

## **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 ----- to Eland Motors' new compact car has been positive.  
(A) response  
(B) respond  
(C) responds  
(D) responded
- 102.** Updates to the client accounts database are scheduled to begin ----- 5:00 P.M.  
(A) against  
(B) above  
(C) after  
(D) along
- 103.** Holloway Department Store will both expand its women's clothing line ----- introduce a children's line.  
(A) but  
(B) nor  
(C) or  
(D) and
- 104.** These copy machines are the property of Drittel Manufacturing and are intended for business ----- only.  
(A) use  
(B) useful  
(C) used  
(D) usefully
- 105.** The maintenance supplies for Building B are kept in room 132, ----- the security desk.  
(A) except for  
(B) among  
(C) next to  
(D) down
- 106.** Tough stains can be removed more ----- with Pearl Glow's extra-strength laundry detergent.  
(A) ease  
(B) easier  
(C) easiest  
(D) easily
- 107.** Staff who need to replace ----- equipment must submit an upgrade request form.  
(A) them  
(B) their  
(C) themselves  
(D) theirs
- 108.** Henriksen Accounting offers a year-end financial summary as ----- of its basic bookkeeping service.  
(A) piece  
(B) division  
(C) section  
(D) part

- 109.** D & Y Beauty Corporation plans to add at least one ----- overseas in the next year.  
(A) locations  
(B) location  
(C) locates  
(D) locating
- 110.** At Cottonwood Park, you will find a ----- range of outdoor activities, including swimming, hiking, and rock climbing.  
(A) broad  
(B) deep  
(C) thick  
(D) heavy
- 111.** Aria Fletcher will discuss the advertising budget with the board of directors when they meet ----- next month.  
(A) formal  
(B) formalize  
(C) formally  
(D) formalities
- 112.** ----- to Lotus Restaurant have nearly doubled the size of the seating area.  
(A) Improved  
(B) Improvement  
(C) Improvements  
(D) Improving
- 113.** Here at Cabot Steel Company, we believe that a job applicant's work history is ----- important as his or her education.  
(A) like  
(B) much  
(C) as  
(D) less
- 114.** This week only, spend \$200 and your order ----- for free overnight shipping.  
(A) qualification  
(B) qualifies  
(C) qualify  
(D) qualifying
- 115.** Tour participants must be on time as the bus will depart ----- at 8:00 A.M. tomorrow.  
(A) promptly  
(B) formerly  
(C) frequently  
(D) annually
- 116.** Corvo Graphic Designs will help us to create a ----- logo for our newly formed company.  
(A) suited  
(B) suitability  
(C) suitably  
(D) suitable
- 117.** For his contributions to the information technology team ----- the past year, Mr. Soto has received an award.  
(A) below  
(B) throughout  
(C) opposite  
(D) without
- 118.** Until the telephone system is repaired, callers may experience delays of ten minutes or -----.  
(A) length  
(B) lengthily  
(C) longest  
(D) longer
- 119.** Plumville Library ----- announces the launch of a brand-new Web site.  
(A) extremely  
(B) proudly  
(C) distantly  
(D) previously
- 120.** ----- entering the aircraft, passengers must present a boarding pass to the gate attendant.  
(A) Before  
(B) Aboard  
(C) Whereas  
(D) Between

- 121.** When ----- your Galaxy glass dishware in boxes, first wrap it in soft tissue paper to protect against scratches.
- (A) planning  
(B) storing  
(C) designing  
(D) making
- 122.** Employees ----- in joining the company's sports teams should contact Meredith Lo by May 1.
- (A) interesting  
(B) interests  
(C) interest  
(D) interested
- 123.** Hanti Food Corporation's overall production costs rose ----- the price of sugar and other staple ingredients increased.
- (A) because  
(B) so that  
(C) in order that  
(D) until
- 124.** Tulayo Associates has ----- reliable financial advice to first-time investors for over twenty years.
- (A) sought  
(B) informed  
(C) provided  
(D) asked
- 125.** The opening remarks by Judge Yamamoto, ----- were devoted to international trade law, were the highlight of the conference.
- (A) who  
(B) which  
(C) what  
(D) whose
- 126.** Applicants for the dental assistant position must possess a license that is ----- in the state of New York.
- (A) respectful  
(B) actual  
(C) skillful  
(D) valid
- 127.** If orders ----- at the current pace all summer, Turramurra Luggage Company will meet its sales goal one month early.
- (A) receive  
(B) are received  
(C) will receive  
(D) will be receiving
- 128.** ----- its electronic publishing division lost money last year, Gwangmyeong Press expects it to earn a profit this year.
- (A) Although  
(B) As soon as  
(C) When  
(D) Owing to
- 129.** Payments postmarked after the due date are ----- to a late fee of five percent of the total amount due.
- (A) subject  
(B) intact  
(C) suspect  
(D) distinct
- 130.** Sylvia Cho ----- her training at Frio County Animal Hospital last week and will begin working as a veterinary technician.
- (A) will conclude  
(B) to conclude  
(C) concludes  
(D) concluded

- 131.** Reviews posted on the Manipur Footwear Web site, especially ----- relating to product quality, have grown more positive.
- (A) few  
(B) another  
(C) those  
(D) anyone
- 132.** The ----- behind the initiative is to ensure that all members of our support staff have adequate opportunities for professional development.
- (A) resemblance  
(B) dependence  
(C) intention  
(D) retention
- 133.** While remaining ----- to customers who have supported it for decades, McGill Electronics will diversify in all areas of its business.
- (A) loyalty  
(B) loyalties  
(C) loyally  
(D) loyal
- 134.** The XT1000 is one of the most ----- home-kitchen scales on the market, providing accurate measurement to the milligram.
- (A) tentative  
(B) deliberate  
(C) investigative  
(D) sensitive
- 135.** The community fund-raiser was a great success ----- Anna Borovsky and Martin Lawson, the organizers of the event.
- (A) in case of  
(B) as a result  
(C) thanks to  
(D) given that
- 136.** Due to her strong ----- in tax law, Ms. Sakai was a natural choice to lead Celina Legal Associates.
- (A) summit  
(B) opposition  
(C) evidence  
(D) background
- 137.** ----- its lack of a large conference center, Stone City is a good choice of location for the Federated Freelancers' yearly meeting.
- (A) Instead of  
(B) In spite of  
(C) Rather than  
(D) No sooner than
- 138.** According to a recent consumer survey, furniture purchases are influenced by such ----- as store layout, helpfulness of staff, and special sales.
- (A) variables  
(B) collections  
(C) versions  
(D) commitments
- 139.** Had negotiations not broken down at the last minute, Laureano, Inc., ----- with its main competitor, Trevino-Martin.
- (A) has merged  
(B) would have merged  
(C) had merged  
(D) will have merged
- 140.** In a carefully worded statement, Tae-Hyun Bak ----- his reasons for withdrawing his name from consideration in the search for a new Coulter-Ross CEO.
- (A) outlined  
(B) detected  
(C) familiarized  
(D) achieved

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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 article.**

CHESTERVILLE (March 7)—The much-anticipated opening of Chez Fleurette Restaurant thrilled area food lovers last Saturday. ----- one hundred guests dined at the newly remodeled

- 141.** (A) Approximate  
(B) Approximated  
(C) Approximation  
(D) Approximately

restaurant, enjoying a variety of Chef Tanaka's signature fish dishes. But the most popular ----- had no fish at all. Restaurant manager Jean Tumi confirmed that over ninety pieces of

- 142.** (A) item  
(B) piece  
(C) site  
(D) seat

chocolate truffle cake ----- over the weekend.

- 143.** (A) served  
(B) had served  
(C) were served  
(D) will be served

Questions 144–146 refer to the following article.

### Navarro to Release New Album

Fans of Mark Navarro are in for a treat this winter, when the acclaimed singer will celebrate the release of his first album in a decade. Entitled *Mind and Heart*, the recording will feature new songs ----- some old favorites.

144. (A) as well as  
(B) as many as  
(C) accordingly  
(D) altogether

Navarro's return has been ----- anticipated ever since he paused his music career five years

145. (A) wide  
(B) wider  
(C) widely  
(D) widens

ago to star in several movies. The sojourn into acting has influenced Navarro's new album. One song, "Only One Take," was ----- by film director Reese Taylor. "While I was writing

146. (A) composed  
(B) delivered  
(C) completed  
(D) inspired

the song, I tried to incorporate the things I learned from Reese," reported Navarro.

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**Questions 147-149** refer to the following e-mail.

To: Harold Holtz <hholtz@holtzelectronics.com>  
From: Vanessa Hernandez <vhernandez@fidelacom>  
Subject: Computer purchase  
Date: December 5

Dear Mr. Holtz,

Fidela Diagnostics, a medical laboratory, plans to replace its office computers, and a colleague recommended your company. We ----- to purchase computers that are able to run the latest

- 147.** (A) are looking  
(B) have looked  
(C) looking  
(D) looked

version of the Labrocore software suite.

----- , the purchase would include a contract for technical support. However, if Holtz does

- 148.** (A) Ideally  
(B) Exactly  
(C) Actually  
(D) Specifically

not supply such contracts, we will still consider your bid. Fidela Diagnostics will be purchasing a total of thirty new computers for two of its office locations. ----- , I would like to inquire

- 149.** (A) Nevertheless  
(B) Therefore  
(C) Again  
(D) Otherwise

if you could offer a discount for bulk purchases.

Any information you can provide would be greatly appreciated.

