

TEST 03

→ 해설 p. 29

READING TEST

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 your 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 career-development seminars are open to both part-time _____ full-time employees.
(A) and
(B) or
(C) not
(D) to
102. The airport shuttle _____ every hour from the hotel's front entrance.
(A) depart
(B) was departed
(C) are departing
(D) departs
103. Please adjust the volume knob _____ so the sound is not too loud.
(A) slight
(B) slighter
(C) slightly
(D) to slight
104. The main _____ of the new electronic notepad is Internet use.
(A) function
(B) functions
(C) functioned
(D) functional
105. Last year, Trigto Communications _____ seven successful new phone models.
(A) attended
(B) introduced
(C) acted
(D) caused
106. Dr. Tang has been chosen to accept _____ award on behalf of the development team.
(A) our
(B) ours
(C) us
(D) we
107. Applications for the receptionist job have come in _____ over the past two weeks.
(A) openly
(B) greatly
(C) exactly
(D) steadily
108. Customers may return any item within 30 days if they are not _____ with their purchase.
(A) satisfactory
(B) satisfaction
(C) satisfied
(D) satisfy

- 109.** The local center for Augen Care, Inc., coordinates distribution of its eyeglasses to a _____ area of the Northwest.
- (A) broadly
 (B) broadness
 (C) broaden
 (D) broad
- 110.** The full report on the company's budget decisions will not be available until the end of the week, but a _____ memo will be issued sometime today.
- (A) constant
 (B) momentary
 (C) brief
 (D) free
- 111.** Once invoices arrive in the office, they should be processed _____ in order to maintain accurate records.
- (A) prompt
 (B) promptly
 (C) promptness
 (D) more prompt
- 112.** The estimated production costs for the new Pro Tip markers will be \$2.15 per set, excluding the cost _____ the packaging.
- (A) as
 (B) at
 (C) by
 (D) of
- 113.** Maintaining an emergency account will ensure that you have _____ to cash when you need it.
- (A) contact
 (B) access
 (C) entry
 (D) response
- 114.** _____ her experience in sales, Ms. Woo has a background in public relations.
- (A) Although
 (B) Besides
 (C) Whether
 (D) Until
- 115.** Visitors to the Sydney Orgo Lab facilities must _____ by an employee at all times.
- (A) be accompanied
 (B) accompany
 (C) to accompany
 (D) accompanying
- 116.** At Energy Coalition, Inc., our primary goal is to make solar energy more _____ to all consumers.
- (A) influenced
 (B) repeated
 (C) affordable
 (D) average
- 117.** The Reyes Regional Theater will raise ticket prices this year _____ the expense of a new sound and lighting system.
- (A) out of
 (B) when
 (C) because
 (D) due to
- 118.** After _____ your business's operating needs, GTU Operations will be able to help you choose the tools and processes that can enhance your results.
- (A) analyzing
 (B) expecting
 (C) depending
 (D) visiting
- 119.** Denton's city planning committee will _____ place recycling receptacles at the entrances of Fairview Park.
- (A) strategy
 (B) strategically
 (C) strategic
 (D) strategize
- 120.** Masami Airlines will soon offer _____ service from Nagoya to twelve additional cities throughout Asia and Europe.
- (A) accumulated
 (B) reinforced
 (C) translated
 (D) expanded

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- 121.** After placing an order, please print the order _____ as a record of your purchase.
- (A) confirm
(B) confirming
(C) confirmation
(D) confirmed
- 122.** _____ the last decade, Louellen Hospital has been recognized for exemplary patient care and progressive technology.
- (A) Throughout
(B) Along
(C) Toward
(D) Beside
- 123.** Event coordinators should include receipts for _____ above 25 dollars in their reports.
- (A) itself
(B) anything
(C) another
(D) whatever
- 124.** The energy commission has suggested that constructing roofs in a lighter, more reflective color will _____ reduce the amount of heat in urban areas.
- (A) significantly
(B) extremely
(C) utterly
(D) countlessly
- 125.** Employees are reminded to print only _____ is needed so as to avoid wasting paper.
- (A) which
(B) there
(C) as much as
(D) as though
- 126.** In his current role in new product development for Selzern Ltd., Mr. Kumar aims for _____ in new sports equipment.
- (A) innovation
(B) implication
(C) consideration
(D) intention
- 127.** Harrier Construction employs a group of contractors whose _____ knowledge and experience translate into quality workmanship.
- (A) collect
(B) collectively
(C) collective
(D) collection
- 128.** Perhaps Ms. Hernandez would not _____ with such criticism if she had made her plans for the company clearer to its stockholders.
- (A) having confronted
(B) have been confronted
(C) have confronted
(D) had been confronted
- 129.** The Wellborn Science Museum's new astronomy theater has a seating _____ of 250.
- (A) aptitude
(B) capacity
(C) demonstration
(D) compliance
- 130.** Among the sales managers, _____ has the highest sales record by the end of this year will receive the distinguished R. F. Fowler Award.
- (A) whose
(B) someone
(C) whoever
(D) nobody

