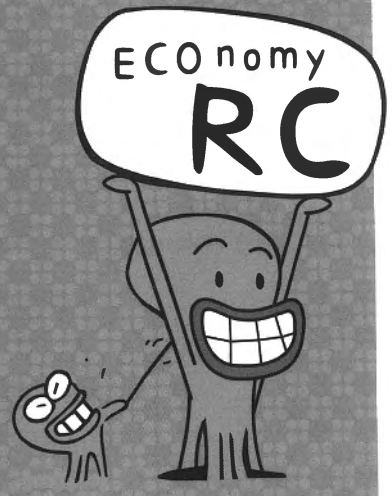
Economy
RC 1000
Volume 2

Actual Test



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. In order for ------- to provide the necessary benefits, dentists associated with the university's insurance policies must be shown a valid student ID card.
(A) those
(B) them
(C) their
(D) that

102. CRI Inc. ------- all employees to wear identification badges at all times when inside the plant.
(A) suggests
(B) wishes
(C) needs
(D) requires

103. We are grateful to Mr. Stern for ------- our associates.
(A) wishing
(B) welcoming
(C) giving
(D) looking

104. Customers with concerns about the safety of the product are advised to call the ------- as soon as possible.
(A) manufacture
(B) manufacturing
(C) manufacturer
(D) manufactured

105. Library and information science majors should be reminded of the seminar beginning ------- at 6:00 p.m. in room 212 B.
(A) promptly
(B) prompts
(C) prompter
(D) prompted

106. Tonight's performance is ------- to raise awareness about our city's urban renewal initiative.
(A) intend
(B) intended
(C) intention
(D) intentional

107. With the election over, the new candidate could now ------- her attention toward solving the unemployment problem.
(A) turn
(B) held
(C) change
(D) alter

108. The ------- outlay of assets for the construction of the new streetcar lanes has been cited by newspapers as the main cause of the project's dismissal.
(A) initially
(B) initiate
(C) initiation
(D) initial

109. Debbie Gillespie, chief financial officer of Alabaster Chemicals Ltd., is still ------- about a favorable budget for the company this fiscal year.
(A) willing
(B) optimistic
(C) visionary
(D) assertive

110. If you wish ------- to me, please make an appointment through my secretary on the 10th floor.
(A) speaking
(B) to speak
(C) spoke
(D) has spoken

111. Greg O'Leary has been leading research in our laboratories ------- over eighteen years.
(A) in
(B) for
(C) up
(D) from

112. While the engineering team's ------- has improved, overall productivity has been in a noticeable decline for the past three years.
(A) motivate
(B) motives
(C) motivational
(D) motivation

113. The secretary in the 2nd floor office ------- e-mails between 8 a.m. and noon.
(A) answers
(B) talks
(C) responds
(D) replies

114. At yesterday's meeting, staff members were introduced to Peter McCabe, the recently ------- manager of the Dynasty Hotel in Washington D.C.
(A) appointing
(B) appointment
(C) appoint
(D) appointed

115. Mr. Fisher prefers to do his small company's bookkeeping ------- instead of hiring an accountant.
(A) he
(B) his
(C) him
(D) himself

116. Local libraries ------- offer reading programs for children and ESL for adults.
(A) frequently
(B) frequenting
(C) frequent
(D) frequented

117. His ------- of more environmentally-friendly air-conditioning units has made Dr. Miles Wilder very famous in this city.
(A) sequence
(B) decision
(C) invention
(D) situation

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118. Mr. Kim in the accounting department has the reputation of dealing with any sort of problem, ------- how complicated it is.
(A) even if
(B) otherwise
(C) no matter
(D) therefore

119. Local residents are encouraged to ------- the unveiling of the new museum.
(A) occur
(B) attend
(C) contain
(D) arrive

120. It is ------- that we fix this problem before we move on to the next one.
(A) requiring
(B) imperative
(C) indispensable
(D) impressive

121. The caterer will need ------- one hour to prepare the refreshments for the forum.
(A) approximately
(B) briefly
(C) rapidly
(D) unpredictably

122. Only ------- with a renewed membership card may attend the concert.
(A) this
(B) them
(C) whose
(D) those

123. ------- the doctors were surprised when the patient made a quick recovery from his injuries.
(A) Many
(B) Some
(C) Most of
(D) Almost

124. This year's excellent ------- has earned our production plant renown in the company.
(A) performed
(B) performable
(C) performance
(D) perform

125. Customers must bring in ------- for their refunds within two weeks of the purchase.
(A) procedures
(B) journeys
(C) directions
(D) receipts

126. The computer lab will undergo ------- renovations to meet the needs of our school's growing student body.
(A) matured
(B) producing
(C) substantial
(D) consumable

127. Anyone who ------- a new stove by CTX Ltd. this weekend receives a free four-piece set of stainless-steel saucepans.
(A) purchase
(B) purchaser
(C) purchases
(D) purchasing

128. The Queen of Hearts casino will be located somewhere ------- the new highway.
(A) into
(B) among
(C) without
(D) along

129. The ------- for this week's publishing convention includes a poetry reading and book signing by Dwayne T. White on Wednesday afternoon and a job fair on Friday afternoon.
(A) position
(B) itinerary
(C) circuit
(D) pattern

130. ------- of the proposed plans by the chamber of commerce involves an annual agricultural exhibition.
(A) Someone
(B) The one
(C) One
(D) As one

131. Supervisors were expected not only to oversee their workers but to ------- their continued development.
(A) continue
(B) encourage
(C) proceed
(D) ensure

132. This new software would ------- the accounting firm to process accounts more efficiently.
(A) inhibit
(B) prefer
(C) enable
(D) keep

133. The primary ------- concern among our manufacturers is acquiring the necessary resources at a reasonable price.
(A) finances
(B) financed
(C) financial
(D) financially

134. Those employees who cite their salaries as a reason for not renewing their contracts represent only a ------- small number of employees who resign.
(A) nearly
(B) closely
(C) precisely
(D) relatively

135. Questions about production concerns should be ------- to Ms. Helen Yan.
(A) direction
(B) director
(C) directs
(D) directed

136. ------- the building permission is granted, the building site will be prepared for construction.
(A) However
(B) While
(C) As if
(D) As soon as

137. The mild summer weather ------- for the slow business this season.
(A) accounts
(B) explains
(C) states
(D) adapts

138. Ms. Lucille Meyer received recognition for the production changes ------- proposed.
(A) she
(B) that
(C) were
(D) until

139. The board members meet only -------, usually only when there is a problem.
(A) occasion
(B) occasions
(C) occasional
(D) occasionally

140. ------- admission to performances is free, theater enthusiasts are encouraged to donate money to show their support.
(A) Despite
(B) Except
(C) While
(D) Equally

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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.

GreatMart is concerned about customer satisfaction. In order to make sure its customers are happy, management has implemented several policies to facilitate the returns process. In each GreatMart location, a counter at the front of the store is available for customers to return items with a receipt. Customers can now have their money ------- quickly and efficiently.

141. (A) refreshed
(B) refunded
(C) refused
(D) regarded

The reason for the return is never asked. Customers are just asked to bring the item back in its original box. GreatMart guarantees the best deals in town because customers are allowed to use any coupon in the local newspaper, ------- it is from another store.

142. (A) and yet
(B) so that
(C) even as
(D) even if

Because of this, customers will always feel that they are getting a bargain. The aim of GreatMart's CEO initiative is to ensure that all the best products in the market are ------- in

143. (A) comfortable
(B) available
(C) suitable
(D) flexible

the store at all times. This ensures that customers have no need to shop elsewhere.

Questions 144-146 refer to the following announcement.

Want to discover the latest trends in International Business? Sign up for our free workshops, to be held October 2-6. Register now online! Starting Sept. 1, employees will be able to access a new workshop registration system at www.employeetraining.com. To enter the site, a staff ID number and password are required. If you don't already have these, contact your immediate supervisor.

Employees are encouraged to sign up early for workshops, as the number of participants is ------- to 50 per session. Provided that seats remain available, employees can easily

144. (A) limit
(B) limited
(C) limiting
(D) limitation

register for sessions. If a session is -------, however, staff can request that they be

145. (A) solid
(B) full
(C) done
(D) used

contacted if a space opens up.

The upcoming sessions ------- on the 5th floor of the Stafford Suite building.

146. (A) will be held
(B) have been held
(C) are holding
(D) were held

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Questions 147-149 refer to the following press release.

Paris and Madrid, January 1

Two European telecommunications companies have announced that they are merging. Teleparle of Paris and Spanish company Transcom will ------- to become Telemonde. The

147. (A) improve
(B) compete
(C) promote
(D) combine

news was announced Monday at a joint meeting of the companies' stakeholders. The newly-formed corporation is expected to provide service to more than 50 million European customers. This will surpass the size of Megacall, Europe's other telecommunications giant. The ------- executive director of Teleparle, Greta LaSalle, said, "The merger of these

148. (A) present
(B) future
(C) brief
(D) potential

corporations means that Telemonde will be a telecommunications giant in the 21st century."

------- the merger, LaSalle will continue her leadership position as chief executive officer.

149. (A) Follow
(B) Follows
(C) Following
(D) Will follow

Questions 150-152 refer to the following letter.

January 29

Dear ALB Customer:

Our company is continually striving to meet your needs as a customer. Based on surveys completed by our customers, we have discovered that the format of our older bills needed some changes. ------- improvements made by our service experts, we have been able to

150. (A) Thanks to
(B) Because
(C) Now that
(D) In case of

create statements that are now easier to read. Your total amount due will be highlighted in the top left corner, while individual charges will still be outlined in the middle of the page. A section of the bill at the bottom will be perforated so that you can easily tear it off and submit it with your payment.

The format of your bill will be noticeably different, but you can be ------- that our services

151. (A) firm
(B) definite
(C) certain
(D) established

and fees will remain the same.

The enclosed notice should be read carefully; it ------- information related to

152. (A) providing
(B) had provided
(C) provided
(D) provides

each part of your bill. Should you have any questions, feel free to contact customer service at 1-800-111-1234. Our service representatives will be glad to assist you with any concerns that you may have Monday-Friday from 9-5 EST.

We thank you for your business and look forward to serving you.

Sincerely,
ALB

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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 message.

Interoffice Message

To: Nick Stokes
From: Samantha Fox – IMI Health Institute
Re: A phone call received from Danny Samah

Note: Please return Danny Samah's call from the Detroit office as soon as you can. This is regarding your application for summer funding at IMI. He needs to know your lab specifications for the project. He would like you to include all the data you have collected already, including the unprocessed data. He also wanted to remind you of the deadline that is coming in a few weeks. Bill can be reached at 202-555-0407.

Memo author: Chris Stansfield

153. What was Danny Samah calling about?
(A) Detailed specifications from the laboratory
(B) A meeting
(C) Dates at which both parties are open
(D) The deadline that is coming up soon

154. Who is supposed to return the call?
(A) Chris Stansfield
(B) Danny Samah
(C) Samantha Fox
(D) Nick Stokes

Questions 155-156 refer to the following information.

Gerrard Street Marriott

We are sending this as a confirmation of your request for the shuttle bus service to Cherry Island Airport tomorrow morning. The bus is slated to arrive at the front of the hotel at 6:15 A.M. and will depart at 6:30 A.M. The shuttle is scheduled to arrive at 6:50 A.M. If needed, you can cancel this reservation before 4:00 A.M. tomorrow without a service charge. To contact the front desk, dial 0 for any questions you might have. We would like to remind you to make sure you have all your belongings with you when you check out of the hotel. Thank you for your patronage and have a safe and pleasant trip.

Jamie Fox/ Front Desk

155. What is the purpose of the letter?
(A) To remind a customer of a payment
(B) To confirm a reservation
(C) To promote a city tour
(D) To postpone an appointment

156. What time is the bus scheduled to arrive at the hotel?
(A) At 4:00 A.M.
(B) At 6:15 A.M.
(C) At 6:30 A.M.
(D) At 6:50 A.M.

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Questions 157-159 refer to the following letter.

Kiara Beauty Products

Kiara Beauty has been a leader in the healthcare products industry for the last 15 years. Over that time, we've been able to launch several brands that have been well received by our customers, including the famed Chandra 05 and Belle Flower perfumes, and our Nightshade lipstick.

To better respond to and anticipate our customers' needs, we're mailing questionnaires to people just like you. This is your opportunity to let us know what you want in health and beauty products.

The questionnaire takes less than 10 minutes to fill out, and you can return it to us in the accompanying prepaid business envelope. We hope you will take the time to do so, as it will help us better serve you in the future.

Best Regards,

Lilly Mendhelson
Vice-president
Product Development
Kiara Beauty

157. What is the purpose of the letter?
(A) To sell products
(B) To get opinions
(C) To order items
(D) To reply to a request

158. Which accomplishment of Kiara is mentioned?
(A) It has won several beauty awards.
(B) Its items are considered popular.
(C) It has a greater market share this year than last.
(D) Its customers are generally healthier than other brands.

159. What is enclosed with the letter?
(A) A return envelope
(B) Perfume samples
(C) A receipt
(D) A price list

Questions 160-163 refer to the following magazine advertisement.

Tonawonda welcomes you to a city that has become a shining example of intelligent urban planning, and which recently won its bid for a world-class event. This year the International Trade and Industry Exposition, an event that occurs once every five years, is coming to Tonawonda. This event was originally held in Helsinki 20 years ago, and has been held in Geneva, Lima and London since then. This is Tonawonda's chance to show its stuff and join a proud group of organizers in promoting this global event.

Many of Tonawonda's residents were pleasantly surprised to learn that they had won the right to host the exposition. The bold plans presented for the event site gave Tonawonda the edge over bigger cities with seemingly stronger bids. The city's Park of Technology, situated in the city's industrial zone – a once dilapidated area with rundown factories and an old mine – will be home to the International Trade and Industry Exposition. This six-square mile area has been rebuilt over a span of two and a half years, and during this time a modern complex of well-designed buildings with amphitheater-like exhibition halls was built. In the future, this complex will be used to serve as a major commercial hub for the city and the state.

Tonawonda, a city looking to the future

160. Where hasn't the exposition been held?
(A) Geneva
(B) Seoul
(C) London
(D) Lima

161. What will the Park of Technology be used as after the exposition?
(A) An international commercial center
(B) A tourist venue
(C) A government complex
(D) A shopping mall

162. How long did it take to rebuild the event site?
(A) 2 years
(B) 2.5 years
(C) 3 years
(D) 4 years

163. What is implied about many Tonawonda residents?
(A) They voted to expand an industrial district.
(B) They have long been at odds with the mayor.
(C) They did not support the plan to build a new venue.
(D) They were happy to win the right to host the event.

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Questions 164-165 refer to the following notice.

To: Mary Chong
From: Janel Nail
Date: May 9
Claim number: 19067

Dear Ms. Chong

Our Customer Service Department has received the computer you shipped to us for repairs. The customer service form you enclosed shows that you bought the computer a month ago and that the wireless network card has not worked properly since you first purchased your computer. Our service department reports that customers seldom have issues with our wireless network cards, and our technicians have run a series of tests on the computer, but could not find any significant defects with it. As a matter of fact, your computer is up to all of our specifications.

Please call us at 800-654-2534, and we can discuss the problems you have had, and how they may have resulted. With this new information, we plan to isolate the issue as to why your computer is not functioning correctly.

I hope that we can solve this problem quickly and efficiently so that you can get back to enjoying your computer.

I wanted to also add that we provide great deals on upgrades on both RAM and processors.

Sincerely,

Janel Nail

Customer Service Department
Microprocessor Inc.

164. Why is Janel sending this e-mail?
(A) To submit a claim
(B) To talk about a problem
(C) To talk about a company policy
(D) To respond to an e-mail

165. What fact about the computer isn't included in this e-mail?
(A) The damage was done during shipping.
(B) The computer is relatively new.
(C) The component was tested.
(D) The component meets the specifications of the company.

Questions 166-168 refer to the following notice.

If you had a good experience today, why not sign up for a membership?

As a member of Jersey Shore Botanical Gardens, your money will support new exhibits and educational programs for all ages, from students in elementary and high school to adults. The basic membership includes unlimited free admission to the gardens, a five percent rebate on all items in the Green Thumb Gift Shop, a special preview of exclusive exhibits, a free monthly newsletter, and discounted prices for our novel classes on gardening and flower arrangement. To enroll today, fill out an enrollment form at the information desk, to the right side of the elevators. Get your membership today!

166. Why was this notice posted?
(A) To increase sales to a new exhibit
(B) To list the attractions at the Gardens
(C) To highlight some items on sale
(D) To promote membership at the Gardens

167. What would be the most logical place for this advertisement?
(A) On the Jersey Shore Botanical Gardens website
(B) On a flyer at a gardening store
(C) Near the exit of the Jersey Shore Botanical Gardens
(D) In a gardening magazine

168. Which of these is not a benefit of the membership?
(A) A free membership for your spouse
(B) Discounts on instructional courses
(C) Rebates at the gift shop
(D) Monthly newsletters

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Questions 169-172 refer to the following article.

February 10
New Breakfast Cereal Released by Spencer Foods

Los Angeles – Spencer Foods Cereal, owned by Baby Bear Wholesale Inc., has just announced that it will begin to sell a new cereal, Grape Nuts in Bunches, nationwide.

The new cereal will be in stores across America on March 1, and is expected to be sold across the rest of the world in early April. The company will launch multi-media campaigns in San Diego and Orlando starting on February 20th, which will include television and radio commercials. These advertisements will be followed up by print ads in magazines and newspapers nationwide a short time after.

For the decade-old company, this cereal marks the fourth new product it has released in the last year. Previous new cereals also include Ricesnaps, Cinna-Crisps and Oaty Lumps.

Over the last few years the company's oldest and top-selling product, Nuts and Berry Clusters, has seen a 30 percent decline in sales. This has inspired Sergio Montana, the Baby Bear Wholesale president, to diversify the company's product line.

Spencer Foods used three different test markets – Carrie, Illinois, Clear Water, Florida and Washington D.C. – all of which showed it could make a good profit on the new cereal.

169. When will the cereal be distributed across the United States?
(A) February 10
(B) February 20
(C) March 1
(D) April 10

170. Which of the following markets will see TV advertisements?
(A) San Diego
(B) Washington D.C.
(C) Carrie
(D) Los Angeles

171. Why did the company decide to develop some new products?
(A) The drop of the company's stock
(B) Severe international competition
(C) Merger with another company
(D) Declining sales for a former top product

172. Which cereal was developed more than a year ago?
(A) Grape Nuts in Bunches
(B) Nuts and Berry Clusters
(C) Ricesnaps
(D) Oaty Lumps

Questions 173-175 refer to the following letter.

GEORAIL

Dear Georail Riders:
A new schedule for the Blue Line, which runs daily from Monkton to Clifton Hills, has been planned. Currently, the Blue Line runs in both directions, from 4 a.m. to 9 p.m., at half-an-hour intervals. The change in schedule will take effect June 1. From that day forward, the Blue Line will run from 3:30 a.m. to 11:30 p.m. every 20 minutes. This change was a result of a decision made by the Georail Board of Directors after taking a survey of commuters on the Blue Line over the last few months. These results added to the many suggestions that have been collected over the past year in reaching this decision. Georail hopes that this change will make riding with us more convenient and comfortable than ever before. If you have any problems or questions, please call our customer service hotline at 555-272-1267.

Neil Strauss
Public Relations Officer
Georail Co.

173. What is being announced?
(A) Construction of a new station
(B) Release of a new customer satisfaction survey
(C) A new schedule
(D) New stops on the Blue Line

174. What is one change in the new schedule?
(A) Trains will decrease in frequency.
(B) There will be fewer trains.
(C) Train prices will rise.
(D) Trains will run earlier in the mornings.

175. What prompted the board of directors to make this decision?
(A) Increased number of riders
(B) A new line was built.
(C) Rider survey results
(D) Staff survey

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Questions 176-180 refer to the following newsletter article.

(PHD) Project Hollywood Designs Inc.

We are writing to sadly announce the retirement of Derrick Smith, a senior researcher with Project Hollywood Designs. After a distinguished career Derrick will retire on August 31. After retiring, Derrick hopes to travel and spend quality time with his family. However, he also plans to have a home office and will be available to consult with.

The research division will celebrate Derrick's exceptional career in industrial design by highlighting his accomplishments at a September 10 party at the West End Hilton Hotel from 5 to 7 p.m. At the reception there will be speeches by vice president Dave Ward and executive manager Joel Turner.

Derrick made significant contributions to the production of industrial products at Project Hollywood. He was best known for his leadership skills while designing easy-to-use computer keyboards that went on to sell millions of units. Derrick has also written over 20 articles for *Industrial Design Monthly*. He will continue his writing career and expects to release a new book next year. During all of this time, Derrick was also a fellow for the Design Center at Yale University, president of the Industrial Drafting and Design Society, and a lifetime member of the International School of Design.

Recently, Derrick has been focusing his research on the design of different electronic devices, but more specifically on computer components.

Please RSVP for the event before September 3 if you would like to attend.

176. Why was the article printed?
(A) To pronounce a retirement
(B) To announce a new publication
(C) To talk about a future career in industrial design
(D) To reward a senior researcher

177. Which of the following will Derrick not do in his retirement?
(A) Publish a book
(B) Travel the world
(C) Become a store owner
(D) Provide consulting services

178. What was Derrick known for most?
(A) He made Project Hollywood Designs the most profitable company in its field.
(B) He had the highest amount of sales of any salesman.
(C) He designed popular computer products.
(D) He established a partnership with a local university.

179. How did Derrick serve the Industrial Drafting and Design Society?
(A) As a lifetime member
(B) As a fellow
(C) As a counselor
(D) As president

180. What are people who would like to attend supposed to do?
(A) Fill out a survey online
(B) Call the head office
(C) Provide personal details
(D) RSVP

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

Primary Geriatric Rehabilitation Center Career Fair
Monday, September 3, 10:00 A.M.- 6:00 P.M.

Due to the recent increase in patient enrollment, the Primary Geriatric Rehabilitation Center(PGRC), a long-term care facility, is looking to hire a few new staff members at our Detroit location. At our career fair we will provide information and face-to-face interviews for those who are qualified geriatric care givers: nurses, orderlies, registered nurses, and emergency medical staff. Special consideration will be given to those who possess extensive experience and hold an EMS certificate.

At PGRC we offer competitive salaries and a complete benefits package, including paid holidays, full dental and medical coverage. Potential applicants who are serious about employment should submit an application, including expected income, employment history and a potential starting date. The application form and further information can be found at www.pgrcc.com. Please respond to this by September 20.

To: Dave Johnson <djohnson@yahoo.co.kr>
From: Maya Sanchez <msanchez8765@pgrcc.com>
Subject: PGRC Career Fair
Date: September 10

Dear Mr. Johnson,

Your application for an emergency medical staff position has been received, but you have left out a few things. I received your employment history and application form, but you left out your expected income and your potential starting date.

Can you please fill in this information as soon as possible and send it to me? To this e-mail I have attached an itinerary for the career fair and a map to the location. This will help you find the building. If you have any more questions, please do not hesitate to ask.

I look forward to meeting you.

Maya Sanchez
Career Fair Chairman
Primary Geriatric Rehabilitation Center

181. What is PGRC's aim with the advertisement?
(A) To announce the opening of a new center
(B) To announce a new website
(C) To find new potential staff
(D) To increase their technological capacity

182. What was not said about PGRC?
(A) It is moving from Seattle.
(B) It has many different centers.
(C) The pay it offers is good.
(D) It needs more nurses.

183. In the advertisement, the word "consideration" in paragraph 1, line 5 is closest in meaning to
(A) idea
(B) normality
(C) socialization
(D) attention

184. What is missing in Mr. Johnson's application?
(A) Desired pay
(B) A contact number
(C) His cover letter
(D) His résumé

185. Why did Maya send the map?
(A) To help Mr. Johnson locate the building
(B) To recommend a good place to stay for Mr. Johnson
(C) To help Mr. Johnson schedule interviews
(D) To give Mr. Johnson a guide to the subway

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Questions 186-190 refer to the following news article and review.

ORGANIC FOOD SHOW

Today in San Antonio, new and improved products were on display at the Whole Foods food show. On display were a range of innovative health and organic products. The introduction of these products marks a recent trend in the wholesale food market: "Organic foods are in high demand, so despite the high price they are still selling quite well," said Wayne Brady, one of the organizers of the show.

Many of the companies that set up kiosks, such as The Olive Branch and Gardania, were happy to have the chance to launch their new products. Creed Organic, a company that specializes in organic teas, demonstrated their new vitamin B-infused green tea beverage called Green Wave, which won the prize for show's most novel product. This award was won last year by Let-Us for its new line of seasonings.

The show was held at the Holly Convention Center, located in the west end of the city, and drew close to 20,000 people.

Product Review: Creed Organic Teas

Creed Organic has grown significantly over its five years of operations. They are famous for selling tea, which comes in a wide range of flavors, but more specifically for their Bad Moon Rising black tea. They have made their mark on the market with their innovative flavor selection.

I really enjoyed their Green Berry Blast tea, which is a mix of green tea, wild berry and black berry, and is infused with vitamins A and B. They have managed to make a perfect mix of flavors, creating a very refreshing and satisfying taste. The company adds to this by including a sample of many of their other tea blends.

Creed has also just released a new canned power drink called P-Bomb, a drink designed to compete with the recent trend of energy drinks that has swept the country. This is a new direction for the company, but after trying the drink I think it was the right move.

186. What was Wayne Brady implying about the recent trends in organic food products?
(A) They have been the show's sole focus.
(B) It is difficult to develop new ones.
(C) Their prices have been decreasing.
(D) Consumption of them has been high.

187. Which company has participated in the show before?
(A) The Olive Branch
(B) Gardania
(C) Let-Us
(D) Creed Organic

188. Where was the food show held this year?
(A) Holly Convention Center
(B) Armo Hall
(C) Zamsky Hotel
(D) Veneda Place

189. Which of the following is NOT true about Creed Organic?
(A) One of its products won an award.
(B) Its product line includes vitamin-enhanced tea.
(C) It held an organic food show in San Antonio.
(D) It has recently released a new energy drink.

190. What did Creed Organic do to become successful?
(A) It reduced the price of its most popular products.
(B) It used a creative approach.
(C) It moved its offices to San Antonio.
(D) It invested a lot of money in production.

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Questions 191-195 refer to the following notice and review.

The Indian Star
Shooting of Bear Lake on hold
Premier delayed

The highly anticipated premier of *Bear Lake*, a film directed by Raj Patal, has been delayed from early November to late spring. This delay is a result of bad weather and location selection. As well, many of the animal scenes have been taking longer to shoot than expected. These factors, combined with a sagging economy, caused the delay. Representatives for the film, however, have emphatically stated that filming will resume soon.

Movie Review: Bear Lake

Mountain Films is proud to announce its anticipated release of *Bear Lake* this week, after eight months of delay. The Raj Patal film is an adaptation of the Pulitzer Prize-winning novel of the same name. The novel is an epic love story, based in the foothills of northern India, with many twists and turns.

The adaptation of a prize-winning novel to the big screen can be very difficult, because for every reader the characters and the scenery will have been imagined differently. As well, it can be difficult to select the proper scenes to shoot and ultimately include in the film. But after watching this film I believe Raj Patal has done it again! I feel this was achieved because of the collaboration between Samir Ranjeet and Patal, who managed to bring the book to life beautifully. It is rumored that the pair will be working together again soon.

Patal has shown many times in the past that he is capable of depicting the lives of everyday people and the relationships that they have. *Bear Lake* is a giant step forward for Patal's career because of the amount of funding and publicity that it has received. He used this money wisely, producing breathtaking cinematography and moving love scenes. This movie's success was also greatly enhanced by the performances given by Deepak Shakur and Latanji Kapur.

The limited release of *Bear Lake* opens Friday night and will go into wide release at the end of the month.

191. According to the writer, what is difficult about turning a book into a movie?
(A) The director and author have different visions.
(B) Details from the book must be left out of the film.
(C) Readers have already visualized the characters.
(D) There is more dialogue in films than in books.

192. What did the writer enjoy about the movie?
(A) The cinematography
(B) The comic dialogue
(C) The acting of Samir Ranjeet
(D) The scenes and the weather

193. What is NOT true about Raj Patal?
(A) People were anxiously waiting to see his new movie.
(B) One of his movies will be shown later than originally scheduled.
(C) He depicts the lives of ordinary people in his movies.
(D) He has published many novels.

194. Why was the release of the film delayed?
(A) Raj Patal became ill during filming.
(B) The script had to be rewritten.
(C) There was bad weather to contend with.
(D) New financing had to be arranged.

195. How is *Bear Lake* different from Raj Patal's previous movies?
(A) It used a lot of special effects.
(B) It did not have famous actors.
(C) It was inexpensive to shoot.
(D) It received significantly more funding.

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Questions 196-200 refer to the following e-mails.

To: Jason Bates <jbates@becksam.com>
From: Sheila Copps <scopps@leighmanf.com>
Date: April 12
Subject: Next Friday Meeting

Mr. Bates,

Regarding our merger meeting next week I will be unable to make it on Thursday at 3 p.m. I am sorry, but something very urgent has come up. I know that you wanted to discuss the contract between Benjamin Morrison and Becksam Co., so we will definitely have to reschedule.

I have been asked to meet with the president of the Camdon Institute, so a group of my coworkers and I will be out of the office on Thursday. We are under pressure to finish the deal we have brokered with Camdon at that time. Can we please reschedule our meeting for Monday morning? Again, I am terribly sorry. I greatly appreciate your understanding in this situation. Also, I do not have the proposed contract, so if you could please send it to me, it would help matters very much.

Thanks in advance,

Sheila Copps

Broker and Consultant
Leighman Financial

To: Sheila Copps <scopps@leighmanf.com>
From: Jason Bates <jbates@becksam.com>
Date: April 14
Subject: Re: Next Friday Meeting
Attachment: Benjamin Morrison Contract

Hi, Ms. Copps,

Thank you for giving me so much notice. I really appreciate it. I can't make it Monday morning because I have already scheduled a doctor's appointment at 10 a.m. and then we have a sales meeting when I get back. Is it possible to meet on Tuesday or Wednesday?

I have attached the contract, but I have a feeling that you will have some questions about it. If you need to reach me, you can call me on my cell at 555-1234. I hope everything goes well with Camdon and that you have a great weekend. I will see you next week.

Thanks,

Jason Bates

Senior Business Analyst
Becksam Inc.

196. What is the reason for Ms. Copps' e-mail?
(A) To schedule a conference call
(B) To send a word file
(C) To plan and discuss a new project
(D) To change the meeting date and time

197. According to her e-mail, what will Ms. Copps be doing on Thursday afternoon?
(A) Planning a trip
(B) Writing a report on the Camdon Institute
(C) Meeting with Mr. Bates
(D) Attending a meeting at the Camdon Institute

198. On what day is Mr. Bates' doctor's appointment?
(A) Monday
(B) Wednesday
(C) Thursday
(D) Friday

199. What did Mr. Bates attach to his e-mail?
(A) The Benjamin Morrison merger contract
(B) A report on Becksam Inc.
(C) Company details on the Camdon Institute
(D) A memo about the president of Becksam Inc.

200. What does Mr. Bates ask Ms. Copps to do?
(A) Visit the Camdon Institute with him
(B) Pass on important information
(C) Call him back
(D) Meet him on Tuesday or Wednesday

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. Customers are advised to double-check their orders to ensure that they will be sent ------- the correct address.
(A) until
(B) upon
(C) among
(D) to

102. Last week's performance was judged to be a major ------- even though it received no local media coverage.
(A) success
(B) succeed
(C) successful
(D) successfulness

103. Please ------- Ms. Condell that no one has received their paychecks yet.
(A) accept
(B) notify
(C) deliver
(D) present

104. Employees on official business are offered ------- for any expenses incurred for meals – related to workshops, business meetings, or company-related events.
(A) investment
(B) dimension
(C) reimbursement
(D) expenditure

105. Underwood Energy Services Inc. offers ------- benefits to full-time employees, including dental insurance.
(A) attraction
(B) attractive
(C) attract
(D) attracted

106. Mr. Whatley unintentionally took Ms. Potvin's timetable, thinking it was -------.
(A) him
(B) himself
(C) his
(D) he

107. Since the invention of seatbelts, certain automobile fatalities are now often -------.
(A) preventability
(B) prevention
(C) preventing
(D) preventable

108. Customers at Prussian Blue Books are reminded to keep their receipt ------- proof of purchase when they place an order.
(A) off
(B) except
(C) as
(D) though

109. Several staff heads ------- a better understanding of the importance of motivation and teamwork from the last workshop.
(A) gaining
(B) will gain
(C) gained
(D) were gained

110. Anyone ------- experiences complications with the new software is encouraged to bring this matter to Mr. Gruber's attention in room 210.
(A) who
(B) which
(C) whom
(D) whose

111. Attendance is mandatory for the staff meeting ------- for next Tuesday in the council hall.
(A) has been scheduled
(B) schedule
(C) will schedule
(D) scheduled

112. Dr. Ketterley is a ------- regarded professor of philosophy as well as a skilled orator.
(A) largely
(B) luckily
(C) gracefully
(D) highly

113. Please mark the appropriate box to indicate if the person named above ------- any of the certificates listed below.
(A) holding
(B) held
(C) holds
(D) hold

114. Renovations this summer will increase Larchmere Concert Hall's seating ------- by 80 seats.
(A) intensity
(B) capacity
(C) preparation
(D) aptitude

115. The ------- on foreign developments in the fashion industry will include refreshments and a 45-minute question period afterwards.
(A) increase
(B) referral
(C) policy
(D) presentation

116. Mr. Leavenworth sought free legal advice online before ------- with his own lawyers.
(A) to consult
(B) consults
(C) consulted
(D) consulting

117. Dr. Elizabeth Kay was by ------- until the arrival of Dr. Ian DeSilva at 8:30 a.m.
(A) her
(B) herself
(C) she
(D) hers

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118. Once a written ------- has been provided to the secretary, she can pass on the information to Mr. Oliveri.
(A) estimate
(B) guess
(C) suggestion
(D) judgment

119. Employee accounts and other ------- paperwork must be stored under lock and key in the main office.
(A) achievable
(B) related
(C) alike
(D) interested

120. Soaring fuel prices have ------- to manufacturers seeking raw materials from less remote suppliers.
(A) contributed
(B) contributions
(C) contribute
(D) contributor

121. An investment ------- gradually increases in value over the years can be more profitable than more short-term alternatives.
(A) that
(B) they
(C) what
(D) when

122. New department heads must attend meetings ------- in order to be exposed to new ideas from other team members.
(A) frequent
(B) frequenting
(C) frequently
(D) frequency

123. Several ------- errors with the new software delayed the release date by two months.
(A) overdue
(B) minor
(C) reliable
(D) rapid

124. Our aim is to focus on customers' needs and satisfaction by ------- introducing exceptional goods.
(A) consist
(B) consistently
(C) consistent
(D) consisting

125. Students can ------- in the university's education program starting July 6th.
(A) enroll
(B) admit
(C) apply
(D) subscribe

126. Our firm received ------- from numerous clients for our excellent work over the past twenty years.
(A) compliment
(B) complimented
(C) compliments
(D) complimentary

127. Beginning next April, financial benefits will be available ------- to those customers who signed the necessary contract.
(A) exclusiveness
(B) exclusively
(C) exclusionary
(D) exclusion

128. Hyssop Chemists is ------- experienced pharmacists for the eight new locations they have opened this year.
(A) seeking
(B) looking
(C) entering
(D) requiring

129. ------- the concert finished late, the audience still waited for me.
(A) Nevertheless
(B) Still
(C) Although
(D) However

130. If you wish to make the trip to Auckland ------- the other department heads, please let Ms. Berlin know immediately.
(A) where
(B) both
(C) with
(D) but

131. Maurice Robertson, ------- an executive at a small company, became the CEO of Bradshaw Industries four months ago.
(A) once
(B) often
(C) soon
(D) now

132. While we still take telephone calls, other ------- of correspondence are encouraged to avoid tying up telephone lines unnecessarily.
(A) profiles
(B) views
(C) outlines
(D) forms

133. Finding qualified students for this job may be ------- difficult.
(A) extreme
(B) extremes
(C) extremely
(D) extremity

134. Ms. Julie Kennedy and her innovative marketing team have gained renown for creating ------- products for struggling companies.
(A) promote
(B) promotes
(C) promotion
(D) promotional

135. New customer service personnel are trained to ------- to inquiries within a reasonable amount of time.
(A) promise
(B) respond
(C) advise
(D) explain

136. For the researcher, a properly maintained notebook can be a ------- of useful information for many years.
(A) variety
(B) resource
(C) source
(D) choice

137. Alvinson Clothiers' branch in Milan has been open since last August ------- is quickly becoming our busiest location.
(A) and
(B) also
(C) than
(D) or

138. There will be a panel ------- of pharmaceutical company spokesperson and consumer advocates to debate current health concerns.
(A) consist
(B) consisting
(C) will consist
(D) to be consisted

139. Please omit ------- details when you are reported the findings revealed at the symposium.
(A) decreased
(B) insufficient
(C) incidental
(D) prerequisite

140. ------- working with the research department some of the time, the marketing team comes up with fresh ideas for the company's new ads.
(A) By
(B) During
(C) Because
(D) So that

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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.

March 27, 2008

Dear Ms. Salvador,

We received your request for a current catalogue on March 25. Thank you for your continued interest in our product line. We are continually striving to improve the quality of our parts, and hope that you will find the items included in this year's catalogue to be satisfactory. Along with the catalogue, we are including in this shipment an order form and directions for ordering online.

Some significant changes are ------- in this year's catalogue. More price-saving packages

141. (A) produced
(B) included
(C) wished
(D) decided

have been inserted, and a new index will guide you to the section that you need. In addition, all prices have been updated. You may also be interested to know that ABC Tech has opened another factory in Delaware. ------- this new facility, we will be able to grow our

142. (A) During
(B) Before
(C) Among
(D) With

company's line of electronics. In the coming years, you will see even more additions to our catalogue.

Thank you once again for your business. Please feel ------- to contact me if you need

143. (A) free
(B) freely
(C) freedom
(D) freeing

further assistance. I can be reached at 302-232-3900 (direct line) or at liamr@tech.com.

Questions 144-146 refer to the following letter.

Patagonia Treks
130 Calle San Martin
Rio Gallegos, Argentina

Welcome to Patagonia Treks! By ------- our company, you are guaranteed to get the

144. (A) choose
(B) chooses
(C) choice
(D) choosing

most out of your experience in the wild lands of Patagonia. No other company offers the high-quality tours that we do into the back country of Argentina. With Patagonia Treks, your experience is guaranteed to be a memorable one.

The following tour information has been confirmed: Your flight from Miami will -------

145. (A) arrive
(B) depart
(C) resume
(D) start

at 6 a.m. on February 11. A representative from Patagonia Treks will then meet you at the airport when you arrive in Argentina and transport you to our offices so that you can fill out any ------- forms prior to the start of the trip.

146. (A) remaining
(B) remained
(C) remains
(D) remain

It is important that you read the enclosed information, as it contains your itinerary and some suggestions about how to prepare for your trip to Patagonia. Please let us know if you have any questions.

We appreciate your business and look forward to your visit.

Sincerely,

Patagonia Treks

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Questions 147-149 refer to the following memo.

MEMO

To: All staff
From: Charles Beretti
Date: January 2
Re: Lockers

You may remember that staff voted last fall to have lockers installed in the lounge area. After a few months searching for the right company to help us with this project, we have good news. We would like to announce that we have ------- LockSmart to complete the

147. (A) collaborated
(B) contracted
(C) decided
(D) discounted

installation within the next week. All staff should be able to utilize these new lockers to store personal items by next Friday, January 8th. Each staff member will be given a key; please get yours from Marleen in the main office. The lockers will be available ------- all

148. (A) at
(B) in
(C) by
(D) on

times for your security. We hope that this will make our work environment a secure and happy one. By Monday, LockSmart will begin installation and you may need to stay clear of the lounge area. We are sorry for any inconvenience that ------- by this project, but believe

149. (A) is caused
(B) causes
(C) caused
(D) has been caused

that any short-term inconvenience will be outweighed by the long-term benefits.

Questions 150-152 refer to the following e-mail.

Date: Mon., 12 June 08:23:01
To: Sharon Parker <sparker@ww2.org>
From: Patrick Spitz <pspitz@ww2.org>
Subject: Update on Germany trip

Sharon,

Thank you for your patience over the last week as I have worked to ------- the dates

150. (A) terminate
(B) close
(C) finalize
(D) discontinue

of your upcoming trip to Germany. In order to make your trip more enjoyable, I have been working closely with staff members here and abroad. You can be assured that your trip will be an enjoyable and productive one. By this Thursday I will be able to provide you with a complete itinerary. This itinerary will include flight, ground transportation, and hotel information. For the time being, you can review the tentative ------- below and let me know

151. (A) schedule
(B) date
(C) ticket
(D) procedure

if you have any questions.

- June 27: Your flight arrives in Berlin at 8 p.m.; you will be picked up at the airport by a staff member from the Berlin office.
- June 28: You will meet representatives from the Berlin office and tour their facilities.
- June 29: A Berlin staff member will accompany you to the airport for your flight to Frankfurt. The executive director in Frankfurt, Mr. Kissel, is in charge of your stay there and will send you information about your Frankfurt itinerary at a ------- time.

152. (A) latest
(B) lateness
(C) lately
(D) later

- June 30: Return home.

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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 advertisement.

Diva's Yearly Summer Clearance Sale –
This Weekend Only!

This weekend, summer clothing is 20% off! Come early to take advantage of our remaining summer items, including shirts, shorts, and sandals. Take an extra 10% off kids' clothing and active wear. Beach accessories discounted up to 50%. Visit our Southend, Westmere, and Northstar locations and save!