Sincerely,

Vanessa Hernandez  
Fidela Diagnostics

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

Kim-Juy Advertising & Design offers a complete range of creative services including branding, planning, advertising, and design. Based on your needs, we can assist you in each area separately. -----, if you want to make the most of Kim-Juy's capabilities, we suggest

- 150.** (A) Consequently  
(B) After all  
(C) For example  
(D) However

combining our services into a single marketing plan. This allows us to present your business in an ----- way for maximum results.

- 151.** (A) integration  
(B) integrate  
(C) integrally  
(D) integrated

Many of our clients will testify to the effectiveness of our approach. In fact, Kim-Juy Advertising & Design ----- by the *Agency Almanac* as a top-ten advertising and marketing firm for the

- 152.** (A) has been recognized  
(B) will be recognized  
(C) will recognize  
(D) has recognized

last six years.

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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.

## Fresh Rose Cleaners



55 Richwood Street, Victoria BC V8W 2P5  
250-294-1501

We've been providing high-quality cleaning and alteration services at affordable prices for 15 years. Get 10% off on dry cleaning orders of 5 or more items, Monday to Thursday!

Dry Cleaning	Shirts or blouses	\$4.25
	Trousers, skirts, or dresses	\$5.75
	Suits	\$12.00
	Sweaters	\$6.00
	Jackers or coats	\$7.25
	Accessories	\$3.00
<b>Tailoring</b>	Hemming, buttons, zippers, etc.	<b>Varies by complexity</b>
<b>Laundry</b>	Washing & folding (Delivery available upon request)	<b>\$2.00 per kilogram</b>

**153.** According to the advertisement, how can a customer receive a discount?

- (A) By having a certain number of items dry cleaned
- (B) By dropping off an order on a Friday afternoon
- (C) By bringing in a coupon for laundry service
- (D) By requesting delivery with an order

**154.** What is the price for dry cleaning a necktie?

- (A) \$2.00
- (B) \$3.00
- (C) \$4.25
- (D) \$5.75

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**Questions 155-156** refer to the following postcard.

<p>May 4</p> <p>Dr. Charles Somerville 1785 Taylor Street Allentown, PA 18102</p> <p>This is a friendly reminder that your next dental cleaning is scheduled for Friday, May 11, at 8:30 A.M. If you are unable to keep your appointment, please call us by 3:00 P.M. on Wednesday, May 9, during regular office hours. We can be reached from 8:00 A.M. to 5:00 P.M., Monday through Saturday, at 555-0119.</p> <p>Please note, we will be closed on Monday, May 28 for the holiday.</p>	<p>Mr. Steven Hines 15 Greenwood Way Bethlehem, PA 18018</p>
---	--

**155.** When does Mr. Hines have an appointment?

- (A) On May 4
- (B) On May 9
- (C) On May 11
- (D) On May 28

**156.** According to the postcard, why would

Mr. Hines call the dental office?

- (A) To confirm an appointment
- (B) To cancel an appointment
- (C) To make a payment
- (D) To request information

Questions 157–158 refer to the following information.

## Greengage Conference Center

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Located just 40 minutes from the Charlotte Airport, Greengage Conference Center is the perfect place to hold your next corporate event. Situated among beautiful rolling hills and woodlands, our center provides a private, serene retreat. We offer conference facilities and meeting rooms that are equipped with everything you need for multimedia presentations. We also offer a fully equipped business center with a complete suite of office productivity software, complimentary wireless Internet access, two restaurants, and a banquet hall.

Call 704-555-0175 to speak to our professional event associates, who are prepared to help you with every phase of event planning.

**157.** What is indicated about Greengage Conference Center?

- (A) It has recently been renovated.
- (B) It is located in a scenic setting.
- (C) It is used mainly by local companies.
- (D) It offers shuttle service to the airport.

**158.** What is NOT mentioned as being available at Greengage Conference Center?

- (A) Free Internet access
- (B) Presentation software
- (C) Dining facilities
- (D) On-site hotel rooms

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**Questions 159-161** refer to the following guest pass.

Present this pass to receive one complimentary visit to

## **Blue River Fitness Center**

- Valid for first-time visitors only.
- Guests must be at least 18 years of age or accompanied by an adult.
- Guests must attend an information session with a staff member to receive a tour of the facility and learn about membership options.
- Valid during limited hours only:

Tuesday to Thursday 10:00 A.M. – 5:00 P.M., Saturday 10:00 A.M. – 3:00 P.M.

Blue River has long been Detroit's premier fitness center, helping members of all ages and interests to improve their health. Whether you are a novice looking to begin a fitness routine or a fitness expert seeking new challenges, Blue River will help you attain your goals.

**159.** What must a visitor do in order to use the guest pass?

- (A) Present identification
- (B) Take a fitness test
- (C) Meet with a representative
- (D) Complete a survey

**160.** When can the pass be used?

- (A) On Monday
- (B) On Wednesday
- (C) On Friday
- (D) On Sunday

**161.** What is suggested about the Blue River Fitness Center?

- (A) It does not allow guests under 18 years old.
- (B) It serves members at all skill levels.
- (C) It recently opened a new location.
- (D) It sells fitness equipment and clothing.

Questions 162–164 refer to the following invoice.

## Golden Day Supply

4 Dunwood Avenue • Winnipeg, MB R2C 1S8 • (204) 555-0180

**Order type:** Online

**Order date:** May 18

**Ship date:** May 21

**Customer information:**

Name: Edith Boulanger  
 Address: 42 York Avenue  
Selkirk, MB R1A 2J7

**Delivery:**

To customer address

**In this Shipment:**

Item Description and Number	Price
Pina Water Bottle (XF52)	\$4.50
Trillium Rain Hat (GV11)	\$13.00
Explorer Rain Jacket (HF77)	\$42.00
Gregson Hiking Boots (KL944)	\$78.00
<b>Merchandise Total:</b>	<b>\$137.50</b>
<b>Shipping:</b>	<b>FREE</b>
<b>Tax:</b>	<b>\$16.50</b>
<b>Total:</b>	<b>\$154.00</b>

**On back order:**

Camping and Sport Backpack (YX99)	\$85.00
<b>Tax:</b>	<b>\$10.20</b>
<b>Total:</b>	<b>\$95.20</b>

Congratulations! As a regular customer, you qualify for free shipping!

**Payment information:**

Credit Card #XXXXXXXXXXXX9960 charged on day of shipment

Estimated ship date of back-ordered item(s) is June 10. Credit card will not be charged for back-ordered item(s) until date of shipment. There are no additional shipping charges.

**162.** What is indicated about Golden Day Supply?

- (A) It has a warehouse in Selkirk.
- (B) It offers same-day shipping.
- (C) It sells items intended for outdoor use.
- (D) Its merchandise is not available in stores.

**164.** How much will Ms. Boulanger most likely be charged on June 10?

- (A) \$78.00
- (B) \$95.20
- (C) \$137.50
- (D) \$154.00

**163.** Why did Ms. Boulanger receive free shipping?

- (A) She has previously purchased items from Golden Day.
- (B) Her order cost more than \$100.
- (C) She is a Golden Day customer service representative.
- (D) Her order was placed before May 21.

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

**\*E-mail\***

From: Klaus Wittern <kwittern@meisterkorp.de>  
To: Victoria Jonsen <victoria.jonsen@citymail.co.uk>  
Date: 26 December  
Subject: Order #BK-23

Dear Ms. Jonsen:

Thank you for the e-mail you sent this morning regarding your recent purchase. I have reviewed the order you placed on 19 December and it does indeed show that you ordered a tin of Chocolate Nougat Biscuits and not a tin of Butter Almond Stollen. We sincerely apologize for the mistake. During the busy holiday season, we handle a high volume of orders, and occasionally errors are made.

As an apology for our mistake, please keep the Butter Almond Stollen with our compliments. We will send you a tin of the biscuits immediately, via Locus Package Couriers, and we will mark it as an express delivery shipment at no cost to you. You should receive the package in two to three days, on 29 December or earlier. Thank you for your patience.

Sincerely,

Klaus Wittern  
Customer Service Representative  
Meisterkorp Products

**165.** For whom does Mr. Wittern most likely work?

- (A) A delivery service
- (B) A specialty foods retailer
- (C) A greeting card company
- (D) A manufacturer of packaging materials

**167.** How does Mr. Wittern propose to resolve the problem?

- (A) By sending a replacement product
- (B) By issuing a refund check
- (C) By giving a discount on a future order
- (D) By offering to repair a product for free

**166.** When did Ms. Jonsen report a problem with her order?

- (A) On December 19
- (B) On December 23
- (C) On December 26
- (D) On December 29

**Questions 168-171 refer to the following article.**

**Nairobi, January 22** – Accord Airlines Chief Executive Officer Pramod Gupta announced on Monday that his company has purchased Glade Airways. Accord is headquartered in Mumbai, India, and the purchase is expected to double the size of the airline and extend its reach into new markets. Most of Accord's routes are to cities in Asia, Great Britain, and the United States. Glade's head office is in Nairobi, and from its East African base the airline flies to countries throughout the rest of Africa.

Representatives of the two airlines said customers would not notice many immediate changes. There are no plans yet to paint the airplanes or redecorate the interiors. Each airline will keep its own Web site, baggage fees, and frequent-flyer programs for at least the next six months.

Airfares are not expected to change immediately, either, although Accord spokesperson Amina Odoyo said that "This will be the first aspect of the merger to be addressed." She hastened to add, however, that there would be "no problem" for customers who have already booked a flight. "Tickets that have already been purchased for either airline will be honored," she said.

Flight attendants and pilots for both airlines were pleased by the purchase. "I hope I will be able to fly to Nairobi," said Shiv Parida, a pilot who has worked for Accord for six years. "I've been flying the same route for about four years," he noted, "and expanding into new areas should help Accord grow, which means more opportunities for me. I have always wanted to visit Africa."