- 131.** For clients seeking environmentally conscious commercial and residential construction, Green Spaces Ltd. provides an affordable _____.
 (A) alternated
 (B) alternating
 (C) alternatively
 (D) alternative
- 132.** _____ this quarter's sales are as high as projected, Hoshiro Designs, Inc., anticipates emerging as the leading graphic-design company in Japan.
 (A) In case of
 (B) After all
 (C) Provided that
 (D) Subsequent to
- 133.** Despite _____ declines in revenue over the past six months, the Mori & McGee firm intends to hire three new patent lawyers next year.
 (A) will experience
 (B) having experienced
 (C) has experienced
 (D) have been experiencing
- 134.** We have abandoned plans to install a revolving security door because our engineers determined that it is _____ flawed.
 (A) temporarily
 (B) casually
 (C) fundamentally
 (D) rapidly
- 135.** One responsibility of the staff assistant is to sort incoming mail, _____ it so that only pertinent information is sent to the director.
 (A) filtering
 (B) constructing
 (C) parting
 (D) dissolving
- 136.** The Watdee Marketing Firm will guide you in _____ promoting your product to the most desirable business customers.
 (A) creatively
 (B) create
 (C) creative
 (D) created
- 137.** Kyung Bin Yi has been praised for her role in securing several _____ contracts for Dwyer Industries' fledgling mobile-computing division.
 (A) arbitrary
 (B) spacious
 (C) absent
 (D) lucrative
- 138.** Ms. Cheon's presentation tried to address investors' unease _____ the negotiations surrounding a potential merger with the Tandell Corporation.
 (A) in accordance with
 (B) with regard to
 (C) in place of
 (D) by means of
- 139.** Winthrop Strategies is seeking to employ a _____ individual who consistently meets deadlines.
 (A) motivate
 (B) motivated
 (C) motivation
 (D) motivations
- 140.** Contributions to our global education _____ will be instrumental in establishing learning opportunities for individuals all over the world.
 (A) compartment
 (B) opposition
 (C) occurrence
 (D) initiative

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PART 6

Directions: Read the texts that follow. A word or phrase is missing in some of the sentences. Four answer choices are given below each of the 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 e-mail.

From: Norliza Bakar <nbakar@paribas.com.my>

To: Kanako Saito <ksaito@jaotir.co.jp>

Subject: Welcome

Date: February 6

Dear Ms. Saito,

We welcome you to the Paribas Company. We are pleased that you have accepted a full-time position as a financial adviser _____ in our Kuala Lumpur office.

141. (A) basing

(B) base

(C) based

(D) bases

Your start date will be February 20. You should report to work at 8:00 A.M. and check in with the human resources department receptionist on the second floor. We will have you fill out some initial paperwork in the morning. Your manager will meet you at our office at 9:00 A.M. and take you on a tour of the facilities, giving you an opportunity to meet many of the people you will be working with._____, you are scheduled to attend a session with one of our

142. (A) After that

(B) Consequently

(C) Accordingly

(D) Prior to that

human resources supervisors from 2:00 P.M. to 4:00 P.M. This session _____ information on

143. (A) provide

(B) providing

(C) has provided

(D) will provide

benefits. We look forward to having you join us at the Paribas Company.

Sincerely,

Norliza Bakar

Director, Human Resources

The Paribas Company

Questions 144-146 refer to the following memo.

From: Sang Min Lee
To: All Ackhire employees
Subject: Park Volunteering
Date: June 12

Next week the Ackhire Company will _____ in our seventh annual Community Service Day.

- 144.** (A) participate
(B) sponsor
(C) coordinate
(D) assist

This year, we will be volunteering at Langhill Community Park. Employees will be split into groups to work on three different projects. One group will be painting a new playground facility. Another group will clean up the _____ on the west side of the park. This is necessary because

- 145.** (A) paper
(B) tables
(C) image
(D) debris

last week's storm caused many leaves and tree branches to be strewn across the two sports fields. A third group will landscape the entrance to the park by weeding, planting flowers, and laying fresh dirt and mulch.

If you have a preference for any of the activities described above, please send an e-mail to sangmin_lee@ackhire.com. Otherwise, employees will be assigned _____ to one of these

- 146.** (A) random
(B) randomly
(C) randomize
(D) randomness

projects.