Please be aware:

- Women's swimwear is not included in summer clearance sale.
- Store hours during the clearance sale will be 7 a.m. – 10 p.m.
- Discounts do not apply to our Eastwind location.

Starting Monday, 9/10, we will resume our normal hours(8 a.m. – 6 p.m.).

153. What is inferred from the advertisement?
(A) The sale will continue for a week.
(B) The sale begins on Thursday.
(C) The sale only applies to the Northstar location.
(D) The sale will take place during extended business hours.

154. As stated in the advertisement, which item will NOT be on sale this weekend?
(A) Sandals
(B) Women's swimwear
(C) Shirts
(D) Shorts

Questions 155-156 refer to the following memo.

Memorandum

To: Team Members
From: Administration
Date: August 3

Save the date! In order to continue our long-standing tradition, The Sun Group will hold a yearly "Fun in the Sun" day at Patterson Park for all employees and their immediate family members. Last year's event was a huge success, and we are looking forward to an even better turnout this year. We hope that you will join us for great food, great company, and fantastic entertainment.

Thanks to Connie Rosegarden for organizing this year's get-together, to be held on Sunday, August 15. We would also like to thank Charles Sandpiper for offering to provide musical entertainment. Charles will be playing a variety of woodwind instruments. We hope to see you in the park, or, in the case of bad weather, in the pavilion immediately next to the park.

Volunteers are needed before and after the gathering. Contact John White at 223-2122 if you are able to help. Look for more information in your mailboxes in the coming week.

155. What is being organized?
(A) A performance
(B) Training
(C) A job fair
(D) A social event

156. What is the alternate plan?
(A) The event will be cancelled.
(B) The event will be held at the office.
(C) The event will be held in a pavilion.
(D) The event will be held later in the afternoon.

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Questions 157-159 refer to the following advertisement.

Bookworms Unite
212 Main Street, Aliston, CO 82011

Do you usually have your nose in a book? When you head to the bookstore, is the classics section the first place you visit? Stop spending your money at expensive chain bookstores! Bookworms Unite offers its members better prices on classic books. We have all of your favorite authors in stock, including bestsellers by Dickens, Clark, and Rosebud. Because we specialize in the classics, we can offer a prime selection!

Members of Bookworms Unite can take advantage of the following:
- Discounted prices on all classics.
- A huge catalog of classics from which you can select your favorites.
- Access to our online catalog any time of day or night.

Besides all of this, members will receive a free bimonthly Bookworm news update. Each edition will highlight member favorites and local book clubs. Members are asked to order a minimum of one book per month.

Register now at www.BookwormsUnite.com!

157. What does Bookworms Unite offer?
(A) Newspapers
(B) Journals
(C) Magazines
(D) Novels

158. What will members NOT receive?
(A) Free book reviews
(B) Discounts on books
(C) A news update
(D) A catalog

159. How can interested persons join Bookworms Unite?
(A) Send a check to the club
(B) Register online
(C) Visit the club office
(D) Call their toll-free number

Questions 160-162 refer to the following e-mail.

TO	Marketing Staff
FROM	Todd Snow, Manager
RE	Phone Conference
DATE	January 9

Global Marketing Team,

Thank you for your continued hard work worldwide. In order to facilitate communication between our sites, we will be conducting a phone conference next Monday, January 12, involving staff in multiple time zones. We hope that this will give everyone an opportunity to stay up to date on current marketing issues. In the conference, we will be covering the following items:

- Sales trends in the past 3 months
- Ideas for raising awareness of products in target market areas
- Locating future markets to enter

All staff currently involved with the Globe project will be asked to join in this teleconference. This includes staff in our Australian, Eastern European, and South American offices. Staff in overseas locations will join the conference call at the following local times:

Sydney 1:00 p.m.
Warsaw 9:00 a.m.
Buenos Aires 11:00 p.m.

Thank you in advance for participating in this important conference.

Sincerely,

Todd Snow

160. Why was this e-mail written?
(A) To remind staff of an approaching deadline
(B) To welcome a new staff member
(C) To inform global staff about an upcoming meeting
(D) To change the previously stated meeting time

161. What will members NOT discuss in the conference?
(A) Patterns in sales in recent months
(B) Hiring new staff members globally
(C) Making people more aware of products
(D) New market areas

162. What does the e-mail indicate about the meeting?
(A) The conference call will be recorded.
(B) The manager will not be attending the meeting.
(C) The conference will last an hour.
(D) The staff involved in the call will be in different time zones.

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Questions 163-164 refer to the following advertisement.

Winding River Apartments

Sundale Homes would like to announce that 10 new apartments are being built in the downtown Susseville area. As of right now, the site has been cleared and the builders are working on the early stages of construction. Our architects are on the scene to make sure that each apartment turns out perfectly. We expect that the apartments will be completed by early spring.

Tenants on bottom-floor apartments will enjoy spacious living areas, two bedrooms, and a fenced yard. Upper-level apartments will have vaulted ceilings and a balcony view. All of our professionally designed units will include radiant floor heating, air conditioning, and a brand-new oven, refrigerator, and dishwasher. Everyone in the apartment will also have access to free wireless Internet connection and laundry facilities. For a small additional fee, tenants can take advantage of a covered parking area.

Winding River Apartments is within walking distance of a riverside park. We are also conveniently located near bus lines, a shopping district, and a reputable hospital. Save commuting time and live in the heart of a downtown oasis!

Call us today to find out more about our new apartment complex.

Make an appointment at 123-3432 to view one of Winding River's model apartments (for viewing anytime after January 3).

163. What is stated about the apartments?
(A) The apartments have already been constructed.
(B) The apartments come with kitchen appliances.
(C) The bathrooms are spacious.
(D) The upper-floor balconies overlook the river.

164. What information is NOT included in the advertisement?
(A) When model apartments are available for viewing
(B) The quantity of new units being built
(C) The monthly cost of the units
(D) The general location of the units

Questions 165-168 refer to the following letter.

LBA
Local Businesses of Albany
121 S. Main St., Albany, NY 12019

November 9
Dear Ms. LeChevre,

We would like to invite you to participate in our upcoming meeting, to be held on Wednesday, November 17 at 6:00 p.m. at the Hilton Suites. During this meeting we plan to hold an election for the next LBA president, who will serve for the coming year. Past presidents will be present to explain the importance of the position and to help facilitate the voting process. This year we have four members interested in running for this position; please note that their professional profiles are attached. Make sure to review these profiles prior to the meeting. There will be a question-and-answer session with this year's candidates before voting begins.

We are anticipating a large turnout at this year's election, and hope that you will be able to join us on this important day. If, for some reason, you are unable to attend, we ask that you send in your vote using the attached mail-in ballot. You can send the form to Local Businesses of Albany, 121 S. Main St., Albany, NY 12019. Please make sure that your ballot arrives by November 17.

Our bylaws state that a majority of the LBA's members must vote in the upcoming election in order for us to officially inaugurate a new president. Because of this, we ask that you make voting a priority and either attend the meeting or send in your ballot by mail.

Sincerely,
David Smith

165. Why is the LBA holding a meeting?
(A) To revise its bylaws
(B) To review its voting procedures
(C) To encourage new members to join
(D) To choose a new president

166. If Ms. LeChevre cannot attend the meeting, what should she do?
(A) Complete a mail-in ballot
(B) Send an apology letter to the president
(C) Make a financial contribution to the LBA
(D) Run for president

167. What is attached to the letter?
(A) LBA's budget information
(B) A yearly calendar of events
(C) Profiles of those running for president
(D) A directory of small businesses

168. What can be inferred about Ms. LeChevre?
(A) She would like to be president.
(B) She works for the president.
(C) She is responsible for counting the ballots.
(D) She is a member of the LBA.

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Questions 169-172 refer to the following information.

Telecommunications Merger Announced

Los Angeles, February 2

Two of the country's biggest telecommunications companies have signed a deal, completing the largest merger in history. The news was announced at a press conference this morning. Delmore, Inc. and Lasing, Corp. will come together in March to create Del-Lasing. The new corporation is expected to have combined assets of over $1 billion.

By joining Delmore's technological innovation and Lasing's marketing strategies, the company hopes to reach even more customers both in the U.S. and overseas with their cellular phone and Internet services. Del-Lasing will be based in San Francisco after it transfers employees from its two former locations to a historic San Francisco office building in the heart of the business district. Delmore's offices in Los Angeles will close, as will Lasing's central management headquarters in Del Rio.

Delmore's CEO, Fred Byers, says that customers should not expect any disruption to their service. Starting in March, customers can direct any concerns to Del-Lasing's new online customer service helpdesk.

169. Where would someone most likely find this information?
(A) In a business directory
(B) In a newspaper
(C) In a magazine
(D) In a job advertisement

170. What information is NOT included about Del-Lasing?
(A) It will relocate to a newly constructed building in San Francisco.
(B) The company will begin operations in March.
(C) Del-Lasing is a combination of two companies.
(D) It will be a large corporation.

171. What services will Del-Lasing provide?
(A) Computer parts
(B) Advertising services
(C) Business development products
(D) Telephone and Internet services

172. Where will Del-Lasing's offices be located?
(A) Los Angeles
(B) Del Rio
(C) San Francisco
(D) Delmore

Questions 173-175 refer to the following letter.

11 Calle Café
Cuenca 22334
Ecuador

Mr. Robert LaTaza
Manager
Starcoffee, Inc.
23 Lime St.
Tallahasee, FL 12121

June 22

Dear Mr. LaTaza:

Through years of careful research and consultation with centuries-old local coffee plantations, we have cultivated the perfect coffee bean. Shade-grown and environmentally-friendly, our new variety of coffee bean has proven to have a more pleasing flavor than anything we have ever developed among the local population. Since the bean's sublime flavor has proven to be a success with taste-testers in Ecuador, we would now like to share our secret with you!

It is our hope that your customers in the U.S. will be interested in experiencing the intense flavor of these beans. The enclosed complimentary package of coffee should be enough to convince your taste buds that these beans are richer and more flavorful than any previously available. If you wish to see where this new coffee bean originates, please consider visiting our plantation in Cuenca at your convenience. Our staff will be happy to offer you a free tour and taste testing. We look forward to hearing from you soon!

Sincerely,

Roberto Calabaza

Roberto Calabaza
Cuenca Coffee Ltd.

173. What is the purpose of the letter?
(A) To request a review of a product
(B) To send discount coupons
(C) To present a new product
(D) To fill an order

174. What has Mr. Calabaza enclosed with the letter?
(A) An invoice
(B) A free sample
(C) An order form
(D) A plane ticket to Ecuador

175. What is NOT mentioned in the letter?
(A) Cuenca Coffee has developed a new type of coffee bean.
(B) Mr. Calabaza wants to find a market in the United States.
(C) Mr. LaTaza has previously visited Cuenca Coffee.
(D) Cuenca Coffee has tested its product on local coffee drinkers.

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Questions 176-180 refer to the following letter.

Terrific Travels
27 Lexington St.
New York, NY 12345

June 1

Mr. Joseph McLelland
34 Nunnery Ln.
Queens, NY 12121

Dear Mr. McLelland,

Thank you for choosing Terrific Travels to book your flight and hotel reservations. Per our telephone conversation yesterday, I am writing to confirm your new travel details. I would also like to apologize once again for the cancellation of your original flight to Kingston, Jamaica on July 2. As we discussed, you will be receiving a free flight upgrade on your rescheduled flight to Kingston on Friday, July 5. Your new flight will depart on July 5 at 2:00 p.m. and arrive in Kingston at 7:32 p.m., with a three-hour layover in Tampa, Florida. An agent will greet you at the airport to show you to your hotel. If you find this new itinerary acceptable, you will need to send us confirmation in the next 24 hours by e-mail or phone.

Provided that this new itinerary is confirmed, we will change your hotel reservation at the Mango Suites. Although the check-in date will be moved forward, the check-out date of July 12 will remain the same, as per your company's request. You will, as we discussed, have access to cable television and high-speed Internet. The meeting room that you requested will be free for your use on July 7. Unfortunately, we have learned from the hotel that in-room phone service will be unavailable on July 8 due to scheduled yearly maintenance. If this proves to be an inconvenience, please let me know and I will find alternate accommodations for this date.

I look forward to hearing from you soon regarding your decision about the above itinerary. Again, we apologize for any inconvenience that this change may have caused you. Thank you for your business.

Sincerely,

Tanya DeLane

Terrific Travels

176. What is the purpose of the letter?
(A) To inform Mr. McLelland of a new resort
(B) To provide a new itinerary
(C) To cancel hotel accommodations
(D) To make a reservation at a convention center

177. Where is Mr. McLelland travelling?
(A) New York
(B) Tampa
(C) Queens
(D) Kingston

178. What has been scheduled for July 5?
(A) Mr. McLelland's flight
(B) A company meeting
(C) A phone appointment
(D) A flight to Queens

179. What does Ms. DeLane need Mr. McLelland to do?
(A) Contact the hotel
(B) Confirm the reservation
(C) Schedule a flight to another location
(D) Make seat reservations

180. What will Mr. McLelland NOT be able to use at the hotel for one day?
(A) The Internet
(B) Cable television
(C) The telephone
(D) A meeting room

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Questions 181-185 refer to the following announcement and form.

Best Business Practices

Keep your company up-to-date with the latest research in business success! Don't let your employees fall behind when it comes to networking, product development, technology, and marketing. Staying competitive in today's market means staying informed. Don't miss this opportunity to find out the latest research.

BusinessTrain will be conducting interactive and highly-relevant training sessions this summer on all aspects of business development. To register, visit our site at www.businesstrain.org. Fees are per person and include lunch. Here is just a sampling of our workshop offerings:

1. ***Marketing Outward*** provides workshop participants with practical ideas on attracting new clientele.

   Monday, March 7, 8:00-10:00 a.m.
   Cost $40

2. ***Network Connections*** encourages participants to utilize their existing business connections and gives strategies on creating new contacts.

   Tuesday, April 4, 8:30-11:00 a.m.
   Cost $45

3. ***Technology Yes!*** involves workshop-goers in a hands-on session that highlights the relevance of technology to marketing.

   Monday, May 6, 8:00-10:30 a.m.
   Cost $65

4. ***Product Ingenuity*** has made product development more exciting than ever! Participants will use new design templates to learn how to impress clients with new products.

   Tuesday, June 9, 8:30-11:00 a.m.
   Cost $55

REGISTRATION

Name: *Charles Salazar*
Address: *432 W. State St., Albany, NY 12123*
Phone No.: *(201) 928-1921*
E-mail: *salazar1@mail.com*
Workshop Number: *1*
Date: *January 3*
Comments: *My department would like to send 5 of its members to the workshop on March 7. Are we eligible for a group discount?*

181. What is the purpose of the announcement?
(A) To ask for new workshop ideas
(B) To promote upcoming workshops
(C) To inform business owners of previous workshops
(D) To modify the workshop schedule

182. In the 2nd paragraph of the announcement, the word "conducting" in line 1 is similar in meaning to
(A) sending
(B) neglecting
(C) presenting
(D) electrifying

183. What is NOT a workshop topic?
(A) Finding new clients
(B) Product development
(C) Using technology
(D) Managing meetings

184. What is the fee for the workshop Charles Salazar plans to attend?
(A) $40
(B) $45
(C) $55
(D) $65

185. What does Charles Salazar want to know?
(A) Which workshop would be most helpful to him
(B) If he can get a discount
(C) Workshop locations
(D) Names of the presenters

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Questions 186-190 refer to the following articles.

The Wasniak Herald
Wednesday, August 14
From WTH Meteorological Center

Meteorologists have forecasted severe thunderstorms covering most of Wasniak. Heavy rain is expected to start early on Thursday morning and will continue until Sunday evening. The rain will also be accompanied by colder temperatures, hovering around 24 degrees Celsius. And while the predicted amount of rainfall should be less than 10 centimeters, some areas may see flooding.
The rain should let up by Sunday night, but clouds will remain until early on Tuesday.

The Wasniak Herald
Tuesday, August 19
By Hong Tran

Unpredictable Weather Deals Heavy Blow to Parks and Recreation Department

The Wasniak P&R Department reports that more than 30 outdoor programs and events, from family reunions to wedding ceremonies, were cancelled last weekend. These events were cancelled because of a severe rain and thunderstorm forecast that was issued earlier in the week. Despite the grim prediction, however, the weather was not that bad. In fact, the rain did not last very long; after a short drizzle, the sun returned. The temperature was as predicted, as it was somewhere very close to 24 degrees. It was altogether a pretty nice day on Saturday, and would have been an even nicer day for everyone had the scheduled events not been cancelled.

These cancellations caused a significant loss of revenue for the P&R Department. "The money from these types of public events accounts for a very large amount of our yearly revenue, and supports most of the funding for the parks maintenance for the whole year," said Davie Wong, a financial manager at Parks and Recreation. He went on to say that he hopes they can find some time to reschedule the events, and that they can partially recover the lost funds.

186. According to the weather forecast in the first article, what is true?
(A) The city would go through unprecedented temperatures.
(B) The rainstorm would begin on Thursday morning.
(C) The weather would turn sunny as soon as the rain stopped.
(D) The rain would last for the whole month.

187. In the second article, what problem did Wasniak's Parks and Recreation Department experience?
(A) It couldn't get enough funding from the city government.
(B) Its regional parking lots were flooded by rain.
(C) It had to cancel all of its scheduled events.
(D) Its operations director was demoted.

188. Why is August an important month for the Parks and Recreation Department?
(A) It posts its yearly schedule of events.
(B) It postpones and cancels many events during that month.
(C) It generates a good portion of their yearly revenue.
(D) It provides the best weather for plant growth.

189. In the second article, the word "maintenance" in paragraph 2, line 3 is closest in meaning to
(A) consistency
(B) upkeep
(C) defense
(D) declaration

190. What were the forecasters correct about?
(A) The sky was overcast.
(B) The temperature
(C) The rain
(D) The blustery wind

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

To Whom It May Concern:

On March 13, I completed an online order for a set of new hardwood furniture. This week I received the set, and have no complaints about the quality of the furniture or of the shipping.

The instructions enclosed with most pieces enabled me to put them together easily. Unfortunately, instructions for assembling the bookshelf were not included in the shipment, and I was unable to put the bookshelf together because of this missing information. Please be aware that customers like myself rely on these instructions; it is nearly impossible to construct the furniture without them. I would appreciate it if you could mail me a copy of the instructions for the bookshelf (Item #42210) at your earliest convenience. Sending the instructions by e-mail would be even better. If you have the instructions available electronically, please send them to shardy@mail.com.

Another problem is with the total cost in the invoice since I believe the total is 10 dollars less than the stated amount. Could you check it as well and let me know what went wrong?

My order confirmation number is AXT921, and the order number is 442. Attached is the invoice that came with my order. I would like to be able to complete the assembly of my bookshelf as soon as possible, and would appreciate your prompt reply to this request. Please contact me at (901) 840-0982 if you have any questions.

Sincerely,

Sarah Hardy

FURNITURE WORLD

23 Broadmoor St.
St. Louis, MO 69504

INVOICE

ORDER DATE: March 13
ORDER ID: 442
DATE: March 14

Client Information

Name: Sarah Hardy

CUSTOMER NAME: Sarah Hardy

Street: 342 Alpine St. #2
City: Chicago
State: IL
Country: USA
Zip Code: 65422

CUSTOMER ID: 323

Products Purchased

Item No.	Item Description	Quantity	Unit Price	Total Price
02302	Office Desk	1	$150	$150
54328	Office Chair	1	$75	$75
43234	Floor Lamp	2	$30	$60
42210	Bookshelf	1	$175	$175

Subtotal : $460
Shipping : $99
Total : $569.00

Thank you

191. What is the purpose of this letter?
(A) To ask for a replacement part for the bookshelf
(B) To request missing information
(C) To arrange for the shipping of more items
(D) To ask for a refund

192. What would Ms. Hardy like to do soon?
(A) Put her bookshelf together
(B) Have a sofa delivered
(C) Receive a refund in the mail
(D) Get a new order number

193. The word "assembling" in paragraph 2, line 2, in the letter is closest in meaning to
(A) gathering
(B) meeting
(C) building
(D) changing

194. Which item does Ms. Hardy refer to in the letter?
(A) The desk
(B) The chair
(C) The floor lamp
(D) The bookshelf

195. What was the actual total cost?
(A) $10
(B) $450
(C) $559
(D) $569

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

Don't Miss This Unique Event!
Daniel Metzgert performs unplugged at Savoy Music

Daniel Metzgert, famous for his hits *Stars over Mississippi* and *Saving My Love*, will be in town October 19-20. Metzgert's smooth slide guitar playing and memorable voice have enraptured audiences for over 15 years. It is Savoy Music's pleasure to host Daniel Metzgert in a rare acoustic performance of his most loved tunes.

Location: Savoy Music (Downtown)
Dates: Friday and Saturday, October 19-20
Show Time: 8:30 pm
Cost: $22 for adults, $12 for children (12 and under)

You can mail a check or money order to Savoy Music by October 18 if you wish to order tickets in advance. You can request that tickets be mailed to you or picked up at Will Call. In addition, you can use our ticket-by-phone service (credit card required) by calling 321-213-3243. Tickets will also be available the night of the performance starting at 7 p.m. (cash will then be the only accepted form of payment). Come early to get a good seat!

For additional information, contact us at 321-213-3244 or send an e-mail to our concert coordinator, Jamie Severn, at savoyperformances@savoy.com.

Jamie Severn
Savoy Music
43 Delany St.
Mt. Washington, CO 82312

October 10

Dear Ms. Severn:

I am thrilled to hear that Daniel Metzgert will be making an appearance at your store this month. Metzgert has been a favorite of mine for years, and I have enjoyed many concerts of his at other venues over the years. The show at the Savoy will be my first chance to see him play acoustically. Thank you for bringing him back to Colorado! Please reserve two adult tickets and one children's ticket in my name. Enclosed is a check for $56. Please hold my tickets at Will Call. I will be at the Savoy early on the 19th to pick them up.

Thank you,

Janet Peters

196. After October 18, how can someone pay for a ticket?
(A) In cash only
(B) By credit card
(C) By personal check
(D) By money order

197. On the flyer, what does the word "form" in line 13 refer to?
(A) credit
(B) venue
(C) type
(D) check

198. What does the flyer mention?
(A) Tickets are sold out.
(B) The performer will play acoustic music.
(C) There will be a performance on Sunday.
(D) The show will be held next to Savoy Music.

199. When will Ms. Peters attend the performance?
(A) Thursday
(B) Friday
(C) Saturday
(D) Sunday

200. What does the letter indicate about Ms. Peters?
(A) This is her first time to see Mr. Metzgert in concert.
(B) She plans to pay for the tickets by credit card.
(C) She would like the tickets mailed to her.
(D) She will attend the concert with other people.

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 new zoning laws should ------- improve the traffic congestion problem developing in the suburbs.
(A) great
(B) greatness
(C) greatly
(D) greatest

102. Mr. Ferguson had to inform the secretary that he wouldn't be able to return to work ------- January 22.
(A) between
(B) within
(C) above
(D) before

103. Because of the fire in the building, there were ------- 50 injured people taken to the neighboring hospital.
(A) estimation
(B) estimated
(C) an estimated
(D) estimating

104. If you sell your house before the end of this month, your taxes will be reduced by almost 30 percent ------- the sale of your home.
(A) regarding
(B) despite
(C) supposing
(D) regardless of

105. The movie producer was considering doing another film, ------- the last one was a disaster.
(A) in spite of
(B) otherwise
(C) only if
(D) even though

106. When interviewed, Beverley Kirkpatrick explained that an inquisitive nature as a child made ------- interested in studying journalism.
(A) she
(B) her
(C) hers
(D) herself

107. Sea Sapphire Cruises is ------- to announce the launch of their newest luxury ocean liner.
(A) pleased
(B) pleasant
(C) pleasure
(D) pleasing

108. The president of our company believes that we should take advantage of the increasing ------- for products made of recycled materials.
(A) promotion
(B) courtesy
(C) amount
(D) preference

109. Even with our detailed website, many customers prefer to visit our store locations and see the products for -------.
(A) they
(B) their
(C) theirs
(D) themselves

110. The Grand Tuscan Theater is ------- offering a discount on season tickets.
(A) partially
(B) rarely
(C) currently
(D) desirably

111. Sales ------- are encouraged to familiarize themselves with the location of various merchandise in the department store.
(A) representational
(B) represent
(C) represents
(D) representatives

112. Students are ------- to provide identification before entering the stacks of Macintyre University's library.
(A) applied
(B) required
(C) submitted
(D) interviewed

113. Newer branches can be opened worldwide ------- we can properly translate our marketing goals.
(A) as soon as
(B) right away
(C) promptly
(D) in time for

114. The director ------- the new environmental safety committee, Mr. Tim Chamberlain, has studied both economics and ecological science at North State University.
(A) on
(B) of
(C) to
(D) by

115. The document ------- copied has already been taken to the office by Ms. McCluskey.
(A) is
(B) was
(C) to be
(D) has been

116. The secretary, Ms. Lucy Tran, has been working ------- 7 a.m. at responding to e-mails.
(A) until
(B) since
(C) about
(D) at

117. The Blackwell KV, part of our newest series of headphones, is the most advanced model of ------- kind.
(A) its
(B) our
(C) your
(D) their

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118. *Birch Mills Community Weekly* is a local newsletter published ------- a week at the town's main community center.
(A) some
(B) ever
(C) all
(D) once

119. The manager, Mr. Farthing, and his assistant, Mr. Donahue, conducted an ------- inventory check this weekend.
(A) impressive
(B) impressively
(C) impression
(D) impressiveness

120. The South Greensburg Mining Company and Duchamps Inc. ------- their dispute at the provincial court of appeals.
(A) defeated
(B) arrived
(C) suggested
(D) settled

121. Ghent Maritime Cruises' policy of changing plans without ------- passengers of the ensuing delays has cost them many clients.
(A) notifies
(B) notified
(C) notifying
(D) notification

122. Its ------- into Brazil has given Darrow Textiles Ltd. an advantage over much of its competition.
(A) expansion
(B) process
(C) creation
(D) action

123. Our company's accounting team ------- numerous cases of incorrect tax information being given to employees.
(A) differed
(B) reported
(C) canceled
(D) counseled

124. ------- the new Blanco brand of paints met all government standards for safety, it is still toxic if ingested.
(A) In spite of
(B) Whatever
(C) Even though
(D) Moreover

125. Indigo Electronics' research team recommended ------- notebook computers to compete in the national market.
(A) develop
(B) developed
(C) developing
(D) development

126. It became ------- that Ms. Henderson was considering resigning from her position when she began getting sick from work-related stress.
(A) apparent
(B) visible
(C) busy
(D) adequate

127. The price of organic foods is expected to rise ------- over the next several years because of an increase in demand.
(A) dramatize
(B) dramatically
(C) dramatist
(D) dramatic

128. Results from last week's Lakeside City Gazette survey ------- a change in attitudes towards urban gun control laws.
(A) designate
(B) transfer
(C) advise
(D) indicate

129. In the ------- future, Trethway Wineries will consider expanding its share of the ice wine market.
(A) near
(B) soon
(C) short
(D) almost

130. In reservoirs ------- the countryside, increasing levels of acid rain have been detected.
(A) in between
(B) ahead of
(C) throughout
(D) except

131. If you did not receive ------- for your order, please contact us at the customer service department.
(A) authorize
(B) authorized
(C) authorization
(D) authoritative

132. With the hurricane season over, we can once more expect to see tourists more -------.
(A) accessibly
(B) essentially
(C) primarily
(D) regularly

133. According to his contract, Mr. Jerry Campbell will be working in our software development department for the ------- two years.
(A) past
(B) yet
(C) next
(D) then

134. Most customers love the product but feel ------- with the price.
(A) impulsive
(B) overstated
(C) uncommon
(D) dissatisfied

135. The purpose of the Frobisher Township Exhibition is an appeal for ------- as part of its commitment to preserve historic landmarks.
(A) fund
(B) funded
(C) fundable
(D) funding

136. Hillsboro Farms Ltd. reported its first ------- in profits since starting operations ten years ago.
(A) decline
(B) negation
(C) rejection
(D) denial

137. Despite ------- additional capital for her business, Ms. Rita Klein still had trouble meeting overhead costs.
(A) having received
(B) be receiving
(C) has received
(D) received

138. Our publishing firms use Stanley & Zimmer Co. as our main ------- of raw supplies.
(A) group
(B) source
(C) ability
(D) practice

139. Fruit Mart's advertising initiative has been the most ------- marketing project in our neighborhood.
(A) persuasive
(B) persuasively
(C) persuade
(D) persuasion

140. It has been deemed mandatory ------- all customers sign a waiver.
(A) with
(B) that
(C) of
(D) for

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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.

To Whom It May Concern:

As per our telephone call this morning, I am requesting an exchange. We received 50 cans of the incorrect paint type, and will need to ------- an exchange in order to avoid

141. (A) expect
(B) expedite
(C) follow
(D) take

complications with our own customers. The 50 cans of paint that we received in error will be returned to your order ------- department this afternoon by our staff.

142. (A) collection
(B) collective
(C) collect
(D) collector

The paint that we received was Blizzard White (product #124), while what we requested was Blazing White (product #421). Please refer to the attached invoice for additional information.

The prices of the paint are the same, so we should be able to do a direct exchange with no additional charges. Because we will need to pay for shipping when we return the paint, we ask that you credit our account for these charges.

We would like for you to ------- that you have received this fax by sending us back a fax at

143. (A) propose
(B) conclude
(C) hear
(D) confirm

902-212-2134 or calling me directly at 902-212-2133. Please ship the correct items to us as soon as possible.

Thank you for your attention to this matter.

Sincerely,

Charles Johnson
Manager

Questions 144-146 refer to the following e-mail.

To: asanders@vtech.com
From: joesmith@mail.com
Subject: Job offer

Dear Mr. Sanders,

I would like to thank you personally for extending me the opportunity to work with your company. It was a great honor to receive an offer from a company such as yours. After much -------, however, I have decided that I cannot accept your offer at this time, as I have

144. (A) consideration
(B) considered
(C) considerate
(D) consider

found another position that better fits my own career path and skills. Because of your company's excellent vision, it is difficult to turn down this position. I am sure that you will find the right person for this position, and someone who will prove to be an even greater asset to your company. I am grateful that I was able to meet with you to talk about the ------- at Stardon, Inc., and was very ------- by your company's outlook and goals.

145. (A) reception
(B) celebration
(C) contribution
(D) position

146. (A) impressed
(B) relieved
(C) understood
(D) agreed

Best of luck to you in your future pursuits.

Sincerely,

Joseph Smith

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Questions 147-149 refer to the following letter.

Mr. Darrel Hannet
315 Central St.
Baltimore, MD 21220

Dear Mr. Hannet,

Our records indicate that you contacted us on 9/1/07 ------- a malfunctioning LCD on your

147. (A) about
(B) while
(C) since
(D) as

camera. Our customer service desk has forwarded your concerns to us so that we can help you further. We understand that the screen on your camera ------- no image when you turn

148. (A) display
(B) displays
(C) displaying
(D) to display

it to the preview setting.

You also stated that you cannot preview images before taking photos. In order to serve you better, we suggest that you meet with a service representative. This type of problem is not easily resolved over the telephone; please bring your camera into the Nokis ------- center

149. (A) recruiting
(B) repair
(C) advertising
(D) security

in Baltimore.

There you will receive further assistance in diagnosing the problem. If you need to contact us, our customer service number is 1-800-321-1234. Let us know if we can be of any further assistance.

Sincerely,

Charles Satara

Questions 150-152 refer to the following e-mail.

To: jsong@medstat.org
From: director1@medconsult.org
Date: Oct. 8, 2008
Subject: Workshops

Dear Mr. Song,

Thank you for your recent participation in the MedConsult Professional Organization's introductory workshop. We hope that you found your ------- in the session to be helpful.

150. (A) appointment
(B) engagement
(C) commitment
(D) involvement

This introductory workshop is only one of our many offerings. This year we will be continuing our outreach to local medical professionals; -------, a new series of development

151. (A) for instance
(B) however
(C) in lieu of this
(D) in contrast

workshops will be provided on a bi-weekly basis.

These sessions are only ------- to those who become registered members by signing up at

152. (A) offer
(B) to offer
(C) offering
(D) offered

medconsultworkshops.com/register.

We hope that you will choose to register soon and continue your professional development.

We also hope that you will be able to participate in this year's new series of workshops. Should you have any questions, please do not hesitate to contact us.

Sincerely,
John Healy, Director

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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 notice.

Notice

PARKING RATE INCREASE NOTICE
Effective August 01

Due to operational increases and the need for ongoing capital investment in our existing structures, the parking rates at the Montclair Public Parking Garage will take effect on August 01.

All existing two-hour meters will be changed to three-hour meters to provide better customer utilization.

Address	Hours	Hourly rate
257 Union Street	7 A.M. - 11 P.M.	*$3.50
1 York Road	6 A.M. - 10 P.M.	$3.50
3800 Bathurst Avenue	24 Hours	$4.00
70 Vaughn Street	6 A.M. - 2 A.M.	*$3.75

* Saturdays and Sundays - $2 per hour

153. What is this notice referring to?
(A) Direction to public parking lots
(B) Public service center locations
(C) Increased parking price
(D) Introduction of new parking meters

154. Which of the following is true about the Montclair Public Parking Garage?
(A) Parking rates are more expensive during business days.
(B) Business hours will change as of Aug 1.
(C) It is open 24 hours a day.
(D) Its parking rates are more expensive than other garages.

Questions 155-156 refer to the following advertisement.

Food for Thought

The Elroy Trail Guidebook is the definitive source of information for visitors and locals to get the most from this beautiful bicycle trail. Where to dine, where to stay, what to do – even which direction to bike is included in this book that was written by one of the foremost enthusiasts of the Elroy Trail.

This is a great way to advertise your business. For a small fee we will include detailed reviews of hotels and restaurants. If you want to include your business in our guidebook, please contact us and our staff writers will visit your business to take photographs and sample your menu.

Visit our website at www.elroyguidebook.com or call us at (555) 357-5700 for more information.

Don't miss this great opportunity!

155. For whom is this advertisement written?
(A) Restaurant reviewers
(B) Hotel and restaurant owners
(C) Travel book publishers
(D) Staff writers

156. According to the advertisement, what will be included in the reviews?
(A) Photo of the owner
(B) Pictures of the establishment
(C) Prices
(D) Recipes

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Questions 157-159 refer to the following telephone messages.

For: Glenn Hastings
While You Were Out:

1. Mr. / Ms.: *Young Lee*
   Of: *Morgan Manufacturing Co.*
   Telephone number: *(416) 545-0065*
   Message: *Wants to re-schedule the meeting to consult on their marketing strategy for their new product line from Mar 20 to Mar 23. Please call.*

2. Mr. / Ms.: *Nora Cortez*
   Of: *Radio Shack*
   Telephone number: *555-3272*
   Message: *Special item you ordered has arrived, but has to be returned to the factory because some defects were found. Will call again.*

3. Mr. / Ms.: *Kerry Overholster*
   Of: *Dr. Walker's office*
   Telephone number: *555-9885*
   Message: *Reminding you that your dental appointment is at 5:00 tomorrow.*

4. Mr. / Ms.: *Oliver Finstad*
   Of:
   Telephone number: *555-4423*
   Message: *Wants to confirm if you have received his résumé and references for the marketing intern position. Check your e-mail and reply to him.*

157. Why did Mr. Finstad call Mr. Hastings?
(A) To re-schedule a meeting
(B) To give his new address
(C) To acquire information concerning a job position
(D) To ask if documents were received

158. What does Mr. Hastings have to do tomorrow?
(A) Call Mr. Lee
(B) Go to the store to pick up the item he has ordered
(C) Visit the dentist's office
(D) Check his e-mail

159. Based on the messages, in what area is Mr. Hastings assumed to work in?
(A) Finance
(B) Marketing
(C) Computer
(D) Medicine

Questions 160-162 refer to the following advertisement.

WorkSpace Office Furniture FALL SALE!

Discounts extended through October 30

15% OFF INTERACTIVE OFFICE FURNITURE!
Save 15% on standard components and packages.
* InterActive Desk (Walnut Laminate) $1,095 → $930.75

SAVE 45% ON METAL BOOKCASES!
Choose from a variety of heights and widths and save up to 45%!
* 2-shelf, 42″ Metal Bookcase (Black) $640 → $352

SPECIAL! 40% OFF TUXEDO CHAIRS!
All models of the Tuxedo Chair – Medium Back & Managers Back
* Tuxedo Chair (Medium Back) $808 → $484.80

FREE SHIPPING ON MOST ORDERS OVER $500!
Limited time offer. Exclusions apply. Visit our store for details.

Call us at 1-800-466-412
Monday – Friday 10 a.m. - 5 p.m.
Saturdays & Sundays 11 a.m. - 6 p.m. *

952 Industry Drive Tukwila, WA 98188

* Saturday & Sunday hours extended during special sale.
Regular hours are 11 a.m. - 4 p.m.

160. What does this advertisement announce?
(A) Furniture is important for work areas.
(B) All items in the store are offered at special prices.
(C) The business is having a liquidation sale.
(D) Free shipping service may not be offered for all orders over $500.

161. What is the discounted price for the metal bookcase?
(A) $640
(B) $352
(C) $808
(D) $484

162. What time does the store usually close on Sundays?
(A) 4:00
(B) 5:00
(C) 6:00
(D) 7:00

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Questions 163-164 refer to the following letter.

Hartlets Chocolates

Dear Customers,

This letter is to inform you that Hartlets Chocolates is moving its downtown retail store to a larger space. We are also expanding the store's product line to include pastries and espresso! Our new store, which will be much larger, will be located in the Riverwalk Center (10 Queen Boulevard #01-01, Singapore 819664), only three minutes west of the current location.

Our current location will be open until 6 p.m. on Friday, June 10 and closed for the weekend for relocation. The new store will have its grand opening at 9 a.m. on Monday, June 13. Our telephone and fax number will change as of June 12 to:

TEL: 6732-7415
FAX: 6732-7425

To celebrate our grand opening, we will give out free coffees to the first 50 customers!

Thank you to all of our loyal clients. We look forward to serving you at our new location.

Kitty Yang
Kitty Yang
Owner, Hartlets Chocolates

163. Why did Ms. Yang write this letter?
(A) To announce the new location of a store
(B) To announce a change in business hours
(C) To promote new chocolates
(D) To express appreciation to loyal customers

164. Which is not mentioned about Hartlets Chocolates?
(A) It will sell espresso and pastries.
(B) It will be closed on June 11 and 12.
(C) It will be giving out free coffees to celebrate their new store.
(D) It will be operated under a new owner.

Questions 165-168 refer to the following brochure.

Tides South Beach Resort
Sunshine Coast, Queensland
Fine Dining and Cocktails

While Citron restaurant does feature modern cuisine, it also offers traditional and unique selections of meat, poultry and seafood. Full breakfast, lunch and dinner menus are served at this decadent restaurant.

Citron's dining room offers flexible seating options for up to 80 guests, ideal for banquets, weddings, special events, corporate meetings, and more. Citron's dining room features banquette seating along the wall and freestanding tables. In the bar at Citron's lounge area, guests can dine at cocktail tables. Full service is also available at the bar. In addition, there is private dining poolside and the garden pavilions, and Citron's covered patio, which is also heated, offers the perfect option for Sunshine Coast's sunny days and balmy nights.

Every morning, you will enjoy a complimentary full breakfast buffet composed of hot and cold breakfast items such as eggs, bacon, French toast, cereal, fresh fruit, and a variety of homemade pastries, as well as miso soup and rice. The lunch and dinner menus are superb, offering selections ranging from 32 oz. prime rib dinners to filet mignon, lobster tail, and unique pasta dishes.
HOURS: Breakfast 7 a.m.- 11 a.m., Lunch 11 a.m.- 6 p.m., Dinner 6 p.m.- 10 p.m., 11 p.m. on weekends

Room service
Whether it's a hearty meal, a light snack or a special dietary request, we meet all your needs with our top-rated room service, which is available 24 hours a day. Available items and pricing is shown in our room service menu. To place your order, call extension 3663.

165. Who is the intended audience of this brochure?
(A) Sunshine coast residents
(B) World-class chefs
(C) Guests at the resort
(D) Waiters at the Citron restaurant

166. According to the brochure, what can the guests enjoy every morning?
(A) A cocktail party on the patio
(B) A full breakfast composed of various items
(C) Lobster tail and filet mignon
(D) Live music shows

167. What is the policy for room service?
(A) Guests can order food anytime by calling an extension number.
(B) The menu is limited to light snacks and drinks.
(C) Special dietary requests cannot be made.
(D) Room service is only available to VIPs.

168. What does the word "meet" in paragraph 4, line 1 imply?
(A) see
(B) introduce
(C) fulfill
(D) avoid

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Questions 169-171 refer to the following advertisement.

The Southwest Sentinel is planning to run a special feature article on the job market on Monday, September 12 as part of our quarterly special career section. The focus of this issue is careers in health care.

Along with feature articles, there will be interviews and analysis of the job market, as well as the short- and long-term economic outlook. It will be a great source of information for students, job seekers, and investors, not to mention those in the health care industry.

The Southwest Sentinel would like to invite hospitals, clients and schools in the Urbanna region who are recruiting health care professionals to publish an advertisement for this special section. If you are interested, call Zahra Belenta at 1-800-555-3737 for more information or to reserve space for an ad. You can also send an e-mail to careers@swsentinel.net. The order must be received before 5 p.m. on September 9 to be published in the September 12 edition.

Don't miss this great chance to promote your organization's employment opportunities to the widest possible audience!