**168. What is the purpose of the article?**

- (A) To profile a company's new chief executive officer
- (B) To compare airports in different cities
- (C) To publicize the merger of two companies
- (D) To announce the upcoming renovation of an airport

**169. What does Ms. Odoyo suggest about tickets?**

- (A) Tickets purchased six months in advance will receive a discount.
- (B) More tickets will become available for purchase online.
- (C) Some tickets may not be transferable.
- (D) Ticket prices may change in the future.

**170. The word "honored" in paragraph 3, line 10, is closest in meaning to**

- (A) rewarded
- (B) accepted
- (C) refunded
- (D) offered

**171. What is indicated about Mr. Parida?**

- (A) He is eager to fly new routes.
- (B) He is a frequent visitor to Africa.
- (C) He was hired four years ago.
- (D) He is planning to relocate.

**Questions 172-175 refer to the following letter.**

4 April

Charles Tang  
350 Lady Jane Way  
Melbourne VIC 3004  
Australia

Dear Mr. Tang:

Thank you for stopping by our booth at the International Fibre Optics Trade Conference in Sydney last month. I enjoyed speaking to you about your career interests.

As I mentioned when we spoke, our company is currently in the process of launching operations in South America through our soon-to-open Buenos Aires bureau. We are thus very interested in individuals with Spanish-language skills such as yours. If we were to offer you employment, we would first invite you to our headquarters in New Delhi for a three-week training course to familiarize you with our company's products and business model.

If you would like to pursue this opportunity, please send me your résumé at your earliest convenience. I will then send it on to one of the division managers to arrange an interview. If you have any questions, please do not hesitate to contact me.

Sincerely,  
*Nandita Rajawat*  
Nandita Rajawat  
Human Resources  
Telefibro Systems Ltd.

- 172.** What is the purpose of the letter?
- (A) To revise the terms of a contract
  - (B) To request information about a company
  - (C) To recruit a new employee
  - (D) To announce an upcoming talk
- 173.** According to the letter, what did Mr. Tang do in March?
- (A) Attend a trade conference
  - (B) Take a course in Spanish
  - (C) Sign up for a training session
  - (D) Create a résumé

- 174.** What does Ms. Rajawat mention that her company is planning to do?
- (A) Reduce its sales staff
  - (B) Change its business model
  - (C) Hold an annual trade show
  - (D) Open a new office
- 175.** Where is Telefibro Systems based?
- (A) In Buenos Aires
  - (B) In Melbourne
  - (C) In Sydney
  - (D) In New Delhi

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Questions 176-180 refer to the following news article.

<http://www.amateurphotographyonline.com>

## Shin-Young Baek on Cameras

This month, *Amateur Photography Online*'s own Shin-Young Baek has selected three new digital models to review for our readers. Be sure to check out Ms. Baek's most recent book. *Wild Rainbow: The Rainforest in Color*.

**Whitehaven XPC** – We recommend this model for amateurs who prefer a point-and-shoot camera. Though it does not have sophisticated settings, its straightforward, clear menu and large screen make it popular with novice photographers. [more](#)

★★★★★

**Hoshi Smartshot 3100R** – This model is our all-around favorite due to its versatility. It is easy for newer photographers to use but allows a large amount of flexibility for seasoned photographers. Its balanced selection of features includes basic video recording. [more](#)

★★★★★

**Omniver 6.0** – This new Omniver model has the capacity to produce beautiful shots for those who are highly skilled with cameras. It has the best lens of any of the selected cameras, but less experienced photographers may be put off by the lack of automatic focus. This camera also lacks video capabilities. [more](#)

★★★★★

Think you know cameras? [Submit your own review](#) and you could win a year of photo printing services!

176. What is indicated about Ms. Baek?

- (A) She regularly contributes to *Amateur Photography Online*.
- (B) She is a prize-winning photographer.
- (C) She takes only black-and-white photographs.
- (D) She has authored only one book.

177. According to the Web page, what is an advantage of the Whitehaven XPC?

- (A) It is easy to use.
- (B) It has many options.
- (C) It has a large memory.
- (D) It is reasonably priced.

178. According to the Web page, how are the Omniver 6.0 and the Hoshi Smartshot similar?

- (A) They can record videos.
- (B) They come with high-quality accessories.
- (C) They were used by Ms. Baek for her latest book.
- (D) They are recommended for experienced users.

179. The word “capacity” in paragraph 4, line 1,

is closest in meaning to

- (A) opportunity
- (B) role
- (C) amount
- (D) ability

180. What are readers encouraged to do?

- (A) Apply for a job with the Web site
- (B) Use an online discount code
- (C) Write a review for the Web site
- (D) Submit sample photographs

Questions 181-185 refer to the following receipt and information.

<b>Timko's Garden Center</b> 2 Kingsway Road Lethbridge AB T1J 4S5 403-326-0155																				
<b>Customer name:</b> Ralph LeBlanc <b>Customer club number:</b> 1392988 <b>Date of purchase:</b> February 24																				
<table><thead><tr><th>Item</th><th>Quantity</th><th>Price</th></tr></thead><tbody><tr><td>Florangea plants</td><td>4</td><td>4x\$6.00 = \$24.00</td></tr><tr><td>Potting soil – 1 kilogram bag</td><td>1</td><td>\$6.95</td></tr><tr><td>Florangea pots</td><td>4</td><td>4x\$7.50 = \$30.00</td></tr><tr><td>Discount</td><td>N/A</td><td>-\$15.00</td></tr><tr><td>Garden gloves (customer points reward)</td><td>1</td><td>No charge</td></tr></tbody></table>			Item	Quantity	Price	Florangea plants	4	4x\$6.00 = \$24.00	Potting soil – 1 kilogram bag	1	\$6.95	Florangea pots	4	4x\$7.50 = \$30.00	Discount	N/A	-\$15.00	Garden gloves (customer points reward)	1	No charge
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<b>Discount details:</b> Today only, buy any florangea and receive a florangea pot for half off! These hand-painted pots are specially designed to help your flowers thrive.																				
<b>Payment:</b> Cash <b>Employee name and number:</b> Caroline Hsu #72																				
<table><tr><td><b>Item total:</b></td><td>\$45.95</td></tr><tr><td><b>Tax:</b></td><td>\$2.30</td></tr><tr><td><b>Total:</b></td><td>\$48.25</td></tr></table>			<b>Item total:</b>	\$45.95	<b>Tax:</b>	\$2.30	<b>Total:</b>	\$48.25												
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## Timko's Tips For Caring For Your Florangeas

Florangeas are attractive house plants that can offer years of enjoyment. To make sure your florangeas remain healthy and continue to bloom year-round, the following is recommended.

- Ceramic pots work the best and are the only pots we use at Timko's.
- Water the plants regularly. Make sure to use a watering can that will reach down to the soil. Do not moisten the leaves or the flowers. This will cause them to become brown. For best results, use room temperature water.
- Florangeas should never experience temperatures below 15°C. Do not put them in a location where they may be harmed by cool air.
- Expose the plants to indirect sunlight only. Direct sunlight will cause the leaves to grow upward instead of outward.

181. What did Mr. LeBlanc receive for free?

- (A) A florangea plant
- (B) Potting soil
- (C) Gardening gloves
- (D) A guide book for plants

182. What is NOT stated about the pots purchased by Mr. LeBlanc?

- (A) They are tall and narrow.
- (B) They are made of ceramic.
- (C) They were painted by hand.
- (D) They were sold at a discount.

183. What is indicated about florangeas?

- (A) They require careful attention in order to bloom.
- (B) They produce flowers only once a year.
- (C) They grow faster if they are planted outdoors.
- (D) They can be eaten in a salad.

184. According to the information, how can owners keep the plants from turning brown?

- (A) By keeping the plants warm
- (B) By using a special kind of soil
- (C) By not applying cold water
- (D) By keeping the leaves dry

185. According to the information, why should florangeas be placed in indirect sunlight?

- (A) To keep the plants from getting too big for their pots
- (B) To maintain the right level of soil moisture
- (C) To allow the leaves to spread outward
- (D) To protect the roots from damage

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



## **Hadler's Industrial Wear**

Hadler's Industrial Wear, known for rugged clothing, is most recognized for heavy-duty boots. Expertly constructed from the most durable materials, our boots are safe, comfortable, and long-lasting. And with a wide range of options, we are able to cater to your needs whether you work in construction, farming, manufacturing, or you simply love the outdoors.

Choose from a variety of styles in tan, brown, or black. Waterproofing and insulation come with any style. Our boots range from standard sizes 3 to 16 with wide sizes available for sizes 10 to 16. Heights are available in 20 cm and 25 cm.

Try us today—you won't be disappointed. As a bonus with each order, we'll send you an 85-gram sample of our new Grease to Gleam boot polish. To place your order, call 03-555-0120 or visit [www.hadlersindustrial.co.nz](http://www.hadlersindustrial.co.nz). Please contact us about pricing on orders of 10 or more pairs. Free shipping is available for orders over \$250. Send inquiries and requests for price quotes to Pauline Fisk at [pfisk@hadlersindustrial.co.nz](mailto:pfisk@hadlersindustrial.co.nz).

### E-Mail Message

<b>From:</b>	Wenham District Roads Department < <a href="mailto:roads@wenham.govt.nz">roads@wenham.govt.nz</a> >
<b>To:</b>	Pauline Fisk < <a href="mailto:pfisk@hadlersindustrial.co.nz">pfisk@hadlersindustrial.co.nz</a> >
<b>Subject:</b>	Request for price quote
<b>Date:</b>	April 2

The Wenham District Roads Department (WDRD) is seeking a supplier to provide heavy-duty boots for our work crews. We are requesting price quotes from various suppliers for consideration. If you would like to submit a bid, please see the specifications below.