Thank you again. We look forward to your participation.

Sincerely,

Sang Min Lee

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Questions 147-149 refer to the following letter.

Dear Mr. Belford,

We recently received the rain jacket that you sent by mail as a merchandise return. Because you were not able to provide us with the original receipt, we were unable to _____ if your item

- 147.** (A) determine
(B) coordinate
(C) arrange
(D) settle

was purchased at one of our retail stores or online.

Please contact our customer service department as soon as possible by calling 348-555-1028. We will need to ask you a few questions in order to start processing your return. In addition, please note that our return policy requires a receipt for a refund. _____ proof of purchase,

- 148.** (A) Above
(B) Against
(C) Without
(D) Despite

we will only be able to offer you a store credit in exchange for your returned item.

Store credit _____ for the most recent sale price of the item either online or in stores.

- 149.** (A) was issued
(B) has been issued
(C) were issued
(D) is issued

We look forward to hearing from you and assisting you in completing your merchandise return.

Regards,

Shambria Customer Service Team
custserv@shambria.com

Questions 150–152 refer to the following article.

Perth, Western Australia (March 18) — By the end of this summer, travelers flying through Bosley International Airport will be greeted by something new — an impressive sculpture by renowned artist Veena Gupta. Ms. Gupta _____ from a group of five finalists.

150. (A) will be selected
(B) may be selected
(C) is selected
(D) was selected

The proposals for this new artwork were considered by a panel of city officials and airport administrators. Ms. Gupta's piece will be an abstract representation of worldwide travel.

The primary feature of the piece will be a _____ model of an airplane wing. It will stand about

151. (A) fragile
(B) tiny
(C) digital
(D) concrete

10 meters tall in the front atrium of the airport. The wing will be constructed from scrap paper to promote awareness of recycling and conservation. _____ the delicateness of her proposed

152. (A) Aside from
(B) Owing to
(C) Regardless of
(D) In as much as

sculpture, Ms. Gupta will construct the sculpture largely on-site; it will not be possible to move the easily-damaged structure once it has been created.

Some of the more detailed work will be completed in her studio and then assembled at the airport.

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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.

From the Offices of
Doctor Calvin Hoffman
27 Shilling Road • Canton, IL 61520
(309) 555-0128

Because your health is important to us, we would like to remind you that it's time for your examination. We look forward to seeing you!

- Please call today to schedule an appointment.
 Your appointment is on

Monday, September 8 at 8:30 AM.

Note: If you cannot keep your appointment, please provide at least 24 hours advance notice or you will be charged a fee.

153. Why was the notice sent?

- (A) To advertise a doctor's services
- (B) To cancel a meeting
- (C) To remind a patient about an appointment
- (D) To inform a doctor of a telephone call

154. What is mentioned about the doctor's office?

- (A) It has openings for new patients.
- (B) It charges a fee for late cancellations.
- (C) It is no longer open on Mondays.
- (D) It calls people 24 hours before their visit.

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Questions 155-157 refer to the following menu.

Henri's International Café
Casual Dining in the Heart of Pretoria

Lunch Menu

Served from 11:00 A.M. to 3:00 P.M.

Lunch Special

Mixed green salad
Tofu or tuna
Fruit tart
R 120.00

Main Courses

Green split pea soup	R 34.00
French onion soup	R 34.00
Mixed green salad with peppers, tomatoes, olives, and tuna	R 32.00
Pan-seared salmon with salad or fries	R 68.00
Steamed mussels with garlic and parsley and fries	R 72.00
Grilled cheese sandwich with salad or fries	R 64.00
Herbed roasted chicken breast with assorted vegetables	R 68.00

Desserts

Fresh fruit tart of the day with vanilla ice cream	R 32.00
Chocolate cake with caramel sauce	R 34.00
Baked caramel custard	R 36.00
Two scoops of vanilla ice cream with chocolate sauce	R 30.00

155. What is indicated about the lunch special?

- (A) It provides a choice for the main dish.
- (B) It is not offered on Sundays.
- (C) Its price has not been determined.
- (D) It is offered starting at 10:00 A.M.

156. What dish is offered with a choice of salad or fries?

- (A) Mussels
- (B) Salmon
- (C) Chicken
- (D) Tofu

157. What dessert has ingredients that might change daily?

- (A) The fruit tart
- (B) The chocolate cake
- (C) The caramel custard
- (D) The ice cream

Questions 158–159 refer to the following notice.

Computer donations requested!