169. What will be the theme of the newspaper's special section?
(A) Economic outlook for the media industry
(B) Jobs in health care
(C) Seminars for health care professionals
(D) Online courses on advertising

170. What will NOT be included in the special section?
(A) Analysis of the job market
(B) Details about degree programs in medical and nursing schools
(C) Interviews with people working in the industry
(D) Advertisements placed by hospitals looking for medical personnel

171. By what date must the advertising space be ordered?
(A) September 3
(B) September 9
(C) September 12
(D) September 13

Questions 172-175 refer to the following e-mail.

To: Stephanie Boerne <sbb@powell.ca>
From: Jean-Pierre Leduc <jpleduc@sollant.ca>
Subject: Order #5324309DX Received

Ms. Boerne,

I am writing to confirm the receipt of our order (#5324309DX) on Monday the 12th of June. Although we are pleased to have finally received the goods, after waiting a week more than expected, I am still concerned about the quality of service we will receive from you in the future. I assume the late shipment was due to your being new to this position of liaison with Sollant, so let me review with you the stipulations in our contract. We are to receive all of our shipments within four days of ordering, not ten. I am not sure what your policies are with other companies, but I noticed on the invoice that this past shipment was not sent air express but rather ground transport. I also noticed that you yourself signed the invoice. I take this to mean that you made the mistake, rather than the shipping staff. We have never had problems with our shipments before, and I trust this will not happen again. I would like to continue doing business with Powell, but if this type of thing continues, I will be searching for a new supplier. I would appreciate your prompt attention to this issue.

Thank you.

Jean-Pierre Leduc
Receiving Department, Sollant Industries

172. Who is Ms. Boerne?
(A) Mr. Leduc's secretary
(B) A shipping staff member
(C) A representative of Powell
(D) Mr. Leduc's customer

173. According to the e-mail, how many times have deliveries been late?
(A) Once
(B) Twice
(C) Four times
(D) Ten times

174. What is the tone of the e-mail?
(A) Accessible
(B) Accusatory
(C) Contrary
(D) Encouraging

175. What might Mr. Leduc do if he receives another late shipment?
(A) Call Ms. Boerne's supervisor
(B) Ask Powell for a new liaison
(C) Visit Ms. Boerne's office
(D) Find a different company

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Questions 176-180 refer to the following press release.

Tiger Tours to Open Phuket Office to Better Serve Local and International Clients

Press Release

For Immediate Release: February 20

Contact: Surakrai LEKKLAR (Media Officer) +66 2 533 6542

Chiang Mai, Thailand – One of Thailand's biggest tour companies is to open a third office in Phuket on March 15.

Ms. Kulaya Chimklai, CEO of the Chiang Mai-based tour company, announced yesterday that the strong growth in past years has led to a need for an additional office in Phuket, where a fourth of Tiger Tours' business takes place. "With this new office, we will be able to better serve our local and international clients, helping them have a 'real Thai experience'," Ms. Chimklai said.

With offices in Chiang Mai, Bangkok and now Phuket, Tiger Tours is ambitiously planning to expand its client base, offering tours in the northern, central and southern regions of Thailand. The recent growth of the company has been based on various tour programs, such as Gourmet Thailand and Thai Massage Tour. Now, in addition to these popular programs, it is also developing new and unique programs including wildlife ecotourism and eco-volunteer experience projects to meet the broader needs of its clients.

The new office is strategically located in downtown Phuket, and staffed by three key employees, each of whom has worked in the Thailand tourism industry for over 15 years. Tiger Tours expects that the new team will bring valuable knowledge and experience to their jobs, contributing to further expansion of the company. "We're inching our way into the top 3," said Ms. Chimklai, expressing optimism about the future.

For more information, contact Surakrai LEKKLAR at 66 2 533 6542.

176. Why was the press release prepared?
(A) To inform government authorities of new tour programs
(B) To announce a new office
(C) To brainstorm about ideas for unique eco-volunteer projects
(D) To hire more employees

177. What is true about the new office?
(A) It will be the company's second office in Thailand.
(B) It will open in March.
(C) It will be near the capital city of Thailand.
(D) It will serve only local clients.

178. What does the press release say about the strength of the new employees?
(A) They will be able to open the fourth office in Thailand.
(B) They will offer cheap tour programs.
(C) They will promote unique programs to international clients.
(D) They will bring extensive experience and knowledge.

179. According to the press release, how can readers obtain more information?
(A) Call the CEO of Tiger Tours
(B) Visit the company's website
(C) Call the media officer
(D) Visit the head office in Bangkok

180. What does the word "growth" in paragraph 2, line 2 imply?
(A) development
(B) generation
(C) rise
(D) increase

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

Indian Arts Museum
100 Queen's Park, Toronto, ON M5S 2C6

Ms. Ally Bennett
350 Kipling Ave.
Etobicoke, Ontario
M8V 3L1

November 3

Dear Ms. Bennett:

Your current membership will expire on December 25, and we would like to encourage you to renew your membership.

By renewing your membership, you will continue to enjoy privileges such as unlimited admission, a 10% discount at the museum shop, and sneak previews of museum exhibitions. If you renew before December 15, you can also take advantage of a special discount. The membership fees are as follows:

	Regular rate	before Dec 15
Student	$30	$25
Individual	$40	$35
Family	$60	$50
Sponsor	$100	$90

We are preparing a series of creative and inspirational exhibitions for next year. The first in the series is "Voices from the Mound," featuring work by artists from the Choctaw Nation of Oklahoma and from the Mississippi Band of Choctaw Indians. As a member, you are invited to a preview on January 10.

Your membership makes it possible for the museum to carry out its mission to enrich the lives of those who pass through it. Thank you for your support once again.

Sincerely,

Megan Lorenzo
Megan Lorenzo
Membership Office

Name: Ally Bennett
Membership No.: ABX3051
Address: 350 Kipling Ave.
Etobicoke, ON M8V 3L1
Phone Number: 1-416-229-1698
E-mail Address: abennet@kcpmc.com

Payment: $35

Please indicate one of the following:

___X___ Yes, I'll attend the preview of *Voices from the Mound.*
_____ No, I will not attend the preview.

181. Which of the following is not a member's benefit mentioned in the letter?
(A) Free admission to exhibitions
(B) Invitation to sneak previews
(C) Quarterly newsletters
(D) Reduced rates at the gift shop

182. Why is Ms. Bennett's support important to the museum?
(A) It can help the museum to achieve its mission.
(B) It can add more exhibition rooms.
(C) It can offer cheaper goods at the gift shop.
(D) It can make the museum more famous.

183. What is mentioned about the museum?
(A) It features various exhibitions throughout the year.
(B) It offers early membership renewal incentive.
(C) It will be closed by the end of December.
(D) It specializes in Hindi/Indian art.

184. What can be inferred about Ms. Bennett?
(A) She is buying a family membership.
(B) She has never been a member before.
(C) She is a native Indian artist.
(D) She extended her membership before December 15.

185. On what date will Ms. Bennett attend the preview of *Voices from the Mound*?
(A) December 15
(B) December 25
(C) January 10
(D) February 3

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Questions 186-190 refer to the following e-mail and information.

To: John Reese
From: Stacie Madden
Date: May 11
Subject: Request for meeting

Dear Mr. Reese,

I attended the 9th Independent Inventors Conference on April 15 at the Patent and Trademark Office and watched the demonstration of your product. When I told executives at my company, Techpower, Inc., about it, they expressed an interest in purchasing the rights to your innovative product. I would like to request a meeting with you at the end of this month if possible. I will be away on a business trip to the UK for two weeks starting next Monday, but you can reach me via e-mail at smadden@techpower.net anytime. If you let me know when you're available, I will set up a meeting to discuss your product in detail. I am looking forward to meeting you at your earliest convenience.

Stacie Madden
Head of Product Development, Techpower, Inc.

Patent and Trademark Office
9th Independent Inventors Conference
Schedule of Prototype Demonstration

Apr 15, Barry Hall
Carl Winefordner, Program coordinator

9:00 A.M.	Ultra-light keyboard	Tania Jorgensen
10:00 A.M.	Electric unicycle-like vehicle	Mai Chi
11: 00 A.M.	Real-time mobile tracking device	John Reese
Noon	Lunch Break	
1:00 P.M.	Mini windmill power generators	Ha-Jin Lee
2:00 P.M.	Hearing device for deaf and hard of hearing people	Jairam Ramesh
3:00 P.M.	Talk to the presenters (informal)	All Participants
4:00 P.M.	Concluding remarks	Carl Winefordner

186. For whom is the conference mainly?
(A) Scientists
(B) Safety experts
(C) Electronic inventors
(D) Musicians

187. Who is responsible for coordinating the event?
(A) John Reese
(B) Tania Jorgensen
(C) Ha-Jin Lee
(D) Carl Winefordner

188. Which of the following is true about the demonstrations?
(A) They take place in alphabetical order.
(B) They take place for two days.
(C) They will select a winner at the end of the conference.
(D) They each have a different presenter.

189. What is the objective of the e-mail?
(A) To report on the conference
(B) To set up a meeting
(C) To invite Mr. Reese to the inventors' conference
(D) To send an out-of-office notice

190. Which product does Techpower, Inc. have an interest in?
(A) Ultra-light keyboard
(B) Hearing device
(C) Unicycle-like vehicle
(D) Mobile tracking device

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

Speed Travel Inc.

Dear Mr. Yan,

Please find enclosed a temporary itinerary for your trip to Manila. Per your request, the journey is broken up into two flights. I tried to find a direct flight from London to Manila that meets your price range and dates you have requested, but couldn't find any. Therefore, you will have to stop over in Amsterdam and transfer to another plane to reach Manila. The good news is that you only have to wait for an hour in Amsterdam. I know you are trying to avoid an overnight flight as much as possible, but the itinerary below is the best option.

Fortunately, I can book you on Europa Air 893 instead of Europa Air 890 so that you can catch an early flight from Amsterdam to Manila. Then, on your return leg, you will have an afternoon flight from New Delhi, which will allow you to sleep on the plane on your way back to London.

You will be staying at Manila's Pearl Manila Hotel, in the heart of the city's central business district ($119 for a single room per night). You can catch a free shuttle from the airport to the hotel. The hotel also provides a complimentary breakfast buffet, fitness center and free Internet access for your convenience. This hotel is characterized by a combination of modern comfort and traditional elements of Manila, making it a distinct place to stay in the Philippines.

If you are all right with this itinerary, I will go ahead and reserve the flights, then send you confirmation by e-mail. Please reply to me at your earliest convenience.

Sincerely yours,

Itinerary for Mr. James Yan

Fri July 4 Depart: 11:59 A.M. Arrive: 4:20 P.M.	Europa Air 447 London Amsterdam
Fri July 4 Depart: 5:15 P.M. Arrive: 7:40 A.M. (+1)	Europa Air 893 Amsterdam Manila

Sun July 13 Depart: 8:30 A.M. Arrive: 11:30 A.M.	Europa Air 398 Manila New Delhi
Sun July 13 Depart: 2:25 P.M. Arrive: 6:46 A.M.	Europa Air 1202 New Delhi London
	Total: 603 GBP

* Times displayed on the itinerary are all local times.

191. What is the purpose of this letter?
(A) To request Mr. Yan's agreement with travel arrangements
(B) To promote Europa Air's new flight plan
(C) To make a reservation at a hotel in London
(D) To give permission for Mr. Yan's travel plan

192. In the letter, what does the phrase "broken up" in paragraph 1, line 2 mean?
(A) Departed
(B) Divided
(C) Shattered
(D) Said goodbye

193. What did Mr. Yan want to avoid?
(A) An inexpensive flight to New Delhi
(B) A twin room at a hotel
(C) A daytime flight
(D) An overnight flight

194. What is NOT included in the free services provided by the hotel?
(A) Internet access
(B) Free shuttle
(C) Downtown tour
(D) Free breakfast

195. How long does it take from Manila to New Delhi by plane?
(A) 3 hours
(B) 4 hours
(C) 5 hours
(D) 6 hours

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

Founded in the late 1880s, **Pan Pacific Hardware Center** carries a complete line of commercial and industrial supplies and hardware equipment, serving both local and foreign manufacturers that include German, Malaysian, and Canadian construction companies. We have nearly three times more items in stock than our competitors, and we offer more personalized services – for homeowners, DIYers and contractors – than anyone else. Tools, equipment rental, paint and wallpaper, kitchen and bath products, lawn and garden products, housewares, cleaning materials, lumber and trim – we have it all! This makes us a true home improvement center.

Special Offer!
15% - 50% off all large orders of kitchen and bathroom fixtures. Visit our stores for information on special discount prices or order the Pan Pacific Hardware Catalog.

Pan Pacific Hardware Center
242 Tran Binh Trong
District 5
Ho Chi Minh City
Vietnam
Tel:(84-8) 3839 7777
Fax:(84-8) 3839 0011
Nguyen Dac Tuyen
Sales Manager

E-mail:
Sales@pphc.com.vn

Discounts include:

Kitchen
Single-hole faucets
Hardwood cabinets
Maple countertops
Metal shelves

Bathroom
Overhead shower sets
Acrylic bathtubs
Porcelain sinks
Stainless steel counters
Bathroom fans

Note: Other items are also available at discounted prices. Contact our sales manager for more information.

To: Nguyen Dac Tuyen <sales@pphc.com.vn>
From: Mike Lim <mikelim@msc.com.sg>
Date: March 2
Subject: Request for cost estimation

Dear Mr. Tuyen,

I am the vice president of Moh Sim Construction, and we are based in Singapore. Our company has carried out several construction projects in Vietnam, and recently signed a contract with the Vietnam Housing Corporation to construct an apartment building in Ho Chi Minh City, with a target completion date of November 25. As we need to order kitchen and bathroom fixtures for our apartment building before the end of April, I would like to get some quotes from you, including delivery cost, for the following items:

150 single-hole faucets
150 metal shelves
150 overhead shower sets
150 China sinks
150 bathroom fans

This is an important project for our company, and we are doing our best to meet our client's needs in every aspect of the project. I would appreciate it if you could give us the best possible prices.

Mike Lim

196. What does this brochure advertise?
(A) A construction company
(B) A hardware center
(C) Recent growth of the construction industry
(D) Construction materials

197. What is not said about Pan Pacific Hardware Center?
(A) The company is based in Ho Chi Minh City.
(B) Product catalogs are available upon request.
(C) It has international customers.
(D) First time customers will receive 30% discount on delivery cost.

198. Why does Mr. Lim need to place an order by the end of April?
(A) He has to buy the apartment building.
(B) He has to sign a contract with the Vietnam Housing Corporation.
(C) He has to finish a construction project by a specific date.
(D) He wants to compare prices with other hardware companies.

199. What does Mr. Lim want Mr. Tuyen to do?
(A) Inform him of the costs of certain items
(B) Ship the selected items before the end of November
(C) Contact the head office for more information
(D) Advise him what types of kitchen accessories would be appropriate

200. What items requested by Lim is most likely to be ordered specially?
(A) Acrylic bathtubs
(B) China sinks
(C) Metal shelves
(D) Bathroom fans

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. Ms. Woolner is hoping to change ------- daily routine to be more conductive to a healthy lifestyle.
(A) herself
(B) her
(C) she
(D) hers

102. She has very high ------- for her new job, although she has only been there for a week.
(A) expected
(B) expecting
(C) expectedly
(D) expectations

103. Construction of the new supermarket is expected to last ------- early September.
(A) with
(B) on
(C) in
(D) until

104. Regulations have been enacted to ensure that labels on all medications are easily -------.
(A) understand
(B) understanding
(C) understandably
(D) understandable

105. Although Mr. Celloni had misplaced Ms. Atwood's files, he ------- managed to win her court case.
(A) any
(B) still
(C) more
(D) same

106. Because of the recent blizzard, students are ------- to submit their essays in the next class.
(A) permitting
(B) permitted
(C) permissible
(D) permission

107. Clients wishing to cancel ------- appointment must do so within 48 hours to avoid a penalty fee.
(A) them
(B) themselves
(C) their
(D) theirs

108. The outstanding ------- from customers helped to ensure that Ms. Gilmore would stay with the company.
(A) evaluated
(B) evaluating
(C) evaluation
(D) evaluate

109. The research team in Atlanta has alerted the head office that their reports will be finished -------.
(A) previously
(B) shortly
(C) overly
(D) rarely

110. Throughout the past two quarters, ------- of the new product lines has been running ahead of schedule.
(A) develop
(B) development
(C) developing
(D) developer

111. Mr. Larry Davis is considered the most ------- for the recent tax evasion scandal at Ross & Higgins Inc.
(A) responsible
(B) possible
(C) achievable
(D) probable

112. West Venture Trust, formerly ------- as the Western Mining Company, has expanded its business into finance and rural real estate.
(A) knowing
(B) was known
(C) known
(D) know

113. Today, our company headquarters are located ------- the Transcontinental Bank headquarters, at the corner of Cavalry Avenue and Queen Caroline Boulevard.
(A) without
(B) near
(C) down
(D) to

114. Empty boxes should be placed in the stockroom for -------.
(A) removable
(B) remover
(C) removed
(D) removal

115. Furniture from our supply centers can only be ordered ------- directly over the phone or online.
(A) and
(B) either
(C) both
(D) yet

116. Since the Pembroke Opera House has ------- parking facilities, audience members are encouraged to use the nearby rapid transit system.
(A) limit
(B) limited
(C) limits
(D) limitations

117. Please hand your completed ------- to Ms. Kim at the Human Resources Department and we shall contact you as soon as possible.
(A) appointment
(B) application
(C) commission
(D) process

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118. Mr. Wilt Flaherty from the Stemcor Company ------- announced some good news to shareholders at the last meeting.
(A) final
(B) finalist
(C) finalize
(D) finally

119. The monthly meeting is expected to end ------- 2:00 p.m.
(A) ahead
(B) before
(C) early
(D) prior

120. The ------- of our factory equipment is vital for the high quality of our manufactured goods.
(A) relied
(B) reliable
(C) reliably
(D) reliability

121. Ms. Chambers ------- to finish processing all the accounts by tonight.
(A) pursues
(B) designs
(C) explains
(D) intends

122. There are some ------- job ads in the company newsletter in case any employee might know someone who can fill those positions.
(A) updated
(B) update
(C) updating
(D) updates

123. Construction of the new bank branch was completed on time ------- the unseasonably wet weather.
(A) even though
(B) as if
(C) in spite of
(D) nevertheless

124. Intended vacation times require a notification period of at least two weeks -------.
(A) in advance
(B) initially
(C) behind
(D) ago

125. The government sends teams of ------- to check the quality of the tap water in both urban and rural counties.
(A) inspected
(B) inspectors
(C) inspections
(D) inspect

126. Profits fell by 20 percent ------- the closure of one of the company's main branches.
(A) due to
(B) because
(C) for
(D) past

127. Unauthorized entry into the building is not permitted, ------- to guests who have obtained a special security pass.
(A) while
(B) so
(C) except
(D) as

128. Ms. Tomoe has already been to Helix Labs -------, but this will be her first time seeing their testing facilities.
(A) ever
(B) ago
(C) once
(D) then

129. Mr. Ben Shipley will be promoted next month for ------- managing production at our facility in Kansas City.
(A) effective
(B) effectively
(C) more effective
(D) most effective

130. At next November's Fort Chester Telecommunications Exposition, Ms. Wendy Wallace will ------- the capabilities of the new T200 notebook computer by Treble Inc.
(A) tolerate
(B) encourage
(C) demonstrate
(D) astonish

131. A password ------- to you by the registrar's office will enable you to access some important student information.
(A) provided
(B) required
(C) equipped
(D) requested

132. The city's transit commission held a meeting last Friday on providing more ------- service to recreational places, such as the zoo, during the summer.
(A) frequent
(B) numerous
(C) sudden
(D) repetitious

133. The Law Firm of Bauer and Associates will be increasing its ------- staff by four attorneys and seven law clerks.
(A) following
(B) now
(C) already
(D) current

134. A ------- of officers from some American corporations will be attending the Future Tech Expo in Japan.
(A) nomination
(B) revision
(C) description
(D) delegation

135. Van Dusen Enterprises is a leader in exploring agricultural innovations that are environmentally friendly and ------- beneficial.
(A) economics
(B) more economical
(C) economic
(D) economically

136. To be in ------- with labor standards, Hampton Pharmacies' offices will have to become wheelchair accessible.
(A) compliance
(B) competence
(C) arrangement
(D) advancement

137. This meeting may take longer than expected if we are going to ------- an agreement.
(A) reach
(B) look
(C) come
(D) get

138. Signs must be posted in the elevators that their maximum capacity may not ------- 1,600 pounds, or 727 kilograms.
(A) exceed
(B) excel
(C) promote
(D) interrupt

139. If your washing machine malfunctions, you may replace it with ------- or get a full refund.
(A) all other
(B) other
(C) another
(D) each other

140. ------- not a mandatory form of ID, a valid driver's license is a readily accepted form of identification.
(A) Despite
(B) Unless
(C) Since
(D) Though

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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.

To: Greg Flank <gflank@mail.net>
From: Jose Melendez <jmelendez@abc.net>
Subject: Receipt of application

Dear Mr. Flank,
We are pleased to ------- that we have received your application packet for the position of

141. (A) deny
(B) apply
(C) confirm
(D) schedule

Assistant Director. The application was complete, so we do not require any further documents. Our search for an Assistant Director has been met with much -------. In fact, the

142. (A) interested
(B) interest
(C) interests
(D) interesting

number of submissions has been -------. This is the first time the position has become

143. (A) overwhelming
(B) debatable
(C) predictable
(D) reduced

available in more than 10 years, and many qualified professionals are eager to fill the shoes of the previous assistant director. Due to the large quantity of applications, we do not expect to finish assessing each candidate's qualifications until the end of February. After this process is complete, someone from our office will contact you about your application. Thank you for your patience in this matter, and we look forward to speaking with you soon if your application is among those selected for further review.

Sincerely,

Jose Melendez, Human Resources

Questions 144-146 refer to the following e-mail.

Ms. Lisa Debonaire
12 State St.
Chicago, IL 60112

Dear Ms. Debonaire,

I would like to personally congratulate you on your recent accomplishments as a filmmaker. You have been selected by our board as the next ------- of the Independent Films Award.

144. (A) receipt
(B) recipient
(C) receptor
(D) reception

This is a great honor that is awarded to only one filmmaker per year; previous winners of the award include Academy Award-winning directors. Our board chooses award-winners from a select group of filmmakers who have unusual talent and bring something fresh and inspiring to the film industry. When selecting a winner, we consider the overall quality of the films that a filmmaker -------, as well as the direction, cinematography, and relevance to society.

145. (A) produce
(B) producer
(C) produces
(D) producing

Filmmakers who produce their work on lower budgets receive special consideration from our board. We are aware of your limited budget, and were impressed that you managed to create ------- a high-quality film given the lack of financial backing.

146. (A) some
(B) much
(C) most
(D) such

After watching hundreds of films, we chose you as our winner because of your incredible film entitled "The Wanderer." It is a particularly striking piece of work because of its poignant themes.

In order to honor your accomplishments, we would like to invite you to an Independent Films Award banquet. The event will take place on February 15 at 7:00 p.m. at the Hyatt Hotel ballroom in New York City.

Sincerely,

Michael Higgins
Independent Films, Inc.

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Questions 147-149 refer to the following letter.

Susan Queller
530 Morning Rd.
Chicago, IL 60019

Dear Ms. Queller,

You may already be aware that our company's theater productions will no longer be held in the Downtown Arts Theater. Although this theater provided a venue for our performances for many years, it is time for a change. We hope that as a loyal member, you will continue to join us for performances. The new theater was approved in a majority vote by our board members this past season.

------- you would like to renew your membership now for the 2009-2010 season, you will be

147. (A) Even
(B) If
(C) Then
(D) Instead

among the first to choose seating in our new Alfred A. Montrose Theater. We are pleased to offer many new comforts and amenities in this brand-new theater, including plush chairs with ample leg room, balcony seating, and a pre-show dinner option. We hope that our new features will help you to enjoy the excellent ------- that we have planned this year even

148. (A) magazines
(B) paintings
(C) menus
(D) performances

more than before.

------- you will find a calendar of events with subscription prices.

149. (A) Enclose
(B) Enclosure
(C) Enclosed
(D) Enclosing

Thank you, and we look forward to entertaining you this season.

Sincerely,

Arthur LaCrosse
Director

Questions 150-152 refer to the following announcement.

Cross-Country Management is looking for people to join its team of professionals. Our company has a growing reputation for excellence, and we are growing fast. Two new full-time secretarial positions are now available. As a secretary, you will be the first point of contact with the community, so there are several qualifications you must have. Maintaining accurate records and sending correspondences are the ------- duties of this position.

150. (A) skilled
(B) primary
(C) observant
(D) promoting

Candidates should ------- a minimum of 3 years' experience as well as excellent typing and

151. (A) possess
(B) possesses
(C) possessing
(D) have possessed

word processing skills.

Qualified candidates will be called for interviews the 3rd week of March, and hiring will begin the following week. We offer the best hourly pay and benefits of any company in the state. Applicants interested in this ------- can contact David Landau at dlandau@ccmgmt.org.

152. (A) job
(B) admission
(C) loan
(D) grant

Please attach a résumé and cover letter.

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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 advertisement.

The Gift & Art Shop

Choose from a splendid range of gifts for her and for him at an amazingly affordable price!

We offer:
Unique gift ideas
Wedding & baby gifts
China & crystal
Flatware & specialty gift selections

Our services include:
Free gift wrapping for purchases over $20
Nationwide next-day delivery guaranteed
Professional gift consultation

Call our store today: 1-888-552-4200

153. What business is this advertisement for?
(A) Florist shop
(B) Art gallery
(C) Gift shop
(D) Delivery service

154. What does the advertisement offer?
(A) Gift wrapping is free on all orders.
(B) Discounts apply to all orders over $20.
(C) Next-day delivery is for local customers only.
(D) Items will arrive by the next day anywhere in the country.

Questions 155-156 refer to the following notice.

We're pleased to announce that all employees of BMC Corporation now have access to our online document archive. Our IT team has worked for over four months to provide this convenient and efficient system. This will enable employees to gain access to the archive anytime and anywhere, whether they are working in the office, on the road or at home. Follow the directions below to take advantage of the online document archive.

1. Go to the document section of the website.
   www.bmc.com/docs
2. Click on "archive" to search the database.
3. To use the archive you need to log in:
   a. Enter user name. (employee's e-mail address)
   b. Enter password. (employee identification card number)
4. Use the database research to find the document you are looking for.

155. Who is this announcement for?
(A) College students
(B) System analysts
(C) BMC employees
(D) BMC shareholders

156. What does this announcement describe?
(A) Directions on how to subscribe to an Internet service
(B) Information on how to log on to the online archive
(C) Location of available documents
(D) Procedure of developing a database

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Questions 157-159 refer to the following letter.

Dear Ms. Karen Tan:

Thank you for choosing Quest Communications as your mobile phone service provider. Quest Communications is the largest wireless company in the US, with more than 72 million subscribers. You will find enclosed a copy of the customer agreement which explains the terms and conditions of your subscription. Please read the agreement, and return the form to us with your signature by October 2. Since you have signed up for the 2-year contract discount, there will be an early termination fee of US $80 if you cancel the service before the end date of the contract period.

With your 2-year contract, you can enjoy caller ID display service and 100 text messages per month for FREE for the first 5 months of your contract. Optional services such as call-waiting and international roaming can be added at any time at your request.

Should you have any questions or inquiries regarding the service agreement, do not hesitate to call our customer service department at 877-553-9812. Once again, thank you for choosing Quest Communications.

Sincerely,

Nicole Gardener
Customer Service Department

157. What did Ms. Tan receive with this letter?
(A) A coupon
(B) A product sample
(C) A contract
(D) A warrant

158. Under what circumstances would Ms. Tan have to pay an $80 penalty?
(A) If she renews the contract
(B) If she cancels the service early
(C) If she buys a new mobile telephone
(D) If she does not reply to the letter by October 2

159. What is included in the special plan Ms. Tan is using?
(A) Free call-waiting
(B) $80 rebate coupon
(C) Free text messages
(D) 24-hour customer service

Questions 160-162 refer to the following newspaper article.

The Star, evening edition, Aug. 2
No free meals on Kingfisher Airlines

As of October 1, Kingfisher Airlines will no longer offer complimentary meal service for passengers in economy class. Kingfisher's spokesperson announced yesterday that the airline has decided to stop the free meal service starting on October 1. Snack boxes, however, will be sold to passengers for $7. The menu can be found on Kingfisher Airlines' website: breakfast will consist of an assortment of gourmet cheeses and crackers, accompanied by a fresh seasonal fruit mixture and fresh yogurt. For lunch and dinner, passengers can choose from three types of salads with seasonal mixed fruit or three types of sandwich wraps accompanied with a bag of chips. Soft drinks, coffee and tea will still be provided to all passengers at no extra charge.

Recently, an increasing number of airlines have stopped serving free meals in economy class on domestic flights, as they struggle to curb financial losses, especially from high fuel prices. Even major airlines such as United Airlines have discontinued free meals in economy on domestic flights, and even some overseas flights. Several European and Asian airlines are also considering the idea of charging for meals, as they, too, struggle with high fuel prices.

160. What is the topic of the article?
(A) Kingfisher Airlines' financial report
(B) The new meal policy of Kingfisher Airlines
(C) A list of airlines offering the best food
(D) Price comparison between various regional airlines

161. What is suggested about Kingfisher Airlines?
(A) The airline will reduce its airfares soon.
(B) It will elect a new CEO.
(C) It has joined other airlines in attempting to cut losses.
(D) It treats all passengers equally regardless of where they are sitting on the plane.

162. What is NOT included in the snack box menu?
(A) Coffee
(B) Cheese
(C) Salad
(D) Sandwich

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Questions 163-164 refer to the following e-mail.

Date: June 17
From: Rachel_Green@trojanhill.co.uk
To: Karen@musictian.co.org
Subject: Special Promotion

Dear Customers:

Trojan Hill is offering a special promotion on our X-723 optical mouse – 20% off for customers who order 10 or more between June 20-22! Featuring the highly sensitive 1000DPI function and an ergonomic design, the X-723 is ideal for both desktop users and laptop owners.

For more information, please contact Rachel Green(Rachel_Green@trojanhill.co.uk) or call us at 330-9999. Thank you.

Best regards,

Rachel Green
Customer representative

163. How can Trojan Hill best be described?
(A) It is an electronic equipment seller.
(B) Rachel Green is its media representative.
(C) It has moved to a new location.
(D) It sells music CDs.

164. What is the nature of the special promotion included in this e-mail?
(A) Free mobile phone
(B) Special price on an item
(C) Discount coupon for new computer purchase
(D) Two-for-one deal on optical mouse product

Questions 165-168 refer to the following announcement.

New York City Council Approves Purple Trees Project

November 25 – New York's City Council finally gave the green light to Voice Classics' project to build a residential community called Purple Trees in New York City. The community is to be established on the former site of the Rosent Motel on Highway 7, within walking distance of the city center.

Although this is great news for Voice Classics, the project must also be reviewed by the state's Department of Environment(DOE) before construction can officially begin. The community's layout features 27 condominium units divided between two 5-story buildings. Each condominium will have three bedrooms, two bathrooms, and a spacious balcony. The residential community will also boast a swimming pool and underground parking lot.

Pricing will be determined after final DOE approval is received. Voice Classics was founded by William Dawe 30 years ago and is still run by him, with his daughter, Emma, serving as vice president. Mayor Heather Steinz has said the company has handled the project extremely professionally to date.

165. What is true about the Rosent Motel?
(A) It does not exist any longer.
(B) It is being built over a period of three years.
(C) It is across the street from Purple Trees.
(D) It was constructed by Voice Classics.

166. When will construction commence?
(A) When the architectural plans have been finalized by the company
(B) When the New York City Council approves the project
(C) When the Rosent Motel has been shut down
(D) When the DOE finishes its review

167. Which is NOT a feature of the community?
(A) A swimming pool
(B) Two residential buildings
(C) Spacious dining rooms
(D) A parking space below ground

168. Who is William Dawe?
(A) The founder of Voice Classics
(B) The chair of the DOE
(C) The owner of the Rosent Motel
(D) The mayor of New York City

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Questions 169-171 refer to the following notice.

Rickenbacker International Corporation is pleased to announce a three-day event to commemorate the 75th anniversary of both our company and the electric guitar. The event will kick off on Friday August 25th, 2009 at the Doubletree Club Hotel in Santa Ana. It will then continue at the Museum of Making Music in Carlsbad, and finish up in Hollywood at the House of Blues.

The events at the Doubletree will include poster signing events with artists, a showcase of RIC guitars, and an impromptu jam session.

For the grand finale of our three-day celebration, a benefit concert will be held at the House of Blues in Hollywood called "75th Anniversary of the Electric Guitar Presented by Rickenbacker." This concert will feature a full electric performance by Jefferson Starship, Chris Squire, and The Smithereens. The show will be emceed by Billy Hinsche, founding member of Dino, Desi & Billy.

Tickets are available at www.ticketmaster.com and the House of Blues box office (323-848-5100).

169. Why was this notice made?
(A) To promote Rickenbacker's anniversary event
(B) To invite guests to a charity event
(C) To notify people of the date of an art exhibition
(D) To advertise a rock concert

170. Which of the followings will not be included in the events at the Doubletree?
(A) Showcase of RIC guitars
(B) Impromptu jam session
(C) Poster signing events with artists
(D) Performance by Billy

171. What is stated about Billy Hinsche?
(A) He lives in Carslbad.
(B) He will emcee the show.
(C) He will be one of the musical performers at the show.
(D) He is a member of The Smithereens.

Questions 172-175 refer to the following e-mail.

Subject: Important Notice for AIS Users
Date: Tuesday, October 12
From: Richard Snyder

To All Asset Inventory Service (AIS) Users:

We have recently uncovered an isolated issue with the AIS service that was causing PC inventories to fail. The symptoms were that when AIS client ran, it would delete all of its associated scheduled tasks, thus rendering the client inactive. This issue affects all AIS clients that were deployed/installed after July 7th, 2008. Clients installed prior to July 7th, 2008 are not affected by this issue, and should continue to operate normally.

The remedy for this issue is to redeploy any clients that were deployed after July 7th, 2008. This will recreate the associated scheduled tasks, and the clients will then begin to upload inventory on their predetermined intervals. Once your redeployment is complete, it is suggested that you use the "Update Inventory" feature, which is located on the upper right-hand portion of the AIS home page, and which will in turn lead PCs to upload their inventory as quickly as possible.

We apologize for any inconvenience this may have caused.

Thanks.

172. Who are the people addressed in the e-mail?
(A) Employees for an asset management firm
(B) Users of a computer program
(C) Hospital workers
(D) Computer programmers

173. Why is Mr. Snyder apologizing?
(A) He installed some defective programs on a few PCs.
(B) One of his clients is responsible for spreading an infectious disease.
(C) He is concerned this problem may have caused some inconvenience for users.
(D) He is solely responsible for the failure of a company.

174. What can the e-mail recipients do to fix their problem?
(A) Delete all associated files
(B) Render the client ineffective
(C) Install a new program
(D) Redeploy any clients that were deployed after a certain date

175. What is true according to the above e-mail?
(A) The issue does not affect all client computers.
(B) Mr. Snyder has recently fixed the issue with the AIS service.
(C) The clients deployed after July 7th, 2008 have a computer virus.
(D) Mr. Snyder's top client has asked him to resolve the program error.

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Questions 176-180 refer to the following excerpt from an instruction manual.

QuickScan 8400F Glass Cleaning Guide

The manufacturer strongly recommends that trained service personnel perform any and all repairs dealing with the disassembly and reassembly of any fastened parts.

Before You Start:

- Before carrying out any of the procedures described in this document, make sure that the scanner has been turned off and the power cord has been disconnected.
- To prevent any chance of electric shock, the scanner housing should only be opened by a qualified electronics technician.

Removing the Scanner Lid and Scanner Glass Bed:

1. Open the scanner lid to a 90-degree angle.
2. Lift the lid upward to remove it.
3. Using a head screwdriver or pen, push slightly downward on the scanner's glass bed lock to release the scanner's glass bed.
4. Once the glass bed is released, grab it with both hands and pull away from the scanner. Place the scanner's glass bed on a flat surface with a cloth or towel underneath to prevent scratching on the glass while cleaning the glass.

Cleaning tips:

The best way to clean the scanner glass bed is with a clear glass cleaner solution. Make sure you do not use any color dye solutions. Also, use a soft cloth and avoid all abrasive material such as sponges and rough paper towels. Spray or moisten the cloth. Do not spray directly on the scanner's upper housing glass, as there is a calibration strip on the underside of the glass bed.

Reassembling the Scanner:

1. Identify the special male and female set and lock clips.
2. Now identify the female receptacles for those clips and align the scanner's glass bed perfectly over the clips.
3. Slide the scanner's glass forward or towards the front of the scanner to lock in the scanner's glass bed.
4. Replace the lid by aligning the lid at a 90-degree angle to insert it.

176. What is the best method to clean the scanner glass bed?
(A) Use the blue-colored cleaner solution
(B) Use paper towels
(C) Use a head screwdriver
(D) Moisten a soft cloth with a clear solution

177. What is the reason for placing the removed glass bed on a towel or cloth?
(A) To avoid scratches on the scanner lid
(B) To find it easily
(C) To prevent dust from getting on the underside of the glass bed
(D) To prevent damage on the glass while cleaning

178. What should be done if the scanner housing should be opened?
(A) The user must bring it to a local service center for service.
(B) It should be opened with a head screwdriver while the scanner is turned on.
(C) The user should contact a professional electronics technician.
(D) The scanner glass should be wiped with a sponge first.

179. According to this guide, what is the first thing to do before cleaning the scanner glass?
(A) Pry the glass bed lock open with a screwdriver
(B) Switch off the scanner
(C) Spray the clear glass cleaner solution over the glass
(D) Open the lid to form a right angle

180. Which of the following is NOT true according to the guide?
(A) There are some chemicals not suitable for cleaning the scanner glass.
(B) The scanner cleaning is easy, and it can be done by anyone.
(C) The user should follow the procedures in the guide to prevent damage or malfunction.
(D) To reassemble the scanner, the lid should be aligned at a right angle to be connected to the scanner again.

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

Apollo Theater Proudly Presents

RAINMAN

Adapted for the stage by Dan Gordon
Based on the screenplay by Barry Morrow & Ronald Bass
Story by Ronald Bass

Production:
Director - Ang Lee
Producers - Nica Burns, Jane Walmsley
Designer - Jonathan Fensom
Lighting - Jason Taylor
Sound - Fergus O'Hare

Cast:
Josh Hammond as Charlie Babbit
Adam Goodman as Raymond
Colin Stanton as Dr. Bruener
Charles Dash as Michael Smith

Saturday, July 5
4 p.m. & 8 p.m.

THANK YOU 2007-2008 MEMBERS FOR YOUR SUPPORT!
<Current Donors>

Brad & Tammy Dillon	Mr. & Mrs. Bill Davis	Judy Langley
TSW Products Co., Inc	Kansas Arts Commission	Trudy Swint/Ameriprise

July 7

Dear Ang,

I went to see *Rainman* on Saturday. I must say it was awesome! It had a powerful storyline, and the characters were brought to life beautifully. It was both funny and touching.

I also want to add that the actor who played Raymond was really impressive. I think he has great potential. Please tell him that he has a new fan!

I was wondering if you would be interested in being the director for a project I am now working on as musical director. It is a musical about the Liverpudlian twins, who were separated at birth, and features Louise Clayton and Stephen Palfreman. I'm writing the music and lyrics with Marco Beltrami, the co-musical director, but we don't have a director yet. After seeing *Rainman* on Saturday, I was convinced that you would be the best choice.

If you are interested, I would like to get together with you and discuss it over dinner. I know you are very busy for the next two weeks, so I am thinking the week of July 27 would be good. Give me a call before the end of this week and let me know when the best time is for you.

I look forward to hearing from you.

Yours truly,
Suzy Appleby

181. What is *Rainman*?
(A) A movie by Bill Davis
(B) A play at the Apollo Theater
(C) A musical by Louise Clayton
(D) A dance show in Kansas City

182. Why are Mr. & Mrs. Bill Davis thanked in the advertisement?
(A) They are important donors to the Apollo Theater.
(B) They established the Apollo Theater.
(C) They are directing a new musical production.
(D) Mr. Bill Davis is the chairman of the Kansas Arts Commission.

183. Why did Suzy Appleby write this letter to Ang Lee?
(A) To offer Ang a job as director
(B) To thank him for his generous donation
(C) To complement his impressive acting
(D) To introduce him to Stephen Palfreman

184. What performer did Suzy Appleby complement in her letter?
(A) Josh Hammond
(B) Colin Stanton
(C) Adam Goodman
(D) Stephen Palfreman

185. What does Suzy Appleby want Ang Lee to do?
(A) To recommend a qualified musical director
(B) To contact her by telephone by weekend
(C) To be a donor of the Apollo Theater
(D) To write the music and lyrics for her new musical

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

Ajax Machine Tools Ltd. Service Contract

Contract No.: 2008-0206012 Customer Account No.: 03487
Customer Name: Tay Young Manufacturing Co.
Contract Date: February 6 Service Commencement Date: February 6
Contract Term: ☐ 2 years ☑ 3 years
Equipment: Industrial Puncher Model: Renz Super 700

Under this contract, the Industrial Puncher Renz Super 700 is under warranty to be free of manufacturing defects within the time period of coverage stated above. Ajax Machine Tools will provide routine maintenance checks twice a year on site by a trained technician, whose services will include cleaning and a thorough systems check.