Color: Black

Height: 25 cm

Number/Size: 40 pairs each of the following wide sizes - 8, 10, 12, 14

Other: Each pair must come in an individual bag or box. Boots must be in packages of no more than 10 pairs per carton. Each carton must be clearly marked with the product name and boot size.

#### Summary of Deadlines:

Request price quotes	April 2
Price quotes due	April 9
Selection of supplier	April 15
Items to be delivered by	April 30

Please send your price quote to WDRD electronically at [roads@wenham.govt.nz](mailto:roads@wenham.govt.nz).

**186.** What is indicated about Hadler's Industrial Wear?

- (A) It serves clients in more than one profession.
- (B) It only sells work boots.
- (C) It has designed a new kind of insulation.
- (D) It can add customized logos to its products.

**187.** What does Hadler's Industrial Wear offer with every boot purchase?

- (A) A cleaning cloth
- (B) Coupons for waterproofing
- (C) Free shipping
- (D) A sample of polish

**188.** What is the latest date for suppliers to send a bid?

- (A) April 2
- (B) April 9
- (C) April 15
- (D) April 30

**189.** Why will Hadler's Industrial Wear most likely be unable to meet WDRD's needs?

- (A) It does not offer the specified color.
- (B) It does not offer wide boots in all of the requested sizes.
- (C) It will not be able to deliver the boots on time.
- (D) It did not submit a bid by the requested method.

**190.** What is NOT a specification listed in the e-mail?

- (A) Packaging method
- (B) Boot quantity
- (C) Carton labeling
- (D) Boot material

**GO ON TO THE NEXT PAGE**

Questions 191-195 refer to the following article and award certificate.

CHICAGO, December 5 — To the many awards earned over the 12 years since its founding, Chicago-based Roxina Travel can add another distinction: a NOTA Award. Presented by the National Organization of Travel Agencies (NOTA) at its annual Travel Fair, the award recognizes Roxina Travel for developing the most innovative tour program of the year. The honor was a pleasant surprise for the local agency given the larger size of many of its competitors. Roxina Travel has focused on a unique type of tourism and it has paid off.

“Diving tourism used to be a small niche, and investing in it was a risk for us,” said Terry Mason, Roxina’s owner. “But over the years we have attracted an increasing number of customers who are interested in trying something new and experiencing the thrill of exploring the underwater universe.” Since it first opened, Roxina Travel has been organizing diving tours to unexpected places such as Egypt, Iceland, and Tanzania. In May of this year it added a Scotland tour to its list of offerings.

The award was presented at this year’s Travel Fair, which is now celebrating its 10th year. It is among the leading events for professionals working in the travel and hospitality business and is held every year in New York City, where NOTA is based.

**The National Organization of Travel Agencies (NOTA)**  
is pleased to present

**The NOTA Innovation Award**

to

*Roxina Travel*

in recognition of excellence in tourism. Presented to the agency with the most innovative new tour program of the year, “Sabingdon Lake Diving Tour.”

*Vihaan Kumar*

Vihaan Kumar  
NOTA President

Presented December 1

191. What is indicated about the travel fair?

- (A) It is attended by tourists.
- (B) It takes place twice a year.
- (C) It is organized by NOTA.
- (D) It takes place in Chicago.

192. Why did Roxina Travel not expect to win the award?

- (A) It has not won any awards previously.
- (B) It was not present at the travel fair.
- (C) It has recently changed management.
- (D) It is smaller than similar companies.

193. What does Mr. Mason say about diving tourism?

- (A) It has become more popular than it was in the past.
- (B) It attracts participants from around the world.
- (C) It requires extensive training for participants.
- (D) It is not a profitable form of tourism.

194. Where is Sabingdon Lake located?

- (A) In Egypt
- (B) In Iceland
- (C) In Scotland
- (D) In Tanzania

195. What is suggested about Mr. Kumar?

- (A) He is a friend of Mr. Mason.
- (B) He has an office in New York City.
- (C) He has held his current position for twelve years.
- (D) He frequently participates in diving tours.

**GO ON TO THE NEXT PAGE**

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

**From:** Hitomi Suzuki <hsuzuki@wattlefinancial.com.hk>  
**To:** Priya Kulkarni <pkulkarni@multiconnect.com.hk>  
**Subject:** Multiconnect Communications  
**Date:** 10 October

Thank you for taking the time last week to introduce Multiconnect Communications and for speaking to me about your business phone and Internet bundle packages. As I mentioned, we are not seeking Internet services as part of a combined package, as we have a five-year contract with Colbert Wireless that is currently only in its third year. After careful consideration, though, we have decided to transfer from Duostar to a new provider for our phone systems.

I have outlined our specific phone needs. The service should not exceed HK\$6,000 monthly. There will be twenty phones at our central location, and each phone should have call-transferring, call-forwarding, and phone-conferencing capabilities. The service should also include voicemail with personalized password access and the ability to queue up to thirty voicemails per phone number. Please send the information in an attachment to your e-mail. I look forward to hearing from you soon.

Sincerely,  
Hitomi Suzuki  
Wattle Financial

### Multiconnect Communications – Package Details

Pricing and availability are subject to change. All prices include installation and regular maintenance as well as taxes and fees. Please contact your sales representative for information on current discounts. Your sales representative is: Priya Kulkarni, (852) 5555-0183 ext. 15.

Plan	Business Plus	Business Premiere	Business Excel	Business Premium
Monthly fee	HK\$1,500	HK\$3,000	HK\$5,500	HK\$7,500
Number of phone lines	up to 5	up to 10	up to 20	up to 30
Call forwarding/transferring		included	included	included
Phone conferencing		included	included	included
Voicemails per line	up to 20	up to 25	up to 35	up to 50

- 196.** What is the purpose of the e-mail?
- (A) To supply information about Internet providers
  - (B) To request further information on phone packages
  - (C) To describe a new phone package being offered
  - (D) To offer a discount on communications technology

- 197.** What is true about Wattle Financial?
- (A) It does not currently use a business Internet provider.
  - (B) It is interested in a bundle package for its service.
  - (C) It is currently contracted to Colbert Wireless for phone services.
  - (D) It has not previously worked with Multiconnect Communications.

- 198.** In the e-mail, the word “consideration” in paragraph 1, line 5, is closest in meaning to
- (A) payment
  - (B) deliberation
  - (C) application
  - (D) commitment

- 199.** What package meets all of the requirements specified by Ms. Suzuki?
- (A) Business Plus
  - (B) Business Premiere
  - (C) Business Excel
  - (D) Business Premium

- 200.** What is NOT included in the package prices that are listed in the table?
- (A) Applicable discounts
  - (B) Telephone taxes
  - (C) Service charges
  - (D) Installation costs

**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.**

## **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 user's manual explains all the controls and functions of ----- Pictor Series V television.
- (A) you  
(B) your  
(C) yours  
(D) yourself
- 102.** Today, Saari Travel Agency announced its partnership ----- Colgren Airways, a growing international airline.
- (A) in  
(B) with  
(C) from  
(D) off
- 103.** Kumiko Sekine will give a ----- on watercolor techniques at Denville Art Center on May 3.
- (A) demonstration  
(B) demonstrating  
(C) demonstrated  
(D) demonstrators
- 104.** Tourism has ----- significantly to the economic success of the seaside towns in the region.
- (A) found  
(B) located  
(C) promoted  
(D) contributed
- 105.** Please distribute the agenda as ----- as possible so that participants will have time to review it.
- (A) quicker  
(B) quickest  
(C) quicken  
(D) quickly
- 106.** For the annual company dinner, special dietary requests can be accommodated, but only if they are arranged -----.
- (A) even  
(B) yet  
(C) beforehand  
(D) meanwhile
- 107.** Checks or money orders in support of the Theater for All project ----- payable to Alio Actors Organization.
- (A) to make  
(B) are making  
(C) should be made  
(D) will have made
- 108.** Having achieved considerable success in Asia, Celena Tea Merchants is ----- to enter European markets.
- (A) eager  
(B) active  
(C) busy  
(D) firm

- 109.** If the discontinued printers are not sold by Friday, Ainley Electronics will offer ----- at 50 percent off.
- (A) they  
(B) their  
(C) them  
(D) themselves
- 110.** Francesco Graphics' art department spent ----- time than anticipated on the redesign of the corporate Web site.
- (A) again  
(B) more  
(C) over  
(D) above
- 111.** A red check-engine ----- on the control panel flashes repeatedly when maintenance is necessary.
- (A) indicating  
(B) indicate  
(C) indicates  
(D) indicator
- 112.** ----- the Bay Ridge Planetarium has limited parking, visitors are encouraged to use public transportation whenever possible.
- (A) As  
(B) Either  
(C) That  
(D) Nor
- 113.** The menu at Minara Café changes weekly ----- on the availability of seasonal ingredients.
- (A) depend  
(B) depends  
(C) depended  
(D) depending
- 114.** Our trial software allows users to sample the Weller Language Learning Program for 30 days ----- purchase.
- (A) about  
(B) against  
(C) except  
(D) before
- 115.** In response to customer complaints, Lanemore Transit will provide ----- bus services during morning and evening hours.
- (A) adding  
(B) addition  
(C) additional  
(D) additionally
- 116.** The latest microwave oven from Dabato Industries ----- a stainless steel interior and ten different heat settings.
- (A) features  
(B) produces  
(C) implies  
(D) appoints
- 117.** Ella Portofino, ----- is known for her motivational speeches, will be the guest speaker at ORIL Leadership Conference in June.
- (A) each  
(B) which  
(C) who  
(D) this
- 118.** With consumer demand increasing substantially, Lignes Manufacturing must analyze the efficiency ----- its factories.
- (A) until  
(B) when  
(C) of  
(D) how
- 119.** Since the design of the Seino Towers is still in the ----- planning phase, the blueprints have not yet been prepared.
- (A) initial  
(B) entire  
(C) various  
(D) formed
- 120.** Top management at Vexler Corporation is reviewing its strategy for the company's ----- into the home appliance market.
- (A) expand  
(B) expanded  
(C) expandable  
(D) expansion