The Filmore Community Center is asking for donations of used computers. The center will gladly accept any desktop or laptop computers, provided that they are still functional. Computer accessories will also be welcome; however, we do not have any need for printers at this time. Please drop off any donations at the front desk of the community center. These computers will be used for adult community classes on basic computer functions, typing, and Web-page design. The community center's classes are free for the Filmore community. Classes are scheduled to begin in January. Please call 555-0319 for more details.

158. What would most likely not be accepted as a donation?

- (A) An old laptop computer
- (B) A used computer keyboard
- (C) A working printer
- (D) A working monitor

159. How will the donations be used?

- (A) To teach children how to use computers
- (B) To train adults in computer skills
- (C) To provide computers to needy families
- (D) To supply local schools with computers

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Questions 160-161 refer to the following information.

East Asia Compact Technologies

Board Meeting Agenda

April 21

EACT Offices – Bangkok

9:00 A.M. to 4:00 P.M.

Time	Activity	Action Required
9:00 A.M.	Continental breakfast served	
9:30 A.M.	Welcome to new members	
	Review of minutes from previous meeting	
10:00 A.M.	Chief executive's report	Discussion
11:00 A.M.	Finance committee's report	Approve budget changes
12:00 Noon	Break for lunch	
1:00 P.M.	Development committee's report	Sign off on new product prototypes
2:00 P.M.	Legal chairperson's update	Discussion
3:00 P.M.	Question & answer session	Discussion with EACT executives

160. What is the purpose of the information?

- (A) To report on decisions from a meeting
- (B) To request approval from the board
- (C) To update board members on recent changes
- (D) To provide details about an upcoming meeting

161. What is NOT scheduled to take place after lunch?

- (A) A decision on next year's budget
- (B) A discussion with the company executive officers
- (C) A presentation of potential product ideas
- (D) A report on current legal issues

Questions 162–164 refer to the following information from a Web site.

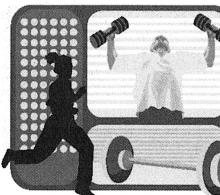
CARDSTONHEALTHANDFITNESSCLUB.COM

HOME	CLASS SCHEDULE	DIRECTIONS	CONTACT US
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Learn About Us
Cardston Health & Fitness Club

Cardston Health & Fitness Club is a unique gym designed to meet all of your needs. Our Programs are personalized and suitable for all ages and lifestyles. No matter if you're younger, older, an accomplished athlete, or just seeking to get in shape, we have the perfect program to help you reach your goals. We offer our members many programs and services.

<p>Included with gym membership</p> <ul style="list-style-type: none"> • Exercise machines and weights • Group exercise classes • Indoor track • Tennis courts and basketball courts • Olympic-sized pool and wading pool 	<p>Available for additional fee</p> <ul style="list-style-type: none"> • Certified personal trainers • Massage therapy • Nutritional counseling • Team sports programs • Child care
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Come visit us for a tour of our facilities!

Cardston Health & Fitness Club
329 8th Avenue West, Cardston, Alberta T1J 0J5

162. For whom is the information most likely intended?

- (A) Gym members
- (B) Health instructors
- (C) People interested in joining a gym
- (D) People visiting the town of Cardston

163. What is indicated about the gym?

- (A) It is going to change its hours soon.
- (B) It is suited for people of all fitness levels.
- (C) It has recently added classes on nutrition.
- (D) It offers a free trial membership.

164. What is NOT listed as a benefit of membership?

- (A) Fitness classes
- (B) Use of tennis courts
- (C) Access to a track
- (D) Swimming lessons

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Questions 165-167 refer to the following e-mail.

From: Su Jung Ahn <sujungahn@wanfile.co.kr>
To: Jill Webber <j.webber@halamail.co.au>
Subject: Response
Date: May 30

Dear Ms. Webber,

Thank you for contacting us here at the Daejeon Family Inn. We would be happy to provide you with accommodations during your stay in Daejeon next month. Unfortunately, we do not have any rooms at our inn that operate as suites. However, we can book your family in two rooms that are at the end of a hallway, separate from the rest of the rooms at the inn.

The two rooms are right next to each other, and you would have some privacy away from the other guests. Each room has its own bathroom with a shower and a queen-size bed. We hope they will be suitable for your needs.

If that will be to your satisfaction, we will book you in these two rooms for four nights beginning on June 26. These rooms are \$30 per night. This price includes breakfast. Would you like to proceed with this reservation? If I can be of further assistance, please let me know.