When the inspection discloses defect or malfunction, the technician will issue a repair recommendation. The purchaser must submit a signed copy of the technician's recommendation to the contractor for replacement of defective parts. Ajax Machine Tools Ltd. shall not assume liability or responsibility for damages due to improper handling, installation or maintenance by the customer, as they are not considered manufacturing defects. Thus, such damages are not covered by this contract.

Mira Kang
Tay Young Manufacturing Co.
34 Rathburn Road
Lincoln, NE 68507

August 31

Kevin Kensington
Ajax Machine Tools Ltd.
725 Sheppard Avenue
Denver, CO 80211

Dear Mr. Kensington

My company purchased the industrial puncher (Renz Super 700) from your company in February. However, we faced some problems while using the machine over the past 6

months. We pointed this out to your technician during the regular maintenance check on July 15, and during the inspection he found some parts that needed to be replaced. He said that he would forward his service report with a repair recommendation to the relevant department so that the defective parts could be replaced. However, we have not heard from him since then.

We understand that there are no more free maintenance checks remaining for this year, but we would like to have our machine repaired nonetheless. Please let us know when you think you will be able to send the technician once again and supply the replaced parts for our machine.

Sincerely,
Mira Kang
Tay Young Manufacturing Co.

186. How long is the contract valid?
(A) For one year
(B) For two years
(C) For three years
(D) For four years

187. Which of the following is NOT true about the service?
(A) It provides free maintenance checks twice a year.
(B) It includes a visit to the customer's business for a maintenance check.
(C) It includes a cleaning and system checkup.
(D) It covers damages caused by improper handling by the customer.

188. Why did Ms. Kang write this letter?
(A) To inquire about the extension of a warranty
(B) To invite Mr. Kensington to a service maintenance training session
(C) To set a date for a maintenance check
(D) To complain about the service technician

189. What is Ms. Kang waiting to receive?
(A) A written suggestion of the repair report from the technician
(B) A service report on overall terms and conditions
(C) A preventive check list
(D) An invoice covering all the Renz Super 700s.

190. How many more times can Ms. Kang probably receive free maintenance checks during the remaining contract period?
(A) One
(B) Two
(C) Three
(D) Four

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

Using Statistics to Grow Your Business

One Day Seminar

Statistics may be boring to some, but to other savvy entrepreneurs they unlock hidden riches! The key is knowing which statistics are critical to YOUR business, and which ones are irrelevant.

Business Magazine invites you to a series of lunch seminars in April and May entitled "Using Statistics to Grow Your Business," featuring Dr. Sungha Lim. The seminars will be held in four major cities in the United States.

Dr. Lim is the director of the U.S. Business Economics Association and is also the winner of last year's National Business Book Award.

Seminar schedule:

1. April 19 - Continental Hotel (New York)
2. April 23 - East Gate Tower Suite (Chicago)
3. May 5 - Park South Lodge (Dallas)
4. May 15 - Candlewood Inn (Los Angeles)

The seminar will be held from 9:30 to 5:00 at each location. Registration is $250 per person. Your registration fee will cover the workbook and other reference materials, instructor fees, refreshments, lunch, the use of meeting rooms, and other expenses.

To: Sungha Lim <shlim@bizstats.com>
From: Anthony Grant <angrant@odney.com>
Date: May 2
Subject: Your Seminar

Dear. Dr. Lim

I was very glad to see the announcement on your upcoming seminars in the newspaper. I used to read your columns with much interest years ago when you wrote for *the Business Korea Weekly* magazine. I also found your book *Evaluating Statistics* very helpful for my business. I greatly admire your work. I am excited to hear that you will be here in Dallas on May 5.

Since I work in the field of advertising, I would like to learn more about the use of statistics in advertising, and I was hoping you will talk about it in the seminar. Could you tell me if you're planning to cover this topic in your seminar?

Best regards,

Anthony Grant
Odney Advertising

191. What is the topic of the seminar?
(A) Ensuring the safety of employees in the workplace
(B) Announcing breakthrough results from new scientific research
(C) Adopting sustainable manufacturing practices
(D) Analyzing data to benefit businesses

192. What is included in the price of registration?
(A) A book written by the speaker
(B) Membership to the U.S. Business Economics Association
(C) A meal and refreshments
(D) A subscription to *Business Magazine*

193. What does the announcement say about Dr. Lim?
(A) Anthony Grant and he used to work together.
(B) He used to write for a business magazine.
(C) He is an advertising director at Odney Advertising.
(D) He is a professor of statistics at the University in Dallas.

194. Where is Mr. Grant going to attend the seminar?
(A) At Continental Hotel
(B) At East Gate Tower Suite
(C) At Park South Lodge
(D) At Candlewood Inn

195. In the e-mail, what does the word "cover" in paragraph 2, line 3 mean?
(A) replace
(B) encourage
(C) discuss
(D) conceal

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

To: All staff
From: Management
Date: May 22
Subject: Volunteers needed for job fairs

Calling for volunteers! As the holiday season is coming up, the Magnolia Hotel and Spa is planning to hold three job fairs to recruit more staff, and we need help from our staff members in the food & beverage, maintenance, and guest relations departments. Participants will have an opportunity to greet potential applicants and answer their questions concerning the positions.

All three job fairs will be held in the hotel conference center. The schedule is as follows:

June 11	9:00 A.M. ~ 3:00 P.M.
June 19	8:00 A.M. ~ 2:00 P.M.
June 24	7:00 A.M. ~ 1:00 P.M.

Staff members who volunteer in two or more of the job fairs will be awarded one of the following incentives: a paid vacation day, a $50 cash bonus, or a $100 gift certificate for the hotel spa.

If you are interested, please send an e-mail to Emma Markus with your name, department, date(s) to participate, and if applicable, the incentive of your choice.

To: Emma Markus <emarkus@magnoliahs.com>
From: Sue Kowaski <skowaski@magnoliahs.com>
Subject: Re: Job fairs
Date: May 23

Emma,

Thank you for your e-mail. I would like to volunteer at the job fairs as a representative of the guest relations department on June 19 and 24. I will not be able to participate on the first day of the job fair because I will be away from work that day. I'm talking with Karen Abrams in my department, and I think she is interested in participating in the job fair on the 24th as well. She'll probably contact you herself to talk about it.

I'd like to volunteer for the event because it was very helpful to me last year before I started

working at this hotel. I could acquire a lot of information about this spa and the position I was interested in, and the representatives were very friendly. Thus, I believe I will be able to do a good job answering questions from potential applicants.

As for the incentive, I would like to receive the certificate for the hotel spa.

I look forward to the job fairs. Thank you.

Sincerely,

Sue Kowaski

196. What is the purpose of the announcement?
(A) To notify people of a seminar schedule
(B) To call for volunteers
(C) To inform top employees of some incentives
(D) To notify people of an orientation training for new staff

197. In the announcement, what does the word "awarded" in paragraph 4, line 1 mean?
(A) received
(B) chosen
(C) given
(D) taken

198. On what date is Ms. Kowaski not going to attend the job fair?
(A) June 5
(B) June 11
(C) June 19
(D) June 24

199. What is true about Ms. Kowaski?
(A) She works in the maintenance department.
(B) She assigned Karen Abrams to participate at the fair on June 19.
(C) She benefited from the job fair last year.
(D) She has a recommendation from a previous employer.

200. What incentive does Ms. Kowaski want?
(A) A paid vacation day
(B) A cash bonus
(C) A recommendation letter from Ms. Markus
(D) A gift certificate for the spa

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 website of Harvie Publishing Ltd. has detailed ------- that can help potential authors locate agents for their manuscripts.
(A) instructions
(B) instruct
(C) instructor
(D) instructive

102. It is a common misconception that running anti-virus software programs and keeping them up to date is enough to protect ------- from viruses.
(A) your
(B) yours
(C) you
(D) you're

103. ------- a recent incident with one of the newly installed elevators malfunctioning, repairmen have been hired to check all of them.
(A) Not only
(B) In fact
(C) Due to
(D) As much as

104. Epsilon Mining Corp. plans to ------- stock from the companies they supply with raw materials.
(A) purchased
(B) purchase
(C) purchases
(D) purchasing

105. Employees should be aware that staff in the Human Resources Department will be ------- every weekend this month.
(A) refrained
(B) unavailable
(C) dissolved
(D) understood

106. The Research and Development Department has come to the conclusion that customers purchase kitchen appliances more ------- compared to twenty years ago.
(A) attention
(B) attentive
(C) attentively
(D) attentiveness

107. The falling price of Chinese-made electronics last year ------- a number of companies to plan innovations to their products.
(A) causing
(B) causes
(C) has caused
(D) is caused

108. The shipments of air conditioning units are ------- to arrive at all four of the Lahore Trading Company's supply centers.
(A) measured
(B) scheduled
(C) distributed
(D) decided

109. We can create a visual identity for your company that is memorable and ------- recognizable to your target market.
(A) abruptly
(B) instantly
(C) hastily
(D) urgently

110. With the upgrading of the company website to a simpler format, potential stockholders can find the information they seek more -------.
(A) sympathetically
(B) sensitively
(C) rarely
(D) easily

111. When completing international orders online, customers must remember the added shipping and handling ------- in the total.
(A) guidelines
(B) rights
(C) charges
(D) concerns

112. Because of her ------- work ethic, Mrs. Moon, head of the marketing team, was awarded the Frank Watkins Award in May 2005.
(A) strong
(B) dependent
(C) finished
(D) probable

113. Customers ------- purchase their orders from the website of Westminster Books receive an automatic discount of at least 10%.
(A) who
(B) whom
(C) whomever
(D) whose

114. Consider volunteering at a nonprofit agency to gain new skills and experience that can help ------- your transition into a new job.
(A) easily
(B) ease
(C) eased
(D) easeful

115. Once the cause of the flooding on the ground level has been -------, the warehouse can resume operations.
(A) find
(B) finding
(C) found
(D) being found

116. The new CEO, Patrick Sinclair, has requested your ------- at the annual company banquet at the end of this month.
(A) presence
(B) occurrence
(C) urgency
(D) insistence

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117. After ------- interviewing more than fifty candidates for the position of manager of the Biotechnology Department, the committee chose Dr. Alan Liu.
(A) carefully
(B) to care
(C) most careful
(D) careful

118. None of the serious ideas submitted at the end of each month is -------.
(A) behaved
(B) operative
(C) ignored
(D) respected

119. The cheapest mode of transportation ------- the airport is the shuttle bus that ferries passengers to the nearest subway station from the airport.
(A) on
(B) off
(C) next
(D) from

120. Pierce and Hewitt Telecommunication has developed a computer program that ------- the risks posed by downloaded material.
(A) reserves
(B) trains
(C) excites
(D) monitors

121. The newest prototype ------- to give the engineers at Nova Enterprises a marked advantage over their competition.
(A) expects
(B) is expected
(C) expected
(D) had expected

122. Customers of Kent's Hardware have the choice of contacting store locations by phone ------- through the Internet.
(A) or
(B) but
(C) also
(D) either

123. Asperlode Power Corp. has agreed to prolong its long-term ------- with one of its suppliers of raw materials.
(A) journeys
(B) outcomes
(C) agreements
(D) effects

124. Transportation costs amidst rising oil prices and environmental issues are among the toughest ------- for Partridge Farms and Maple Orchard Mills.
(A) challenge
(B) challenging
(C) challenged
(D) challenges

125. Patterson Financial Firm's recent acceptance of the International World Development Award is a well ------- honor for this association.
(A) to deserve
(B) deserves
(C) deservedly
(D) deserved

126. This year's average customer satisfaction level was ------- last year's level.
(A) less
(B) little
(C) lower
(D) below

127. A company picnic is ------- for September, when most staff will be back from vacations, although no date has yet been selected.
(A) plan
(B) planning
(C) planned
(D) plans

128. The airline has recently cautioned passengers about leaving ------- items unattended.
(A) inherent
(B) personal
(C) factual
(D) subjective

129. Employees wishing to receive more information ------- the newest stock options are advised to make inquiries at the human resources office.
(A) in
(B) even if
(C) about
(D) so that

130. The deal between Salten Industries and Epitwee Ventures Limited will not be official ------- signed by both parties next week.
(A) without
(B) until
(C) between
(D) against

131. AmberCreek is the brand name associated with the most ------- and efficient agricultural machinery in the province.
(A) afford
(B) affordable
(C) affordability
(D) affordably

132. For the first time in fourteen years at this company, the responsibilities of the head accountant have ------- changed.
(A) clearly
(B) kindly
(C) recently
(D) exactly

133. Manufacturing personnel are directed to read the new instruction manuals ------- consulting with the Engineering Department.
(A) than
(B) whether
(C) which
(D) before

134. A team of ten janitors has been hired for the ------- of the newest terminal at the airport.
(A) maintenance
(B) anticipation
(C) application
(D) replenishment

135. The Prime Minister's decision to delay the upcoming election ------- a month will cause significant controversy among lawmakers.
(A) to
(B) for
(C) within
(D) with

136. Entry-level employees have a ------- to switch positions several times early in their careers in the hopes of finding a job that suits them.
(A) trend
(B) habit
(C) tendency
(D) purpose

137. Many corporate farms are increasingly ------- on subsidies from the government thanks to fluctuating food prices.
(A) relied
(B) reliant
(C) reliance
(D) relying

138. The new management will ask ------- you please make sure you are aware of the new safety guidelines in the laboratories.
(A) that
(B) so that
(C) what
(D) unless

139. After the surveys were collected, the Research Department organized them and ------- the results to the chemistry team on the 3rd floor.
(A) exchanged
(B) eliminated
(C) proceeded
(D) forwarded

140. Hitchens Financial Advisors has been hiring accountants ------- the highest ability.
(A) by
(B) of
(C) while
(D) around

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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.

Dear Mr. Lassi,

We extend our gratitude to you for choosing Secure-1 for providing your home's security system. The security of your property is our number one priority, and you can be guaranteed of high-quality security monitoring with our system. We assure you that trusting us to ------- your home was the right decision.

141. (A) sell
(B) renovate
(C) repair
(D) protect

From houses in your neighborhood to many of the country's largest corporations, we are the most popular choice in security in the nation. Our business has received a five-star rating from the National Security Network for the past ten years. Our monitoring and communications systems are continually upgraded, ------- you the best security systems

142. (A) ensured
(B) ensuring
(C) be ensured
(D) will ensure

the industry has to offer today.

Do not hesitate to contact us if you have any questions regarding your security package. Operators are available 24 hours a day to assist you with any concerns that you may have. Your business is valuable to us and we want you to be ------- with our service.

143. (A) satisfied
(B) satisfying
(C) satisfaction
(D) satisfactory

Questions 144-146 refer to the following letter.

Mr. Larry Larson
453 Pine St. Apt. #2
Oklahoma City, OK 53232

Dear Mr. Larson,

We recently received your letter regarding product #321, the Advanced Functions XJ1 calculator. We would like to apologize that the product was not functioning as promised. Thank you for returning the calculator; our order processing department will be contacting you regarding your options by the end of the week. You may choose to receive a new calculator of the same type, a different model, or a complete refund. Let our representatives know what your choice is when they call.

Even though we strive to ------- that all of our products meet the highest quality standards,

144. (A) sure
(B) ensure
(C) insure
(D) insurance

we occasionally find imperfections due to manufacturing errors.

Our company has met the nation's highest technology quality standards test every year, and I feel ------- that if you choose to replace your calculator with the same model, you will

145. (A) confident
(B) confide
(C) confidence
(D) confides

not have any problems.

Regardless of your choice of action, we will need to obtain a copy of your purchase order. Please fax this to us at 121-212-3245. After we have received your purchase order, we will be able to take ------- and complete your request.

146. (A) lunch
(B) break
(C) turn
(D) action

We are sorry for any inconvenience you may have experienced, and hope that we can better serve you in the future.

Sincerely,
Manny Salazar
Purchasing
Calc Corp.

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Questions 147-149 refer to the following information.

Did you know that a typical business uses over 2,000 ink cartridges per year? The environmental consequences of this are important for us to consider. Bold Ink, Inc. would like to minimize the amount of waste produced by local businesses. We urge our customers to recycle used ink cartridges ------- possible, because as a company we are

147. (A) some
(B) whenever
(C) altogether
(D) meanwhile

committed to reducing environmental pollution.

It is easy to recycle used ink cartridges. You can deposit them in recycling bins labeled "Bold Ink" at any office supply store that sells our products. Store employees ------- the

148. (A) will return
(B) have returned
(C) returned
(D) were returning

cartridges to us so that we can process them.

When you recycle a cartridge, you receive a discount on your next cartridge purchase. To get further ------- about the discount program, log on to our homepage at www.boldink.com.

149. (A) views
(B) limits
(C) details
(D) issues

Questions 150-152 refer to the following memo.

To: Francis DeLane
From: Duke Ladron
Subject: Mailing problem

Dear Francis,

We ------- a complaint from Mr. Talero at Kitchen Nook of which I thought you should be

150. (A) receive
(B) will be received
(C) were received
(D) have received

made aware.

He said our new catalog of kitchen equipment, which he had been expecting, had not arrived yet. I told him I was sorry and used express mail to send him the catalog right away.

Mr. Talero, thankfully, was not upset about it, but this problem has happened three times this month. As you know, our sales will continue to decrease if we are unable to distribute our catalog and other materials effectively. In order to resolve this problem, I have a recommendation. We currently have several people in charge of our database records, and I think this may be causing some confusion. My suggestion is that we try ------- one person

151. (A) assigning
(B) containing
(C) explaining
(D) understanding

to send out all the mailings and maintaining records of the mailings in our database.

I would like to know what you think of my ------- at your earliest convenience.

152. (A) order
(B) idea
(C) collection
(D) development

Thanks,
Duke

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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 advertisement.

MADHAN'S RESTAURANT

Monday-Saturday
Lunch: 10 a.m. - 4 p.m.
Dinner: 5 p.m. - 11 p.m.

Sunday
Breakfast: 8 a.m. - 3 p.m.
Dinner: 4 p.m. - 9 p.m.

Daily specials are served during dinner hours and are merely $10.99. All of them include a main course, a non-alcoholic beverage and one side.

Monday:	Tortellini Alfredo
Tuesday:	Thai noodles
Wednesday:	Vegetarian gumbo
Thursday:	Meat loaf and gravy
Friday:	Mega burger and fries

- Live Jazz band is on Tuesday and Thursday evenings.
- For your convenience please call and make a reservation for Friday and Saturday evenings.

153. On what day are Thai noodles a special?
(A) Monday
(B) Tuesday
(C) Wednesday
(D) Friday

154. What is special about Thursday nights?
(A) Thai food is a special.
(B) Breakfast is available at 9 a.m.
(C) The drinks are half price.
(D) A live band will play.

Questions 155-156 refer to the following announcement.

James Town Medical Equipment Company

Employee Mixer Lunch

Date: January 10
Time: From 11:30 a.m. to 1:30 p.m.
Place: Staff dining room

The entire company has invited you to join us for a complimentary lunch to welcome the most recently-hired staff, and to spend some time together getting to know them. If you would like to join, please send a confirmation to Sophia Carlton in the Human Resources department by January 10th.
In addition, we would like to remind you to leave your parking passes in a visible spot so that the security staff will be able to easily recognize them. Thank you!

155. Why is James Town Medical Equipment having this mixer?
(A) To introduce new products
(B) To introduce new staff members
(C) To attract new employees
(D) To promote their new branch

156. According to the passage, what will happen on January 10?
(A) Employees of James Town Medical Equipment Company will eat lunch free of charge.
(B) Sophia Carlton will start working at James Town Medical Equipment Company.
(C) James Town Medical Equipment Company will be shut down.
(D) A corporate training course will be introduced.

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Questions 157-158 refer to the following job advertisement.

Employment Opportunity

The Roseville Herald is looking for a full-time managing editor for the sports section. This is a small-town newspaper with a readership of almost 30,000 strong. The position requires an applicant with at least five years of work experience as an editor, good people skills, and a diligent attitude. Knowledge of sports is a major plus. We will accept senior writers too if they have extensive experience writing in the sports field.

The newspaper offers a very competitive salary, and good medical and dental packages. If interested, send a cover letter and a résumé, including a small portfolio of your work to David Snell at davesnell@roseyh.com.

157. What is this advertisement for?
(A) Sports editor
(B) Lead reporter
(C) Managing editor
(D) Director of news operations

158. What is mentioned as a requirement for the job?
(A) A university education
(B) Willingness to travel
(C) Management experience
(D) Interpersonal skills

Questions 159-161 refer to the following press release.

Sarnia Area Outdoor Public Pools to Reopen in July

June 10 – In Sarnia the local neighborhoods are eagerly awaiting the opening of their two newly-renovated outdoor public pools, which are scheduled to open their gates in early July.

The Shindo Aquatic Center was abruptly shut down last month after having serious drainage problems with its pool water system. The problem has been located and should be fixed soon. The pool is scheduled to be open and ready to enjoy as of July 3rd.

The addition of a super slippery water slide to the outdoor pool is days away from completion at the Wayne Gretzsky Public Pool. This will add a load of fun for youngsters eight years and older. In addition, the cafeteria and the fitness area will undergo minor renovations. The slide and full pool will be finished and tested for safety by July 5th.

Sarnia has planned to make more renovations to its five other recreation centers. This is the fulfillment of a pledge made by Mayor Taylor Johns last year.

159. Why was this press release made?
(A) To inform of the renovation of city facilities
(B) To announce a new schedule
(C) To talk about the mayor's plans
(D) To introduce the construction of a new healthcare facility

160. What is NOT going to be renovated at the Wayne Gretzsky Public Pool?
(A) The fitness area
(B) The cafeteria
(C) The outdoor pool
(D) The indoor pool

161. What was the problem at Shindo Aquatic Center?
(A) The roof was leaking.
(B) The attendance was poor.
(C) The pool was not safe.
(D) Water was not properly drained.

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Questions 162 -164 refer to the following letter.

Tuesday, October 31st
Dear all,

I have some sad news I'm afraid. Some of you may know this already, but Betty Jackson is retiring after 25 years of service with us. She will be greatly missed by us all and the office will certainly not be the same without her. To show her how much she has meant to all of us, we're going to have a black-tie dinner and dance on Saturday, December 15th at Rosebud Hotel, a lovely country house set in acres of beautiful countryside where we can give her the send-off she deserves. All members of Davey Papers and their significant others are invited to join us. The hotel is a wonderful place for a weekend getaway if any of you were thinking about staying there. If you need a map, send me an e-mail at bobbray@davey.com.

- Location: Rosebud Hotel
- Time: 7 p.m. until 11 p.m.

Please RSVP before the 1st December.

To RSVP please call Sandra Day on ext. 2488 or send her an e-mail: sandyday@davey.com. She will need to take the names for table settings. By the way, Sandra says that she would be more than happy to take care of any room reservations for those of you who wish to stay at the hotel that night.

I hope you can join us to show Betty how much she has meant to us. If you have any ideas for a special gift, please e-mail me or Sandra as we would like to make this as personal as possible.

Bob

162. Why is the company holding a dinner in December?
(A) To welcome a new employee
(B) To celebrate a colleague's promotion
(C) To bid farewell to someone retiring
(D) To observe the opening of a new office

163. Why does Bob want attendees to call Sandra Day?
(A) He doesn't have a phone.
(B) He needs a volunteer to coordinate the dinner.
(C) He wants her to take the names of those attending.
(D) He would like to ensure a variety of food.

164. The phrase "I'm afraid" in paragraph 1, line 1 is closest in meaning to
(A) I'm scared.
(B) I'm nervous.
(C) I'm regretful.
(D) I'm unhappy.

Questions 165-167 refer to the following e-mail.

To: Barbara Moore <bmoore@juindustries.com>
From: Vince Miller <vmiller@juindustries.com>
Date: Wednesday, April 20, 9:00 a.m.
Subject: Tonight's meeting in Los Angeles

I am sorry to give you such late notice, but I need to postpone our early afternoon meeting today until later this week. Arie Gold, our leading agent, has booked us a meeting later today with Quinton Jones, the famous director from Detroit, about his upcoming movie *Aquaman*. On top of that, I have an executive producer meeting with the studio and with the president of operations in Hollywood. I have free time on Friday morning at around 11. Is that time good for you? If that is not a good time for you, please tell me a more suitable date and time. I am looking forward to meeting you and your client.

Vince

165. What's the purpose of the e-mail?
(A) To postpone a meeting
(B) To confirm a meeting
(C) To arrange a meeting with Quinton Jones
(D) To talk about making a movie

166. When will Vince meet with Quinton Jones?
(A) On Monday
(B) On Tuesday
(C) On Wednesday
(D) On Thursday

167. Where does Vince most likely work?
(A) In New York
(B) In Detroit
(C) In San Diego
(D) In Los Angeles

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Questions 168-171 refer to the following letter.

Best Eastern Star Hotel
123 Slone Street
Denver, CO 65432

Joyce Goldstein
2213 Streamside Drive
Denver, CO 65432

October 22

Dear Ms. Goldstein,

Your reservation for the Regal Star Banquet hall has been booked for December 2nd from 7 p.m. to 10 p.m. We have on file that you would like to host about 170 people for your son's Bar Mitzvah celebration. The decorations and preparations will be confirmed at a later date. I will really need to get the final head count a week before.

For us to confirm your reservation, we will need a deposit of $1,200 by November 10th. This is a non-refundable deposit, and will be applied to the overall cost of your event. We accept cash, checks or money orders. Make all payments to The Best Eastern Star Hotel, attn: Event Services. We realize that this is a sizeable amount of money, so we suggest that you bring it in person.

For your convenience we will provide a tasting session in which you can sample our fine chefs' cuisine. We have enclosed a menu of our specialties. We would like you to please select those you wish to try, and we will then arrange a meeting for you to sample the food.

To book this meeting I ask that you call me at 1-800-EASTERN, and dial extension 0743.

I hope to hear from you soon.

Terence Sams
Manager of Event Services
Best Eastern Star Hotel

168. What is the purpose of this letter?
(A) To book a reservation at the hotel
(B) To send out invitations
(C) To arrange a meeting
(D) To confirm a reservation

169. By what date will Mr. Sams need to be informed of the number of guests?
(A) November 10
(B) November 11
(C) November 24
(D) November 25

170. What does Mr. Sams promise to send to Ms. Goldstein?
(A) A reservation list
(B) A deposit slip
(C) A list of names
(D) A list of possible meals

171. What is NOT included in the letter?
(A) The date of the event
(B) Mr. Sams' contact information
(C) Mr. Sams' address
(D) The fax number for Best Eastern Star Hotel

Questions 172-176 refer to the following article.

Last night, in a quiet ceremony it was announced that Ivan Gorelikov won this year's Escalade Award for his book *The Matterhorn*. He is best known for his spy-based action-thriller *The End Game*, which will soon be made into a movie starring Jim Bates. "I am more surprised than anyone!" exclaimed Gorelikov with a giant smile. "I am just happy that people enjoy my writing."

The young writer, who is just 30 years old, has already published 10 books, and won a few minor writing awards but he has never enjoyed winning an award like this. Gorelikov was the youngest writer to win the Silver Leaflet Award for his second book in the series. His books have quickly become common household names and are considered must-reads by the spy-book genre crowd. Gorelikov came from a poor family, with one sister, in a small town outside of Moscow. His father was a factory worker who said this about his son, "All I ever wanted for my son was a good education, but he has done so much with it. I couldn't be more proud of him!" Ivan Gorelikov is currently working on a compilation of poetry *Higher Life* that as he says, "was made just for me."

The Escalade Award is presented every year to an author who writes books that show promise in the spy genre. Last year's award was given to Neil Stratus for his book called *The Approach* which has now sold over 5 million copies worldwide.

172. What is true about Gorelikov?
(A) His family was rich growing up.
(B) He was surprised to win the Escalade Award.
(C) He was born in California.
(D) He writes romance novels.

173. The phrase "has never enjoyed" in paragraph 2, line 2 is closest in meaning to
(A) strongly likes
(B) is not satisfied
(C) would love it
(D) has not experienced

174. How many books has Ivan Gorelikov published?
(A) 9
(B) 10
(C) 20
(D) 30

175. What is a requirement for the Escalade Prize?
(A) The winner must apply to the Writers' guild.
(B) The winner must be Russian.
(C) The winner must write in English.
(D) The winner must show talent in the spy-book genre.

176. What is suggested about the books Gorelikov has written?
(A) They are mostly about his childhood.
(B) They are very popular.
(C) They haven't been translated into Polish.
(D) They are mainly about social issues.

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Questions 177-180 refer to the following e-mail.

Date: November 12, 09:25
To: Ergonomic Designs, North West Development <staff_list@ed_NWdev.com>
From: Dave Chappelle <DChap@ed_NWdev.com>
Subject: Testing Phase

Staff,
I am Dave Chappelle, the research head in the North West division. Our team is currently working on making comfortable office furniture and equipment for the larger worker. This division was created to meet the demands of a heavier nation. These days the common office worker is somewhere between 10 to 20 lbs. heavier than a decade ago, and this has caused our old designs to be rendered ineffective. We hope to produce new designs to fit this market properly, to reduce stress on the body, and ultimately to improve the company's bottom line.

At the moment, we have reached the preliminary stage of testing for our new line of office chairs. These chairs possess a sturdier construction, with a wide wheelbase for safety. They are also designed to support a lower center of gravity. Before we begin the stress tests we welcome the general staff to come and try out our new chairs. We encourage the staff to spend some time in the viewing room this Friday afternoon. We would like you to fill out a short questionnaire about the comfort and the aesthetics of these new designs. The testing session will be open from 8 a.m. until noon and then from 2 p.m. until 9 p.m. We ask that you be as candid as you possibly can, as your feedback will be critical for future design and production ideas.

For those employees who would like to help and evaluate our new chairs, please pick up a survey form at Human Resources in the next few days. There will be anonymous ballot boxes located inside the testing facility for the completed forms.

Thank you,

Dave Chappelle
Research Head

177. What is the main purpose of the e-mail?
(A) To create an open forum for discussing research ideas
(B) To talk about a new research direction
(C) To encourage staff to evaluate potentially new products
(D) To ask the employees about their interests

178. According to the e-mail, what does the market need?
(A) Improved products for teachers
(B) A greater variety of products for larger people
(C) Economically-viable ergonomic office supplies
(D) New product packaging designs

179. What does Dave Chappelle wish to receive information about?
(A) The strength of the chairs
(B) The staff's favorite products
(C) The amount of weight the chairs can hold
(D) The comfort and looks of the products

180. What are interested people asked to do?
(A) Send in their designs
(B) Fill out a questionnaire
(C) Make a phone call
(D) Reply to this e-mail

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

May 5

Daryl Bean
Sun of a Beach Magazine
Gerrard Avenue
Los Angeles, CA 78665

Dear Mr. Bean,

As I mentioned on the phone earlier, I was at the Kitchener Beach Volleyball tournament yesterday and I took a few pictures that you might be interested in. They were taken during the qualifying and playoff rounds.

I have enclosed the pictures and have labeled each one. The labels include the names of the players and a description of the game. For your convenience I have summarized this information below in the following table:

Photo (code)	Description	Player names (left to right)
9576-Semi	Semi-finals – men	James Curry and Barry Lester
4321-Semi	Semi-finals – women	Jenny Herth and Sarah Park
2113-Finals	Finals – men	Chris Denny and Nick Young
32115-Finals	Finals – women	Loren Smith and Lora Meany

These are the best of the bunch, but I have many more if you are interested.

My sincerest regards,

James Hurley
Freelance photographer
Hurles@Beachblast.com

To: James Hurley <Hurles@Beachblast.com>
From: Daryl Bean <Beanie@sunofabeach.com>
Date: May 8, 14:56

Dear Mr. Hurley,

Thank you for your photos. We really enjoyed the selection of shots you sent us but we will only use two of them. We would like to use 2113-Finals for the cover of our next issue, and 32115-Finals for the article. If you could, please send the negatives after you receive your remuneration.

In case you were not aware, our standard freelance photo fee is $300 per photo, with a $200 bonus for the cover shot. That means that we will pay you $800 minus the applicable taxes to your account this week. If you would, please come in this week so that we can work out the details.

Thanks again,

Daryl Bean
Sun of a Beach Magazine

181. Why did Mr. Hurley contact Mr. Bean?
(A) To change magazines
(B) To sell his goods
(C) To arrange to have his picture taken
(D) To submit an advertisement

182. What did Mr. Hurley send with his letter?
(A) Samples of his work
(B) A money order and some pictures
(C) A personal résumé
(D) A list of pictures

183. What does Mr. Bean want to publish on the front page?
(A) A picture of Chris Denny and Nick Young playing volleyball
(B) A picture of the tournament judges
(C) A picture of Loren Smith and Lora Meany playing volleyball
(D) A picture of the competition finals

184. What does the e-mail suggest about Mr. Hurley?
(A) He is a writer at Sun of a Beach.
(B) He works independently.
(C) He was a referee at the competition.
(D) He is a new employee at Sun of a Beach.

185. What does Mr. Bean probably want Mr. Hurley to do next?
(A) Collect his money
(B) Call an editor
(C) Write a summary
(D) Bring in his negatives

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Questions 186-190 refer to the following e-mails.

To: David Lings

From: Fung Sueng

Subject: Your itinerary

Date: February 10

First, I would like to say thanks again for coming. I have included the schedule for your time here in Beijing. You will be visiting our university and our research facility. Your visit will include as follows:

March 6 – China National University, Beijing

9:15-10:00 a.m.	Meeting with the Board of Deans and the President of the University
10:10-11:40 a.m.	Bai Lee, director of Research and Development Medicine, talk on the direction of the University
Noon	Lunch – Peking Duck
1:00-3:00 p.m.	Tour of the research facility
4:00-7:00 p.m.	Tour of campus and sightseeing – Tiananmen Square

March 7 - Research Facility, Peking University

1:00-3:30 p.m.	Board of Directors Research meeting, hosted by Dr. Lings
3:45-4:45 p.m.	Tour of research labs and optical microscopy unit
5:30-8:00 p.m.	Dinner – Wine and cheese at Fung Shui Restaurant

Dr. Lings, can you please send me your flight information so I can make sure the limo is waiting for you at the airport when you arrive. If you have any questions, please send me an e-mail. I hope you have a good trip and I will see you soon.

Fung Sueng

To: Fung Sueng
From: David Lings
Subject: [RE] Your itinerary
Date: February 12, 3:00 p.m.

Dear Mr. Sueng,

I appreciate that you were so quick and thorough in sending the itinerary for my visit. I will be flying in on Canadian Air flight JR183, which is scheduled to land at 9:00 p.m. on March 5. I will be leaving on Canadian Air flight JR563 on March 8 at 12:00 midnight. I was hoping that you would provide a summary of the research direction of both institutions so I will be prepared to evaluate their systems. I am also hoping you will provide some maps for sightseeing too as I am staying for another day and this is my first trip to Beijing. I am looking forward to my visit.

Dr. David Lings
PHD Medical Bioscience
University of Toronto

186. What is the purpose of the first e-mail?
(A) To confirm a flight number
(B) To give a detailed schedule of a visit
(C) To set up a meeting with Dr. Lings
(D) To change the details of a trip

187. What is Dr. Lings NOT scheduled to do during his stay in Beijing?
(A) Meet with the president of Peking University
(B) Hold a research meeting at a university
(C) Assess the systems of the two universities
(D) Fly out of Beijing on March 8

188. Where will Dr. Lings NOT visit?
(A) Beijing
(B) The Great Wall of China
(C) National University of China
(D) Peking University

189. When will Dr. Lings arrive at the airport?
(A) March 4
(B) March 5
(C) March 6
(D) March 7

190. What will Mr. Lings be doing at 6 o'clock on the 6th?
(A) Taking a tour of the National University of China
(B) Having dinner
(C) Taking a tour of the research facility
(D) Taking a tour of Peking University

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

The Florence Herald

On June 2, last week, during the sweltering heat, university students and recent graduates across the European Union flocked to the Pannini Conference Center. The reason for this was the inaugural Science and Medical Jobs in Italy Fair. This fair boasted over 75 different organizations and companies all looking for new graduates and interns for a diverse field of employment.

These companies offered on-site representatives providing not only information, but in many cases face-to-face interviews. The fair ran from 9 a.m. to 6 p.m. and hosted approximately 700 potential employees. "This turn-out was significantly more than I expected!" Fabio Fabrizi, the conference staff, stated. "We hope to expand this for next year," he added.

Diamond Plating Limited
Via Ceaseare
Florence, 214
Italy

June 30
Ms. Sarah Oates
189 Kings Road
Chelsea
SO32 6Y4
England

Dear Ms. Oates

We would like to thank you for coming to our booth earlier this month and interviewing with us. We are happy to offer you a job as a technician with Diamond Plating, Florence division. We can offer you a very decent starting salary, health coverage, and up to four weeks paid vacation and 10 paid sick days.

As a diamond-plating technician, you will be involved in making tips for high definition atomic force microscopes. You will have to pass a three-month evaluation period, after which

you will be evaluated and if you qualify you will be given a full-time contract. After this period, all of your benefits will be effective.

If you accept our offer, we hope you can start on July 30th. Please respond to this letter no later than July 15. Lastly, I would like to tell you we really felt like you were a good fit with our company, and we hope that you will take the job and join us. If you have any questions about us, or living in Italy don't be afraid to ask.

Sincerely,

Danielle Fava

Danielle Fava
Technical Manager

191. According to the article, what is not said about the career fair?
(A) Students and graduates are the majority of patrons.
(B) The turnout was a surprise.
(C) It is only for scientific and medical-based jobs.
(D) It is held every three months.

192. In the article, the word "inaugural" in paragraph 1, line 3 is closest in meaning to
(A) first
(B) second
(C) annual
(D) landmark

193. What does Ms. Fava ask Ms. Oates to do?
(A) To move to Italy by July 15th
(B) To accept the job by July 15th
(C) To take a diamond-plating course
(D) To meet Fabio Fabrizi

194. When was the first day Ms. Oates and Ms. Fava met?
(A) On June 2
(B) On June 30
(C) On July 15
(D) On July 30

195. Which of followings are not benefits of this job?
(A) A competitive salary
(B) Ten days of paid sick leave
(C) Dental coverage
(D) Four weeks vacation

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

MOSS RESIDENTIAL TECH

Staff Expense Form

Name: Bill Sweet
Reason for expense: Client meetings and product demonstrations in Indianapolis, Indiana with Davies Home Distribution Corporation
Dates of Trip: May 12-18

Expense	Amount Paid ($)	Details
Plane ticket	600	Round trip – Economy class
Hotel room	0	Complimentary – Bonus Card
Food and Beverage	400	
Taxi/airport limo	100	The airport is far from the site.
Misc.	150	Alcohol for the clients
Total	1,250	

Employee signature: *Bill Sweet*
Manager signature: *Elsa Wagner*

Comments:
All of the receipts from my business trip have been attached via staple to this form. I am sorry that I missed the submissions deadline of 2 weeks after returning. I was overwhelmed by the response from the clients to my product demonstration as I had an 80% increase in sales. I am hoping that this increase in sales is a valid excuse for my tardiness. I would appreciate it if you could reimburse me as soon as possible, as I have to make another trip soon. My manager and I will be in the office today if you have any questions. Thanks in advance.

Date: May 28, 11:20 a.m.
To: Bill Sweet <b_sweet@mossrtech.com>
From: Samuel Wilson <s_wilson@mossrtech.com>
Cc: Payton Maroney <p_maroney@mossrtech.com>
Subject: Expense Report

Mr. Sweet,
Thanks for completing and submitting the proper forms for your reimbursement. Although, you missing the deadline we will be able to pay you back for the money you spent on your trip. Your

supervisor has already informed me of your situation, and it is acceptable. I hope that you continue your good sales record, but if you could try and submit your forms on time, it would make my job easier.

After reading your report I noticed that you expensed drinks for clients. I am sorry to say that we don't cover that type of expense, so we will not be able to reimburse you for that. If you have any questions about what is covered, you should refer to the employee manual. Additionally, next time you attach your receipts, can you please put them in the order you have written them on the form? This will speed processing time and reduce errors.

I will be out of town starting tomorrow. I am going on a short vacation and I will be out of reach. If you have any questions, please contact my assistant Payton at extension 6859. I have carbon copied this e-mail to him, so he is aware of the details.

Sincerely,

Samuel Wilson
Accounting Division

196. Why did Mr. Sweet submit the report?
(A) To list the things he spent his money on
(B) To ask for permission to take a business trip
(C) To tell the company of his successful trip
(D) To request that he be paid back for his expenses

197. What did Mr. Sweet's supervisor ask him to do in Indiana?
(A) Go to a sales training seminar
(B) Make a sales presentation to potential clients
(C) Acquire new sales employees
(D) Deliver new products to customers

198. Why was Mr. Sweet late in submitting the form?
(A) He filled out the form incorrectly.
(B) He was swamped with new customers.
(C) He returned from Indiana after the due date.
(D) He sent the form to the wrong person.

199. What was not covered on the expense form?
(A) Taxi fares
(B) Drinks for clients
(C) Airfare
(D) Food and beverages

200. What is indicated in the e-mail?
(A) Mr. Wilson recently hired Payton Maroney.
(B) Mr. Wilson is Ms. Wagner's supervisor.
(C) Mr. Sweet contacted Ms. Wagner to obtain a form.
(D) Ms. Wagner and Mr. Wilson spoke about the delay.