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- 121.** The Domino line of ergonomic chairs, ----- exclusively by ACN Office Furniture, is of unsurpassed quality.
- (A) manufacture  
(B) manufactured  
(C) are manufactured  
(D) to be manufacturing
- 122.** ----- situated near the business district, Radowski Hotel has been our venue for all large-scale corporate events.
- (A) Very  
(B) Overly  
(C) Ideally  
(D) Rarely
- 123.** The Tillmore Performance Center offers a ----- variety of programs than the Drewton Theater.
- (A) greatest  
(B) greater  
(C) greatly  
(D) great
- 124.** Employees will have to record their work hours on the company Web site ----- the payroll software update has been installed.
- (A) once  
(B) next  
(C) so that  
(D) such as
- 125.** Given the complexity of the production process, two defects per one thousand items is a ----- expectation.
- (A) reasonable  
(B) reasoning  
(C) reasonably  
(D) reasons
- 126.** Luzern Aromatics, Inc., has been a leading supplier of raw ----- to the fragrance industry for almost 50 years.
- (A) issues  
(B) materials  
(C) interests  
(D) conditions
- 127.** A report in the *Journal of the Southern Agricultural Society* suggests that consumers are increasingly ----- about where their produce is grown.
- (A) exceptional  
(B) essential  
(C) concerned  
(D) significant
- 128.** Anisk Pharmaceuticals makes every effort ----- the confidentiality of all participants in the clinical study.
- (A) to maintain  
(B) maintains  
(C) will maintain  
(D) is maintaining
- 129.** Before traveling to Kuala Lumpur for the Medical Technology Conference, Ms. Osuyah must receive management's -----.
- (A) occupation  
(B) potential  
(C) appearance  
(D) authorization
- 130.** Please note that an employee training session on current communication tools will be held this Thursday ----- the weekly department meeting.
- (A) in place of  
(B) in order to  
(C) as long as  
(D) except for

131. The board of directors of Bridgeworks Corporation will vote on the ----- to modify the company's investment policies.
- (A) propose  
(B) proposing  
(C) proposal  
(D) proposed
132. Currently operating out of a small office in Tokyo, the Organization for International Banking is set to move to its ----- headquarters next year.
- (A) responsible  
(B) unlimited  
(C) repetitive  
(D) permanent
133. Radner Laboratories' fourth-quarter report shows that revenues rose nearly 20 percent ----- to the previous quarter.
- (A) reminded  
(B) considered  
(C) compared  
(D) preferred
134. ----- you experience any difficulties accessing your online Alaway Bank account, our customer service agents will be happy to assist you.
- (A) Than  
(B) Should  
(C) What  
(D) Having
135. The head chef at Boldoni's Restaurant has been commended for ----- introducing dishes that are both creative and delicious.
- (A) continue  
(B) continues  
(C) continually  
(D) continual
136. ----- its major competitors, Keelan Air offers non-stop flights to hundreds of international destinations.
- (A) Unlike  
(B) Therefore  
(C) Nevertheless  
(D) Otherwise
137. Your generous donation will go toward the museum's maintenance projects, ----- the restoration of the main entryway.
- (A) specific  
(B) specifically  
(C) specification  
(D) specify
138. If it wishes to become a market leader in electronics, Ribeira Technology, Inc., has no ----- but to diversify its product range.
- (A) instance  
(B) alternative  
(C) preference  
(D) reserve
139. ----- his short tenure at Wilson Surgical Supply, Mr. Jong was a major asset to the company's product development team.
- (A) Despite  
(B) Contesting  
(C) Soon  
(D) While
140. The ----- smaller size of the new picture format will allow us to store hundreds more pictures on each disk.
- (A) gradually  
(B) promptly  
(C) accurately  
(D) considerably

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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 advertisement.

### Kashio's Grand Opening Celebration

Kashio's, a new seafood restaurant in Haverton, invites you to our grand opening on Saturday, May 1. Enjoy complimentary food samples, live music, and discounts on meals at the party! ----- the event, all dinner entrées and desserts will be 25 percent off. Our waitstaff will offer

**141.** (A) Beside

- (B) During
- (C) Apart from
- (D) Prior to

a selection of tasty appetizers, free of charge, throughout the evening. In addition, ----- will be

**142.** (A) entertainment  
(B) reservations  
(C) techniques  
(D) service

provided by local favorite Melody McRae.

We are located at the intersection of Clinton Boulevard and Park Avenue, ----- adjacent to

**143.** (A) direct  
(B) directed  
(C) directly  
(D) directive

Community Theater. Stop in before or after your visit to the theater; we will be open seven days a week, from 4:00 P.M. to 11:00 P.M., starting May 1.

Questions 144-146 refer to the following letter.

5 November

Sneha Ramachandran  
A-301, Pali Hill Residency  
Kantwadi Road  
Mumbai 400050  
India

Dear Ms. Ramachandran:

I received your letter inquiring about the status of your order of John Wilkinson's *Guide to Gourmet Cooking*. Our inventory report indicates that there is one copy of the book in stock. -----, the book cannot be located in our store or at our warehouse. The book is also out of

**144.** (A) Later

- (B) Often
- (C) Similarly
- (D) Unfortunately

print and can no longer be ordered from the publisher.

Nonetheless, I have been able to locate a copy of the book in our used book division and can offer it to you at half the price. I ----- any shipping charges. The copy shows only ----- signs

**145.** (A) will waive

- (B) to waive
- (C) had waived
- (D) waiving

**146.** (A) minimize

- (B) minimal
- (C) minimalist
- (D) minimalism

of wear, and there is an inscription on the title page. If you would like this copy, please let me know, and I will mail it to you immediately.

Sincerely,

B.V. Bhatti  
Owner, Bhatti Bookstore

**GO ON TO THE NEXT PAGE**

**Questions 147-149** refer to the following e-mail.

To: Lynn Nurka <lnurka@ritteroutfitters.com>  
From: Toshi Okada <tokada@ritteroutfitters.com>  
Date: October 14  
Subject: Adventurer Hiking Gear

Lynn,

I just ----- the approval for a 15 percent increase in the advertising budget for our Adventurer  
**147.** (A) requested

- (B) delayed
- (C) questioned
- (D) received

line of hiking gear. Since this line is crucial to our success, I suggest we spare no expense in product ----- Let's use Fairsen Consulting for the advertising campaign instead of Edgar

**148.** (A) promotion

- (B) safety
- (C) purchasing
- (D) manufacturing

Creative Services.

I know Fairsen is more expensive, but they have created highly successful and ----- campaigns

**149.** (A) memory  
(B) memories  
(C) memorable  
(D) memorably

for Extentia Sports and Turnbull Clothiers. Plus, thanks to this budget increase, we can definitely afford their services.

Toshi

**Questions 150-152 refer to the following information.**

Mbedzi and Partners charges clients an hourly rate based on the type of service needed and level of ----- of the assigned lawyer. Base charges are R 3,000 per hour for senior

- 150.** (A) satisfaction  
(B) interest  
(C) competition  
(D) expertise

consultants; R 1,800 for associates; and R 900 for candidate attorneys. We do, -----, adjust

- 151.** (A) however  
(B) likewise  
(C) unless  
(D) consequently

pricing for corporate clients who use our firm exclusively for all their legal services. We can also provide a calculation of expected costs for an entire project in order to assist clients in accurately ----- expenses. Contact our billing department for complete details on our fee

- 152.** (A) predict  
(B) predicting  
(C) prediction  
(D) predicts

structure and policies: [billing@mbedziandpartners.co.za](mailto:billing@mbedziandpartners.co.za).

***GO ON TO THE NEXT PAGE***

## 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.

### Attention Waylon Concert Hall Guests

- Ticket holders arriving late will not be admitted to the auditorium until a suitable break during the performance and must be shown to their seats by an usher.
- Mobile telephones must be turned off during all performances.
- Cameras and video or audio recorders of any kind are prohibited unless specifically authorized by the promoter. Those found during the performance will be held at the box office until the end of the show.
- Standing in the aisles during performances is forbidden by the fire regulations.
- Smoking is prohibited throughout the building.
- Food or beverages may not be brought into the auditorium at any time.

Please be courteous to those around you while you enjoy the show.

**153.** What does the notice mainly discuss?

- (A) Rules for concertgoers
- (B) Equipment used by concert-hall staff
- (C) Safety procedures
- (D) Performance schedules

**154.** According to the notice, what might a promoter do?

- (A) Distribute concert programs
- (B) Escort guests who arrive late to their seats
- (C) Approve the use of audio devices
- (D) Collect mobile phones

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**Questions 155-156** refer to the following article.

---

Johannesburg (7 July) — Jaquin Publishers announced on Friday that Aurelia Martino's new book, *Stars in the Sky*, will be released on 8 September. This is Ms. Martino's second book, and early reviews say that readers are in for a treat. Ms. Martino, an acclaimed actress from Johannesburg, decided to give up acting and begin writing books when she had her first child, Matilda, two years ago. She is perhaps best known for her ten-year role as the mother on the popular South African television series *Living with the Monroes*.