Sincerely,

Su Jung Ahn
Manager, Daejeon Family Inn

165. Why was the e-mail written?

- (A) To request information about an inn
- (B) To provide confirmation of a reservation
- (C) To give information about accommodations
- (D) To confirm details of an upcoming trip

167. What did Ms. Webber most likely request?

- (A) A discounted room rate
- (B) Accommodation for four nights
- (C) Information on Daejeon attractions
- (D) Assistance with restaurant reservations

166. What is mentioned about the Daejeon Family Inn?

- (A) It is owned by Su Jung Ahn.
- (B) It provides shared public bathrooms.
- (C) Its suites are already booked.
- (D) It serves breakfast to guests.

Questions 168-171 refer to the following article.

July 19 — Being a home-business owner presents numerous challenges. Along with the difficulties of promoting the product or service, entrepreneurs also have to organize and manage the administrative aspects of the company. There are many products that claim to help small-business owners streamline their projects. Oftentimes these products are overly expensive and sometimes unnecessary. A smart business owner is continually looking for ways to minimize administrative costs and maximize profits. Here are three options that may prove useful:

1. ADVERTISING COSTS — Advertising is absolutely essential for a new business owner. However, it can be incredibly pricey. To save costs, try online advertising. Look for Web sites or blogs that specifically cater to the industry or demographic you wish to target. Advertising on sites that have a very specific audience may prove to be effective and yield better results than more expensive, general advertising to a broad audience.
2. TEMPORARY ASSISTANCE — Many small-business owners need basic administrative assistance. When hiring someone full-time is cost prohibitive, a temporary agency might provide the answer. Temporary administrative assistants are prescreened to ensure high quality, and they can help business owners manage their e-mail, respond to inquiries, schedule appointments, contact vendors, or write newsletters.
3. LEGAL COUNSEL — The cost of obtaining legal advice can devastate a small business. Depending on the type of business, there may be low-cost or volunteer legal services available. For people working within the arts or in public service, there are nonprofit legal organizations that will take on cases for a minimal cost. In addition, some online sites have sprung up that allow creative entrepreneurs to get general legal advice and tips. The best way to find help of this nature would be to ask a lawyer to put you in touch with someone.

168. What is the purpose of the article?

- (A) To evaluate small-business ideas
- (B) To provide suggestions for minimizing costs
- (C) To offer advice on how to start a business
- (D) To promote a product to business owners

169. What does the article suggest about advertising?

- (A) It is always expensive.
- (B) It is mostly shown on television.
- (C) It is sometimes more effective on a smaller scale.
- (D) It is not beneficial to certain industries.

170. What is NOT mentioned as a task that can be performed by a temporary assistant?

- (A) Maintaining a filing system
- (B) Communicating with merchants
- (C) Answering questions
- (D) Arranging meetings

171. How does the article suggest finding a nonprofit legal group?

- (A) By looking in the phone book
- (B) By contacting an arts organization
- (C) By calling a government agency
- (D) By speaking to a lawyer

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

From:	<Alberto Santos> asantos@alphalonpharmasupply.com
To:	<Ming Gao> mgao@alphalonpharmasupply.com
Subject:	Letter per your request
Date:	January 21

Dear Mr. Gao,

I appreciate the opportunity I have had during the last two years to work as a manager on the sales team at Alphalon Pharma Supplies. I feel that my accomplishments during my time as a manager have exceeded expectations, as I have shown measurable success.

Here are some specific examples of how I have contributed to the sales department this past year.

- I developed a proposal for a very important client who was prepared to terminate her account. Based on my work, she instead renewed at an even higher level. Her account is now the highest revenue-generating account in the company.
- I successfully partnered with several sales team members to attract new business opportunities. Last year, I signed on 17 new business clients.
- Given my background as a financial advisor, I was able to serve on a company-wide committee that identified areas of redundancy and ways to cut costs. Ultimately, our committee put together a proposal that was accepted by the executive board and is currently being implemented.
- I trained three new sales assistants who were assigned to my department. These employees are now successfully working on client accounts and are contributing to the growth of the sales team.

I look forward to continuing to develop my career within the sales department. Given my record of accomplishments and the contribution I have made to the company's profits and growth, I feel that the title of my current position is below the level of work that I am doing. I ask that you consider changing my title to something that reflects my standing in the department and my value to the company.

I appreciate your consideration in this matter.

Sincerely,

Alberto Santos

172. Why was the e-mail written?

- (A) To attract new clients
- (B) To state business goals
- (C) To ask for an increase in pay
- (D) To request a new job title

173. What is suggested about Mr. Santos?

- (A) He is an important business client.
- (B) He previously worked in finance.
- (C) He is considering leaving the company.
- (D) He has experience working for other sales companies.

174. What did Mr. Santos NOT do during the last year?

- (A) Generate new business
- (B) Advise the company on a financial plan
- (C) Hire additional employees
- (D) Maintain an important account

175. The word “standing” in paragraph 7, line 4, is closest in meaning to

- (A) reputation
- (B) location
- (C) permanence
- (D) duration

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Questions 176-180 refer to the following letter.