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. On weekends the Italian restaurant is often busy ------- hours of the day and night.
(A) all
(B) almost
(C) always
(D) every

102. Forelli Media Inc. is an internationally -------- marketing firm noted for its success throughout Europe, East Asia, and the Americas.
(A) recognized
(B) recognizing
(C) recognize
(D) recognizes

103. More than 100 state-owned companies still remain ------- for privatization, according to the Privatization Agency.
(A) available
(B) cooperative
(C) common
(D) direct

104. The Wallace Goldberg Committee of Environmental Awareness unanimously ------- the technical team of Walpole Enterprises for their annual award.
(A) select
(B) selecting
(C) selected
(D) was selected

105. Patients may hang their coats in the closet ------- the vending machine in the waiting room.
(A) between
(B) into
(C) near
(D) until

106. It may take ------- 4 days for international orders to arrive at their destination, depending on the location.
(A) enough
(B) so
(C) more
(D) approximately

107. Salary ------- are verified after an evaluation performed every six months after starting employment.
(A) increases
(B) increasing
(C) increase
(D) increased

108. *Bancroft Weekly* will ------- the winning entry of the September Shakespeare Festival.
(A) announce
(B) enclose
(C) measure
(D) bargain

109. New owners of Century Regal's condominiums are advised to become more ------- with the amenities and services available to residents.
(A) familiarity
(B) familiarly
(C) familiar
(D) familiarize

110. Cairne Fitness Centers has decided to open a large facility in Manhattan ------- its financial situation is unstable because of shifting property values.
(A) instead of
(B) still
(C) even though
(D) however

111. Most banks are ------- to loan money to small businesses and that is the big reason for the recession in this country.
(A) relevant
(B) reluctant
(C) redundant
(D) reduced

112. Bullet Hole Press specializes in the publication of horror, mystery, and psychological thrillers, so no other genres will be -------.
(A) publish
(B) published
(C) publication
(D) publishing

113. Customers should know that ordering one of the new JP-3000 laptops online ------- December 1st will guarantee that it will arrive prior to the start of the Christmas shopping season.
(A) at
(B) in
(C) upon
(D) before

114. Purchasing tickets for Rocky Multiplexes has become easier than ------- thanks to changes made to the theater's website.
(A) once
(B) never
(C) not
(D) ever

115. Several seats in the auditorium may be easily and ------- removed for the accommodation of wheelchairs.
(A) truly
(B) quickly
(C) shortly
(D) efficiently

116. The total income of many smaller clothing retail franchises reaches ------- $20 million annually.
(A) farther
(B) over
(C) aside from
(D) in addition to

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117. The ------- of foods at Ricotta Supermarkets makes it a popular choice among consumers who enjoy preparing international cuisine.
(A) various
(B) vary
(C) variety
(D) varied

118. As part of our latest marketing strategy, this coupon ------- customers to save more money on purchases made within a certain time period.
(A) allows
(B) promotes
(C) accepts
(D) gives

119. Changes in automotive technology are making hybrid cars increasingly ------- to more consumers.
(A) affordable
(B) affording
(C) affords
(D) afford

120. Your e-mail, ------- in transit, is potentially visible to anyone outside your enterprise who might have access to your server.
(A) while
(B) during
(C) wherever
(D) as well as

121. Since the supply is -------, all customers are encouraged to make orders as soon as possible.
(A) limited
(B) limit
(C) limitations
(D) limiting

122. ------- the end of next week, all employees must complete an evaluation form.
(A) By
(B) Regarding
(C) Against
(D) Above

123. The Chamber of Commerce will ------- concerns about declining investment in the township's newly-constructed industries.
(A) comment
(B) remark
(C) address
(D) exclaim

124. A few vehicles were ------- damaged by the recent hailstorm and will have to be replaced immediately.
(A) severely
(B) severe
(C) severeness
(D) severity

125. Karen Solden will replace Harold Walker, ------- is being promoted to a higher position in the company.
(A) he
(B) who
(C) his
(D) whose

126. The ------- for the research team are asked to wait in room 203 for their interviews.
(A) applicants
(B) application
(C) applies
(D) applied

127. Contractors will be renovating the office building ------- the stockroom will be on the first floor.
(A) in order to
(B) so that
(C) because of
(D) just as

128. Registering and shelving new books and other media is now a ------- process since we are down to seven librarians.
(A) length
(B) lengthen
(C) lengthy
(D) lengthens

129. The new, energy-efficient air conditioners have not been ------- yet, so employees are permitted to bring in oscillating fans from home in the meantime.
(A) conducted
(B) installed
(C) admitted
(D) posted

130. Marco Polo Airlines can upgrade a ticket only ------- it is more than 48 hours prior to departure time.
(A) while
(B) yet
(C) on
(D) if

131. Seaton Landscaping makes sure that customers receive ------- service for a good price and within a reasonable amount of time.
(A) approving
(B) outstanding
(C) magnified
(D) hopeful

132. A new survey by the Allentown Gazette revealed a strong ------- for small, local coffee shops instead of large franchises.
(A) preference
(B) choice
(C) placement
(D) decision

133. Whenever you look to make a deal ------- anybody, always establish the decision-making hierarchy ahead of time.
(A) of
(B) to
(C) with
(D) off

134. Information on clients of Van Houten Exchange Bank remains confidential ------- written permission is provided by the individual.
(A) whether
(B) as if
(C) except
(D) unless

135. Nearly 1,000 ------- tires were diverted from landfill disposal and recycled into rubber to resurface the school track.
(A) wastes
(B) wasted
(C) wasting
(D) waste

136. The advertising ------- of smaller businesses often leave them without enough exposure in local media.
(A) viewers
(B) fees
(C) budgets
(D) scenes

137. After making ------- final decision, please inform the secretary, Mrs. Chester.
(A) your
(B) mine
(C) yours
(D) my

138. ------- those applicants who have graduated after four years at an accredited university will be considered for the position.
(A) Almost
(B) Only
(C) Entirely
(D) Neither

139. The business weekly magazine suggested that ------- shipping problems in the upcoming holiday season, businesses should encourage customers to shop early.
(A) avoid
(B) avoided
(C) to avoid
(D) avoids

140. Because of operating -------, Fayette Industries seeks to operate its manufacturing plants in only certain parts of the country.
(A) values
(B) profits
(C) outcomes
(D) costs

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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 advertisement.

Thinking about investing for your future? If so, don't delay! The earlier you consider your investment options, the more likely it is that you will be prepared for retirement. Consider your family's future needs and invest now. When it comes to -------, there are multiple options.

141. (A) invest
(B) invested
(C) investing
(D) invests

The best of these options is a mutual fund. Mutual funds are broad and can include a number of options such as stocks and bonds. They are a good choice, being easy to buy and sell. The following will explain how to choose the right type of mutual fund for your needs.

One step that you will need to take is naming your personal investment goals. Depending on your own priorities, the mutual fund that you select will -------. It is most common for

142. (A) vary
(B) try
(C) choose
(D) induce

investors to purchase mutual funds for retirement funds or to help pay for their children's education.

The next important step is to determine the level of risk that you are comfortable with. More risky mutual funds could leave you feeling -------, so think about this issue carefully.

143. (A) disappointed
(B) pleased
(C) excited
(D) interested

Last, do some research. Check financial websites and up-to-date magazines to get current information on the types of mutual funds available. If you follow these steps, you should be able to find the mutual fund that fits your needs.

Questions 144-146 refer to the following notice.

Weekend Calendar

Los Angeles: The O'Henry Gallery of art -------- oil paintings by Lasandra Page until the

144. (A) exhibit
(B) exhibited
(C) was exhibiting
(D) will be exhibiting

end of October.

Page is well known for her portrayals of Italian coastal scenes. Her work has been displayed in the Metropolitan Museum of Art, the Musee D' Orsay, and the Uffizi. Ticket prices for this traveling exhibit are $22 for adults and $12 for children including regular admission. Another -------- displaying Oaxacan pottery is at the museum until Nov. 1.

145. (A) coupon
(B) market
(C) show
(D) decoration

Museum hours are 10 a.m.–6 p.m. daily.

The Silver Star Screen shows classic films of the 50s and 60s every weekend. Bring a friend and reminisce about the "good old days"! Enjoy favorites such as Casa Amarilla and Cold Snow. Admission is $8 for adults, and -------- rates are offered for children 12 and under.

146. (A) discounted
(B) included
(C) abbreviated
(D) targeted

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Questions 147-149 refer to the following letter.

August 11

Ms. Jane Campbell
Reliable Insurance

Dear Ms. Campbell,

We have previously introduced you to Superior Product Development's training and products, ------- would like to know if you might be interested in a membership with SPD.

147. (A) afterwards
(B) and
(C) about
(D) previously

The purpose of SPD is to help members enhance their -------.

148. (A) careers
(B) research
(C) relationships
(D) appearances

All of our workshops and training booklets are available for the sole purpose of improving your job performance. Previous workshop topics have included "Polishing your Product Ideas" and "Technological Innovations." Our booklets, available in packs of 20 for easy distribution, are also available in a new format. Please consider filling out the enclosed application if you would like to ------- our association. SPD has a reputation of giving people

149. (A) pay
(B) earn
(C) respond
(D) join

a hand up the career ladder, and we hope that you will find our resources useful. We look forward to hearing from you soon.

Mr. Paul LaCrosse, Trainer

Questions 150-152 refer to the following e-mail.

To: Gregory Mahler <gmahler@publish.com>
From: Anita Drexler <adrexler@bookish.org>
Date: March 2
Subject: Publication rights

Dear Mr. Mahler,

My article "The Longest Life" ------- in your magazine *LifeNow* in May 2006. Again, I would

150. (A) published
(B) was published
(C) having been published
(D) is being published

like to thank you for printing my work.

It is an honor to have had my work published in a magazine of this caliber. I am continuing to have my article reviewed for publishing by a variety of journals and magazines.
A researcher at Pine Forest University has been ------- his interest in reprinting my article

151. (A) quoting
(B) suggesting
(C) remarking
(D) expressing

in a scholarly journal.

According to publication regulations, I am legally allowed to reprint my work and retain authority over its use. Therefore, it is my understanding that my article can be published in the journal ------- your permission.

152. (A) without
(B) despite
(C) until
(D) concerning

I would be grateful if you could confirm that I do retain my publication rights as stated above before I continue with the reprinting of the article.

Sincerely,

Anita Drexler

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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 information.

FREE!

Freedom Travel Free Bag Offer

We are offering a new great incentive for those customers who sign up for a two-year subscription to *Freedom Travel magazine*: we are giving away a new FT travel bag. This bag has been designed specifically for the kind of people who read our magazine. Made of durable nylon, it can carry a whole range of items. This bag is ideal for weekend trips and even daily activities. The bag has zippers on the outside pockets and a shoulder strap that can adjust to fit anyone.

153. What is the reason *Freedom Travel* is offering this bag?
(A) To advertise their new vacation promotion
(B) To increase map sales
(C) To increase the number of magazine subscribers
(D) To make weekend trips easier

154. What is NOT true about the bag?
(A) It is versatile.
(B) It has interior pockets.
(C) It is made of tough material.
(D) It uses zippers.

Questions 155-156 refer to the following notice.

MEMO FOR GENERAL EMPLOYEES OF GRADE-A TECHNOLOGY LTD.

Beginning July 1, our company will now provide a new shuttle bus from Bucheon to our Gangnam office because of the recent and numerous staff requests. This will not affect the current shuttle buses that are running between the office and the train and bus stations. However, the staff members who use this service will have to pay a small charge to help cover the expenses. The exact amount is still to be determined, and will be posted on June 1st. We still urge our staff to work together and carpool, but if they use our service they will need to make reservations first. We have posted a temporary schedule on the company website including location departure times.

155. Why was this note posted?
(A) To inform staff of a meeting
(B) To tell the employees about a retirement
(C) To notify the general staff of transportation services
(D) To inform the staff of a new health plan

156. What was NOT stated in this post?
(A) The buses will run between offices.
(B) A new bus line will be launched in June.
(C) A fare will be required.
(D) A temporary schedule is posted on the website.

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Questions 157-159 refer to the following notice.

Safety Regulations

The entire staff must comply with and follow the regulations below while inside this laboratory.

- While in the lab, staff must use and wear protective clothing (lab coats, gloves, masks and goggles) all the time, and should take them off only when they are leaving the lab.
- When you are leaving the lab, it is important to remove all protective gear and put it in the bins marked "Protective Clothing."
- All containers (beakers, test tubes, vials) should be clearly labeled while in use and before storage in cabinets, fridges or the cold room.
- To prevent spillage, all vessels should be transported using carts with the proper racks or baskets. It is important to secure the lids before moving to prevent any leakage.
- If you should spill something, the procedure for proper cleaning is posted on your bench. If the spill is too much for you to handle or you are unsure about how to clean it, call Mr. Lewis at extension 368.

These rules are designed for your safety. If any worker fails to comply, a warning will be issued and excessive warnings will lead to termination.

157. Why did the company post the notice?
(A) To make the employees aware of a change in rules
(B) To inform employees of safety rules
(C) To tell the staff about new procedures
(D) To inform the staff of a new schedule

158. Where should employees store their safety goggles?
(A) On their belt
(B) In properly marked bins
(C) In safety cabinets
(D) At their benches

159. Why should staff members call Mr. Lewis?
(A) To tell him about stolen equipment
(B) To order additional safety gear
(C) To ask for help with cleaning
(D) To advise on lab tests

Questions 160-163 refer to the following announcement.

The American Healthcare Association (AHA) and the Research Institute of Yale University announced today the Fifth Annual International Healthcare Conference from Wednesday, March 1 to Saturday, March 4. This meeting will be a great chance for medical researchers to get together and discuss the relevant issues in their fields.

Yale University in New Haven, Connecticut will host this event. The conference will start with a full day of small workshops given by AHA representatives. Three days of presentations and panel discussions will follow the workshops. There will be representatives from all over the States including those from the Mayo Clinic and the Atlanta Medical Research Facility. Representatives from the Brookburger Health and Science Association will be leading the talks. David Schwhizter, the Dean of Medicine at the University of Carolina, will give the keynote speech on the opening day of the conference.

If you would like to attend this year's conference or receive more information, please call Phil Handson at 456-555-2345.

160. Who would most likely attend this conference?
(A) Stock brokers
(B) Chemical researchers
(C) Medical scientists
(D) University students

161. Where will the conference be held?
(A) In Egypt
(B) In Carolina
(C) In Atlanta
(D) In Connecticut

162. What is scheduled for the first day of the conference?
(A) Lectures
(B) Panel discussions
(C) Workshops
(D) Presentations

163. On what day will David Schwhizter give his talk?
(A) Wednesday
(B) Thursday
(C) Friday
(D) Saturday

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Questions 164-166 refer to the following article.

Art in the Park Sale, a Financial Success

Nature and art came together in Walnut Square Park where the Prodice Alliance just threw its tenth annual Art in the Park sale last Sunday. This sale included works such as paintings, photos and crafts all designed or created by the artists of the Prodice Alliance. Despite the torrential downpour earlier in the week, the weather on Sunday was sunny and warm, and greeted the hundreds of patrons and art lovers. Not only were the people enjoying the art, but they were enjoying the ice cream and other baked goods and treats sold by vendors.

Among the favorite items at the sale were earrings, bracelets and necklaces made by Prodice artists.

Just five years ago the Prodice Alliance was facing some difficult financial problems, but thanks to the directorship of Christina Harrison, its fiscal situation has turned around. The Art in the Park sale at Walnut Square Park was Harrison's idea to raise money. The Alliance also throws an Artist Gala, which will be held next week at the Grande Belle Hotel.

164. What is the topic of this article?
(A) The grand opening of an art park
(B) An outdoor event
(C) A new program director
(D) An art show

165. What kind of products were NOT sold at the sale?
(A) Jewelry
(B) Paintings
(C) Photos
(D) Statues

166. What effect has Christina Harrison had on the Prodice Alliance?
(A) An increase in profits
(B) More members
(C) A pension plan for the artists
(D) Lessons for the artists

Questions 167-170 refer to the following article.

Employee Newsletter – Spotlight

This newsletter highlights Dowee and Cheetem's annual merit awards. These awards are given to the two most outstanding employees who have demonstrated their creativity and work ethic. This year the winners are Eric Forman, a design technician, and Donna Pinciotti, a sales representative.

Eric Forman has worked with us for 12 years, and brought with him a decade of experience in the design field. During his time with us he has played a significant role in the design team and as an employee of this company. His additions to the creation and implementation of new products and the further development of current products were exceptional.

Ms. Pinciotti also provided some inspirational work for the past decade. It hasn't taken Donna long to make a lasting impression on her peers. Although she does not have a lot of previous experience in sales she has succeeded in creating new and innovative methods of obtaining new customers and keeping current ones happy. She has excelled and broken almost every record that the company had in sales. She has also won almost every incentive award offered.

Next year, if you have someone in your division who you feel is worthy of this award, please notify your manager, and they will be considered for this award.

Again, we would like to congratulate Mr. Forman and Ms. Pinciotti on their success and excellent service to our company.

167. What is the main reason for the article?
(A) To announce potential promotions
(B) To promote new employees
(C) To inform of award winners
(D) To announce a couple of retirements

168. What does the article say about Mr. Forman?
(A) He nominated Ms. Pinciotti for an award.
(B) He is a freelance contractor.
(C) He has contributed to the success of the company.
(D) He will be the president of the company.

169. What is true about Ms. Pinciotti?
(A) She helped to design numerous programs.
(B) She has hired a lot of new employees.
(C) She has not been with the company for as long as Mr. Forman.
(D) She has a lot of experience in Human Resources.

170. What can be inferred from the article?
(A) Dowee is the president of the company.
(B) Eric Forman needs a recommendation letter to get a new job.
(C) Donna Pinciotti has probably won the most incentive awards in the company.
(D) Cheetem is trying to expand business into the design field.

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Questions 171-173 refer to the following letter.

Madhan Travel Agency
344 Gerrard St.
Little Rock, AR 77655

Lori Weinberger
9986 Horn Row Drive
Maui, HI 22454

April 14

Dear Ms. Weinberger:

Your request for the following information pamphlets has been received:
- Where are the Hot Spots in Beijing?
- Vegas for Beginners
- Maps of Venice

Your order confirmation number is 99876. As always, all maps and city guides are specially priced for our travel customers. You should receive your publications in three to five business days. We have processed your order, and as advertised, we provide a discount for our loyal travel customers. We have sent out your order and the confirmation number is 0001000. You can use this number to check the shipping status on-line at www.mercurytrips.com.

We hope you keep in mind that not only do we give discounts on literature, but we also have rebates on airplane tickets, hotel rooms and car rentals. So when you plan your next trip, contact one of our helpful agents at 098-998-8876.

We are also proud to announce the start of our Hotel Finder Program, available online, to help you quickly find and reserve the accommodations of your choice.

In addition, we are very excited to announce the re-opening of our user-friendly website. It will help you to find ticket prices and availability quickly. Check it daily for specials and last-minute deals. We appreciate your time and hope you enjoy your reading material. Thank you for the opportunity to serve you.

Peter Stable

171. Why is the travel agency sending this letter?
(A) To request information
(B) To confirm an order
(C) To book new tickets
(D) To inform of a new promotion

172. What city is the travel agency in?
(A) In Los Angeles
(B) In Honolulu
(C) In Tokyo
(D) In Little Rock

173. What is NOT offered in the letter?
(A) Potential pre-booking discounts
(B) Discounted rates on flights
(C) Foreign currency exchange
(D) Hotel accommodations

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Questions 174-178 refer to the following article.

Since before the industrial revolution, man has dreamed of machines doing mundane chores for him. These days, this work costs at lot of money and manpower, so there are many companies that would like to tap into this market and create robots for use in the home.

Robot designer, Dr. Derrick Lasard of XB2 Technology, tells us that we have the ability to produce robots that can do chores in the home, but because they are so much more sophisticated than the typical house ware, they present more problems. A toaster, for example, can only do one thing, and if it breaks there are only a few things that can go wrong. But with a more complex robot, there are a much greater number of ways that it can break, and this makes them unreliable and costly to repair.

The unpredictable nature of robots was shown recently during last week's conference of the Robotic Engineering Association of America, which invites companies to display their new and up-and-coming technology. At this conference there were many innovatively designed robots with new and novel abilities, but it is still obvious that these complexity issues are still present. For example, a new robot named the Visitron Q3, built by Solmo Tech, was fitted with a visual diagnostic system. This robot was drawing some of the conference patrons. Some of the pictures were very nice, but alternatively others resembled a black and white ball of yarn.

These problems have not discouraged companies from continuing to design and construct robots for use in the home. During the conference one of the robots nicknamed "Betty" made by HK4 Design Technology was seen doing the dishes. One conference attendee Henry Aaron said "Wow! She didn't break even one dish! Impressive!"

174. According to the article, what is the problem with robots in the home?
(A) They are too expensive.
(B) They break easily.
(C) They are hard to operate.
(D) They are too big to be convenient.

175. Why is the toaster mentioned in the article?
(A) To demonstrate the potential size of robots
(B) To show the potential of robots in the home
(C) To demonstrate the similarities of robots and household products
(D) To show the difference between robots and common machines

176. In the article, what was new at this year's conference compared to last year's?
(A) There were fewer robots this year.
(B) Overall the robots were smaller in size.
(C) This year's robots had more features and abilities.
(D) The attendance was up from last year.

177. What is Visitron Q3 programmed to do?
(A) Make coffee
(B) Draw shapes
(C) Toast bread
(D) Wash dishes

178. Who created Visitron Q3?
(A) HK4 Design Technology
(B) Sendai Robotics
(C) Solmo Tech
(D) XB2 Technologies

Questions 179-180 refer to the following press release.

Fertilizer Company Goes from Dirty to Green

Down and Dirty Manure company has recently built a new processing plant with a rather unconventional design. This plant was built with environmentally-friendly values, using green construction methods. Manager Bill Paxton says this plant was built to handle an excess of cow manure from the cattle ranching state of Texas. This plant combines both recycled, reused and non-toxic construction materials and methods. Parts used include the slates in the floor and the office doors, which were reclaimed from a local barn. Plus, the walls were insulated with rammed earth, and on the roof are solar panels designed for heating the 3,000-square meter building.

"Some people chuckled when we told the press that we would build our new plant using green technology," Paxton stated, "but it cost 15% less to build the factory compared to traditional methods and materials, and to add to that the thick insulated earth walls and solar panels have already saved us a ton on our energy bills."

179. What is the purpose of the press release?
(A) To announce a new brand of fertilizer
(B) To demonstrate a new method of cleaning the environment
(C) To inform of a more environmentally-friendly factory
(D) To tell people about Down and Dirty's expansion into a new market

180. What did Mr. Paxton say about the green processing facility?
(A) It is the first recycling facility built by the company.
(B) It manufactures products used to clean the environment.
(C) It has helped the company save money on energy costs.
(D) It is located on the same property as an old farm building.

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Questions 181-185 refer to the following letters.

INVENTIONS
INTERNATIONAL

October 1

Dale Evans
337 Wimbleton Rd.
Andover, Chelsea SP 98 2L
England

Dear Mr. Evans:

We are excited to tell you that we are offering you the job as the Director of International Marketing. We would like you to start on Monday, October 23.

As per our last meeting, your supervisor will be the Vice President of Operations, Samantha Jones. We would also like you to attend the executive meetings as a member of the Executive Management Group. We have enclosed a contract that states your offered annual salary, your conditions of employment, and a brief description of your job.

We are eagerly awaiting your arrival and look forward to working together.

Sincerely,

Jamie Larue
Jamie Larue

Senior Vice President
Inventions International

October 7

Ms. Jamie Larue
190 Curtis Lane
Melbourne, NSW 9987
Australia

Dear Ms. Larue:

I gladly accept the position and the terms of employment for the Director of International Marketing. I had a great first meeting with Samantha Jones and look forward to working and learning together under her influence.

I have carefully looked over the contract and the job description, and fully accept the conditions offered. But, I am a little concerned about the start date. As you know, I am currently living in England, and I have slightly underestimated the amount of time I need to organize the move and get my affairs in order. So, is it possible for me to start on the 30th of October? Please let me know if this is feasible. I hope that this is not a giant inconvenience for you. Also, I have arranged an apartment in Melbourne, but I need someone to pick up the keys this week. Could you find someone to do this for me?

Sincerely,

Dale Evans

Dale Evans

181. What information is NOT included in the contract?
(A) The potential salary
(B) Contract terms
(C) Employment background
(D) Job description

182. In the first letter, the word "enclosed" in paragraph 2, line 3 is closest in meaning to
(A) surrounded
(B) on the inside
(C) on the outside
(D) brought with

183. What was the purpose of Dale Evans' reply letter?
(A) To apply for a job
(B) To request an interview
(C) To accept a job
(D) To thank Ms. Larue for the interview

184. What is Samantha Jones' job at Inventions International?
(A) Vice President of Operations
(B) Director of Human Resources
(C) Sales Director
(D) Senior VP

185. Why is Mr. Evans unable to start work on October 23rd?
(A) It is a national holiday.
(B) He has a family crisis.
(C) His home was burnt down.
(D) He will be busy moving.

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Questions 186-190 refer to the following advertisement and e-mail.

Wacky and Wild Poster Printing

Our mission is to produce the best posters with the highest quality at the lowest cost, all to suit your needs. We cater to large organizations and have produced posters for such events as rock concerts, school festivals, restaurants, giant department stores and so much more. We want to make your poster.

If you are interested in preordering your poster, visit our website at www.WWPP.com and take a look at our wide range of samples and prices. Maybe you will find an idea or two in our printed section. Listed below are our general prices for color posters.

Poster Sizes	Matte Poster Paper	Satin or Glossy Paper	Banner Vinyl	Outdoor Vinyl
A0	£35.00	£45.00	£50.00	£50.00
A1	£17.50	£22.50	£25.00	£25.00
A2	£8.75	£11.25	£12.50	£12.50
A3	£4.40	£5.60	£6.25	£6.25
A4	£2.20	£2.80	£3.10	£3.10

We do allow single printings, but if you buy in bulk we provide major discounts. See our website for details.

Not sure what you want?
No problem! We have a team of highly-trained and experienced staff waiting with great ideas for you. Just bring or e-mail the details of your event and we will put together a few demo designs for you to choose from.

This month we are having a sale on our outdoor vinyl posters where if you buy five, you get one free. These posters are ideal for those late summer concerts and festivals. So, if the late summer rain hits, your poster will still be there the next day.

Come in to any one of our five convenient locations today!! If you have any questions, call Jim Davidson at 880-7765.

To: Jim Davidson <JD@wwpp.com>
From: Ichiro Kazanaki <krazyK@hamiltonu.com>
Date: July 6
Subject: New Design Needed

Attach: logo.jpg, Jimmy.jpg, Rockdog.jpg, Drums.jpg

Dear Design Team:

We are hosting a rock concert at our school for frosh week in September and we have no idea what kind of posters we will need. I go to Hamilton University and I am in charge of promotions for the Frosh Week Committee. Our campus is quite large and the venue is also very spacious.

We would like you to make a few types of posters for us. We would like about 200 copies of one type of poster (A4) for the inside of the concert venue. On this poster we would like the date (September 7), time (9:00 p.m.) and location (Timber Concert Hall), and also a picture of the opening act, the band Jimmy, and the main act, called Rockdog. I have attached pictures of both. If you need more pictures there is a website available for both groups, www.jimmyskids.com for Jimmy, and www.rockadoo.com for Rockdog.

We would also like six very large (A0) outdoor vinyl posters made with the same information, but we would like to have the school crest on it too which is attached as logo.jpg.

We are eagerly awaiting your designs, and look forward to seeing the final product. I live in the dorms so please send them to school. Thanks in advance.

Ichiro Kazanaki

186. What service is being offered?
(A) Discounts on indoor posters
(B) Printing of textbooks
(C) Rock band promotions
(D) Printing of banners

187. What is discounted in the flier?
(A) Outdoor vinyl posters
(B) Single printings
(C) Color prints
(D) New designs

188. Who is Ichiro Kazanaki?
(A) A university student
(B) The promotions manager for frosh week
(C) A member of Rockdog
(D) A member of the school design team

189. Why is Ichiro Kazanaki contacting Jim Davidson?
(A) He wants a job.
(B) He wants to pay for the final poster.
(C) He wants to negotiate the price.
(D) He wants to have a new poster design made.

190. How much will Ichiro Kazanaki have to pay for the outdoor vinyl posters that he ordered?
(A) £240
(B) £250
(C) £280
(D) £300

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

Ms. Parker,

We would like to thank you for choosing us to book your tour of South Korea. The temporary schedule is listed below and includes the hotel reservation.

Itinerary

Day	Departure	Time	Arrival	Time
Sunday	Hong Kong	2:00 p.m.	Seoul	6:50 p.m.
Tuesday	Seoul	12:00 noon	Hong Kong	4:45 p.m.

We regret to inform you that because you only signed up 7 passengers, we cannot provide you a group discount rate. Our policy is that a group requires a minimum of 10 people in order to qualify for the 15% discount on airfare.

Your payment options are credit card, money order or direct online transfer.

Harold Klum

Mr. Klum,

Thank you for the speedy reply. We are really looking forward to our tour. We would like to leave on January 15th. We would also like to get a more detailed itinerary for our time in Seoul.

As for the tour, we have two more people who signed up for the trip, and despite our best efforts we can't seem to find one more person. But we feel that with nine people we should qualify for the discount, or a discount of some kind. I realize you have a company policy, but we thought you could bend it just this time. We hope to have a long relationship with you in the future.

Thanks again,

Ellie Parker

191. What is NOT the purpose of the first e-mail?
(A) To confirm the hotel reservation
(B) To inform Ms. Parker that she got a discount
(C) To provide travel information
(D) To provide flight times

192. According to the first e-mail, which of the following is NOT a possible method of payment?
(A) Direct transfer
(B) Money order
(C) Credit card
(D) Cash

193. When do Ms. Parker and her group want to leave for Seoul?
(A) January 15
(B) January 17
(C) February 25
(D) March 16

194. According to the e-mails, what is NOT true?
(A) Mr. Klum is excited about his upcoming tour to Seoul.
(B) It is not clear if Ms. Parker will get a discount on her trip to South Korea.
(C) Nine people do not qualify for a discount on airfare.
(D) Ms. Parker feels that she needs more information about her stay in Seoul.

195. What would Ms. Parker like Mr. Klum to do?
(A) Upgrade the rooms at the hotel
(B) Upgrade the seats on the flight
(C) Reduce the airfare
(D) Send some more details about the plane ticket

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

Hotel Employment Opportunities: Skywalker Corporation

We are searching for motivated, energetic people to begin managing our newly-opened facilities. The Skywalker Corporation has become a world leader in the hotel and hospitality field by its rapid growth and expansion. We are currently working hard on the creation of hotels in Toronto, Lima, and Budapest. The prospective managers will be in charge of the hiring and firing of new employees, the procurement of the furniture and any extra equipment, while taking care of the daily operations. It is important that these new employees create a comfortable and pleasant environment for the workers and the guests.

Potential employees must have at least seven years of managing experience in the hospitality industry. We prefer that our applicants have a business or hotel management degree, but it is not a necessity if the applicant has significant time working with finances. The ability to speak English and one more language is a significant advantage as most of our hotels are located in non-English speaking countries. This means that you might be relocated to a facility in which your language would be best utilized. Skywalker Corporation will cover any relocation costs, which is one of the many great benefits we offer along with our more than competitive salaries and health coverage.

Please send your résumé and a cover letter to Robert Madden at rmadden@skywemply.com.

May 15

Dear Mr. Madden:

I just saw your ad and I am interested in the position of Hotel Manager which was advertised in the June issue of *Hotel and Times*. I have attached a résumé, which includes my references, and a cover letter. I am currently the manager of the Waikiki Boutique Hotel where I have been working for the last nine years. In addition, I have gained a large amount of experience working in the international hotel scene. I have worked as a desk clerk in Paris and as an interim hotel manager in Seoul. I would be very happy to discuss my experience with you face to face. I can travel to your office or we can have a conference call. I look forward to your reply.

Sincerely,
Anthony Honda

196. What kind of jobs is being offered?
(A) Concierge
(B) Management
(C) Daily operations
(D) Front desk services

197. Based on the job advertisement, what will Skywalker Corporation do soon?
(A) It will expand its facilities all over the world.
(B) It will move its main office to Toronto.
(C) It is expanding into the entertainment business.
(D) It will double its staff in a year.

198. What does the new manager NOT have to do?
(A) Teach multiple languages to the new staff
(B) Interview and hire new hotel workers
(C) Procure the equipment
(D) Run day-to-day operations at the site

199. According to Anthony Honda's e-mail, what makes him qualified for the job?
(A) His ability to speak more than one language
(B) His foreign work experience
(C) His extensive educational background
(D) His vast experience in hotel administration

200. What was the minimum amount of experience needed for this position?
(A) At least 7 years, but with the ability to speak more than one language
(B) At least 4 years
(C) Less than 7 years but significant financial experience
(D) At least 9 years experience in managing

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 invoice ------- was received two days ago is inaccurate and a new one must be requested.
(A) that
(B) there
(C) any
(D) how

102. Unless specified -------, contractors will be responsible for obtaining all necessary safety certification and permits applicable to their scope of work.
(A) therefore
(B) consequently
(C) otherwise
(D) yet

103. Any concerns regarding your natural gas appliances should be directed to the manufacturer-retailer ------- which you purchased the natural gas appliance.
(A) on
(B) for
(C) from
(D) in

104. The use of the ------- possible lighting in the laboratory has been beneficial to the research conducted by the botanists employed there.
(A) bright
(B) brightest
(C) brightens
(D) brightness

105. ------- Mr. Fowler or Ms. Bloch will have to travel to London for the symposium on textile manufacturing.
(A) Both
(B) Each
(C) Either
(D) Neither

106. Andrew Hartwell is ------- regarded by his employees because of his dedication and experience.
(A) highly
(B) high
(C) highest
(D) higher

107. All future team meetings will be ------- in room 414 at noon on the first Wednesday of every month.
(A) sustained
(B) held
(C) supported
(D) meet

108. In a television interview, the Traxton Ltd. CEO said that ------- of the merger with Bell Corporation would be announced soon.
(A) detail
(B) details
(C) detailed
(D) detailing

109. Ms. Fenwick not only composed the report ------- produced the visual aids which were so useful during the meeting.
(A) but
(B) however
(C) also
(D) and

110. The decline in sales was ------- due to the lack of innovation in the ideas of the marketing team.
(A) probably
(B) nearly
(C) usefully
(D) safely

111. The webpage for each course must be ------- before the students start their classes on January 7th.
(A) total
(B) absolute
(C) ready
(D) actual

112. Once you have detected a fatal virus on your computer, common sense ------- that you should have your hard drive reformatted by skilled professionals.
(A) indicates
(B) commands
(C) notices
(D) distributes

113. Rosewater Medical Center employs healthcare ------- affiliated with Huron University.
(A) professional
(B) profession
(C) professionals
(D) professionally

114. Employees who have not yet registered on the new company website must do so -------.
(A) nearly
(B) immediately
(C) precisely
(D) significantly

115. Mr. Lloyd has approved a ------- for the construction of a new research facility on the other side of the city.
(A) proposal
(B) proposed
(C) propose
(D) proposing

116. All members of the staff will be ------- with a bonus and two extra vacation days.
(A) refueled
(B) rewarded
(C) replenished
(D) restocked

117. ------- the bankruptcy of Transcontinental Airlines, other airlines have noticed an increased use of connecting flights.
(A) Follow
(B) Following
(C) Followed
(D) Follows

118. Ms. Crowe's replacement for the position of treasurer will be announced ------- this month.
(A) next
(B) afterward
(C) past
(D) later

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119. The chemistry lab managers are concerned that new employees have not been trained ------- in the latest emergency procedures.
(A) adequate
(B) adequacy
(C) adequately
(D) adequateness

120. Perry and Monroe Inc. is one of the ------- companies in the field of environmentally-friendly household appliances.
(A) accustomed
(B) indefinite
(C) originated
(D) leading

121. After twenty-three years of -------, Jeffrey Bartlett is retiring from his position as chief accounting officer.
(A) service
(B) serving
(C) server
(D) serves

122. Our marketing teams attend ------- regularly to learn new methods and strategies in their field.
(A) conferences
(B) contributions
(C) agendas
(D) prescriptions

123. Because of their size, few of our plumbing fixtures are ------- for indoor use.
(A) suiting
(B) suits
(C) suitable
(D) suitability

124. The journal is published every four months, and ------- available to other member societies under agreement of payment and publication.
(A) official
(B) officials
(C) officially
(D) officialize

125. When oil ------- do occur as a result of accidents, a single incident has the potential to affect very large areas of sea and lengths of coast.
(A) spill
(B) spills
(C) spilled
(D) spilling

126. Arcadia Homes ------- for its commitment to provide customers with quality furniture at competitive prices.
(A) is known
(B) will know
(C) to know
(D) has known

127. Much of this year's profits will be used ------- renovation of the textile plant.
(A) along
(B) for
(C) to
(D) while

128. Everett-Buchanan Industries' research ------- on the newest drug to combat stomach infections recently received a grant from the National Gastrointestinal Medical Research Foundation.
(A) project
(B) scheme
(C) method
(D) format

129. The main artists ------- paintings are being sold at the Garrett Gallery are Elaine Crick, Jason Chambers and Sylvia Webb.
(A) who
(B) whose
(C) their
(D) they

130. The overall satisfaction of participants with the workshop is often based on ------- unimportant details such as the ability to park close to the training facility.
(A) seems
(B) seeming
(C) seemingly
(D) seemed

131. Because of the increase in tourism during the winter months, the Ebony Palms Hotel and Resort plans to ------- additional staff for the next three months.
(A) expand
(B) recruit
(C) revise
(D) converse

132. Employees who meet their quotas ------- the last week of the month can expect bonuses.
(A) against
(B) between
(C) by
(D) under

133. Even though construction ------- by unexpected electrical storms, the new office building was still finished in a timely manner.
(A) interrupts
(B) to interrupt
(C) was interrupted
(D) be interrupted

134. The research teams of Tyrell Telecommunications Inc. possess ------- knowledge of many of the products put forth by the competition.
(A) extend
(B) extends
(C) extensive
(D) extent

135. Innovations in the electronic equipment used in hospitals have enabled doctors to ------- illnesses and disorders more quickly and more accurately.
(A) diagnose
(B) shift
(C) collapse
(D) respond

136. Mr. Corbett mentioned at last week's meeting the difference in finances this year compared to the ------- quarter last year.
(A) compare
(B) comparable
(C) comparison
(D) comparatively

137. ------- research has shown shifting trends in fashion, the marketing team is looking at new approaches in advertising.
(A) So
(B) Since
(C) Despite
(D) Unless

138. Berwick Energy Corp. seeks to ------- on specialists in the fields with which the company is most concerned.
(A) rely
(B) relying
(C) reliance
(D) reliant

139. As a ------- measure, Cordell Financial Fund does not disclose information about its clients unless legally mandated to do so.
(A) continuous
(B) settled
(C) rival
(D) protective

140. Since the ------- between some new advances in technology and efficiency is tenuous, a little more research is requested.
(A) relevance
(B) connection
(C) acquaintance
(D) mixture

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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 memo.

To: All staff
From: Daniel Barker
Date: August 29
Subject: Recycling

I would like to advise all staff members that new policies will be going into effect office-wide regarding the consumption of paper. An environmentally-based company such as ours needs to be a leader in the use of disposable products. In order to conserve both finances and the environment, we will be considering our use of paper.
Our Finance Department has advised me that we are spending $40,000 annually on copy paper. -------, we are spending more money on paper than any other company in the city.

141. (A) In spite of
(B) Due to
(C) In regard to
(D) In fact

In the future we will be limiting the funds that we spend on purchasing paper. Using less paper overall is important both financially and -------.

142. (A) environmentalist
(B) environment
(C) environmentally
(D) environmental

We will be increasing company awareness of recycling in the coming months; please check your mailboxes soon for a list of paper products that can be recycled. When you throw away these products, make sure to use the correct bins. Our building maintenance staff will ------- the recycled paper products each evening and transport them to the local

143. (A) collect
(B) correct
(C) use
(D) talk

recycling facilities.
I would like to thank you in advance for taking advantage of this new program.

Thank you,

Daniel Barker

Questions 144-146 refer to the following article.

San Francisco, July 1

AirVoyage's spokesperson Bob Lohman announced this morning that a short-term ------- of

144. (A) failure
(B) arrival
(C) complaint
(D) report

the company's online reservation system was responsible for several delays yesterday.

International air traffic was stalled as AirVoyage found alternate means of updating its customers with current flight information. Lohman stated that the network problem ------- by

145. (A) is caused
(B) has been caused
(C) will be caused
(D) was caused

outages at the local communication company.

Lohman added that staff members have made significant changes to the reservation system, and the ------- system will increase customer satisfaction. In addition, AirVoyage

146. (A) magnified
(B) enhanced
(C) selected
(D) admired

has increased its telephone reservation system staff to boost customer support for last-minute reservations.

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Questions 147-149 refer to the following letter.

Ann Sloan
CompuServe

Dear Ms. Sloan,

We appreciate your time in introducing us to your newest line of keyboards. Your high-quality line of products is of much interest to our staff. Our company has discussed your offer of twelve hand-comfort keyboards ------- use in our Human Resources Office.

147. (A) at
(B) for
(C) on
(D) into

Because of our current budget constraints, however, we have decided to buy our keyboards from another -------.

148. (A) accessory
(B) capacity
(C) consumer
(D) vendor

Our decision for the time being is to go with more cost-effective supplies. I am sure that many of your other items will meet our budget requirements. For this reason, we continue to ------- interested in your products, and would like to receive your catalog. If you could

149. (A) remain
(B) remaining
(C) would have remained
(D) remained

mail your monthly catalog to the above address, we would appreciate it.

Sincerely,
Johann Spencer

Questions 150-152 refer to the following notice.