---

**155.** What is the purpose of the article?

- (A) To announce a book release date
- (B) To profile an acclaimed actress
- (C) To review a new television series
- (D) To offer an opinion about a book

**156.** What is suggested about Ms. Martino?

- (A) She has been an author for over ten years.
- (B) She has two children.
- (C) She changed careers.
- (D) She recently moved to South Africa.

Questions 157-158 refer to the following telephone message.

Telephone Message	
Caller:	Dominic Ames
Caller Number:	22 8145 3190
For:	Tina Jenkins
Date:	Tuesday, June 2
Time:	11:15 A.M.
Details:	Dominic in accounting needs to know the exact amount that your department spent on office supplies last month. He is putting together a report for his meeting tomorrow with his department head, Alan Stewart, but is missing figures for sales department spending.
Taken by:	Ruth Gordon

157. Why did Mr. Ames call Ms. Jenkins?

- (A) To get approval to work on a project
- (B) To schedule a board meeting
- (C) To order office supplies
- (D) To request information about expenses

158. Who is most likely a manager in the sales department?

- (A) Dominic Ames
- (B) Tina Jenkins
- (C) Alan Stewart
- (D) Ruth Gordon

**GO ON TO THE NEXT PAGE**

**Questions 159-161** refer to the following directory.

DIRECTORY OF HUMAN RESOURCES	
<p><b>Staffing</b> Greta Liu, ext. 4105 For a list of current job openings and information on general hiring procedures and the Candidate Referral Program</p>	<p><b>New Hires</b> Ian Braden, ext. 4130 For assistance with moving expenses, requesting and purchasing new office equipment, and setting up e-mail</p>
<p><b>Payroll</b> Adriana Ramirez, ext. 4810 For inquiries about paychecks, to change bank information, or to request a copy of a paystub</p>	<p><b>Training</b> Abdul Jafari, ext. 4990 For a current listing of the company's online training courses and for help with arranging an internal training course for employees</p>
<p><b>Benefits</b> Thomas Warfield, ext. 4400 To enroll in a pension or retirement savings program, to apply for reimbursement for qualified tuition expenses, or to enroll in the company's profit-sharing program</p>	<p><b>Leaves</b> Francis Corley, ext. 4404 To request vacation leave and for inquiries about the company's holiday schedule</p>

**159.** Where would the directory most likely appear?

- (A) In a newspaper section
- (B) In a job advertisement
- (C) In an employee handbook
- (D) In a sales brochure

**160.** Who most likely would be contacted by someone looking for a job?

- (A) Greta Liu
- (B) Adriana Ramirez
- (C) Francis Corley
- (D) Thomas Warfield

**161.** What task would Mr. Braden most likely be responsible for?

- (A) Moving heavy office equipment
- (B) Mailing letters to customers
- (C) Assessing the skills of new employees
- (D) Ordering a computer monitor

Questions 162-165 refer to the following receipt.

TEST 02

# Sutherland's

8000 Oak Ridge Road  
Farmington, Connecticut 06032  
Tel (860) 555-0190

February 7  
3:32 P.M.

store #: 76  
Cashier: Ben M.

SAWZALL 12 AMP RECIPROCATING SAW	74.97
SKU #96010	
Qty/Price	1 @ 99.95
25% Special Discount	-24.98
ROTOR 18-VOLT CORDLESS DRILL	56.22
SKU #20144	
Qty/Price	1 @ 74.95
25% Special Discount	-18.73
ECO CFL 16-WATT LIGHTBULB 2-PK	38.97
SKU #89109	
Qty/Price	3 @ 12.99
Subtotal	170.16
T1 Taxable Amount	131.19
T1 Tax(@ 6.35%)	8.33
Total	178.49
PURCHASE CODE:	ZYB3487

Unused, defective, or damaged merchandise may be returned to any Sutherland's store in the United States within 60 days of purchase if accompanied by a receipt. A return without a receipt is accepted only at the place of purchase and within 30 days. Item must be unused and in the original packaging. Merchandise marked "NR" for "no return" is final sale. No returns or exchanges are permitted on final-sale items. "ECO" items are not subject to sales tax.

Customer satisfaction is important to us! Please log on to our Web site ([www.sutherlandco.com](http://www.sutherlandco.com)) and take a quick survey about your experience shopping at our store. Customers who complete the online survey will receive a 10% discount coupon toward a future purchase.

162. What kind of store most likely is Sutherland's?

- (A) A toy store
- (B) A grocery store
- (C) A hardware store
- (D) A clothing store

163. How much tax was the customer required to pay?

- (A) \$3.32
- (B) \$8.33
- (C) \$24.98
- (D) \$131.19

164. According to the receipt, what is not returnable?

- (A) Items with a special marking
- (B) Items that were damaged
- (C) Items with original packaging
- (D) Items purchased more than 30 days ago

165. Where can a customer find a coupon?

- (A) At the store
- (B) In a newspaper
- (C) On a receipt
- (D) On the store's Web site

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Questions 166-169 refer to the following press release.

### Gharat Light Rail Commission – For immediate release

**Gharat (November 5)**—The Gharat Light Rail Commission announced today that the 3.4 kilometer long section of the Gharat Light Rail from Hanubad to Robini will open to the public on Monday. The first trains will depart from Hanubad Station at 6:00 A.M. The new section is an extension of the Blue line, which was first put into service eight years ago. The new line is expected to add more than 40,000 passengers to the system. Those living in Robini will now have access to commuter train service into the center of Gharat without having to travel by other means to Hanubad Station.

Making the Blue line fully operational marks the halfway point in the completion of the light rail system. While the Orange line was completed last summer, work continues on the Yellow and Green lines. The Yellow line extension from Nagar to Bankulu is set for completion late next month. The Green line extension connecting Sangau to Gallwa is scheduled to open in six months, just in time for the busy summer tourist season in the Gallwa area. Once the Green line is completed, commuters in all the suburban areas surrounding Gharat will have convenient access to the light rail system.

More information about train schedules, fares, station layouts, and new station parking facilities — as well as an interactive map of the Gharat Light Rail system — are available at our Web site [www.gharatlightrail.org](http://www.gharatlightrail.org).

#### Contact Information:

Mariam Qadri  
983 5977 45786  
[mediacontacts@gharatlightrail.org](mailto:mediacontacts@gharatlightrail.org)

**166.** What is the press release announcing?

- (A) The launch of the Gharat Light Rail system
- (B) The suspension of rail service
- (C) The renovation of a rail station
- (D) The opening of a new section of rail

**167.** What is suggested about Gharat Light Rail?

- (A) It has increased its fares.
- (B) It operates multiple train lines.
- (C) It has completed all scheduled construction.
- (D) It first opened one year ago.

**168.** Where currently is the final station on the Blue line?

- (A) In Hanubad
- (B) In Robini
- (C) In Bankulu
- (D) In Sangau

**169.** According to the press release, which line will likely be used by tourists?

- (A) The Blue line
- (B) The Orange line
- (C) The Yellow line
- (D) The Green line

**Questions 170-172 refer to the following letter.**

**Maier Menswear**  
68 Caldwell Street, Sydney NSW 2000

4 May

Dietrich Mackert  
870 Cobb Lane  
Sydney NSW 2000

Dear Mr. Mackert:

Since you are a valued Maier Menswear customer, I wanted you to be among the first to know about our new customer rewards card, an incentive program that rewards our frequent customers for purchases made at our stores. Once you have completed the enclosed membership enrollment form and returned it to the customer service department, they will mail you your rewards card. Then just bring your card with you and start reaping the benefits. Each time you use your rewards card at one of our stores, you will receive a 5 percent rebate on select purchases. I hope you will take advantage of this beneficial program and apply for membership today.

Maier's customer rewards card program will launch on 7 June with a customer appreciation hour at select stores, including free beverages, snacks, and door prizes from 7 P.M. to 8 P.M. If you have any questions about the rewards card program, please contact customer service at (02) 9452 2244 or e-mail rewards@maiermenswear.com.au. You may also visit any Maier's store location to complete your enrollment or visit our Web site at www.maiermenswear.com.au for more information or to sign up online. Thank you again for being a valuable Maier Menswear customer!

Sincerely,

*Danita Nachik*  
Danita Nachik  
Public Relations

**170.** What did Ms. Nachik include with the letter?

- (A) A customer rewards card
- (B) An informational pamphlet
- (C) An enrollment form
- (D) A rebate payment

**171.** What is NOT indicated about Maier's customer rewards program?

- (A) It is a new program for the company.
- (B) It requires a membership to be utilized.
- (C) Discounts are available only on certain items.
- (D) Customers receive a monthly statement in the mail.

**172.** According to the letter, how can Mr. Mackert join the rewards program?

- (A) By visiting a Maier Menswear store location
- (B) By e-mailing the customer service department
- (C) By mailing a completed form to Ms. Nachik
- (D) By phoning any Maier Menswear store

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Questions 173-175 refer to the following Web page.

The screenshot shows a web browser window with the following details:

- Header:** "Harper Fields Business News Online" in bold black font, with a "Search" input field to its right.
- Navigation Bar:** A horizontal menu with links: Home, About Us, Free Materials, Blogs, Contact, and My Account.
- Content Area:** A large text block describing the service's history and features, followed by two paragraphs of text about subscription options.
- Call-to-Action:** A button labeled "Get started now!" at the bottom left.

**Text in Content Area:**

For 25 years, *Harper Fields Business News* (HFBN) has been a major resource for business professionals. In print and online, we offer professional coverage of business news, background analyses, and commentaries on the world of finance. Our Web site offers additional features that are available only to online subscribers. These include staff picks, press releases issued by major players in the business world, and various software applications that allow users to create sophisticated data charts.