Raven Classics
Dublin, Ireland

August 21

Shandon's Books
8 MacCurtain Street
Cork, Ireland

Account Number: 209473910

Raven Classics is excited to introduce the terms of a new payment plan for bookstores. As you know, under our old payment plan, we supplied titles to bookstores at 60 percent of their list price, and payment was required before the product was shipped.

This option will still be available to those who prefer it. However, in an effort to support independent businesses, we have come up with a second option. Under this alternate plan, booksellers will be shipped titles on credit and can hold them for up to six months. If the titles are sold during that time, the bookseller must pay us 80 percent of the list price. If the titles are not sold, they can be returned, and no charge will be incurred. This plan is only available to merchants who, like yourself, have ordered from us in the past. We hope this will enable lower-volume establishments to stock a wider range of our books at less financial risk to themselves.

Of course, participants in either program will still receive our monthly newsletter and promotional posters for optional in-store display.

Due to preexisting agreements with the larger chains, the second option will not be available for titles published in the last three months. After three months, these newer titles will subsequently become eligible for both plans. We will continue to provide free shipping from our warehouse to stores, but we regret that we are not able to cover the costs of return shipments.

176. What is the purpose of the letter?

- (A) To confirm enrollment in a program
- (B) To request information about a title
- (C) To explain an ordering system
- (D) To review a recent book order

177. What is mentioned about the old plan?

- (A) It requires payment in advance.
- (B) It allows payment by check.
- (C) It is no longer available.
- (D) It is popular with large chain stores.

178. What is the stated goal of the second option?

- (A) To reduce shipping costs
- (B) To provide secure online transactions
- (C) To promote newer titles
- (D) To help smaller businesses

179. What is NOT part of the second option?

- (A) A discount from the list price
- (B) Exclusive access to certain titles
- (C) Free shipping to the store
- (D) A complimentary periodical

180. What is required to participate in the new offer?

- (A) Paying a monthly membership fee
- (B) Having a history of previous orders
- (C) Reaching a minimum sales volume
- (D) Displaying a poster from Raven Classics

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

Brady Supply Warehouse				
Electronic Order Form		Confirmation Number: 341A7T		
Company Name: John Mellon Home Specialty Address: 342 Dundas Street East, Toronto, Ontario M5B 2GB				
Order				
Item Number	Item Description	Quantity	Price per Item	Total Price
104	Wide paintbrush	30	\$4.90	\$147.00
103	Narrow paintbrush	20	\$4.20	\$84.00
185	Paint roller	50	\$1.10	\$55.00
117	Extra-large painting tape	20	\$4.60	\$92.00
143	Plastic cover cloth	10	\$1.80	\$18.00
210	Primer paint	30	\$6.90	\$207.00
164	Sandpaper, 20-sheet pack	5	\$5.70	\$28.50
			Subtotal	\$631.50
			Shipping	For pickup
			Total	\$631.50
<i>Orders will be shipped within five days from the day we receive the order. If you opt to pick up your order, it should be available three days after you place the order. Please call us at 416-555-0163 to confirm that the order is ready for pickup before you arrive.</i>				

From:	john@mellonhome.ca
To:	info@bradysupplyhouse.ca
Subject:	Assistance
Date:	April 7

I placed an order online on April 5. My confirmation number is 341A7T. I need to make a few revisions to my order, and I'm hoping it is not too late to do so. Unfortunately, I mixed up the quantities for items 103 and 104. I should have requested 20 wide paintbrushes and 30 narrow paintbrushes. Could you please change this? Also, I would like to cancel the order for item 143 altogether. Finally, I'd like to order an additional five packs of item 164.

I was originally planning to pick up my order tomorrow, April 8; however I realize that you probably need time to correct my order. Would I be able to pick it up the morning of April 9 instead? I am scheduled to start a large job that same day, and I will need the sandpaper and the painting tape in order to begin. If for any reason the whole order is not available that soon, perhaps I could at least pick up those two items. I appreciate your assistance.

John Mellon

- 181.** What type of customer would most likely order from Brady Supply Warehouse?
- (A) An art museum
(B) A home landscaper
(C) A painting business
(D) An art teacher
- 182.** How did Mr. Mellon save money on his order?
- (A) By choosing to pick it up himself
(B) By placing the order online
(C) By ordering cheaper paint rollers
(D) By selecting slow shipping
- 183.** In the e-mail, the phrase “mixed up” in paragraph 1, line 3, is closest in meaning to
- (A) combined
(B) confused
(C) scattered
(D) associated
- 184.** What item does Mr. Mellon NOT want to change on his order?
- (A) Sandpaper
(B) Primer paint
(C) Narrow paintbrushes
(D) Plastic cover cloth
- 185.** When is Mr. Mellon going to begin his next job?
- (A) On April 5
(B) On April 7
(C) On April 8
(D) On April 9

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Questions 186-190 refer to the following memo and report.