To: Staff
From: Payroll Dept.
Date: December 15
Subject: Bonus Checks

As you may have already heard, bonus checks for all staff will soon be available! This year there will be some differences in how your checks are distributed. In past years, we have -------- office staff to deliver checks to employee mailboxes. Due to complaints that some

150. (A) relied on
(B) stated that
(C) informed of
(D) directed by

checks were being stolen, we have changed this system. We hope that you understand that the security of your funds is important to us. ------- Monday, employees can retrieve

151. (A) Beginning
(B) The beginning
(C) Having begun
(D) To begin

their checks from the secretary in the Payroll Department. -------, checks will be available

152. (A) So that
(B) Even though
(C) As always
(D) In that case

starting at noon on Friday. We hope that this new system will ensure that each employee gets his or her due payment. Please contact the Payroll secretary with any questions that you may have. Enjoy the holiday season!

Jim Stover, Payroll

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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 bill.

Guest Name: Helen County
Reservation number: AX 1402652
Room: 333
Arrival: December 3 13:23
Departure: December 9

Date	Description	Charge
Dec 3~9	Room Charge	840.00
Dec 3	Room Service	14.00
Dec 4	1900 Bar	20.00
Dec 6	Telephone call	10.00
Dec 7	Dinner: 1900 Bar & Grill	32.00*
Dec 7	Dry cleaning	5.00
Dec 8	Room Service	18.00
Dec 9	Shuttle Service	15.00
		Total: $954.00

* 10% discount applied
Guest signature: *Helen County*
Hotel manager: *Jeff Benson*

153. When was Ms. County's check-out date?
(A) December 3
(B) December 5
(C) December 7
(D) December 9

154. To which item was the discount applied?
(A) A room charge
(B) A telephone fee
(C) A room service charge
(D) A dinner at the hotel restaurant

Questions 155-156 refer to the following advertisement.

Exciting and Relaxing Waterborne Travel Option

Blue Bridge Ferries – Relax and enjoy the scenery!

Forget about annoying and crowded traffic! Take a ferry ride across the Bay of Fundy in comfort, style, and with time to spare! Our high-speed Blue Bridge ferries provide a quick and convenient ride between Everett and Fundy Bay City, offering a great host of amenities including reserved seating, fax machines, and television. Friendly captains and crew will make your ride more enjoyable. With hourly departures, our ferries will take you to Fundy Bay terminal, only five minutes from the Fundy Bay City business district, in just 45 minutes. Monthly passes are available at $100. Parking is available in an adjacent parking lot with affordable rates($5.00 per day, $3.00 on weekends, $75.00 for a monthly pass). It is a great way to start and finish your day! For more information on fares and ferry schedules, visit our website at www.bbferries.com, or call us at (555) 512-3342.

155. Who are the intended readers of this advertisement?
(A) Ferry employees
(B) Commuters to Fundy Bay City
(C) Travel agents
(D) Blue Bridge shareholders

156. What seems to be true about Fundy Bay City?
(A) It will soon provide train service to Everett.
(B) It provides free parking for monthly pass holders.
(C) It provides free schedules for the ferry service.
(D) Its business center is only minutes from the ferry terminal.

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Questions 157-159 refer to the following notice.

Richview District Library

New Address
1806 Islington Avenue
Richview District
(Next to Islington Junior High)

Hours

Monday-Thursday	9:00 a.m.- 8:30 p.m.
Friday	9:00 a.m.- 6:00 p.m.
Saturday	9:00 a.m.- 5:00 p.m.
Sunday	1:30 p.m.- 5:00 p.m. (Sep. to Jun.)

(Closed on holidays)

Loan period: Books and audio materials – 3 weeks; Movies – 1 week
(One time renewal is allowed by e-mail.)

Overdue fines (per day per item): Books – $0.50; Audio materials and movies – $1.00

Newspapers, reference materials, microfilm – For use in library only

The library carries a wide selection of books including current bestsellers for both fiction and nonfiction. There are also many audio books available in CD format. Movies are available in both DVD and VHS format.

If you have questions or suggestions regarding Circulation, Reserve, Shelving, or other Loan Services functions contact Jennifer Edwins, Loan Services Manager, by e-mail(jedwins@richview.net) or by phone at (507) 222-4259.

157. What is NOT mentioned about the library in the notice?
(A) It serves certain types of customers only.
(B) It opens on weekends during certain months.
(C) Its address has changed recently.
(D) It is located next to a school.

158. What time is the library open till on Friday?
(A) 1:30 p.m.
(B) 5:00 p.m.
(C) 6:00 p.m.
(D) 8:30 p.m.

159. What is NOT allowed to be taken out of the library?
(A) Books
(B) Audio materials
(C) Newspapers
(D) Movies

Questions 160-161 refer to the following e-mail.

From: Rachel
To: Sophie

As per our telephone conversation yesterday, I'm sending you the schedule for Mr. John Lehman's business trip. I would appreciate it if you could book the flights and hotels based on this itinerary. Since he has several meetings scheduled in each city he visits in Europe, please note that Mr. Lehman must take early flights for all of his departures except for the New York to Berlin flight. He has an important lunch reception in New York on May 10th, so the earliest time he can depart is 3 p.m.

May 10: New York to Berlin
May 13: Berlin to Barcelona
May 15: Barcelona to Madrid
May 17: Madrid to Firenze
May 20: Firenze to New York

Based on the information you have given me, I informed Mr. Lehman that there is no direct flight from Firenze to New York that fits his schedule. Therefore, please make sure that he has at least three hours to transfer so as not to miss his connecting flight due to any possible delays. Also, Mr. Lehman would like to change planes in Barcelona, if possible.

If you have questions or concerns, please let me know right away. Thank you for your assistance.

160. When does Mr. Lehman have to leave in the afternoon?
(A) May 10
(B) May 13
(C) May 15
(D) May 17

161. What does Mr. Lehman want to do?
(A) Change the departure date from New York
(B) Stop over in Amsterdam
(C) Transfer in Barcelona
(D) Upgrade his flight class

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Questions 162-164 refer to the following article.

Arabian Business Weekly

October 8

Eli Finance Awarded the Best Financial Services Company in the UAE

Eli Finance, the largest real estate financier in the Middle East by market value and total assets, today proudly announced that it received the award for the "Best Financial Services Company in the UAE" during the 2008 Liquid Real Estate Awards ceremony organized by Euromoney. Euromoney Liquid Real Estate Awards honor the world's leading institutions for their ability to innovate and develop new products and services to meet the market's demand in today's increasingly challenging financial environment, as well as make the most efficient use of the inherent strengths within their organization. Speaking on the occasion, Mr. Ismael Alharmi, Chief Executive Officer of Eli Finance said, "We are honored to receive this prestigious award and I would like to thank our staff at Eli for their efforts. This award will leverage our position as the largest real estate financier in the region." Eli won this award from a highly competitive list of contenders for its excellent performance and business expansion over the last ten months. Its half yearly net profit saw an increase of 155 percent and total assets, as of June 2008, stood at an astounding AED14.2bn, a growth of 133% compared to AED6.1bn as of June 2007. Eli has also set its global footprint in various international markets such as Egypt and Saudi Arabia, and plans to commence operations in Jordan and Qatar.

162. What is the main point of this article?
(A) An investigation is being conducted for a financial company's fraud scandal.
(B) A firm has been recognized for its remarkable growth.
(C) UAE firms are gaining more influence in the international market.
(D) Eli Finance announces the appointment of a new CEO.

163. What seems to be true about Eli Finance?
(A) It has overtaken its rival company Euromoney.
(B) Its main office will relocate to the Middle East region.
(C) It received the award because of excellent business performance.
(D) It was disappointed with the award given by Euromoney.

164. Where does Eli Finance plan to begin operations?
(A) In Egypt
(B) In Saudi Arabia
(C) In Iran
(D) In Qatar

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Questions 165-168 refer to the following letter.

Gen X Telecom
383 Marlee Ave.
Toronto, ON M3E 7R3

August 15

Ms. Duncan
788 King St. W.
Toronto, ON M5V 1N6

Dear Ms. Duncan:

The request for repair that you submitted five days ago has been officially filed with our repair department yesterday. We regret that you have been experiencing problems with your phone line and our service has not been satisfactory to you. I would like to express my sincere apology. A repair to your telephone service has been scheduled for August 20. Our repair engineer will contact you to let you know at what time he will be able to visit your home for repair.

We do hope that you will continue your business with Gen X Telecom. To express our appreciation for your patience with our service and repair process, we are offering two months of free phone service which includes local calls, call-waiting and caller ID display services. Long-distance calls will be excluded from this complementary service. We hope you enjoy this free phone service package.

For questions or comments, please do not hesitate to call us at (416) 555-3356.

Sincerely,

Mundell

165. Why did Mr. Mundell write this letter?
(A) To promote a new product model
(B) To recruit a customer service representative
(C) To apologize for a customer's inconvenience
(D) To announce a new service

166. When did Ms. Duncan contact Mr. Mundell?
(A) On August 10
(B) On August 14
(C) On August 15
(D) On August 20

167. What is true about the free services Ms. Duncan was offered?
(A) The company wants her to switch to another calling plan.
(B) She can find out the callers' addresses by using the services.
(C) The free services were offered as a token of appreciation for the repair request.
(D) The company will charge her for making long-distance calls.

168. What is implied about Ms. Duncan?
(A) She will get free phone service for a limited time only.
(B) She is a premium customer at Gen X Telecom.
(C) She is very happy with the current phone service.
(D) She is applying for a job at Gen X Telecom.

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Questions 169-173 refer to the following advertisement.

For a honey of a deal, buzz us today!
Busy Bee Movers, Inc.

Busy Bee Movers has been proud to service the Saint Louis area for 15 years. We take great pride in moving Missouri and Illinois households and offering professional relocation services. When you move to a neighboring state, across the city or down the street, you can depend on Busy Bee Movers to take you there. We operate six days a week with our team of fast, courteous, experienced workers. Our trucks and equipment are well maintained and always clean. We're licensed and insured, and are members in good standing with the Better Business Bureau and the American Moving & Storage Association.

We're a family-owned business with a strong belief in treating our customers like members of the family. We respect your belongings and take steps to be sure that your property is handled with the utmost care. All of our workers are employed directly by Busy Bee, so there are no last-minute contracted laborers showing up for your important move. Busy Bee Movers maintains the highest standards for the people we hire, the equipment we operate and the services we provide. We put everything we have behind every move. We know our reputation depends on it!

We've got flexible pricing programs to make your move more affordable. We have a menu of services available. We'll even pack and/or unpack the boxes for you; it's your choice to make. Don't get stung by high prices. Call Busy Bee today at (212) 555-4314 or visit our website www.busybeemovers.com to get a free quote! We offer senior and veteran discounts. Cash, check and major credit cards are accepted.

169. What kind of service is offered in this advertisement?
(A) Janitorial service
(B) Real estate sale
(C) Overseas travel
(D) Relocation service

170. What is NOT true about Busy Bee Movers?
(A) It is licensed to run the moving business in Illinois.
(B) It boasts well-maintained equipment and skilled workers.
(C) It provides all customers with senior and veteran discounts.
(D) It has been in operation in Saint Louis for more than 10 years.

171. According to the advertisement, to which association does this business belong?
(A) Best Business Association
(B) Wild Life Association
(C) American Moving & Storage Association
(D) Missouri Advertising Association

172. What can be inferred from the advertisement?
(A) It has a variety of services people can choose from.
(B) People with bad credit must pay by cash.
(C) Customers have to make money order payable to Busy Bee Movers.
(D) All the services of the company are cheaper than those of other companies.

173. According to the advertisement, how can customers get a free estimate?
(A) By visiting the company's website
(B) By contacting the CEO of the company
(C) By submitting their moving plan and schedule
(D) By presenting a copy of the company's advertisement

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Questions 174-177 refer to the following invitation.

APEA (Ames Professional and Entrepreneur Association)

The Ames Professional and Entrepreneur Association was founded in 1968 to bring together members of the business community. The Association provides members with a forum to deal with issues affecting Ames Township and enhances the relationship between members and the residents of the township.

APEA is celebrating its 40th anniversary in 2008 at Brodeurs on State Street. All current members, past members, and guests are welcome to help us celebrate at a dinner on October 15. There will be a raffle and an auction that night. Live entertainment for adults and fun activities for children are also included. Food and drinks will be provided by one of the top caterers in the Ames region. The menu is included in the invitation.

Tickets are available from the APEA office(1 West State St. / 312-554-5055) or via e-mail(tickets@apea.org). The prices are $30 for adults, $18 for children under 15, and $20 for senior citizens. You can also purchase the tickets directly through our website. Please provide your name, address and telephone number and how many tickets you would like. Our reservation staff will contact you for confirmation and credit card information, and mail you the tickets. Tickets will not be sold at the venue on the day of the event. For more information, visit the APEA website at www.apea.org and click on Anniversary Dinner. Please RSVP by October 8.

174. To whom are the invitations probably intended?
(A) Employers of catering businesses
(B) Members of a business organization
(C) Newly-elected city council members
(D) Children and senior citizens

175. What is the purpose of the event?
(A) To commemorate an anniversary
(B) To celebrate an opening of a new restaurant
(C) To introduce the new president of APEA
(D) To announce the winner of the Entrepreneur of the Year

176. How can people purchase tickets for the event?
(A) By visiting Brodeurs
(B) By calling the catering company
(C) By visiting the APEA website
(D) By returning the application in the invitation

177. How much is the ticket for a fourteen-year-old guest?
(A) $10
(B) $18
(C) $20
(D) $22

Questions 178-180 refer to the following announcement.

The Daily Chronicle, Saturday, April 8
Job Listings

Global Technical Organization
Work with industry leaders on exciting and diverse projects!

This prestigious organization houses technical specialists and is one of the largest workplace health and safety consultancies in Australia. Due to an ever-expanding workload, this exceptional group is seeking to recruit talented individuals who are looking to build a solid career within a challenging and rewarding workplace.

As an international player, this group is dedicated and thrives on being a client-focused organization. They assist and guide clients in a variety of business sectors to identify and solve workplace health and safety problems and implement risk management strategies. As an Environmental Health & Safety consultant you will be joining a fast-paced learning environment where you can and will influence decisions. You will be responsible for environmental risk management, implementing auditing and incident response procedures, environmental reporting and the development of Environmental Management Systems (EMS).

To be successful in this role you will have to possess the following: tertiary qualifications in environmental science/planning/management or engineering; experience developing EMS; knowledge of environmental industry and statutory requirements, including environmental planning, project/program management, coordination and reporting experience; and excellent communication and presentation skills.

To be considered please submit your CV and cover letter to resume@globaltr.com.au. Alternatively, you may contact Bradley Austin for a confidential discussion at 02 9957 1008.

178. For whom is this announcement most likely written?
(A) Recruiting agencies
(B) Human resources professionals
(C) International communications experts
(D) Environmental experts

179. According to the announcement, what is NOT part of the responsibility?
(A) Risk management
(B) Being a media spokesperson
(C) Environment system development
(D) Incident report procedure implementation

180. According to the announcement, what must applicants send to be considered for the job?
(A) A résumé and a cover letter
(B) A recommendation letter
(C) A copy of a college transcript
(D) System development certificate

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Questions 181-185 refer to the following advertisement and review.

THEARTSTORE.COM

All-inclusive art resource for artists, students and lovers of exceptional design!

Your source for Art Supplies, Painting Supplies, Craft Supplies, Drafting Supplies, Architecture Supplies, Digital Printing and Much More!
* Weekend special! (Limited time offer while quantities last.)
Reeves Easel Painting Set – Watercolor, $25.99 → $16.99
DecoColor Paint Markers – Assorted colors, $2.79 and up
Art Alternatives Economy Sketchbooks (8.5″x11″), $9.65

Buy a Coleman Watercolor Field Box Set and receive a six-color watercolor set free! (Regular price $60, Sale price $48) The Coleman Watercolor Field Box Set contains twelve Coleman half pans of moist watercolors, Sceptre pocket brush, artist sponge, water pot, white integral palette and thumb ring.
For consultation or questions, contact our customer service representatives at inquiry@theartstore.com.

Art World

International contemporary art and style magazine

Baltimore's best art supply store

Whether you are a student, a hobbyist, or a serious artist, The Art Store has the best range of supplies at the consistently lowest price. If you need high-quality paper, paint, brushes, canvas, or more, The Art Store is the place to go. It is a national chain and carries its own brands of supplies, along with other brands. Since there is no middleman, The Art Store brand products are very affordable and high quality.
Also, there are always specials and sales on different items. Customers can sign up to get coupons and specials in the mail. The Art Store also has a preferred customer card that helps with getting the best price.
This weekend, The Art Store offers special discounts for watercolor paints, paint markers and sketchbooks. If you need to purchase back-to-school supplies for your child, you do not want to miss this opportunity to save. They also provide free USP ground shipping on orders over $100, although some supplies may take up to four weeks to arrive. For more details, check out their website, www.theartstore.com.

181. What is offered as a special discount item?
(A) Two sketchbooks for the price of one
(B) A gift with the purchase of a watercolor set
(C) 50% discount on shipping for all purchases
(D) A free coupon with the purchase of an easel

182. What can be inferred about The Art Store?
(A) It has a good reputation as an art supply provider.
(B) It has recently moved to Baltimore.
(C) It has international branches with the main office in Baltimore.
(D) It offers special sales through the website monthly.

183. Which of the following is not included in the Coleman Watercolor Field Box Set?
(A) Palette
(B) Sponge
(C) Sketchbooks
(D) Watercolors

184. Why did the review choose The Art Store as the best art supply store?
(A) Convenient international shipping
(B) Excellent customer service
(C) Low prices
(D) Friendly staff and nice interior design

185. In the review, the word "affordable" in paragraph 1, line 5 is closest in meaning to
(A) influential
(B) inexpensive
(C) kind
(D) popular

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Questions 186-190 refer to the following e-mails.

To: Ken Perez <kperez@megasupply.com>
From: Emma Appleby <eappleby@megasupply.com>
Date: July 2
Subject: Fall Catalog Review

Hi Ken,

Please find attached sample pages from the fall catalog which will be released at the end of August. Please review them and give me your comments. Mr. Benson and I agree that the pages with dining room furniture should be redone because the colors are not right. Let me know what you think.
We don't have much time because we have to complete the catalog, send it for printing by July 30, and release it by the end of August. So please send me your comments as soon as possible. After I incorporate all the comments, I will obtain the management's approval on the revised document and send it to ABC Printing.

Emma

To: Emma Appleby <eappleby@megasupply.com>
From: Ken Perez <kperez@megasupply.com>
Date: July 3
Subject: RE: Fall Catalog Review

Emma,
My e-mail system was down yesterday, and I did not have access to my messages until this morning. That's why I was not able to address your concerns earlier.
Now I can open your e-mail, but for some reason I cannot open the attachment. I can't figure out what is wrong.
Could you send the attachment again? I have a marketing meeting this afternoon at three, but will have some time to go over the pictures before that. I'll try to send you my comments by the close of business today.

Ken

186. What did Ms. Appleby request Mr. Perez to do?
(A) To send her a notice regarding a marketing meeting
(B) To review sample pages of a catalog
(C) To put her photo in the new catalog
(D) To fix her computer

187. By when should the document be sent to ABC Printing?
(A) July 1
(B) July 20
(C) July 30
(D) August 30

188. Why did Mr. Perez send Ms. Appleby an e-mail?
(A) To invite her to a meeting
(B) To give his comments on the catalog
(C) To request her to resend the document
(D) To ask about the printing deadline

189. In the second e-mail, the word "concerns" in paragraph 1, line 2 is closest in meaning to
(A) worries
(B) suggestions
(C) requests
(D) involvements

190. What is the attachment referred to by Mr. Perez?
(A) A meeting agenda
(B) A printing schedule
(C) A contract document
(D) Photographs of furniture

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

Dear Mr. Heckelman

I am a restaurateur in Poland, planning to open a new restaurant Bon Jour in Warsaw, Poland soon. I think your new product line would be good for my kitchen, and would like to obtain more information on it.

I was searching for a reliable and affordable kitchen equipment supplier and the manager of La Fete recommended your company to me because your company is well known for quality products and international shipping service. I need the following items for my kitchen:

- 10 aluminum sheet pans
- 10 aluminum saucepans
- 5 steamer baskets - 20 qt.
- 3 round food warmers - over 10 qt.

The restaurant will be open in five months, and I should decide which kitchen equipment supplier to use within two weeks so that I can purchase all the supplies I need in time. Please send me your product list and cost estimate as soon as possible. I would also like to receive information on bulk order discounts and international shipping policy.

Best regards,

Huelle

Hendrix Restaurant Equipment & Supplies

★ Full-size aluminum sheet pan (12-pack) £68 (£7 ea.)
- Heavy duty 3003 aluminum
- Rolled edge for extra durability
- Restaurant quality
- Great for baking rolls, cookies, brownies, buns or any type of baking use
- Dimensions: 26″ x 18″ x 1″

★ 5.50 qt. aluminum saucepan £6.5 ea.
- Satin finish
- Dent-resistant
- 3mm thickness
- Flat bottom for even heat
- NSF listed

★ Aluminum cylindrical steamer basket - 20 qt. £10
- Perforated holes
- Fits inside stock pots
- Easy to lift pail handle
- Smooth mirror finish
- Use for seafood, vegetables or deep-fried turkey

★ Wells round countertop food warmers - 11 qt. £100
- Anodized aluminum pot and band heating element
- Efficient heat distribution
- Wet and dry operation
- Thermostatic controls (Temperature range from room to 100℃)

Shipping Rate: Domestic £7, International £15
Discounts offered for 10 items or more

191. According to the e-mail, why does Ms. Huelle want to purchase Hendrix's kitchen products?
(A) They are not available in a local store.
(B) They were advertised on TV.
(C) They were recommended by a colleague.
(D) They are used by famous people.

192. Why does Bon Jour need kitchenware?
(A) It will be open for business soon.
(B) It will be renovated in six months.
(C) Its current equipment is too old.
(D) It will sell the kitchenware.

193. According to the passages, what is NOT true?
(A) Hendrix's steamer baskets can be used for vegetables.
(B) Ms. Huelle is likely to pay less than £65 for ten aluminum saucepans.
(C) Mr. Heckelman is the president of Hendrix.
(D) Hendrix's round food warmers have thermostatic controls.

194. According to Ms. Huelle's e-mail, what is the strength of Hendrix products?
(A) Modern design
(B) Quality
(C) Free shipping
(D) Special bonus

195. What can be inferred from the passages?
(A) Hendrix doesn't have an international shipping policy.
(B) Ms. Huelle is most likely to choose bulk-order international rates.
(C) Ms. Huelle will receive free gifts because she buys a total of 28 items.
(D) Repeat customers will get extra discounts on all items of Hendrix.

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Questions 196-200 refer to the following e-mails.

From: Lisa Sampson <lisasam@lnd.com>
To: Renata Biske <renatab@lnd.com>
Date: May 1, 11:58:06
Subject: Train schedule

Attached is the train schedule leaving Montreal for Toronto on May 18 and returning to Montreal on May 22. Via Rail runs six trains per day from Montreal to Toronto, so you'll be able to choose the best time for your trip. Your seat will be assigned in advance, and you will be able to work online on your way to Toronto since Wi-Fi Internet is available on board. Let me know which train you want to take, and I'll reserve your seat.
By the way, is Mr. Collins still going with you to the conference in Toronto? I know you asked me to book a ticket for him, but yesterday I was told that he may have to stay here due to the upcoming board meeting. Let me know soon.

May 18						
Train Number:	31	33	635	35	37	39
Depart: Montreal	06:35	10:00	12:50	15:10	16:45	18:05
Arrive: Toronto	08:36	11:57	14:57	17:16	18:40	21:00

May 22						
Train Number:	30	32	634	32	36	38
Depart: Toronto	06:36	09:27	12:45	15:10	16:25	17:50
Arrive: Montreal	08:32	11:19	14:50	17:07	18:17	19:49

From: Renata Biske <renatab@lnd.com>
To: Lisa Sampson <lisasam@lnd.com>
Date: May 1, 17:38:24
Subject: Re: Train schedule

I was held up in a meeting until four today. Sorry for the late reply.
Thank you for the information. I need to arrive in Toronto by 6 p.m. on May 18 because I have an important meeting scheduled at 6:30 in downtown Toronto. On May 22, the conference ends at noon but I have lunch plans, so I want to take the

15:10 train. If I am back in Montreal by around five, I'll be able to go to Mike's retirement party at 7:30! It's good because I really want to be there.
Oh, I checked with Mr. Collins. What you heard is true. He has to prepare a presentation for the board meeting, and also attend several meetings with board members. So you don't have to worry about his tickets.
I have one last favor. Could you please contact Stacie Wallace in Vancouver and find out where Kenji and Nora will be staying during the conference? I need to go over the presentation material with them before the conference and make last-minute changes if necessary, so I want to stay at the same hotel.

Thanks for all your hard work.

196. What is the number of the train Ms. Biske wants to take to Toronto?
(A) 35
(B) 635
(C) 33
(D) 39

197. What can be inferred from the e-mails?
(A) Ms. Sampson lives in Toronto.
(B) Ms. Biske asked Ms. Sampson for the train schedule at least two weeks before her trip.
(C) Mr. Collins will leave Montreal for Toronto on May 22.
(D) Ms. Biske does not check her e-mail inbox very often.

198. What is true about Ms. Biske?
(A) She will attend a conference in April.
(B) She will travel with Mr. Collins to Montreal.
(C) She has already booked a hotel room.
(D) She will give a presentation with colleagues.

199. What does Ms. Biske ask Ms. Sampson to do?
(A) Make arrangements for Mr. Collins's trip
(B) Arrive in Toronto by 6 p.m. on May 18
(C) Contact the Vancouver office
(D) Organize a colleague's retirement party

200. What is NOT mentioned in Ms. Biske's e-mail?
(A) The time she wants to arrive in Toronto
(B) The name of the hotel she will be staying at
(C) The name of colleagues coming from Vancouver
(D) The reason she wants to arrive in Montreal by 5 p.m.

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. Rather than the usual hosted dinner and drinks, we will be ------- tonight at the Mandarin Garden at 2025 Shattuck Ave, near the corner of Elm Street.
(A) dine
(B) dined
(C) dining
(D) diner

102. McAllister Orchards promises its customers nutritious and wholesome grains, fruits, and vegetables ------- a low cost.
(A) in
(B) on
(C) at
(D) after

103. Shareholders voted that Deborah LaSalle is ------- suited for the position of chief operating officer given her experience.
(A) ideal
(B) ideally
(C) idealized
(D) ideality

104. This plan outlines the topics ------- plan to discuss at this afternoon's staff meeting.
(A) my
(B) me
(C) I
(D) mine

105. When looking into the projected draft for construction of a new shopping mall, the supervisor asked ------- was in charge of electrical engineering.
(A) that
(B) who
(C) which
(D) whom

106. As the chief administrative officer, Quincy Paxton will face exciting ------- in this new job with Laval International Shipping Company.
(A) challenge
(B) challenges
(C) challenging
(D) challenged

107. Rei Takahashi is one of the three people ------- for overseeing the Research Department at Omi-Tech Solutions.
(A) responsible
(B) responsibly
(C) responsibility
(D) responsibilities

108. As the chief accountant, Ms. Dasgupta must ------- review and re-evaluate the company finances.
(A) brightly
(B) regularly
(C) previously
(D) accidentally

109. The CEO ------- appointed James Farley as vice president of Arctic Mining Ventures Co.
(A) formalize
(B) formally
(C) formal
(D) formality

110. Staff is reminded to treat new employees with courtesy ------- that a friendly and professional work environment can be maintained.
(A) as
(B) then
(C) so
(D) if

111. Ms. Quong is a promising bookkeeper at our firm, as she completes ------- assigned to her with precision and quickness.
(A) working
(B) worker
(C) work
(D) worked

112. Lancaster Productions ------- that all workers occasionally re-read their employee guideline booklets to help refresh their memories on company policies.
(A) depends
(B) adapts
(C) specializes
(D) recommends

113. For those ------- are determined to attend the seminar, tickets are available at the Human Resources Department.
(A) who
(B) whose
(C) what
(D) their

114. Customers who purchase a Z-1000 desktop computer before February 3rd will receive a free printer at no extra -------.
(A) charge
(B) frequency
(C) value
(D) product

115. New students at Strafford College of Computer Science are advised to take a free students' guide booklet and review ------- thoroughly.
(A) themselves
(B) them
(C) itself
(D) it

116. ------- hiring the British marketing agent Arthur Downshire, Keene Clothiers Co. has gained an edge against its competition.
(A) Up
(B) About
(C) By
(D) To

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117. Sutter Hotel Tours provides a weekend special which includes a ------- tour around the gorgeous bay area of the resort and some scenic islands accessible only by ferry.
(A) reported
(B) demonstrated
(C) shown
(D) guided

118. Many locations in the city popular with tourists only ------- credit cards.
(A) include
(B) import
(C) accept
(D) enter

119. The music area will be enlarged to include practice room with immediate ------- to the stage.
(A) next
(B) close
(C) adjacency
(D) neighboring

120. Spokesmen for Newport Properties praise the company about ------- well-made their dwellings are.
(A) only
(B) there
(C) most
(D) how

121. The restaurants along upscale Fulton Avenue maintain a strict -------.
(A) standard
(B) category
(C) rate
(D) qualification

122. Clayton Books hired some extra staff since setting up the store's website, so online orders can be handled -------.
(A) nearly
(B) largely
(C) efficiently
(D) particularly

123. The lights turn on every day at 6 a.m. and off again at 10 p.m. ------- employees are in the office.
(A) during
(B) whereas
(C) while
(D) through

124. The ------- for the public park will be between Meriwether Avenue and Winchester Drive, just north of Keenan Street.
(A) belief
(B) advancement
(C) site
(D) travel

125. ------- the unseasonably warm weather, Sweet Indulgences ice cream shops opened two weeks ahead of schedule.
(A) Now that
(B) In fact
(C) In case of
(D) Because of

126. Amateur theatrical performances by locals and some appearances by renowned poets were ------- reviewed by journalists in *the Eberlein County Daily*.
(A) positive
(B) positively
(C) positivity
(D) positiveness

127. Employees who wish to ------- in the marketing seminar are urged to do so by this Friday.
(A) attend
(B) apply
(C) enroll
(D) expect

128. After ten years in -------, Ravensdale Fiduciary Firm is expanding its factories to Shanghai, Hong Kong, Tokyo, Seoul, and Singapore.
(A) operate
(B) operation
(C) operated
(D) operational

129. This summer's lack ------- interesting events in the community caused a decline in tourism from other townships.
(A) of
(B) from
(C) with
(D) for

130. Construction of the new shopping center should be complete by the end of the year as long as economic conditions are -------.
(A) favor
(B) favors
(C) favorable
(D) favorably

131. ------- top entertainment venues enjoy using notable celebrities, local talents are also welcome to participate and gain experience.
(A) But
(B) Even so
(C) Except
(D) Although

132. The purchase of high-risk products should be accompanied by retaining ------- receipts while exiting the store.
(A) careful
(B) relevant
(C) convenient
(D) regardless

133. All ------- products must be properly registered before being shipped out the distribution center.
(A) permissive
(B) outgoing
(C) reversed
(D) absolute

134. The survey indicates how much the average person within various income spends ------- specific goods and services.
(A) on
(B) in
(C) with
(D) for

135. Remember that work-life balance issues can affect ------- in any stage of the life cycle.
(A) who
(B) whom
(C) whoever
(D) anyone

136. When shipping, it is crucial to label chemical samples -------.
(A) exceedingly
(B) accordingly
(C) considerably
(D) namely

137. Most of the information held on computers used by employees is the ------- property of Perelli Solutions Inc.
(A) notable
(B) observant
(C) exclusive
(D) limiting

138. ------- half of the existing employees at Alabama factory have agreed to transfer to the newly built factory in Ohio in July.
(A) Every
(B) Almost
(C) Once
(D) Near

139. We are unable to meet the present demand because of ------- plant capacity.
(A) reproductive
(B) overran
(C) inadequate
(D) underwritten

140. Brackwell Farms plans on implementing a natural ------- system that checks for the acidity levels in the soil.
(A) was monitored
(B) monitors
(C) to monitor
(D) monitoring

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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 memo.

To: Ned Ferlin
From: Adam Quid
Subject: Journal articles
Date: March 20

Dear Mr. Ferlin,
We are glad that you have decided to join MedResearch's journal review board. MedResearch has been medical professionals' first choice for reliable research results for the past five years. We pride ourselves on the quality of the journal, and trust that you will help us maintain this reputation. In order to help you get started, here is some basic information about the process:

Each month you will be asked to review two journal articles; your ------- article will be sent

141. (A) first
(B) last
(C) almost
(D) late

to you by the end of the week.

Journal article samples from previous years ------- online along with a list of considerations

142. (A) locate
(B) located
(C) are located
(D) is locating

for article approval.

In order to access the online information, you will need to log in with a username and password. Your login name is "nferlin9," and your ------- password is "journals." When you

143. (A) permanent
(B) previous
(C) temporary
(D) approximate

log in to your account for the first time, you will need to change your password. If you have any questions, please let me know.

Adam Quid
Director

Questions 144-146 refer to the following letter.

Dear Ms. Lebeque,

Thank you for taking time to meet with me this week. I was impressed by your company's level of professionalism and the number of resources that you provide. I ------- that you

144. (A) appreciated
(B) appreciating
(C) will appreciate
(D) was appreciated

were willing to go over my personal career plan and provide feedback.

The information that you provided was very useful. As a follow-up to our meeting, I am sending you the promised materials. Enclosed you can find the names of companies to which I would like to apply; if you are still willing to provide an assessment of these companies, I would be very grateful. My main interest is in becoming a strong researcher with a ------- and ethical company.

145. (A) repute
(B) reputable
(C) reputably
(D) reputation

In the long run, my plan is to develop new products; this is why I am leaning towards companies that value -------. Again, thank you for your help. I hope to speak with you soon.

146. (A) commerce
(B) routine
(C) innovation
(D) association

Sincerely,

Omar Peron

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Questions 147-149 refer to the following letter.

To Whom It May Concern:

My previous experiences with PRA flights have been positive. However, I recently had an experience that has made me think twice about reserving flights with this company. I -------

147. (A) took
(B) take
(C) will take
(D) has taken

PRA flight #21 from Los Angeles to New York on December 2. Although the flight was smooth, I was very ------- when I went to the baggage claim area at the airport. I was

148. (A) prepared
(B) informed
(C) disappointed
(D) relieved

told that my suitcase was never loaded onto the airplane, but that I would receive it on another incoming flight. Unfortunately, my luggage has still not arrived. Customer service agents were unable to explain where the luggage may have ended up. I am attaching a form requesting that I be reimbursed for the cost of the contents of my luggage. Please send a confirmation of reimbursement ------- the next few days. Thank you for your assistance.

149. (A) within
(B) near
(C) since
(D) from

Sincerely,

Carla Frank

Questions 150-152 refer to the following article.

June 1, Chicago. The market this quarter saw a 25% jump in the demand for recycled paper. Surveys of the area's biggest corporations indicate that companies are not only concerned with effective communication; they are also concerned about what their correspondence gets printed on. Because of this ------- in demand, PaperSave, Inc. has

150. (A) difficult
(B) increase
(C) contact
(D) declaration

decided to open two new paper recycling plants in the Chicago area. PaperSave, a fifteen-year-old company, currently ------- ten other plants in the continental U.S.

151. (A) serves
(B) functions
(C) operates
(D) evaluates

Spokesperson Jim Daly says, "PaperSave already serves major U.S. office retailers, and hopes to provide products to local companies in the Chicago area as well. The new jump in interest among corporations for recycled products is also encouraging. The new plants ------- the need for companies to purchase paper that is not produced in an

152. (A) will eliminate
(B) has eliminated
(C) eliminate
(D) eliminated

environmentally-friendly manner."

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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 receipt.

Camo Industrial Uniforms
SHIPPING RECEIPT
Thank you for your order.

Order Number	:	347
Date Placed	:	June 28
Date Filled	:	June 30
Customer Name	:	Bordeaux Mining Corporation
Customer Number	:	2743
Uniform Style	:	Custom – company name on front lapel
Color	:	Khaki Brown
Size	:	One size (45)
Quantity	:	920

Visit our website at http://www.camoindustrialuniforms.co.ma

153. How many uniforms were ordered?
(A) 28
(B) 45
(C) 347
(D) 920

154. What is stated on the receipt?
(A) The name "Bordeaux Mining Corporation" appears on the uniforms.
(B) Bordeaux Mining Corporation has purchased uniforms before.
(C) The order will be shipped on June 28.
(D) The order was placed over the Internet.

Questions 155-156 refer to the following letter.

WindowWell

Alman Bros. Installation Co.
16 Pine Street
Framingham 6161

Dear Friends at Alman Bros. Installation Co.:

As the top producer of single and multi-pane windows, WindowWell appreciates your company's commitment to quality. We enthusiastically recommend our durable and stylish windows for any ongoing, or future construction endeavors.
For this month only, we are offering special discounted purchasing options to new customers. For large orders, we offer up to 40% savings. Please consult our regional WindowWell sales representative for more details. Call now, and we'll even be including a free estimate for your latest project. Additional contact information is available on our website at www.windowwell.com.

Let WindowWell help you see clearly.

Sincerely yours,
Jerry Alman
www.windowwell.com

155. What is the purpose of the letter?
(A) To ask for the prices of windows
(B) To complain about poor service
(C) To promote a special offer
(D) To advertise a going-out-of-business sale

156. What are potential customers asked to do?
(A) Take a tour of the WindowWell facility
(B) Sign up for a new contract
(C) Refer to a catalogue of products
(D) Contact a representative

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Questions 157-159 refer to the following information.

Web Applications and Development Conference Registration Information
Thank you for expressing interest in the web applications developers' expo at the Wilfred Conference Center on the weekend of April 25 and 26. Register through our website before March 16 and pay a lower online fee.

On-site registration is available on the first day of the conference.

Online registration
Single: $90 Group: $150
(credit card payment only)

On-site registration
Single: $100 Group: $160
(credit card, cash or checks are accepted)

*Group rates require 4 or more registrations from the same group received on the same date.

157. When is on-site registration available?
(A) On March 1
(B) On March 16
(C) On April 25
(D) On April 26

158. How much will an individual have to pay to sign up on March 9?
(A) $80
(B) $90
(C) $120
(D) $150

159. What condition is placed on the group rates?
(A) They are available only when all group members register on the same day.
(B) They will be provided only during the online registration period.
(C) They can only be used for groups of 4 people.
(D) They do not apply to groups paying in cash.

Questions 160-161 refer to the following notice.

About "E-vent ENformer"

"E-vent ENformer" is published in the online weekend edition of *The Lawrence Crier* and is designed to promote weekend activities of interest in the greater Merimack City area. To advertise your local happenings in the "E-vent ENformer," please contact us by e-mail at events@eventenformer.com; by fax at 0152-96-1221; or by post at the following address: The Lawrence Crier, 7 Maple Street, Hart Building Suite #6.

* We offer no guarantee for the inclusion of announcements received after 2 p.m. on Wednesday.

160. What is included in the notice?
(A) Advice for creating efficient work schedules
(B) Information about local happenings in Lawrence
(C) How to get to the headquarters of the company
(D) Contact info for sending in announcements

161. What does the notice suggest about *The Lawrence Crier*?
(A) It does not offer guarantees.
(B) It publicizes events every day of the week.
(C) It does not accept submissions by telephone.
(D) It is not located in Merimack.

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Questions 162-164 refer to the following letter.

November 2

Ms. Kris Furbush, Director
Greener Earth Foundation
66 Elizabeth Way
Boston MA 01832
USA

Dear Ms. Furbush;

On behalf of the members of Green Day Alliance, I would like to thank you for your sponsorship of the 10th annual Green Day Alliance Flower Show.

Over the past two years, the number of people who have come to our exposition has nearly doubled. Consequently, we had been looking for a much larger center to accommodate this year's growth in interest. Donations, such as yours, have allowed us to hold this year's exposition at the Bay Fleet Center, which has a much larger seating capacity. Your contribution has helped make this event a success.

Thank you again for your support.

Sincerely,

Alice Chao
Expo Coordinator

162. What is the purpose of the letter?
(A) To show appreciation for support
(B) To ask a company to donate money for an event
(C) To express willingness to thank a donor
(D) To book a room at a conference center

163. Who most likely is Ms. Furbush?
(A) A conference center manager
(B) An employee of a real estate company
(C) An administrator in a foundation
(D) A tree hugger and radical environmentalist

164. According to the letter, how is the current event different from previous events?
(A) It has received huge donations from many people.
(B) It is now being sponsored by Green Day Alliance.
(C) It is being held at a different time of year.
(D) It is being held at a different location.

Questions 165-168 refer to the following notice.

ATTENTION!

It is time for you to renew your membership at The Aquanaughts Swim Center. The center will be closed for maintenance over the holidays.

Oct. 21-Jan. 5	Membership renewal period
Dec. 24	Locker cleanout date
Dec. 25-Jan. 5	Closed for renovations
Jan. 6	Center reopens

Our center's complete holiday calendar for renewals and extensions is available at www.aquanaughtscenter.com. Your membership may be renewed at any time by visiting our office. The locker rental agreement can be renewed, so continuing members do not need to change or clean out their lockers during the renovation period. Otherwise, lockers may be reassigned, with the next locker rental period to begin on Jan 6. After the December 24 deadline, the lockers of those members who do not renew on time will be emptied by the center staff.

If you have any question, please contact us at 576-1363, extension 7765.

165. For whom at the Aquanaughts Swim Center is the notice?
(A) Center members
(B) Potential new members
(C) Previous members
(D) Center staff

166. When will the maintenance work probably begin?
(A) December 23
(B) December 25
(C) January 5
(D) January 6

167. What should be done to renew one's membership?
(A) Drop by the office in person
(B) Go online
(C) Call the office
(D) Send a letter

168. What will happen by December 24 if a membership is not renewed?
(A) The member's locker will be emptied by the staff.
(B) Members need to contact the center.
(C) Staff will remind members of the rental agreement.
(D) The lockers will not be available temporarily.