To those considering a subscription to our online service, we offer a 30-day free trial. You must be at least 18 years old and provide a valid credit card to subscribe. No money will be charged to your credit card during your trial period. Your card will only be used to automatically upgrade you to paid online subscriber status at the end of the trial period, at which time you will be charged an annual subscription fee of \$45.

If you do not wish to become a paid online subscriber, you must cancel the service before the trial period expires. To do so, go to the My Account page on our Web site and select Do Not Upgrade. This action will prevent your credit card from being charged. You will, however, continue to enjoy our service for the remainder of the trial period.

**Get started now!**

- 173.** What is being described on the Web page?
- (A) A software program
  - (B) A trial subscription
  - (C) A subscription renewal
  - (D) An advanced business course
- 174.** What are readers asked to provide?
- (A) Their credit card details
  - (B) Their membership number
  - (C) Their subscription expiration date
  - (D) Their professional qualifications
- 175.** What is NOT indicated about HFBN?
- (A) It offers online software tools.
  - (B) It covers topics related to finance.
  - (C) It has been in business for 25 years.
  - (D) It has stopped publishing in a print format.

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**Questions 176-180** refer to the following e-mail.

**E-Mail Message**

To: Kyungbin Yi <kyi@moto.net>  
From: Miguel Hernández <mherandez@mintner\_mag.com>  
Date: 3 January  
Subject: Your submission

We're writing with some good news. Your photograph *Coastline in Winter* has been chosen as the third-place winner in the "Views of Our World" landscape photography contest sponsored by *Mintner Photography Magazine*. Our judges felt that your panoramic winter scene conveys a sense of wonder at the scale of nature and that the impressionistic image you captured shows your skill as an artist.

Your photograph will appear among the other winning photographs in the March issue of *Mintner Photography Magazine*. In addition, your work will be featured in a special landscape photography exhibit in Birmingham at Perivale Art Museum from 9 May to 21 May.

You will receive a prize of --400 as well as a two-year subscription to *Mintner Photography Magazine*. A cheque in the amount of the prize will be sent to you in February, and your subscription will begin with the issue featuring your photograph.

When you submitted your photograph, you stated that you used a Fisk SLR 500 camera and a Genoma XR wide-angle lens. Please let us know if this is correct by replying to this e-mail. This information will accompany your photograph in the magazine and in the museum exhibit.

Congratulations on your success. We are looking forward to sharing your work with our international readership and hope to see more of your work in the future.

Sincerely,

Miguel Hernández  
Editor

176. What is implied about Ms. Yi's photograph?

- (A) It is in black and white.
- (B) It has previously been published.
- (C) It has been purchased by a magazine.
- (D) It depicts a landscape scene.

177. The word "conveys" in paragraph 1, line 4, is closest in meaning to

- (A) expresses
- (B) supports
- (C) retains
- (D) transports

178. When will Ms. Yi's subscription begin?

- (A) In January
- (B) In February
- (C) In March
- (D) In May

179. What is Ms. Yi asked to do?

- (A) Submit some additional photographs
- (B) Confirm that some information is true
- (C) Sign a release form
- (D) Provide a mailing address

180. What is mentioned about  
*Mintner Photography Magazine*?

- (A) It is read around the world.
- (B) It sponsors several contests each year.
- (C) It is a new publication.
- (D) It is published four times a year.

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**Questions 181-185** refer to the following letter and information from a Web page.

## Front Force Designs

10 Townsend Lane  
Dublin 2

29 May

Dear Business Owner,

For ten years my company, Front Force Designs, has created window displays and decoration for Dublin's most fashionable shops, including Bassett Music Company, O'Leary Shoes, Trumont Clothiers, and Gallagher's Department Store. Front Force Designs is a full-service design studio dedicated to giving local shops a competitive edge with original, eye-catching displays. I offer reasonable rates and professional, personalized service. I work with a team of two other designers but am involved in every aspect of each project, from concept to completion.

To see examples of our designs and read what our customers are saying, visit our Web site at [www.frontforcedesigns.ie](http://www.frontforcedesigns.ie).

If you would like to schedule a free consultation, I can be reached at +353 1 555 0188.

Sincerely,

*Eabha Madigan*

Eabha Madigan, M.F.A.  
Owner, Front Force Designs

<http://www.frontforcedesigns.ie/reviews>

**Customer Comments**      **Home**      **Place Order**      **Directions**      **Contact Us**

“With all the pedestrian traffic on Squire Street, my shop, Fairest Isle Gifts, must have beautiful window displays. When I saw what the team from Front Force Designs created for Bassett Music Company, the neighbouring store, I knew I had to hire Ms. Madigan and her staff. They have created my window decorations for five years now, and I have also hired them to create displays inside the store. I can't tell you how pleased I am with their artistry; their work is better than any other design firm I used previously.” —*Marty Donohue, Owner, Fairest Isle Gifts*

181. What is the purpose of the letter?

- (A) To explain a design process
- (B) To recruit new clients
- (C) To list the costs of a service
- (D) To offer a discount to a customer

182. Who is Ms. Madigan?

- (A) A store manager
- (B) A Web-site designer
- (C) A musician
- (D) A decorator

183. In the letter, the word “edge” in paragraph 1, line 5, is closest in meaning to

- (A) advantage
- (B) border
- (C) force
- (D) quality

184. What is indicated about Front Force Designs?

- (A) It is a new company.
- (B) It is owned by three people.
- (C) It does work for retail stores.
- (D) It offers free samples.

185. What is implied about Fairest Isle Gifts?

- (A) It is closed due to construction on Squire Street.
- (B) It received a good review from customers.
- (C) It has been in business for ten years.
- (D) It is located in Dublin.

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

To:	Ken Nakata <knakata@greencoast.com>
From:	Sara Garner <sgarner@greencoast.com>
Subject:	Training Session
Date:	April 2

Dear Mr. Nakata,

According to our records, you have now completed the first of your required online training sessions for new employees at Greencoast Bank. We hope that the session has provided you with valuable information about company policies and procedures.

Please take a moment to complete an online survey, which will provide the human resources department with valuable feedback for improving the training process. To complete the survey, click on the Human Resources link on the company Web site. Then click on the Training Survey icon, followed by the name of the training session you completed. The system will prompt you to enter your name and employee identification code before bringing you to the survey.

Thank you for your cooperation, and we wish you the best of luck here at Greencoast Bank.

Sincerely,

Sara Garner  
Executive Assistant  
Greencoast Bank

<http://www.greencoastbank.com/employee/survey>

Welcome: Ken Nakata      Title: Manager, Branch 82  
Training date: March 29      Session name: "Greencoast at a Glance"

1. How useful did you find the online employee training?  
Very useful  Somewhat useful  Not useful

2. How clear was the information that was presented?  
Very clear  Somewhat clear  Not clear

3. What aspects of the training were most relevant to you? The customer service guidelines and tips on collaborating with the marketing and legal divisions were of great interest to me, since these will be directly related to my daily work.

4. Is there any part of the online training session that could be improved? I found the pictures and moving graphics to be very helpful in illustrating points. It would be great if these could be included in every section of the training.

5. Did you experience any technical problem in your training session? Yes  No   
If yes, please explain: The sound quality was poor at first. After I restarted the session, the problem was resolved.

- 186.** What is suggested about Mr. Nakata?
- (A) He will receive more training.
  - (B) He reports to Ms. Garner.
  - (C) He opened an account at Greencoast Bank.
  - (D) He works in the human resources department.

- 187.** According to the e-mail, what step is required to access the survey?
- (A) Opening an attachment
  - (B) Entering an employee number
  - (C) Creating a secure password
  - (D) Installing a software program

- 188.** What is mentioned about the “Greencoast at a Glance” session?
- (A) It is an optional workshop.
  - (B) It is held in the conference room.
  - (C) It is designed for new employees.
  - (D) It is offered only once a year.

- 189.** According to the survey, what will Mr. Nakata do?
- (A) Hire customer service representatives
  - (B) Offer technical support to customers
  - (C) Work closely with other departments
  - (D) Develop new banking guidelines

- 190.** How most likely will the “Greencoast at a Glance” session be revised?
- (A) The audio files will be removed.
  - (B) Additional pictures will be included.
  - (C) The overall design will be simplified.
  - (D) Technical information will be updated.

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

*Check out these vacation package deals from Canole Travel.*

Lake Beauty, 6 days/5 nights: Explore England's famed Lake District. Enjoy some of the area's most picturesque lakes and walking trails. From \$499.

Nature Escape, 5 days/4 nights: Discover aquatic creatures and exotic animals with this Costa Rica package. Tour Monteverde Rainforest and relax on Jaco Beach. From \$499.

Scenic Heritage, 4 days/3 nights: Go back in time on this visit to Cape Breton Island, one of Canada's most beautiful spots. Enjoy scenic drives and visits to some of the area's historical sites. From \$399.

Southern Safari, 10 days/9 nights: Witness wildlife at Galana National Park in southern Kenya and see Grand Falon Falls. From \$1099.

Packages include lodging, daily breakfast, and sightseeing tours. Prices listed are per person and may vary based on date of travel and upgrades selected.

Call 907-555-0113 or visit [www.canoletravel.com](http://www.canoletravel.com) for details.

**Canole Travel**

To:	krosenthal@merinmar.org
From:	dee_wong@canoletravel.com
Date:	October 29
Subject:	Your inquiry
Attachment:	<a href="#">Invoice_1029103.txt</a>

Dear Mr. Rosenthal,

We are pleased that you have selected from among our exciting package offerings for your next vacation. In order to accommodate your request for a room with ocean views, your three-night stay has been reserved at Bild's Peak Hotel. For more information, I recommend that you go to the hotel's Web site directly ([www.bildspeak.ca](http://www.bildspeak.ca)) or follow the links on Canole Travel's Web site ([www.canoletravel.com/hotels](http://www.canoletravel.com/hotels)).