From: Lance Shelly, Vice President - Accounting
To: Managers, Wytell, Inc.
Date: September 25

Attention all managers:

Thank you for your diligent efforts in tracking the travel expenses of the employees you supervise. As you know, we only began this practice in the last year. The decision was made as the company began to expand beyond a size where reimbursement could be managed informally.

We are implementing the following changes and ask that you communicate them to your department. First, it has come to our attention that many employees do not feel that the current daily amount allowed for food expenses is enough. We are going to increase this allowance to \$50 a day beginning on October 1. Second, we wish to trim expenses by requiring that employees make advance copies here at the office of any paperwork they will need while on business trips. When employees use commercial vendors to make copies, it tends to cost the company more than is necessary. As of November 1, we ask that you not approve any such expenses.

Thank you for your assistance in this matter.

Lance Shelly
Vice President, Accounting

Travel Expense Report					
Employee Name:	<u>Krit Suttirat</u>		Date Submitted:	<u>October 15</u>	
Employee Number:	<u>184926</u>		Department:	<u>Human Resources-Recruiting</u>	
<i>Please enter both the amount for each category and a description of what the expense was.</i>					
Date	Oct 5	Oct 6	Oct 10	Oct 11	Oct 12
Location	Los Angeles	Los Angeles	Sacramento	Sacramento	Sacramento
Transport	\$40 Car rental	\$51 Car rental, Gas	\$4 Bus	\$35 Car rental	\$43 Car rental, Gas
Lodging	\$165 Hotel-1 night	—	\$280 Hotel-2 nights	—	—
Food	\$35 2 meals	\$40 3 meals	\$32 2 meals	\$38 2 meals	\$36 2 meals
Supplies	\$52 Brochure copies	—	—	\$8 Pencils	\$8 Pencils
Total	\$292	\$91	\$316	\$81	\$87
Grand Total \$867					
Employee Signature:	<u>Krit Suttirat</u>				
Supervisor Signature:	<u>Sheila M. Kearns</u>				

186. According to the memo, why did Wytell, Inc., start requiring travel expense reports?

- (A) Government regulations changed.
- (B) Some employees had not been reimbursed.
- (C) The company had a new owner.
- (D) The company became larger.

187. What is stated about the food allowance?

- (A) It is adequate to cover employee expenses.
- (B) It requires a separate form.
- (C) It will be increased in October.
- (D) It requires copies of receipts.

188. What is Ms. Suttirat's position?

- (A) Accounting assistant
- (B) Employee recruiter
- (C) Human resources supervisor
- (D) Sales manager

189. What is indicated about Ms. Suttirat?

- (A) She traveled to two cities in October.
- (B) She traveled by train.
- (C) She spent two nights in Los Angeles.
- (D) She submitted her expense report late.

190. Which of Ms. Suttirat's charges would not be approved after November 1?

- (A) \$40
- (B) \$51
- (C) \$52
- (D) \$165

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

Dear Museum Patrons,

We wish to thank you for your patronage of the Science Museum of Birmingham. The Science Museum has been a respected establishment within the community of Birmingham for the last thirty years, contributing to science education for children and adults. We would like to invite you to participate in a fund-raising campaign to commemorate our opening 30 years ago. Through this campaign, we hope to raise enough money to expand our offerings at the museum.

We hope to raise at least £20,000. These funds would allow us to create an interactive wing within the Science Museum that we know children and families would enjoy visiting. Our new exhibit would feature equipment and materials that allow visitors to explore, theorize, and even conduct their own experiments. Should we be able to raise £30,000, we would also embark on a small renovation project, creating a new front entrance to the museum that would provide better insulation during the winter and help to conserve energy and reduce pollution.

If we meet the ambitious goal of raising £40,000, we would also be able to add a cafe within our gift shop, something many visitors have requested. And finally, if we are lucky enough to reach our ultimate goal of £50,000, it will be possible for us to do all of those things and host an incredible traveling exhibit on "Wild Music: The Songs of Life." This exhibit has been at prominent science museums throughout Europe, and we know the Birmingham community would richly benefit from it.

Any support you can provide to our campaign would be most appreciated. We look forward to seeing you at the museum soon.