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Questions 169-171 refer to the following memo.

Cellworks Ltd.

To: All shareholders
From: Gary Bodhause
Re: Board Meeting Agenda

The following is the program for the quarterly shareholders meeting of Cellworks Ltd., to be held on Monday, March 23 at 1:30 P.M. at the company's corporate offices in Ipswich, Massachusetts.

1. Introduction from senior scientist Prof. Daniel Tennant
2. Report from Board of Management for the last financial quarter
3. Report from Board of Advisors for the last financial year
4. Proposed projections for the next quarter
5. New projects review
6. Discussion of a proposed profit sharing plan for employees
7. Explanation of new employee dental plan and other benefits
8. Open discussion of the direct effect of the economic crisis
9. Concluding remarks

169. What is the purpose of the memo?
(A) To revise employee benefits
(B) To announce some corporate promotions
(C) To discuss the global economic crisis
(D) To disseminate information about a meeting

170. Where will the meeting take place?
(A) At the company's corporate offices
(B) In the auditorium
(C) In Daniel Tennant's office
(D) In a conference hall at a local hotel

171. Which of the following topics is NOT listed?
(A) Providing information about employee benefits
(B) Information regarding new projects
(C) Authorization for the purchase of new computer systems
(D) Discussing a profit sharing plan

Questions 172-175 refer to the following notice.

Eastmont College

Here are the course listings for our upcoming spring semester. Classes begin the first week of January and take place in the morning.
Each class runs for two hours and meets three times a week for ten weeks. Classes are limited to 15 students, so early registration is recommended.

Biology 101	Mon/Wed/Fri, 9:00 A.M.
Dorothy Lindstrom	
Introduction to Psychology	Mon/Wed/Fri, 9:00 A.M.
Bill Blackwell	
Arts and Concert	Mon/Wed/Fri, 10:00 A.M.
Elizabeth Young	
Survey of World Religion *	Tues/Thur/Sat, 10:00 A.M.
Grace Kim	
Calculus 1	Tues/Thur/Sat, 9:00 A.M.
Jane Singer	

* starts January 4
Registration will begin on Monday, December 2 and continue until January 18.
The Admissions Office hours are from 9:00 A.M. to 1:00 P.M. For more information, call 617-535-8019, extension 153.

172. How often is each class held?
(A) Once a week
(B) Twice a week
(C) Three days a week
(D) Only on weekdays

173. What information is provided?
(A) Background records on professors
(B) Basic registration information
(C) The room numbers for each class
(D) A complete syllabus for each class

174. If students have any questions, what does the notice suggest they do?
(A) Visit the Eastmont College website
(B) Call one of the professors
(C) Fax their respective department at extension 153
(D) Contact the Admissions Office

175. What is NOT indicated about Dorothy Lindstrom's class?
(A) The daily meeting times
(B) The exact starting date
(C) What days the class meets
(D) Who will teach the class

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Questions 176-180 refer to the following letter.

Kingstown Rentals
7692 John Ave.
Edmonton, Alberta
T5J 1N7

June 10

Franchesca DeGardines
6556 Archway Place Apt, 10B
Edmonton, Alberta
T5P 1L7

Dear Ms. DeGardines

Thank you for notification of your departure on October 30. As we approach that day, we have some important procedures to discuss.

The building supervisor, Mr. Costeau, will come to your apartment on October 29 to inspect the apartment and ensure that it is in the same basic condition as when you first moved in. If no major damages or unauthorized changes are discovered, the $1,000 security deposit will be mailed to you. In the case of a failed inspection, the anticipated cost of the repairs will be deducted from the deposit. Copies of the repair service billing information can be provided upon request.

When moving out, please refrain from using the main elevators. They have been damaged by furniture before and stall frequently with heavy loads. Please do not use them for any heavy or bulky items. Instead, use the maintenance elevator at the back of the building.

Please meet with a building security staff member to sign out and return the apartment keys on the day of your departure. The security and management office is on the basement floor of the building. Please double-check to make sure that the apartment is clean, and that all items have been removed before leaving. Belongings that are left in the apartment will be treated as abandoned.

If you have any additional questions, feel free to contact the office at 791-549-1864.

Sincerely,

Pierre Cardine
Property manager

176. Who is Franchesca DeGardines?
(A) A businesswoman running a real estate firm
(B) A resident of the building
(C) An individual who wants to rent a room
(D) The owner of the apartment

177. What can be inferred about Mr. Costeau?
(A) He is Ms. DeGardines's supervisor at work.
(B) He works for Ms. DeGardines.
(C) He performs inspections.
(D) He gives tours of the building to prospective tenants.

178. The word "condition" in paragraph 2, line 2 is closest in meaning to
(A) general health
(B) level of sickness
(C) good exercise and nutrition
(D) state of being

179. Why is Franchesca DeGardines asked not to use the main elevators?
(A) They're not big enough.
(B) They're out of order.
(C) They're only for maintenance staff.
(D) They require a coded key for operation.

180. What will Franchesca DeGardines probably do on October 30?
(A) Invite friends over for a party
(B) Return her apartment keys to the management office
(C) Move to another city
(D) Receive her security deposit in person

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

The first of five introductory sessions has already begun at Bayside Convention Center to teach center workers how to provide top services to large corporate exhibitors. At the first Saturday session consultant Jennifer Lynn instructed sales managers and center staff in activities and instructional exercises designed to exemplify courteous service and professionalism. In the afternoon, food service workers also participated in a similar training session with Ms. Lynn. The final training sessions will be conducted on September 27 and 29. Complimentary food and tickets to popular local attractions will be provided to all trainees to compensate for the weekend scheduling and to encourage employees to sign up.

Ms. Lynn said in an interview, "It is critical that all employees learn how to treat customers with an appropriate level of professionalism. The customers may not always be right, but should always leave feeling like they have been treated with respect and consideration."

To: Jennifer Lynn <Jlynn@expoforce.net>
From: Hong Il-Su <HIS@baysidewaycenter.com>
Date: October 6
Subject: Food Training session

Dear Ms. Lynn

I'm writing to let you know that I benefited greatly from the sessions last week. I've acquired some skills that have already helped me to deal with customers more effectively. I also appreciated the gift certificate to The Seaside Cafe. Lobster is one of my favorite foods, and I rarely have the chance to enjoy it.

Sincerely,
Hong Il-Su

181. What is not correct about the training sessions?
(A) They are led by Ms. Lynn.
(B) They are intended to train meeting planners.
(C) The purpose is to improve customer service.
(D) They are held at the Bayside Convention Center.

182. In the article, the word "treat" in paragraph 2, line 1 is closest in meaning to
(A) assist
(B) spoil
(C) deal with
(D) buy food for

183. Why did Mr. Hong write an e-mail?
(A) To ask for class information
(B) To register
(C) To provide additional service
(D) To offer thanks

184. What job does Mr. Hong probably have?
(A) He is a conference exhibitor.
(B) He is a business consultant for a large corporation.
(C) He works in food services.
(D) He manages sales.

185. Why did Mr. Hong most likely receive a gift certificate?
(A) He attended a training session.
(B) He will conduct future sessions.
(C) He works at The Seaside Cafe.
(D) He was given a best employee award.

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Questions 186-190 refer to the following article and e-mail.

[Book Review] The Taste Book

By Miguel Fuentes

I've been looking forward to getting a copy of Sam Germaine's new cookbook, *The Taste Book* (Simon & Schuster, $32.95), because I enjoy his weekly TV show on the Food Network. However, when I got my hands on the cookbook, I found myself a bit disappointed.

I admit that this book has great cooking ideas. Yet, unless you are 100% "diabetes-proof" for your entire life, have never heard of such a thing as a food allergy, or believe that vegetarians are bad people, this book may not be right for you. It is obvious that the author is not aware of the importance of eating well and eating healthily because most recipes introduced in this book are far from healthy. If you have high blood pressure or weight problems, your doctor would probably not be too happy to see you cooking with this cookbook.

Another thing is that some of the recipes are too technical and advanced for the average person to follow. Some ingredients have to be specially ordered online because they are quite hard to find in regular stores. Also, these recipes contain a lot of sugar and carbohydrates, which many people try to avoid or are at least cutting back on these days.

By leafing through the first few pages, you will begin to think that many recipes are not fit for people trying to lose a few pounds and improve their health. While the marvelous pictures will make your mouth water, its recipes are likely to be an obstacle for you to keep your New Year's resolution of losing a few pounds.

Dear Editor,

I read the review of my recent book in your magazine. First of all, I thank you for your compliment on the photographs, which I took myself. However, I must say that I was disappointed with Mr. Fuentes' criticism. He mentions that my book is "far from healthy" and not good for people trying to eat right. If he had carefully read my introduction instead of just leafing through a few pages of the book, he would have understood that I am targeting readers who like to eat food based on taste. As a cook, I believe that my job is to provide a delectable range of options, rather than forcing people to follow a healthy lifestyle, especially when many so-called "healthy" cookbooks are of a very low standard and reek of commercialism.

I have confidence that my book will help readers enjoy cooking more. And I do hope that your future articles will exhibit a broader vision. As mentioned in my book, it is not for people with special dietary needs. It simply tries to tell readers that they can experience joy and pleasure through the culinary arts. Several readers who are "home cooks" have already sent me letters saying that they find my book very helpful and motivating. I am sure that they are aware of the importance of eating well, and still find my recipes practical and "not too threatening" to their health.

Sincerely,
Sam Germaine

186. What is the purpose of the article?
(A) To introduce a new restaurant
(B) To promote a special offer on a cookbook
(C) To emphasize the importance of eating well
(D) To review a recent book

187. What seems to be Mr. Fuentes' opinion of the publication?
(A) It is very well-written and easy to follow.
(B) It contains useful information for people with high blood pressure.
(C) It may not be good for people trying to lose weight.
(D) It will be a bestseller.

188. In the article, the word "proof" in paragraph 2, line 2 is closest in meaning to
(A) resistant
(B) evidence
(C) corroborating
(D) disrupting

189. What does Mr. Germaine ask the editor to do?
(A) Publish an apology for the article
(B) Avoid taking a narrow view in future reviews
(C) Change the cover design of the magazine
(D) Write a review for his next book

190. What can be inferred from the passages?
(A) The book focuses on people who are concerned with healthy eating.
(B) Mr. Germaine believes that he received unjust criticism from Mr. Fuentes.
(C) Mr. Fuentes thinks that the book promotes a healthy diet.
(D) Readers are satisfied with recipes in the book.

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

To: Service@powerequipment.com
From: Glenn.Lindt@mcmax.net
Date: March 14
Subject: Customer Service Request

I purchased the Harley-Davidson garage workbench (HDGS-66224) on Feb 1. As I followed the enclosed assembly instruction, I found that the workbench would not stand stably because one of the legs is slightly longer than the other three. Thus, I would like to request you to replace the defective leg so that the workbench can be reassembled.

I regret that I could not contact you earlier. I had to go on a business trip to Italy right after I had bought the product, and returned home last weekend. Thus, I did not have the time to deal with the issue until now. Since the product contains a defective part, I believe that it is legitimate for me to request a replacement. I have the original receipt and packaging, so if you need them, please let me know.

I look forward to hearing from you. Thank you for your assistance.

Sincerely,
Glenn Lindt

To: Glenn Lindt <Glenn.Lindt@mcmax.net>
From: Bart Graham <bgraham@powerequipment.com>
Date: March 15
Subject: RE: Customer Service Request

Dear Mr. Lindt,

Thank you for your e-mail. We are sorry that you weren't able to put the product together because of a defective part. We will provide you with a replacement at no extra charge.

According to our policy, products purchased within one month can be returned to the store – even if they are not defective – as long as you have the original receipt. However, products purchased more than one month ago may be returned only if they are damaged or defective at the time of purchase. Since you bought the workbench more than a month ago, your case falls under the second category. In this case, you have to fill out a Merchandise Return Form on our website, www.powerequipment.com, and submit it online. When the request is filed, a Merchandise Return Code will be e-mailed to you. Please present this code with your store receipt to return the product to

the store. Complete details of our store policy can be found on our website.

I hope this information is helpful to you. To help us serve you better in the future, please complete the attached questionnaire (also available on our website) on how helpful our customer service is to you, and send it back to me, at which time I will send you a 10% discount coupon which can be used for your next purchase.

Bart Graham
Customer Service

191. What problem did Mr. Lindt face with the product?
(A) One of the legs was defective.
(B) It didn't provide an online registration procedure.
(C) It was different from the display model.
(D) It was more expensive than he had expected.

192. According to the passages, which of the following is true?
(A) Mr. Lindt did not report the problem sooner because he had to move to another country.
(B) Mr. Lindt purchased the garage workbench online on February 1.
(C) Mr. Graham wants to give out 10% discount coupons to people.
(D) Mr. Graham handles customer complaints at Harley-Davidson.

193. When did Mr. Lindt buy the product?
(A) On February 1
(B) On February 11
(C) On March 14
(D) On March 15

194. What should Mr. Lindt obtain via e-mail before returning the item?
(A) The invoice number
(B) The original package
(C) A special code
(D) A store manager's note

195. What can Mr. Lindt do to get a discount on his next purchase?
(A) Complete a questionnaire
(B) Become an online member
(C) Obtain a special code via e-mail
(D) Purchase a product over $100

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

Business Times

Wednesday, Sept 1

A Copy Center for Serious Business

By Jarrett Tomlin

Breslin Reproduction Services has been serving the Fairfax area for ten years. With unique services and a clever business strategy, it is rapidly expanding its customer base. Celebrating its 10th anniversary yesterday, BRS's owner, Matt Hosokawa, proudly announced yesterday that BRS is planning to add a third copy center in the Eastern Fairfax area, noting, "What distinguishes BRS from other copy centers is that we only serve businesses. Rather than serving the general public and businesses together, we focus on the reproduction of critical business documents such as project proposals, legal papers, and blueprints." He believes that the staff of BRS is also a strength of the business because they are well trained and committed to providing excellent quality and superior service.

According to Mr. Hosokawa, business was quite slow for the first few years. However, especially with the construction boom over the last two years, BRS gained a good reputation among architects due to top quality service, quick turnaround time as well as its convenient downtown location. As the number of regular customers grew, Mr. Hosokawa hired more employees and opened a second downtown copy center last year. BRS will soon add a new center in the Eastern Fairfax area to respond to the recent residential construction boom in that area.

The downtown copy centers are located at 227 Yonge Street East and 330 Spadina Street. Store hours are from 7:00 a.m. to 8:00 p.m. Monday through Saturday. Emergency printing service is also provided to accommodate last-minute requests at an extra charge.

To: hosokawa@brs.net
From: dquinn@designco.com
Subject: special request

Mr. Hosokawa,

I always appreciate your top quality and reliable service. I was wondering if you could do me a special favor.

I have an important design meeting with my client on next Monday morning and I need four copies of the blueprints attached to this e-mail. The problem is that I cannot pick

up the copies in time because I will be on an emergency business trip starting tomorrow, Thursday, and will only be returning home three days later at night, and your store will be closed that day.

As you know, my office is only four blocks away from your store, so I wanted to ask you if you could have someone deliver the blueprints to my office on Friday. You can add the delivery cost to the invoice.

Please let me know if this is possible. You can e-mail me or call me on my cell phone at 330-554-6790. I look forward to hearing from you. Once again, I appreciate your service.

Yours truly,

Dana Quinn

196. What is the purpose of the article?
(A) To introduce popular copy centers in the city
(B) To describe a local business
(C) To analyze the recent construction boom
(D) To report on advanced reproduction technology

197. Why did Mr. Hosokawa hire more employees?
(A) Because he needed younger workers
(B) Because he started delivery services
(C) Because he opened a new center overseas
(D) Because the number of customers increased

198. In the article, what does the word "noting" in paragraph 1, line 5 mean?
(A) saying
(B) drawing
(C) painting
(D) rejecting

199. What can be inferred from the passages?
(A) Mr. Tomlin is in charge of promoting document reproduction services in Fairfax.
(B) Ms. Quinn will probably be returning to Fairfax on Sunday.
(C) Mr. Hosokawa started the copying business in September ten years ago.
(D) Ms. Quinn does not want to pay for the delivery of her blueprints.

200. What does Ms. Quinn ask Mr. Hosokawa about?
(A) If he can provide one-day service
(B) If he is satisfied with her design
(C) If he could provide a delivery service
(D) If he could train her on the new printing technology

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 assets of Marble Faun Publishing Company ------- last quarter when one of their main local distributors went out of business.
(A) suffer
(B) suffers
(C) suffering
(D) suffered

102. Indie film director Luke Steele will be in London for the premiere of ------- new movie.
(A) him
(B) his
(C) himself
(D) he

103. Laboratory employees are expected to wear a name tag and carry identification at ------- times.
(A) full
(B) complete
(C) all
(D) total

104. The latest training ------- contains tips on teaching a second language to international students.
(A) method
(B) guide
(C) staff
(D) role

105. Once you have your résumé with references and -------, please submit it to the Human Resources Department on the 3rd floor.
(A) qualified
(B) qualifications
(C) qualify
(D) qualifying

106. Ursa Major Corp. has ------- negotiated a deal with a Russian competitor in surveying the Kamchatka Peninsula.
(A) soon
(B) shortly
(C) recently
(D) yet

107. Ms. Cho relayed her concerns about the company's financial situation while she ------- a meeting with the manager.
(A) having
(B) will have
(C) was having
(D) has

108. Whether it is ------- to register for a student discount card depends on the needs of the individual.
(A) necessary
(B) necessarily
(C) necessitate
(D) necessity

109. Even experienced clerks are encouraged to attend training ------- to keep them updated on new ideas in the world of banking.
(A) materials
(B) sessions
(C) experiences
(D) positions

110. Workers are advised not to operate certain machines by -------.
(A) they
(B) them
(C) their
(D) themselves

111. The ------- of a discount department store was delayed by the protests of several members of the community.
(A) construct
(B) constructive
(C) construction
(D) constructed

112. Ms. Maria Perreira is ------- responsible for some of our company's most successful marketing campaigns.
(A) large
(B) largely
(C) largest
(D) larger

113. Mr. Singh requested ------- from several catering companies before making his decision.
(A) estimates
(B) sponsors
(C) deliverance
(D) relocations

114. Our apartment building's occupancy increased ------- the efforts of our knowledgeable and friendly rental agent, Ms. Gova.
(A) despite
(B) due to
(C) provided that
(D) because

115. Those employees wishing to change departments ------- the company may send their inquiries to Mr. Alvarez.
(A) among
(B) since
(C) within
(D) whereas

116. The New Economic Quarterly criticized the ------- of all new products produced by Yun Sung Industrial Co., Ltd.
(A) procedure
(B) layer
(C) accessory
(D) quality

117. One of the ------- international research facilities in botany is located at the Hoskin Museum of Natural History.
(A) led
(B) leads
(C) leader
(D) leading

118. In order to ensure customer safety, the government has ------- a new set of guidelines for pharmaceutical companies.
(A) instituted
(B) proved
(C) decided
(D) resembled

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119. Welton Textiles Inc. made a net profit of $500 million, ------- it to fund its expansion across the continent.
(A) allowing
(B) allows
(C) allowance
(D) allowably

120. Our ------- production goals will be directed by a skilled team of qualified managers.
(A) comparative
(B) envious
(C) pleased
(D) ambitious

121. Prattchet Co. has ------- turned to making most of its products from recycled materials.
(A) increasingly
(B) increasing
(C) increased
(D) increase

122. ------- our financial goals for this year may require cutting back on some overhead costs.
(A) Bringing
(B) Helping
(C) Maintaining
(D) Promoting

123. Heidelberg Publishing Co. offers employees ------- performance bonuses to encourage success.
(A) of
(B) for
(C) with
(D) to

124. An anniversary dinner was held ------- for high-ranking officials in the corporation.
(A) gradually
(B) nearly
(C) exclusively
(D) precisely

125. ------- contacting our Human Resources Department by phone, please include your contact information.
(A) During
(B) Until
(C) After
(D) When

126. Because of the added guests from our allied financial firm, a more ------- meeting room had to be used than usual.
(A) satisfied
(B) spacious
(C) considerable
(D) capable

127. Ms. Richards has been an exceptionally ------- member of the marketing team, providing Billingsgate Enterprises with great service for nine years.
(A) energy
(B) energize
(C) energetic
(D) energetically

128. ------- his falling out with his former employer, Mr. Lee still meets with some of his old co-workers from time to time.
(A) Subsequently
(B) However
(C) Meanwhile
(D) Despite

129. The chief financial officer of Waterhouse Inc. is expressing ------- concerning his predecessor's informative advice.
(A) appreciation
(B) appreciative
(C) appreciating
(D) appreciates

130. Since opening last year, Savannah Safari Park quickly ------- one of the leading recreational spots in the region.
(A) competed
(B) became
(C) continued
(D) thought

131. Ms. Gamble, who ------- an influential literary critic in the 1980s, is now a contributing writer to the National Gazette newspaper.
(A) will
(B) is
(C) was
(D) has been

132. Remember to list fixed expenses ------- from variable expenses.
(A) arbitrarily
(B) separately
(C) definitely
(D) mutually

133. The loss of our foreign manufacturing plants may be a ------- outcome of the new plans being implemented.
(A) probable
(B) probability
(C) probably
(D) probabilities

134. New government regulations concerning the chemicals in cleaning solutions mean that the solvents must be as ------- safe as possible.
(A) environments
(B) environmentalists
(C) environmentally
(D) environmental

135. Ms. Stanhope always tries to ------- her colleagues on the budget.
(A) consult
(B) make
(C) invite
(D) request

136. Rosalind Media Ltd. came up with the idea to hire artists to create ------- artworks for the purpose of marketing.
(A) originator
(B) original
(C) originally
(D) originality

137. The CEO of Lawrence United Co. is still ------- about opening company branches in Mexico.
(A) approximate
(B) important
(C) uncertain
(D) intended

138. The ------- of Mr. Alex Hartham was to initiate a merger with Culford International.
(A) intention
(B) intended
(C) intentional
(D) intending

139. The staff lounge is ------- the meeting room, across the hall from the computer lab.
(A) throughout
(B) against
(C) next
(D) near

140. The manager ------- Mr. Kames a promotion because of his successful handling of the company's accounting for the past two years.
(A) implemented
(B) induced
(C) surprised
(D) granted

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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.

July 2
Dear Mr. Smith,

Thank you for continuing to advertise your business through the *Chicago Downtown Business Report*. As we have done in the past, we will be publishing the latest edition of our report in September. For this reason, we ask that you provide us with the most recent information possible regarding your business. Please review the name and address below that we ------- have in your file. If necessary, please make any changes to the information

141. (A) currently
(B) mainly
(C) fairly
(D) probably

below and return the ------- form to our office as soon as possible.

142. (A) correctly
(B) corrected
(C) correctness
(D) corrects

------- the information below is up to date, you do not need to return the form to us. We will

143. (A) If
(B) Even
(C) So that
(D) Unless

publish the information that we already have on file if we do not receive any notice from you.
Updating our report will allow you to better serve your clientele. We appreciate your assistance in maintaining an accurate report.

Sincerely,

Joseph Bell

Questions 144-146 refer to the following memo.

MEMO

To: All employees of Delfin Corporation
From: Daniel Mayer
Subject: Workshop next Friday

Please mark your calendars for next Friday's workshop, entitled "Networking Tips." Even though our company's image is known worldwide, we still continue to depend on not only our reputation, but also the building of ------- networks. These networks are key in

144. (A) extend
(B) extensive
(C) extensiveness
(D) extension

maintaining our existing image and promoting it even further. The presenter for this workshop will be Sarah Blandon, Executive Director and an expert in the area of networking. Ms. Blandon is well known for her book, *Networking for the 21st Century*. Her workshop ------- the topic of how networking is important in every ------- of a business,

145. (A) addressed
(B) addresses
(C) had addressed
(D) has addressed

146. (A) passage
(B) facility
(C) aspect
(D) reference

including telephone communication and the distribution of official materials. Practical information and tips applicable specifically to our corporation will be provided.

Please plan to attend this important session and bring a bag lunch.

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Questions 147-149 refer to the following letter.

Ms. Sarah Flowers
122 W. Main St.
Berkeley, CA 91202

Dear Ms. Flowers
I would like to personally congratulate you on being chosen as honor student of the year at the University of California, Berkeley. Many highly qualified and talented students were in the pool of -------, but only one student from each college was chosen. Each potential honor

147. (A) observers
(B) supporters
(C) candidates
(D) associations

student underwent a rigorous judging process by our Board of Directors and school executives. Not only was the panel looking for high grade point averages; they were also looking at each student's service and extracurricular activities. Recommendations from instructors were also a consideration.

This Friday, June 10 there will be an event honoring the recipients of this award at 6 PM in the Graduate Ballroom. If you are able to -------, please RSVP by Wednesday, June 8.

148. (A) apply
(B) compete
(C) enroll
(D) attend

Once again, congratulations. I hope to see ------- on Friday.

149. (A) it
(B) him
(C) them
(D) you

Sincerely,
Robert Blake, President
UCB

Questions 150-152 refer to the following article.

The Airline Professionals Conference ------- this weekend is eagerly anticipated by the

150. (A) will open
(B) opening
(C) opened
(D) have opened

aviation industry. The conference, to be held in New York, is themed "The Future of Aviation." Predictions about transportation and tourism will be shared by experts on the industry. In his speech, Salvador Jimenez, the keynote speaker, will discuss ------- trends in

151. (A) future
(B) recent
(C) traditional
(D) historic

aviation transportation to highlight the theme of the conference.

Jimenez, with twenty years of experience in the aviation industry, is expected to draw a large audience.

This year's conference will include over 200 individual workshops. The topics will include everything from aviation history to aviation technology of the future. Many of those attending should also be interested in the conference workshops, which were very well ------- last year. Thus, registering early is recommended, as the workshops are anticipated

152. (A) maintained
(B) planned
(C) deserved
(D) attended

to be filled to capacity again. The conference will go from Friday morning through Sunday noon.

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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 notice.

The Lakeside Shakespeare Theater

Opening Play Saturday
Join today!
Join by March 4th to receive a free bag

Come to see spectacular City Shakespeare Company's
The Taming of the Shrew
Preview for members only: Thursday, March 10th

Special benefits only for members: Show discounts, members-only nights, and monthly newsletters

2 free tickets to *The Taming of the Shrew* can be won in the membership lottery

Coming on July 15th and showing all summer: *A Midsummer Night's Dream*

153. When can members first see *The Taming of the Shrew*?
(A) On February 20
(B) On March 4
(C) On March 10
(D) On July 15

154. What can be won in a membership lottery?
(A) Free tickets to a play
(B) A free bag
(C) Discounts
(D) Special benefits

Questions 155-156 refer to the following advertisement.

Masquerade

Dress to Impress

Having a costume party? Need a costume for a mascot? Halloween around the corner? Masquerade has all of your party needs specializing in costume. We offer the largest selection of costumes in Sudbury.

We offer a wide range of costumes for any party occasion, including birthdays, Halloween, long-term and short-term rentals, so you are sure of finding the costume you want available. We also have a fantastic range of Giant Garden Games. We have everything you need to get you to turn off your TV, get off that couch, and have some fun!

We offer a unique service in that we can deliver purchases to your door.

To place your order, call our business office at 0142-145-762 between the hours of 9 a.m. and 5 p.m. or order online at www.masquerade.com.

Masquerade ... So much more than just a costume shop.

155. What kind of company most likely placed the advertisement?
(A) A party rental shop
(B) A department store
(C) A gift shop
(D) An electronics store

156. What is the advantage of the advertised products, as stated in the advertisement?
(A) They can be purchased at low prices.
(B) They can be ordered around the clock.
(C) They can be made quickly.
(D) They can be delivered directly to the customer.

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Questions 157-158 refer to the following invitation.

You are cordially invited to attend
An Opening Party at Mulligan's

Patrick Mulligan would like to invite you to this special night.

Saturday, November 15th
Mulligan's Bar
23 Brown Street
(across from Bright's Cinema)

5 p.m. until 1 a.m. with The Funky Leprechauns playing live at 10
and
the Ray Gone Bad band on at 11:30

We hope to see you there and guarantee it will be an unforgettable moment in your life.

157. What is being celebrated?
(A) The opening of a new bar
(B) The first performance of a music band
(C) The birthday of a musician
(D) The retirement of an employee

158. What is indicated about the event?
(A) It will take place on November 15th.
(B) Live entertainment will be provided only on November 15.
(C) It will be held at Bright's Cinema.
(D) Refreshments will be provided for free.

Questions 159-161 refer to the following letter.

Rink Rats Speed Skating Club
7663 Current Blvd.
Calgary, Alberta

Ms. Jackie Briscoe
5 Driver Ave., Whistling Heights
Calgary, Alberta

Dear Ms. Briscoe,

Thank you for your letter of November 16 about you and your family's visit to our rink. We are sorry to say we could not find your daughter's skates. We know that those skates are not cheap. Unfortunately, we have a policy that states we are not responsible for lost or stolen articles during your visit to our club. You can find this in the fine print in our club contract, and located throughout the rink, including the changing and snack areas. If you would like to stop by and check the contract you signed, we are more than willing to let you take a look.

Nevertheless, we know you and your family have been faithful members of our club for over 10 years, and we hope that this incident will not ruin our long-standing relationship. To try and smooth over this, we would like to offer you free skate sharpening for a year for your whole family and a coupon for a family fun meal. The family fun meal includes 4 jerry jumbo chili dogs, cheesy fries, king nachos and 4 soft drinks. We have included the coupon for the meal in the envelope. To get your skates sharpened, just drop by the pro-shop and mention your name.

Sincerely,

Harry Burns
Harry Burns
Rink Manager

159. What is the main purpose of the letter?
(A) To request a new member to visit the rink
(B) To reimburse a member's losses
(C) To offer a reduced rate of membership
(D) To make the Rink's responsibility clear

160. What problem did Ms. Briscoe have?
(A) She lost her daughter's coat.
(B) She lost her little girl's skates.
(C) She lost her son's skates.
(D) She had a bad snack.

161. What was sent with the letter?
(A) A contract
(B) A membership coupon
(C) A refund for the membership
(D) A coupon for a free meal

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Questions 162-164 refer to the following e-mail.

From: Manuel Cortez <mcortez@suchanhour.org>
To: Marisol Perez <mperez@suchanhour.org>

Subject: New Website Training Seminar
Date: May 7

Marisol,

Hello from Houston!!! First I would like to congratulate you on your recent success with your promotion to the head of the Website Design team. I am very excited to have you come and visit our office here in Houston.

I was hoping to confirm your stay here from May 20 to 27. During your time here I am hoping that you would attend our training seminar for our brand new website, which is directed towards increasing our customer base. This seminar, given by Barry Swarez, will be directed towards training the employees on how to process the orders quickly and efficiently while following proper procedure. In addition, we will have our customer service employees present so they can understand the procedures for accepting and reacting to customer comments. We hope you will observe this seminar closely as we hope to hold a similar one at your branch when you return.

We will hold this seminar on the 23rd. We would be very pleased if you would join us. It will be followed by a wine and cheese mixer, which will give you a chance to meet and greet with our staff here in Houston.

Warmest Wishes,

Manuel

162. What is the purpose of the e-mail?
(A) To plan Ms. Perez's trip to Houston
(B) To reschedule a visit to Houston
(C) To demonstrate a new website
(D) To invite a branch guest to a seminar

163. When will Ms. Perez probably arrive in Houston?
(A) May 7
(B) May 20
(C) May 23
(D) May 27

164. What will Mr. Swarez NOT discuss?
(A) Proper procedure for sales teams
(B) How to accept customer comments
(C) Efficient procedure for human resources teams
(D) Effective use of the website

Questions 165-167 refer to the following memo.

All Employee Bulletin

To: Pool Staff
From: Ronald Bond
Date: June 15
RE: Staff conduct

Dear Employees,

This is a reminder of staff conduct at our pool. It is essential that you remember this when dealing with customers and while working at our facility. We want you to remain respectful, diligent, and courteous. So we want to remind you of the following:

1. When on duty it is important to watch your safety area closely.
2. When a patron comes to you with a problem you should listen and react with respect.
3. The timely change of guard duty is also a must, as tardiness can result in some areas left unguarded.
4. Cleaning shifts for the change rooms are marked and must be obeyed.

This will ensure that our pool patrons will have a safe and enjoyable visit to our pool, and we remain the number one pool in the Winnipeg area. Thanks and I will see you on deck.

Ronald
Staff Chief

165. What is the purpose of the memo?
(A) To make sure the staff members are at work on time
(B) To rearrange the staff schedules
(C) To remind the staff of proper procedure
(D) To help the new staff

166. According to the memo, what should employees do?
(A) Pay close attention when on guard duty
(B) Wear proper bathing suits
(C) Clean the deck quickly
(D) Arrive at work early

167. According to the memo, which of the following is NOT true?
(A) Staff members are supposed to treat customers with respect.
(B) The memo is to remind employees of some rules at the pool.
(C) In an emergency, a staff member does not have to report to Mr. Bond.
(D) Mr. Bond is the person in charge of the staff working at the pool.

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Questions 168-171 refer to the following review.

July 20
Old Pub Lets Down

I have lived in Philadelphia for most of my life and I have visited and reviewed every bar in this fair city, but last night I had the opportunity to visit Paddy's Pub and I can say without a doubt it is the worst pub in the city. I was greeted by a surly service staff, who when I asked for a glass of wine offered me a whiskey and asked me if I could give more tips. The atmosphere was very gloomy as the patrons were of a very seedy variety. I felt like I was being watched the whole time I was in there. When I decided to order some food the menu had very few choices, and when I ordered I was told that over half of the items were sold out.

When I finally got my meatloaf it was somehow dry and uncooked in parts. It was served with an open bag of plain potato chips, a cookie and a bottle of ketchup. The dessert menu was just as disappointing as it consisted of pretzels and peanuts, which were complimentary at the bar.

The last straw was the bathroom. It was poorly lit and looked as if it had been cleaned sometime after the Civil War. Although this bar has a long history in Philadelphia I think it should be closed and replaced with a Starbucks immediately.

Jerald Perdue
Philadelphia Times

168. What is Jerald's job?
(A) A health inspector
(B) A food and bar critic for a newspaper
(C) A regular bar patron
(D) A sports reporter

169. What is indicated about Paddy's Pub?
(A) It is the best bar in Philadelphia.
(B) It offers a wide range of food and beverages.
(C) It has a mean staff.
(D) It is always open.

170. What is NOT included with the meat-loaf?
(A) A bag of chips
(B) A cookie
(C) A glass of wine
(D) Ketchup

171. In the article, the word "seedy" in paragraph 1, line 6 is closest in meaning to
(A) fun-loving
(B) good-hearted
(C) dubious
(D) interesting

Questions 172-175 refer to the following article.

The Southport mayor's office released figures today that indicate a rise in rental prices for residential flats. Occupancy rates across the city went up 0.5 percent, which in turn led to rents increasing 4.2 percent to an average of $854 per month.

Southport-based real estate firm, Arrow, agrees that these numbers are correct, although it says there could be variations in the increase depending on location. Construction of new flats is increasing in Southport's Marina area, so far a critical business district but now fast becoming a fashionable residential area. Developers are aspiring to capitalize on rising rental prices that average $1,432 per month or $578 above the regional average.

A new construction project is expected to add at least 500 flats to the Marina. The surge of people wanting to live in this area has sparked new interest from developers looking to bring more services to the area recently occupied by affluent young professionals.

The rental rates change significantly among traditional residential areas in Southport. Palm Trees and Valley Hills showed the highest rental rates because they are geographically close to the Marina area. However, Northport shows a different story, varying a lot from the areas and the figures also differ a lot from those included in the survey from Southport. The area saw a decrease of $766 in the average rental, down 1.3 percent from last year. It is hopeful that when a proposal to improve public transport in this area is approved, the rental prices in this area will also rise.

172. What is the main purpose of this article?
(A) To predict how many people will buy houses in a year
(B) To give a summary about real estate trends
(C) To give information about where to invest
(D) To provide a reason for the expansion of a city

173. According to the article, why are developers interested in the Marina area?
(A) The rental price of flats has decreased.
(B) There is great public transport.
(C) They can open businesses to make money from the new occupants.
(D) Higher rents can be charged there.

174. In which area have the rental fees NOT increased?
(A) Valley Hills
(B) Palm Trees
(C) Marina
(D) Northport

175. What advantage do Palm Trees and Valley Hills have?
(A) They are nearby Marina.
(B) They have the best public transport.
(C) They have the lowest rental prices.
(D) They have the most apartments.

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Questions 176-180 refer to the following letter.

Leila Yin's Events
199 Castle Drive
Oakville, TX 15949

December 27

Dear Ms. Yin,

I am writing to tell you I was really angry about the total amount I received for photography services on December 13. On that day, your assistant, Bill Bailey attended my wedding to take pictures of the wedding and reception. Mr. Bailey spent only two hours taking pictures and the photos I received were well below par. I offered Mr. Bailey beverages at the wedding and reception; however, he seemed to take full advantage of these to the detriment of his work. He decided to leave well before the assigned time. When I asked Mr. Bailey where he was going, he stated that he had used up his film. He did not appear to be very lucid at this time.

I received the bill on December 23 and it was $200 including three hours of service at $50 per hour and $50 for miscellaneous costs including travel and set-up. I believe it is completely outrageous to be charged for three hours of service when he spent only two hours at my wedding. I also object to the miscellaneous section as being too high. I assumed it was supposed to be part of your service. This whole situation really got on my nerves. However, I will pay this because you have provided me with excellent service several times in the past. It was fortunate that I have managed to get good photos of the event from my guests who took pictures of the event, as Mr. Bailey's photos were mostly very disappointing.

I attached a check for $150 to this letter. If you would like to ask anything further about what happened at the wedding and to discuss this matter, you can call me at 143-8889 or send an e-mail to bgold@yahoo.com.

Regards,

Barbara Gold
Barbara Gold

176. Why was the letter written?
(A) To ask for copies of photographs
(B) To complain about a service
(C) To thank someone
(D) To demand a full refund

177. On what date did Mr. Bailey take photographs?
(A) December 13
(B) December 17
(C) December 23
(D) December 27

178. What is stated about the event?
(A) It lasted for two hours.
(B) It was attended by many people.
(C) It was held inside.
(D) It was a wedding.

179. Why did Mr. Bailey say that he was leaving?
(A) He had run out of film.
(B) He was drunk.
(C) The event had ended.
(D) He was told to leave.

180. According to the letter, what is true about Ms. Gold?
(A) She took photos of the event.
(B) She has used the photography company before.
(C) She has many friends.
(D) She has refused to pay.

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Questions 181-185 refer to the following e-mails.

To: Grant Jones <gjones@hotmail.com>
From: Your Order <order@cottonfresh.com>
Date: Dec 13
Subject: Order Summary, Order No. 667

Dear Mr. Jones,
I'd like to express my gratitude for your order with Cotton Fresh Organic Cotton Company. We have received your orders for the following items.

Order #	Description	Count
B404	T-shirts size S	100
B405	T-shirts size M	300
B406	T-shirts size L	200
B407	T-shirts size XL	100

Your orders will be shipped within five to seven business days to the business address you gave. We will charge your credit card upon shipment of your order. If you have any questions, please contact us by telephone or e-mail. Please note that orders cannot be canceled or adjusted after they have been shipped.

Sincerely,

Cotton Fresh

Nottingham

To: Your Order <order@cottonfresh.com>
From: Grant Jones <gjones@hotmail.com>
Date: Dec 14
Subject: Re: Order Summary, Order No. 667

This is in reference to order No. 667. The order is right, but I would like to make a few changes to my order before you ship. I placed an order for 100 of item #B407 but I would like to increase the order to 150.

Also, when I placed my order online I was told that the XS size T-shirts were not available. Could you let me know when you are expecting to get more in stock? If they are available before my order ships, I would like to add 100 to my order.

Thanks.

Kind regards,

Grant Jones

Grant Designs
Brighton

181. What is the purpose of the first e-mail?
(A) To confirm an order of clothes
(B) To apologize for the order not being available
(C) To sell a new product
(D) To request a customer address

182. What policy is mentioned in the first e-mail?
(A) Customer service
(B) A cancellation
(C) A return
(D) A refund

183. In the second e-mail, the word "reference" in paragraph 1, line 1 is closest in meaning to
(A) maxim
(B) reflection
(C) relation
(D) compliment

184. Which size does Mr. Jones want more of?
(A) Small
(B) Medium
(C) Large
(D) Extra large

185. What is implied about Mr. Jones?
(A) His orders are out of stock.
(B) He tried unsuccessfully to cancel his order.
(C) He tried to order XS size T-shirts.
(D) He ordered supplies by phone.

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Questions 186-190 refer to the following memo and e-mail.

To: Customer Service Team
From: Jane Breen
Date: Jan 1
Re: Customer Services

As you know, One Call has increased its network dramatically over the past year. It was part of our vigorous efforts to efficiently deal with the large volume of customer service e-mails and telephone calls. And we came to a conclusion that each member of the customer service team needs to be assigned to one area of customer service to focus on.

Below is the new system for customer service e-mails and calls. Each team member will be responsible for a different type of enquiry. Each month you will rotate so each team member can continue to be aware of all fields.

Adrian Gavin	Contract renewal and cancellations
James King	Lost and stolen phones
Mel Brown	Network problems and complaints
Sarah Cooper	Service plan changes

We hope this will increase the efficiency and allow us to continue the quality of work which we pride ourselves on.