Sincerely,

Laura Jenkins, Curator

Minutes from Science Museum of Birmingham Staff Meeting — September 8

- Reviewed weekly museum attendance for August. Numbers were slightly low, but this is probably due to people being away on holiday.
- Received an update on the amazing success of our fund-raising campaign. Many thanks to everyone who assisted with this undertaking.
- Laura Jenkins will soon solidify the dates for the Wild Music exhibit we will host next year. Paul Jacobs gave some details on the large publicity campaign he is planning to inform people about this exciting exhibit.
- Work on the new interactive section of the museum begins next week. Jian Zeng went over the plans for this new area. The grand opening is scheduled for December 1. The staff brainstormed about additional ideas for experiments that visitors could participate in.
- Manik Bhatta reviewed the calendar for upcoming school group visits to the museum. He has hired an additional staff member, Beverly Thompson, to help him with the work of scheduling the visits so he can concentrate on developing curricula for learning programs and inviting guest lecturers.

191. What is the purpose of the letter?

- (A) To invite people to a new exhibit
- (B) To attract more visitors
- (C) To request donations
- (D) To explain the cost of construction

192. What is NOT mentioned about the Science Museum?

- (A) It offers discounts for group tours.
- (B) It sells gifts to visitors.
- (C) It had fewer visitors in August.
- (D) It has been open for 30 years.

193. According to the letter, what project would benefit the environment?

- (A) The interactive wing
- (B) The new front entrance
- (C) The café
- (D) The exhibit on music

194. How much money did the museum probably raise?

- (A) £20,000
- (B) £30,000
- (C) £40,000
- (D) £50,000

195. Who most likely is Mr. Bhatta?

- (A) A curator
- (B) The director of public relations
- (C) A tour guide
- (D) The education coordinator

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

Common Issues with the YJD Video Camera	
Problem	Suggested Action
No power is supplied to the camera.	<ul style="list-style-type: none">• Connect the power adapter securely.• Detach the battery pack and reattach it firmly.• Replace the dead battery with a fully charged one.
The battery operation time is extremely short even after the battery is fully charged.	<ul style="list-style-type: none">• Check that the light comes on when the power adapter is attached to be sure that the adapter is functioning properly.• The battery is worn out and needs to be replaced. New batteries can be purchased in stores or online.
Recording is not working	<ul style="list-style-type: none">• Recording space is full. Delete unnecessary files from the current memory card, or insert a new memory card.
The focus does not adjust automatically.	<ul style="list-style-type: none">• Set the Focus button to Automatic.• Clean the lens and check the focus again.
Playback is not working.	<ul style="list-style-type: none">• Make sure the Function button is set on Playback, not Record.• To watch images on a television, set the television to the channel or input mode that is appropriate for video playback.
Files cannot be deleted.	<ul style="list-style-type: none">• Under Settings, remove the protection option from the files and then delete them.
The touch sensor does not function	<ul style="list-style-type: none">• Use your fingers to touch the sensor. The sensor does not function if you touch it with your fingernail or when wearing gloves.

From:	jerry.pintar@malomail.com
To:	customerservice@yjvideo.com
Subject:	Issue
Date:	May 12

I recently purchased the YJD video camera from a local electronics store. The camera records high-quality videos, and I have been very pleased with how simple it is to transfer the files to a computer or a video disc. However, I have begun to have some complications with a couple of different features on the camera.

First of all, the focus on my camera does not adjust on its own. I followed the instructions in the manual, and that worked fine. However, whenever I turn off the camera, the problem repeats itself. Is there a way to save the settings?

Also, despite the fact that my camera is only a few months old, the battery life is very short. I have also tried what your manual recommends on this topic. I feel that I should be provided with a replacement battery free of charge, since my camera is so new. Could you please let me know to whom I should direct this request?

Thank you so much for your assistance.

—Jerry Pintar

196. What is suggested about the YJD video camera?

- (A) It records on videotapes.
- (B) Its touch sensor does not function properly.
- (C) It is only sold online.
- (D) It can be connected to a television set.

197. What feature does the camera include?

- (A) File protection
- (B) A special zoom lens
- (C) A neck strap
- (D) A wireless microphone

198. What is one purpose of the e-mail?

- (A) To request a new camera
- (B) To ask for advice
- (C) To promote a product
- (D) To sign up for a warranty

199. What did Mr. Pintar probably NOT already do?

- (A) Clean the camera lens
- (B) Check the light on the adapter
- (C) Select the automatic-focus setting
- (D) Try a different memory card

200. What does Mr. Pintar want to avoid?

- (A) Having to delete files
- (B) Exchanging a power adapter
- (C) Buying a new camera battery
- (D) Using the automatic focus

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.