To: Jane Breen <jbreen@onecall.com>
From: Anna Benn <annabenn@garc.com>
Date: Jan 24
Subject: Subscription

I will be out of the country for the month of February and will be traveling a lot over the course of the year. I would like to change my service plan to the best international rate. I looked on the website and I think the GoGo plan seems to fit my needs the best. I know you usually require one month's notice, but will you please make an exception in this case and change my plan before February 1st? I will be leaving on February 3rd and would like to have things tied up before this.

I apologize for the short notice but this is a business trip that came up unexpectedly. I have been a customer with you for 10 years now and have always been very happy with your service, and I hope you can accommodate this request. If it is not possible I would like to put my service on hold until I return on February 27th and change the plan following this.

Please contact me by my e-mail or call me at 800-887-0990.

Yours Sincerely,

Anna Benn

186. What is "One Call"?
(A) A phone company
(B) A website
(C) A television company
(D) A travel company

187. In the memo, what does the last word in the second paragraph "field" mean?
(A) Area with grass
(B) Area of expertise
(C) Area of the company
(D) The name of a branch or customer service

188. What is indicated about One Call?
(A) It has increased its number of customers.
(B) It has recently hired new employees.
(C) It will move into a larger building.
(D) It closes for one month.

189. Who will deal with Ms. Benn's request?
(A) Adrian Gavin
(B) James King
(C) Mel Brown
(D) Sarah Cooper

190. When does Ms. Benn need the change made by?
(A) January 24
(B) February 1
(C) February 4
(D) February 27

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Questions 191-195 refer to the following web contact form and e-mail.

Comett Heating Solutions

Contact us

Comett Heating Solutions welcomes your comments, suggestions, and questions. Fill in the form below.
(We require your name, e-mail address, and telephone number so that we may respond promptly to your message.)

Name: Simon Knight
E-mail: simonknight@nob.com
Telephone: 399-675-1244
Town: Kobb

Comments:
I bought a boiler(model number AX13345) from your Grange Tree store last month. I was very happy with the delivery and installment, and the machine worked well. But after 2 weeks the pilot light kept turning off and sometimes doesn't reset for a couple of hours. Please let me know how I can rectify this problem. I purchased the boiler only one month ago, so I would rather not have to pay the repair service bill.

To: Simon Knight <simonknight@nob.com>
From: Customer Service <customer@Comett.com>
Date: April 14
Re: Customer comment 559 on April 13

We sincerely apologize for the problem you have reported on your boiler. Although we try our utmost efforts to ensure that each appliance is thoroughly tested and in tip-top shape, some units with minor defects go unnoticed and make it to the local stores.

Your appliance is covered with a standard two-year warranty; so our service team will address the problem at no extra cost to you. The service team's appointment schedule is open from May 21st. Please contact them for making an appointment at 777 6564 9980.

Before you call our service team, we recommend you also check with your gas service provider too.

Unfortunately, we have learned that some of our boilers have been experiencing problems. There are four models which have been reported and the warranties of these models have been extended for a further 2 years pending investigation.
The models are:

AX24556
AX90888
AX13345
AX67656

Sincerely,

James Wright

Customer Service Representative
Comett

191. On the web page contact form, what information is optional?
(A) Name
(B) Telephone number
(C) E-mail address
(D) Town

192. What does the e-mail mainly discuss?
(A) New boilers available at the company
(B) The defects in the boilers
(C) The price of the repair service
(D) Solutions to a customer's problem

193. How long is the customer's boiler under warranty?
(A) 1 month
(B) 1 year
(C) 2 years
(D) 4 years

194. When did Mr. Knight write his problem in the web page form?
(A) On April 12
(B) On April 13
(C) On April 14
(D) On May 21

195. What is the next step for Mr. Knight in fixing his boiler?
(A) Call and make an appointment
(B) Wait for a call from the company
(C) Return the boiler to the store
(D) Call the gas service provider

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

To: Cody Brown <cbrowni@fobia.com>
From: Sarah Cook <sarahcook@concave.com>
Date: May 13
Subject: FIN conference

Dear Mr. Brown,

It was a great pleasure to meet you in Hong Kong, although I'm sorry we couldn't afford the time to talk about your plans for the overhaul of the Finance Department. I totally understand your concerns about employing too many managers. When we expanded our department, we found that increasing the number of management and adding another level to the department decreased, not increased, the communication. If you're interested, I would be more than happy to discuss some of the problems and solutions we found. Before that, I hope you can attend the finance conference in July as some seminars address these issues. Drake Century is running a seminar on managing finance department expansion. This is a new addition to the schedule (see attachment).

I look forward to seeing you soon, and I hope that you do come to the conference.

Best wishes,

Sarah Cook
Director
Finance Solutions

7th Annual Conference for Finance Managers
FIN – Finance in Numbers

Houston, July 10 to 13

The following workshops have been added to the program. There may be further changes in the schedule. A complete, revised list of conference events will be sent to all registered attendees by the end of June.

Date and Time	Workshop Title	Speaker
July 10 11:00 a.m.	Re-hauling the Department: Expanding without losing the personal touch	Drake Century from Macalee
July 11 10:00 a.m.	Managing People and Numbers	Brim Matthes from Finance First
July 12 1:30 p.m.	Improving Communication Between Departments	Adriana Free from KYJ
July 13 2:30 p.m.	Saving Money Without Cutting Costs	Hoffman Kerry from SOT

196. Why is Ms. Cook writing to Mr. Brown?
(A) To ask for more details about a conference
(B) To ask him to speak at a conference
(C) To complain about a conference
(D) To encourage him to attend a conference

197. According to the e-mail, what problem is Mr. Brown experiencing?
(A) His company is downsizing.
(B) His company is expanding.
(C) His department may have too many managers.
(D) He can't attend the conference.

198. What is true about the workshops listed in the announcement?
(A) They were not in the original schedule.
(B) They are replacements for other speeches,
(C) The times of the workshops have been changed.
(D) They replace the previous program.

199. What day's workshop will probably be most helpful to Mr. Brown?
(A) July 10
(B) July 11
(C) July 12
(D) July 13

200. Which of the following is true?
(A) Mr. Brown will receive a new schedule at the end of June.
(B) Sarah Cook will be attending the conference.
(C) Cody Brown must attend the conference.
(D) The new schedule is tentative.

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. Since she's running late for ------- meeting downtown, Ms. Joyce will have to catch a taxi.
(A) she
(B) her
(C) hers
(D) herself

102. As all our locations are individually owned and operated, prices will vary ------- location to location.
(A) on
(B) from
(C) by
(D) in

103. Dr. Teitelbaum asked his assistant ------- the report for tomorrow morning's meeting.
(A) type
(B) will type
(C) was tying
(D) to type

104. Between April 2nd ------- April 11th, the Merewether Library will be closed for renovations.
(A) or
(B) and
(C) yet
(D) if

105. ------- $5 million was paid for the construction of this office building.
(A) More
(B) Over
(C) Higher
(D) Further

106. Anne Farnsworth ------- tries to interview potential employees as thoroughly as possible.
(A) always
(B) nearly
(C) well
(D) for

107. Once Mr. Mirren ------- completes his studies and necessary training, he may come and work for our corporation.
(A) success
(B) successful
(C) successfully
(D) successes

108. All work ------- 9 p.m. is considered overtime according to your contract.
(A) between
(B) through
(C) after
(D) out

109. Under the ------- of Dr. Veracini, Cascadia Chamicals Inc. has patented several formulas and signed some lucrative contracts with other companies.
(A) directs
(B) directed
(C) direction
(D) directly

110. While Mr. Christopher Bloom is in New York to meet with an important client, he may ------- a few financial investment seminars.
(A) attend
(B) attendance
(C) were attending
(D) attendee

111. Borrowing library materials ------- the necessary identification is not allowed.
(A) into
(B) until
(C) among
(D) without

112. Standard ------- when performing certain experiments in the laboratory have changed over the past twenty years.
(A) procedures
(B) developments
(C) categories
(D) qualifications

113. Graduates from the Melrose College of Technology often make ------- contributions in several fields, including engineering, computer sciences, and astronomy.
(A) value
(B) valuable
(C) valuably
(D) valuing

114. Large packages will be ------- to the stockroom in the northwest corner of the building.
(A) produced
(B) assembled
(C) equipped
(D) delivered

115. The two competing software programs were determined to be ------- effective in making filing taxes from home an easy task.
(A) equal
(B) equally
(C) equaled
(D) equality

116. Mr. Keating, the CEO, has ------- concern about rising fuel prices on our ability to efficiently transport raw materials.
(A) proposed
(B) commented
(C) regarded
(D) expressed

117. The ------- delivery date was moved ahead by one week because of a minor computer error.
(A) expected
(B) expecting
(C) expectation
(D) expect

118. Ms. Jane Millard will be the guest lecturer at a ------- of seminars on ethical journalism.
(A) present
(B) scheme
(C) series
(D) progression

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119. Public health and obesity experts are getting increasingly worried about the number of studies being ------- by food and beverage companies.
(A) funding
(B) funds
(C) funded
(D) found

120. Customers who want a ------- must return with the merchandise and the receipt within 30 days of purchase.
(A) refund
(B) purchase
(C) limit
(D) registration

121. The research team ------- several policies on how sensitive issues should be tackled.
(A) implementation
(B) implements
(C) implemented
(D) implementing

122. Ms. Yamaha was ------- for the successful funding campaign at the new business college.
(A) probable
(B) responsible
(C) trusting
(D) powerful

123. Poplar Mills Inc. has been purchasing more arable land, hoping to increase not only production but also its ------- in the nation's grocery stores.
(A) competitor
(B) competitiveness
(C) competitive
(D) competitively

124. ------- passengers board the plane, flight attendants are expected to politely greet them.
(A) Who
(B) When
(C) Why
(D) Which

125. Our new website allows ------- to keep track of all orders.
(A) our
(B) ours
(C) us
(D) we

126. The ------- shipment of desktop computers should arrive on March 23rd.
(A) canceled
(B) productive
(C) initial
(D) impartial

127. When handling large funds, bank employees are required to check the statements ------ to make sure that everything is correct.
(A) careful
(B) carefully
(C) more careful
(D) carefulness

128. If you make an error on the application form, it is advised that you discard it and ------- a new copy at the front desk.
(A) obtain
(B) define
(C) recall
(D) inquire

129. On the municipality's website one can read reviews of ------- of the city's finest restaurants.
(A) so
(B) such
(C) ones
(D) some

130. Dr. Renault reassured the company's president that the research department will ------- reach this year's goals with the allotted funding.
(A) freely
(B) extremely
(C) definitely
(D) usually

131. To increase your chances ------- obtaining your accommodation in a hotel of your choice, kindly return the form as soon as possible.
(A) as
(B) of
(C) for
(D) with

132. ------- arriving at the office at 8 a.m., Ms. McAllister begins her day by preparing the necessary client files for that day.
(A) Because
(B) After
(C) Now that
(D) Even if

133. The Phalanx Bus Co. reminds passengers to ------- refrain from propping their feet against the seat in front of them.
(A) kind
(B) kindly
(C) kindlier
(D) kinder

134. Her ------- work with the branch in San Francisco has earned Ms. Sosa a well-deserved promotion.
(A) unfolded
(B) outstanding
(C) reversing
(D) inscribed

135. Mr.Kim's acceptance of this award is ------- remarkable when we realize that he has not worked in the field of digital multimedia's technology.
(A) most of
(B) too much
(C) all the more
(D) many more

136. The Peterson-Jaffe wedding day is ------- approaching, but the caterers haven't started working on it yet.
(A) rapidly
(B) securely
(C) carefully
(D) anxiously

137. Doctors at Stephen Mallory Memorial Hospital claim that cases of food poisoning caused by improper storage are becoming more -------.
(A) frequented
(B) frequently
(C) frequent
(D) frequency

138. We will process your ------- after proper notification from the other bank.
(A) economy
(B) deposit
(C) finance
(D) placement

139. Bruce and Kate French have decided to quit their old jobs at Citadel Financial and start a financial consulting business of -------.
(A) them
(B) theirs
(C) their own
(D) themselves

140. SAV Inc. will be ------- production of one of their trademark products.
(A) estimating
(B) unfolding
(C) discontinuing
(D) solving

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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.

Dear Maria,

Thank you for responding to our company's job advertisement and attending the interview. We are pleased to offer you the position as a part-time graphics designer. You -------

141. (A) are expecting
(B) will be expected
(C) in expectation
(D) may have expected

to work from 5:00 p.m. to 8:00 p.m., Monday through Friday. You will be paid $1,200 per week for the first six months. After a ------- at the end of this period, you will be considered

142. (A) summary
(B) result
(C) refund
(D) review

for a promotion. Please report to the Human Resources Department on Wednesday, September 4, hand in transcripts of your certificates, and complete any other documents related to your employment. The orientation program for trainees is ------- for the following

143. (A) scheduled
(B) helped
(C) briefed
(D) assigned

week. Welcome to Monjan, the largest group of software developers in health care.

Warm regards,

Robin Pistalio
Division Head, Graphics
Monjan Softcorp

Questions 144-146 refer to the following letter.

Laurie Spacik
1234 S. Western Sky Ct.
Denver, CO 80227

Dear Ms. Spacik,

We are sending this letter to alert you to an important security issue. As you know, we are always concerned about the safety of your personal data. Some of our customers have reported that they have received e-mail correspondence regarding their financial information. The messages have included requests for customers' personal information. Please be aware that our company will never ask you to reveal personal information via e-mail. Passwords, credit card numbers and ------- information are things we will never ask

144. (A) one another
(B) other such
(C) each other
(D) another

you to send us.

The following ------- steps should be taken to protect your personal information.

145. (A) additional
(B) comparative
(C) surplus
(D) excessive

1) Do not keep that information on your computer. 2) Use different passwords for different websites. 3) Any e-mails asking you to verify personal information should be forwarded to the following e-mail address: spam@webpay.com.
Your ------- is appreciated.

146. (A) opinion
(B) recommendation
(C) cooperation
(D) suggestion

Sincerely,

Laurence Alma
Manager

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Questions 147-149 refer to the following article.

Sedona, AZ – Communications giant TeleStar's first satellite was launched this morning. The satellite will be a key factor in increasing communications capacity as the company increases the size of its market in the western USA. A group of top executives was present in Sedona as the satellite was launched. The satellite should be fully operational ------- 48

147. (A) just
(B) when
(C) so
(D) since

hours after its launch. TeleStar's new communications network will then be ------- by the

148. (A) operationally
(B) operational
(C) operation
(D) operate

end of June.

The satellite ------- by Dutch company Sendek and cost approximately $200,000,000.

149. (A) made
(B) is making
(C) will be made
(D) was made

As the satellites are expected to bring record revenue to the corporation, the goal is to have several such satellites in space within the next two years.

Questions 150-152 refer to the following e-mail.

To: Suzanne Kilmer
From: Adelaide Meier
Date: January 29
Subject: Frankfurt construction project

Thank you for sending the blueprints of the new office building in Frankfurt. The design is just what we were looking for, and the engineering managers were very ------- to see the

150. (A) preoccupied
(B) concerned
(C) pleased
(D) considerate

work that has been done. The quality of work is far better than the other architects we have reviewed up until now. The environmental elements that you ------- in the plans were

151. (A) were included
(B) have included
(C) to include
(D) will be included

impressive; your ideas are very progressive and environmentally conscious.

------- the quality of your blueprints and overall plan, we believe that our new site will be a

152. (A) If only
(B) In spite of
(C) According to
(D) Because of

model for future projects. We are grateful that someone with your experience has been chosen to complete the project, and would like to thank you for your dedication. We hope that you will be able to work with us on future projects, and look forward to speaking with you again soon.

Sincerely,

Adelaide Meier, Manager

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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 advertisement.

Fantastic Offer!

Save up to 50%

All Celebrity Cooks Kitchen Own Selection catalogue on sale now!

Buy one get one free on bakeware, tableware, food preparation, kettles, knives, linens, cookbooks – all endorsed by famous chefs!

All your personal and professional kitchen needs covered.
AND ALL AT AMAZINGLY LOW PRICES!!!!!
Check it out at cooknbake.com.
Just enter the code below when the checkout screen appears to claim your discount when ordering from the Celebrity Cooks Kitchen Own Catalogue this month only. All major credit cards accepted.

Discount code: CUT123
This discount applies to Cooks Kitchen Own Catalogue items only. Purchases from other collections will be charged at the usual retail price. This offer may not be combined with any other offer or applied to the purchase of a gift card. Offer only available until November 30th.

153. What is being advertised?
(A) Kitchenware
(B) Designer clothing
(C) Handmade jewelry
(D) Secondhand furniture

154. What condition is placed on the discount being offered?
(A) The goods must be paid for by credit card.
(B) It only applies to one of the collections on the website.
(C) It is limited to the purchase of gift cards.
(D) It must be used together with another offer code.

Questions 155-157 refer to the following article.

To Boost the Economy, Make a Sale

Economic growth comes not from Washington but from a sale at a time.

Around six million American sales professionals get up each business morning to spend their day driving the growth of our economy by selling new business, which spawns yet more jobs – those dedicated to producing the goods and services to fulfill customer orders. Three trillion dollars worth of gross domestic product is fueled in this way, one sale at a time. (Initial jobless claims rose by 10,000 the week before last, the highest number in several months.) The nation's salespeople must make more calls and close more sales to attempt to turn this tide yet again.

Selling new business is what creates jobs. Our economy is not a weather front that passes overhead while we wait for sunshine or brace for a storm. It's a gigantic, man-made enterprise that creates wealth and jobs in direct proportion to the rate of development of new businesses.

But, too often, we're led to believe in a fairy tale: that the president, Congress and the Federal Reserve chairman can go to their offices and flip switches that somehow will turn the U.S. economy on (or up, or down) and create jobs.

155. What does the author believe is most responsible for economic growth?
(A) The U.S. President
(B) Congress
(C) Salespeople
(D) The Federal Reserve chairman

156. According to the passage, which of the following is true?
(A) People are mistaken that those in high positions in the government will solve problems.
(B) Less than 10,000 Americans are currently out of work.
(C) The U.S. economy is on the brink of collapsing.
(D) The total GDP of the United States is three trillion dollars and is likely to increase.

157. How does the author believe the American economy will begin to improve?
(A) By companies exporting more goods
(B) By salespeople making more calls and closing more sales
(C) By people putting more faith in powerful economists
(D) By people in the workforce working longer hours

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Questions 158-161 refer to the following job notice.

Seeking:
Customer Service Representative

The American Automobile Society(AAS) is a fast-growing company, and its dedication goes to providing top-quality assistances to its customers, motorists and the neighborhood we live in. The AAS provides a wide range of services and products, such as motor and home insurance, as well as travel assistance for both domestic and international travel. Our claims handling record is regarded to be the best in the industry. To many job seekers, AAS is highly regarded as one of the best employers to work for on the Pacific coast.

Come work for us!
We are on the lookout for extraordinary people to join our Customer Service Center (CSC) in Los Angeles, CA.

Your major role would be:
1. Answer incoming calls
2. Explain to customers about AAS products and services
3. Process customer complaints and take care of difficult situations
4. Use a proper computer application to process customer requests
5. Promote AAS products and services to the customers
6. Manage and improve customer relations

If you are interested in this job, you must have the following qualifications:
a) an excellent work history, b) a minimum 3 years of experience in the same or similar line of work, c) effective communication skills, d) problem-solving skills and e) ability to build positive relationships.

A college degree is an asset, but not mandatory. If you are bilingual, we encourage you to apply. We have both full- and part-time positions available.

If you are interested, please send your résumé to recruit@AAS-LA.com. Make sure you write "CSC" in the title of e-mail. You could also call our toll-free number, 1-800-887-2837, which is available 24 hours, 7 days a week. When you apply by phone, you must have a touchtone phone, and the process can take up to 15 minutes. (You are not allowed to pause after the call is started.)

158. If you are hired to this job, how will you be spending most of your time at work?
(A) Visiting customers
(B) Calling travel agencies
(C) Fixing computer problems
(D) Speaking on the phone

159. What do you need to have to be considered as a candidate to this job?
(A) American citizenship
(B) A college degree in marketing
(C) Proficiency in two and more languages
(D) Work experience in the same trade

160. Which of the following activities will this job engage you in?
(A) Sales activities
(B) Payroll administration
(C) Insurance claim investigation
(D) PC repair

161. If you do not have access to a computer, what do you need to do?
(A) Send your résumé by mail
(B) Call the toll-free number
(C) Personally visit the office
(D) Upload your résumé to the website

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Questions 162-163 refer to the following guide.

NexTel Phone Card User Guide

The advantages of using NexTel Phone Card:
- No connection charge
- You can also call from your mobile phone at no extra charge.
- You can recharge the card with a credit card.
- Low rate – starting from 3 cents per minute (see note below)
- You can call from any touchtone phone, including public phones.

How to call:
1. Dial the toll-free number on the card.
2. When prompted, enter your PIN.
3. When calling North American numbers, including the Caribbean, dial 1 + area code + telephone number.
4. When calling outside North America, dial 001 + country code + area code + telephone number.

* If you register online, you can designate up to three numbers (such as home, office and friend) without entering your PIN.

Note:
The minimum unit of call charge is three minutes.
If you call from a payphone, there is a 79 cent surcharge.
Rates may be changed without notice.
You can recharge your card with a credit card at www.nextelcard.com.

For customer assistance (except recharging your card), you can call 1-800-237-2384 free of charge.

162. If a customer wants to recharge their card, what do they have to do?
(A) Visit the nearest convenience store
(B) Go to the company website
(C) Call customer assistance
(D) Send an e-mail

163. How much would a five-minute call cost at the least expensive rate?
(A) 4 cents
(B) 7 cents
(C) 15 cents
(D) 18 cents

Questions 164-167 refer to the following notice.

Rogets Cable welcomes its new customers.

Rogets Cable has been a proud provider of quality entertainment for the whole Durham region for the last 15 years. We hope to expand our territory beyond the Durham region to Hamilton and the surrounding area. We hope to continue our high standard of great home service and uninterrupted high-quality signal, while also offering new services such as high-definition channels.

Due to the recent deactivation of traditional TV signals, our service demand has increased tremendously. We hope to be the first choice in cable television by providing great technical service combined with a huge variety of channels to choose from. We can provide almost every channel allowed within the continental United States. Sometimes it is hard to choose which channel to watch, so we have also provided a series of cable channel packages for you to purchase. We have great sports packages that include all the big network sports channels and 32 foreign channels, so you can watch Indian cricket, Japanese baseball, Mexican soccer and so much more. We also have great movie channels, news, comedies, and multiple multinational music channels. All of this and much more are available at your fingertips for a very reasonable price.

This pamphlet is full of useful information about our pricing, discount packages and basic cable services. Take a little time and read through it, and when you are done hold on to it to receive a discount on your installation. For all inquiries please call our customer service number at 555-0978, or our sales department at 555-2746. You can check out our website and place orders at Cable@rogets.com as well.

We hope that you choose us to be your cable company, and remind you that we believe that the customer always comes first.

164. Where would this notice most likely be found?
(A) In a magazine advertisement
(B) In a training manual for employees
(C) In a manual given to new customers
(D) On an online message board

165. What does Rogets offer to save money?
(A) Using the Internet to order products
(B) Buying all the channels you want
(C) Switching cable service providers
(D) Using the handbook to receive a discount

166. The word "variety" in paragraph 2, line 3 is closest in meaning to
(A) a small range
(B) a huge selection
(C) many of the same kind
(D) a few

167. Which of the following is NOT mentioned as part of this service?
(A) Documentaries
(B) Music video channels
(C) Professional sports channels
(D) High-definition channels

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Questions 168-169 refer to the following advertisement.

Have you ever visited a website that you thought was cool?
Ever wondered how it was created?
Our school can train you to do this in less than 6 months!

The web design business is huge, and there are jobs opening up every day. We will give you the skills not only to prepare and design your own web page, but also to work in the fast paced world of corporate America. Our graduates have a 95 percent rate of employment, some of whom have gone on to be leaders in the field of web page design. We boast a high-tech facility with up-to-date computers and network access. We also employ top-level instructors with actual experience in web design for major corporations.

Start your new career today in website design or website management and database creation. Enroll today and take advantage of our afternoon and night classes, our career mentorship program, our online program guidance and our loans and bursary programs for those who are eligible.

Contact us at 110-449-0972, or visit our webpage at prodesign.com.

168. Who is the main target of this advertisement?
(A) People looking for a new career
(B) Potential fine arts majors
(C) Students enrolled in web design
(D) Web design instructors

169. Which of the following is NOT one of the benefits this school offers?
(A) One-on-one classes
(B) A mentorship program
(C) Financial help for those who qualify
(D) A flexible class schedule

Questions 170-173 refer to the following article.

Live on the Water!

A life on the water is a dream for many people and a reality for many Californians. Recently, this unusual way of life has been starting to change, as the number of boat inhabitants has been decreasing. This phenomenon is a result of overpopulation. As aquatic real estate becomes scarce, it is driving up the cost of living on the sea. The prices for docking fees and increased hydro costs have made it difficult to find a reasonable home on the sea. As well, in order to obtain a permit that allows a person to dock their houseboat at a marina, one might have to wait months – if not years! In addition, because of the demand on space, local marinas have had to create waiting lists for new members. All of these factors are contributing to this decrease in water residents.

The largest problem facing current houseboat residents is marina owners' interpretation of the laws that are currently in place. These marinas enforce their own rules about the number of live-aboard members to approximately 15% of the total boats anchored. Marinas cite a lack of security and poor sanitation conditions for their non-live in members as reasons for this action. The strict adherence to local laws for hydroelectricity and local plumbing and sanitation ordinances are used to drive away current and potential residents. They have gone as far as when a problem is found with a resident's craft they are effectively evicted; even if the boat can stay, the owner must leave until the problem is solved. This temporary loss of residence can be very expensive and inconvenient for the residents, and can ultimately lead to them finding somewhere else to live. It has been officially reported that due to all these factors, the number of maritime residents has dropped over 40% in the last year.

170. What is this article mainly about?
(A) The decline in live-in boat residents
(B) The laws associated with marinas
(C) The rise in real estate demand
(D) The decrease in the number of boats at marinas

171. What often happens if a boat is found to be in violation of a relevant local code?
(A) The inhabitants must find alternative accommodation.
(B) The boat must be relocated immediately.
(C) The boat has to be fixed very quickly.
(D) The owner must pay a heavy fine.

172. What percentage of boat owners are usually permitted to live aboard their boats at marinas?
(A) About 5 percent
(B) About 10 percent
(C) About 15 percent
(D) About 20 percent

173. What is the word "aquatic" in paragraph 1, line 3 closest in meaning to?
(A) as related to safety
(B) as related to real estate
(C) as related to boats
(D) as related to water

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Questions 174-176 refer to the following notice.

Thank you for choosing J-Travel. Please keep in mind the following information before you embark on your journey:

1. **Check-in:** When flying domestically, please make sure that you arrive at the airport a minimum of 1 hour before your flight departure time. When flying internationally, we advise you to check in at least 2 hours before the departure time. Please note that if you check in late, you may not be permitted to board the plane.

2. **Overbooking:** Flights can be overbooked. If you are denied boarding, you will be given a compensatory payment in most cases. Please check the rules related to denied boarding and ask any ticket counter agent for the relevant application forms for compensatory payment.

3. **Baggage insurance:** The insurance airlines provide in relation to lost or damaged luggage has a very narrow coverage. Also, damages from cancellation, accident, illness or stolen or damaged property may not be sufficiently covered by your own personal insurance. Although the chance of such damage occurring to you is very low statistically, we strongly recommend you to purchase your own additional insurance. This additional insurance may not be cheap, but it is often worthwhile to have. Please check with us to find a list of insurance companies. We strongly recommend you contacting one of these insurance companies to protect yourself.

4. **Prepaid tickets:** If you or someone else has requested a prepaid airline ticket, you can collect the prepaid ticket at the airline ticket counter. Just don't forget to present a valid piece of identification to pick it up. Be aware that most airlines will ask you for a non-refundable service fee before you pick up the ticket. The passenger whose name appears on the reservation will ultimately be responsible for this fee. Please understand that this additional service fee is imposed by the airlines.

174. If a passenger cannot board an overbooked flight, what should they do?
(A) Call the travel agency right away
(B) Call a lawyer
(C) Demand a refund at the airline passenger service counter
(D) Fill out an application for compensation at the ticket counter

175. According to the travel agency, why is the purchase of additional insurance recommended?
(A) The insurance airlines provide is often not enough.
(B) The possibility of damage occurring to one's belongings is very high.
(C) Buying an additional insurance policy is very cheap.
(D) Additional insurance protects against every possible scenario, no matter how expensive it is.

176. When someone else purchases a ticket in advance, how can it be picked up?
(A) By having it delivered by express courier
(B) By visiting the travel agency
(C) By asking the flight attendants for help
(D) By paying a service fee at the ticket counter

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Questions 177-180 refer to the following report.

Below is a table which shows the recommended total fiber intake for men and women.

AGE	MEN	WOMEN
19-50	38 grams/day	25 grams/day
Over 50	30 grams/day	21 grams/day

The daily average consumption of fiber by North American men is only about 18 grams, while that of average North American women is only about 14 grams.

You will be surprised to know how easy it is to add fiber to your diet. Some suggestions below will help you get started:

- Replace low-fiber foods (white bread, white rice, candy, chips) with high-fiber foods (whole-grain bread, brown rice, fruits and vegetables).
- When appropriate, eat more raw vegetables and fresh fruits with their skins on. Vegetables lose their fiber content when cooked, and people often overlook that skins are an excellent source of fiber.
- Include high-fiber foods in your meals every day. Having bran cereal in the morning is a good start, but beans, fruits and whole grains should also be a part of your diet.

Two things you should pay attention to:

1. Your fiber intake must be increased gradually so that your body can have time to adjust itself. A sudden increase may make you feel bloated and give you abdominal cramps. You may have to add the recommended amount of fiber in your diet over several weeks.
2. Drink lots of water. It is recommended that you drink a minimum of six to eight glasses of water every day.

177. What does this report aim to achieve?
(A) To explain about the different types of fiber
(B) To warn about the increase of obesity in Europe
(C) To recommend people to consume more fiber
(D) To recommend the desired way to cook vegetables

178. Who needs the most amount of fiber per day?
(A) Men between 19 and 50
(B) Women between 19 and 50
(C) Women over 50
(D) Men over 50

179. What is a source of fiber that people often neglect?
(A) Wild rice
(B) Vegetable skins
(C) Beans
(D) Chips

180. What does the report advise?
(A) Excessive intake of fluids may offset the effects of fiber.
(B) It is best if the fiber is added to a diet several weeks after one decides to do so.
(C) Fiber is most effective if consumed at dinner.
(D) It is recommended that the introduction of more fiber to one's diet happen gradually.

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

August 20

Welcome to Bethune College Residence

We would like to welcome freshmen and returning students to our residence. We hope that this year will be as good if not better than the last. We have made some renovations to the building that we think you will really enjoy, including a new lounge with four pool tables, and three foosball tables. This lounge will be open from 10 a.m. until 11 p.m. and will be supported by a cafe that will offer a wide range of beverages and snacks for your pleasure.

For all of us to have a fun and safe year it is important to set up some ground rules for your behavior. It is very important to note that breaking these rules can result in suspension of privileges, eviction from the residence, and possibly expulsion from school. In addition, you are responsible for the action of any guest that you bring into the residence. This means that upon entry and exit, any guest that you wish to stay with you MUST sign in and out. The maximum number of guests per person is two. With this in mind these are the cardinal rules:

1. Drinking in the common spaces, i.e. outside of your room is prohibited.
2. Illegal drugs of any kind are banned.
3. Violence of any kind is prohibited.
4. Damage to the property is not tolerated.
5. Smoking inside the building is not allowed.
6. Noise in the hallways after 10 p.m. is prohibited.

We hope that these main rules will help everyone have a safe and educational year in Bethune Residence.

For further details of the rules and by-laws of the residence refer to your student handbook, and if you have any questions please ask the Resident Tutor, Doug McCain.

November 1

Dear Mr. Camber:

This letter is being sent to formally inform you that you are being summoned to the residence committee meeting this Friday, November 6. The actions of your guests on the night of October 31 were not in line with our rules, and you, as stated in our welcome flier, are responsible for their actions.

Allegedly, your guests were involved in drinking and fighting in the hallways of the 12th floor at 1 o'clock in the morning. Upon arrival of the resident counselor they were disrespectful and were shoving her around. This is completely unacceptable and requires us to take action. You will have to join this meeting on the 11th floor of Passy Hall with the

Resident Board of Directors and committee. They will decide your ultimate fate.

Sincerely,

Doug McCain

Doug McCain
Resident Tutor

181. Why did the residence post the notice of August 20?
(A) To tell the students about the dorm
(B) To establish a basic set of ground rules
(C) To warn the students about other bad students
(D) To tell the students how to get into the residence

182. To whom is the notice of August 20th mainly directed?
(A) The new resident tutor
(B) The friends of people living in Bethune
(C) The students who don't live in Bethune
(D) The residents of Bethune dorm

183. Why was the letter of November 1 written?
(A) Mr. Camber's guest broke the rules.
(B) Mr. McCain broke the rules.
(C) Mr. Camber's friends were having fun.
(D) Mr. Camber himself broke the rules.

184. What action was taken against Mr. Camber's guests?
(A) They were approached by the resident counselor.
(B) They were arrested by the police.
(C) They were still drinking and laughing.
(D) They were left alone.

185. What will most likely happen to Mr. Camber?
(A) He will be kicked out of the residence.
(B) He will graduate early.
(C) He will go unpunished.
(D) His friends will be allowed back.

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Questions 186-190 refer to the following advertisement and e-mail.

Marrakech restaurant is an exotic dining experience that transcends mere dining and brings you into another world where you are greeted by smiling faces in Moroccan garb, taking you out of your daily routine for several wonderful hours. Course after course of Moroccan cuisine featuring succulent meats, vegetables, and salads served against the backdrop of North African music and decor will both excite and lull you into one of the most special evenings of your life. Also, our expert staff is committed to provide top-quality service to our customers.

Marrakech restaurant is the perfect place for a celebration and gives exquisite attention to those enjoying a birthday, anniversary, graduation, wedding reception, or that one time secret moment that you want to create or remember. We promise you an experience far out of the ordinary that you will never forget. Call us at 444-3327 or visit our website www.marrakech.com for more details and reservation.

December Special: Mention this advertisement when making a group reservation and get a 10% discount!*

* Group reservation: 8 people or over. Effective from Dec. 1 to Dec. 31.

From: Mia Niro
To: Tahar Jelloun
Subject: Reservation
Date: Dec 3

Dear Mr. Jelloun:

I saw your advertisement in *the Food Magazine* and tried to call your restaurant several times, but each attempt has failed. The phone number shown in the ad must be inaccurate, because I keep hearing a message that the number is not in service. So I finally decided to make a reservation through your website.

I would like to make a reservation for 10 people for Friday, Dec 12 at 7:30 p.m. Since it is a birthday party, I would like a private room, if possible. Also, I believe I am entitled to the special offer mentioned in the advertisement.

Please send a confirmation to my e-mail address(nirom@chfi.com). I'd also appreciate it if you send me information on party and set menus.

Thank you.

186. What is being promoted?
(A) A special offer by a restaurant
(B) A cultural event
(C) A new website
(D) A Moroccan cooking school

187. What is the purpose of Mia Niro's e-mail?
(A) To invite Mr. Jelloun to a party
(B) To ask Mr. Jelloun to promote her restaurant
(C) To change her reservation
(D) To make a reservation for an event

188. According to the passages, what seems to be true?
(A) Marrakech restaurant holds special events every month.
(B) People who make a reservation in December are eligible for a 10% discount.
(C) Marrakech restaurant put the wrong information in the advertisement.
(D) Mr. Jelloun is planning a birthday party for his customer.

189. According to the advertisement, what is NOT a characteristic of Marrakech restaurant?
(A) Waiters wearing Moroccan clothes
(B) Live music played by a North African band
(C) A multi-course meal composed of meats, vegetables and salads
(D) Excellent staff and high-quality service

190. What is Mia Niro asking Tahar Jelloun to do?
(A) Correct inaccurate information
(B) Organize a birthday party
(C) Improve restaurant service
(D) Send a confirmation for the reservation

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

Your View Tonic LCD monitor
WARRANTY

This VT-TX-24 LCD monitor does not need to be registered. This was done at the shop when you purchased it. To insure the integrity of this contract it is important to keep the bill of sale from the point of sale. If you do happen to have a problem, you will need it to make a claim.

Coverage includes a parts and service package that covers a full year from the purchase date. This includes the replacement of defective parts with new ones, and the labor free of charge. This part of the warranty will be void if the customer decides to dismantle or attempts to fix the monitor in any way.

This warranty covers the original owner and any successive owner as long as the receipt of purchase is still in their possession. If the product is sold as a second-hand item, the receipt should be signed again by the first owner to show a passing of ownership.

THE WARRANTY DOES NOT COVER:
- Dismantling of the product
- Improper use of power cables (i.e. voltage, current spikes)
- Any accidental damage to the product (i.e. dropping, hitting, flooding, etc.)
- Using unsafe settings on your video card (See manual for details)
- The effect of the installation of the drivers on your home computer

It is important to read the owner's manual as it contains all the details for proper usage. If you are having technical difficulties, please send an e-mail to our customer service division. We also have a website for the downloading and installation of new drivers for your monitor.

This warranty is a legal document and can be used in a court of law, but can be overridden by a specific state law. Check your local state laws for conflicts.

April 22
From: customer service <cs@viewtonic.com>
To: Mr. Nick Low <lowman@gmail.com>

Dear Customer,

It was stated that you purchased our VT-TX-24 LCD monitor last month at Future Store at your local mall and you are having problems with it. Have you installed the drivers that came with the monitor? Have you checked the setting on your video card? I suggest you first unplug the monitor and restart the computer and then plug it in again.

If you are still having problems with your monitor and computer, I suggest that you bring it in to any one of our 10 convenient locations in your area. Unfortunately, we might have to charge you for the service time, because we do not cover any driver issues that might arise due to our software.

Sincerely,

Tina Baker
Customer Service Representative

191. What must the person do when filing a warranty claim?
(A) Bring the product
(B) Pay for shipping
(C) Pay for the labor on it
(D) Show a proof of purchase

192. What should customers do if they are not sure how to operate the monitor?
(A) Get a home visit from customer service
(B) Call customer service
(C) Check their user manual
(D) Return the product

193. How is the warranty different for a second-hand owner?
(A) The warranty is longer.
(B) The first owner must sign the receipt.
(C) The product must be returned first.
(D) There is no warranty.

194. Why won't View Tonic honor Mr. Low's warranty?
(A) The monitor's drivers caused a problem.
(B) The owner opened the monitor.
(C) The monitor's warranty ran out.
(D) The range was not installed correctly.

195. According to the passages, what can be inferred?
(A) The monitor that Mr. Low purchased was not registered.
(B) Mr. Low will probably take his monitor back to Future Store.
(C) Mr. Low may have to pay some money to get the monitor fixed.
(D) View Tonic provides a one-year guarantee without any condition attached.

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

Thank you for dining at Le Bistro Lamoure. We hope that you had a great experience with us. We are always trying to improve our food and service, so please spend a minute filling out the customer satisfaction survey below, and leave it at your table.

Name: *David Carvey*
Address: *214 West Chester Ave. Calgary, Alb. Canada*
Phone:
E-mail: *dcarr@gmail.com*

- Please indicate your level of satisfaction from 1 (poor) to 5 (excellent)
  - Food was served hot and fresh. (*4*)
  - The menu has a good selection. (*4*)
  - The quality of the food was good. (*4*)
  - The food was tasty and flavorful. (*4*)

Did you have a reservation? (*Yes*)
How many minutes did you wait? (*25*)
Was that acceptable or not? (*No*)

- Please indicate your level of agreement from 1 (poor) to 5 (excellent)
  - Our server was there to take your order quickly and promptly. (*3*)
  - Overall, the service was excellent. (*3*)
  - Atmosphere (*5*)

Comments:

I enjoyed my meal at your restaurant, but I felt that your service lacked in efficiency. Although I had booked a reservation, my girlfriend and I waited 25 minutes!!! This is a very long time considering I booked 3 months in advance. Also, your wait staff was a little bit rude to me when I ordered. I am not fluent in French, but I try. I hope that you can address these issues, because your food is very good, and I really enjoyed the atmosphere.

To: David Carvey <dcarr@gmail.com>
From: Jilles LeDuc <Jilles@leBistro.com>
Date: June 2

Mr. Carvey,
My name is Jilles LeDuc, and I am the restaurant manager. I really appreciate the time you took to fill out our customer satisfaction survey. We take your comments very seriously and are working on the amount of time our customers have to wait before seating. I hope that you will come back soon as we have expanded our main dining room giving us 20 more tables. Next time you come please be sure to say hello to me and I will make sure you get a free dessert for you and your guest.

We will also be changing our menu a bit to include some new fare from the south of France. I think you will really enjoy it.

I hope you come back soon.

Jilles LeDuc
Le Bistro Lamoure Manager

196. What is the purpose of Jilles LeDuc's e-mail?
(A) To offer free food
(B) To answer a customer's concerns
(C) To get customer feedback
(D) To ask a friend for dinner

197. What did David find the best about the restaurant?
(A) The food
(B) The service
(C) The ambiance
(D) The wait

198. How did David feel about his most recent meal at Le Bistro Lamoure?
(A) It was quite disappointing.
(B) It was horrible.
(C) It was excellent.
(D) It was pretty much okay.

199. How can David take advantage of the complimentary dessert?
(A) Make arrangements with the head chef
(B) Make a reservation
(C) Reply to the manager's e-mail
(D) Say hello to the manager when he goes next

200. What has the restaurant done to help their service problem?
(A) Expanded the dining room
(B) Crammed more tables in the dining room
(C) Made the food faster
(D) Made the waiters run