I have updated your invoice to include the cost of the hotel upgrade; please see the attached file. The bill must be paid in full at least one week before your departure date. Feel free to contact me with any questions you may have.

Sincerely

Dee Wong, Canole Travel

- 191.** According to the advertisement, where will travelers visit a waterfall?
- (A) In England  
(B) In Costa Rica  
(C) In Canada  
(D) In Kenya
- 192.** What is NOT mentioned as included in the cost of the packages?
- (A) Accommodations  
(B) Sightseeing trips  
(C) A meal  
(D) Airfare
- 193.** What package did Mr. Rosenthal most likely choose?
- (A) Lake Beauty  
(B) Nature Escape  
(C) Scenic Heritage  
(D) Southern Safari
- 194.** What does Ms. Wong suggest that Mr. Rosenthal do?
- (A) Call the hotel  
(B) Visit a Web site  
(C) Select a different package  
(D) Book a future vacation
- 195.** What is suggested about the invoice?
- (A) It has been modified by Ms. Wong.  
(B) It has been paid by Mr. Rosenthal.  
(C) It will be sent along with the itinerary.  
(D) It does not include service fees.

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**Questions 196-200** refer to the following announcement and letter.

## *Calling all artists!*

Are you an amateur or professional graphic artist? Would you like to help the Relling Transit system with your original work? RT Center is holding its first ever logo contest. Logos that are related to bus or train travel will be accepted from August 2 to 22 at the RT Central Office, located at Relling Terminal. Thirty finalists will be selected for display in the alcove at Union Street Station. From September 1 to 30, the public will be able to cast a ballot and vote on their favorite logo. Four prizes will be awarded.

**First place:** *Yellow pass.* Good for unlimited rides on the RT local train or bus for five days

**Second place:** *Blue pass.* Good for unlimited rides on the RT local train for three days

**Third place:** *Green pass.* Good for one round-trip ticket to any destination on the RT express train

**Fourth place:** *Red pass.* Good for one round-trip ticket to any destination on an RT express bus

Maximum two logos per entrant. On the back of each submission, write your name and contact details. See [www.rellingtransit.gov](http://www.rellingtransit.gov) for complete guidelines.

October 8

Nadia Ivankova  
85 Millbrook Road  
Relling Township, DE 19800

Dear Ms. Ivankova:

Congratulations on winning Relling Transit Center's Logo Contest. Enclosed is your prize. Please note that the pass does not have a definite start date. It is valid for any five-day period, beginning whenever you wish.

In addition to displaying your logo at Union Street Station, we would like to include the four top entrants in an exhibition at Relling Transit Central Office for the month of December. Please let me know if you have any objection.

On behalf of Relling Transit Center, I would like to thank you for your contribution.

Sincerely,  
*Rita Rajwal*  
Community Relations Manager, Relling Transit Center

**196.** Why is the contest being held?

- (A) To obtain text for an advertisement
- (B) To choose a symbol for an organization
- (C) To raise money to upgrade train services
- (D) To promote a new train line

**197.** According to the announcement, what will happen in September?

- (A) Entries will be collected.
- (B) One winner will be announced.
- (C) Entries will be returned.
- (D) Winners will be selected by the public.

**198.** What is indicated about the image submissions?

- (A) They must have a travel theme.
- (B) They must meet the size requirements.
- (C) They must be submitted online.
- (D) They must use more than one color.

**199.** What did Ms. Ivanka receive?

- (A) A yellow pass
- (B) A blue pass
- (C) A green pass
- (D) A red pass

**200.** Where will the winning entries be displayed temporarily?

- (A) Inside the train cars
- (B) On the express bus
- (C) At Relling Terminal
- (D) At Union Street Station

**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.**

## 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 confirmation e-mail will contain both a tracking number ----- an approximate delivery date.  
(A) or  
(B) as  
(C) but  
(D) and
- 102.** While he is away from the office, we can reach Mr. Cho by calling ----- home phone number.  
(A) himself  
(B) him  
(C) he  
(D) his
- 103.** You may note any special meal requests ----- the space provided on the enclosed form.  
(A) up  
(B) out  
(C) in  
(D) of
- 104.** Fabrics from Harmia Textiles are known for their vibrant -----.  
(A) colors  
(B) colored  
(C) colorful  
(D) colorfully
- 105.** Jemline Electronics is ----- daily from 9 A.M. to 7 P.M.  
(A) broad  
(B) open  
(C) whole  
(D) frequent
- 106.** Recently, Jongno Art Museum has produced several ----- praised award-winning exhibitions.  
(A) height  
(B) highest  
(C) highly  
(D) high
- 107.** The Riverio Sporting Goods Web site will first appear sometime ----- January 1.  
(A) after  
(B) without  
(C) among  
(D) behind
- 108.** Because of roadwork, Ms. Neeley's drive to the office may ----- longer than usual.  
(A) move  
(B) take  
(C) act  
(D) do

109. All ----- must wear protective headgear in work areas.
- (A) employer  
(B) employee  
(C) employees  
(D) employing
110. The Hirota Computer Store is ----- located on Shijo Street in downtown Kyoto.
- (A) center  
(B) centers  
(C) centralize  
(D) centrally
111. Tedeschi Shoes ----- a discount to students of Brinkley University.
- (A) seems  
(B) pleases  
(C) meets  
(D) offers
112. Mr. Shah's keynote speech will be followed ----- a banquet in the dining hall.
- (A) on  
(B) amid  
(C) by  
(D) onto
113. The Yuja Deluxe Grill must be cleaned ----- in order to function well.
- (A) regular  
(B) regularly  
(C) regularity  
(D) regularize
114. Most survey participants had ----- opinions about Virtanen's new line of hair care products.
- (A) positivity  
(B) positive  
(C) positives  
(D) positively
115. Once you have placed your -----, its status will be available on our Web site.
- (A) order  
(B) value  
(C) refund  
(D) sale
116. Festival attendees should reserve a hotel room ----- in advance of their arrival next month.
- (A) well  
(B) so  
(C) such  
(D) over
117. Although pay is ----- distributed in the form of electronic bank deposits, staff may request that a check be issued instead.
- (A) generalize  
(B) generalization  
(C) generally  
(D) general
118. According to Murata-Abe's corporate -----, each team member receives an annual performance review.
- (A) supply  
(B) degree  
(C) worth  
(D) policy
119. The winter publication schedule has ----- been distributed to the editors.
- (A) already  
(B) when  
(C) tomorrow  
(D) ever
120. Meath Cosmetics sales representatives will receive a €400 bonus, ----- they did last year.
- (A) in spite of  
(B) just as  
(C) to which  
(D) in order to

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**121.** I look forward to hearing from you as soon as you ----- from your vacation.

- (A) had returned
- (B) return
- (C) returned
- (D) will return

**122.** The cancellation of Saturday's concert at Madison Hall was ----- unexpected problems with the sound system.

- (A) because
- (B) as if
- (C) due to
- (D) unless

**123.** Zogu Industries ----- inspects each stage of its manufacturing process to ensure the highest-quality products.

- (A) closely
- (B) closer
- (C) closest
- (D) closeness

**124.** The Buramsan Polar Star refrigerator is -----, requiring less energy than similar appliances.

- (A) transferable
- (B) considerable
- (C) absorbent
- (D) efficient

**125.** Local artists sell their handmade ----- at the Canbury Market every Saturday morning.

- (A) creative
- (B) creations
- (C) created
- (D) creatively

**126.** Berne Tech has recommended that its clients ----- the invoices from the last quarter for pricing irregularities.

- (A) to review
- (B) reviewed
- (C) review
- (D) reviewing

**127.** User response to Sandling's online publishing service has been largely -----, with only a handful of unsatisfactory ratings.

- (A) enthusiastic
- (B) talented
- (C) perpetual
- (D) comfortable

**128.** If a customer finds the product advertised ----- for less, we will gladly match the lower price.

- (A) together
- (B) elsewhere
- (C) beside
- (D) mutually

**129.** Cars from Lefebre Motors come with a warranty lasting 36 months or 60,000 kilometers, ----- comes first.

- (A) whichever
- (B) either
- (C) each other
- (D) whoever

**130.** If you believe you have received this e-mail alert -----, please contact your customer service representative immediately.

- (A) at odds
- (B) on demand
- (C) upon request
- (D) in error

- 131.** In the event of ----- weather, the employee recognition ceremony will be relocated from the gardens to the conference room.
- (A) vigilant  
(B) unfounded  
(C) susceptible  
(D) inclement
- 132.** Although Brawley Manufacturing is struggling domestically, its international ventures have become -----.
- (A) success  
(B) more successful  
(C) successfulness  
(D) most successfully
- 133.** While no one has called for an ----- end to hiring temporary workers, the human resources department has begun to recruit additional permanent staff.
- (A) apart  
(B) alike  
(C) indeed  
(D) outright
- 134.** Jean Perets has been singled out as the ideal choice ----- Azoulay Pharmaceuticals once CEO Raviv Dayag retires in December.
- (A) will lead  
(B) to have led  
(C) to lead  
(D) having led
- 135.** Warehouse personnel should report to work as usual ----- otherwise directed by their supervisors.
- (A) nonetheless  
(B) except that  
(C) if not  
(D) at least as
- 136.** The mist-covered mountains and forests of Merlet Island provide an ideal ----- for your vacation photographs.
- (A) outcast  
(B) difference  
(C) reception  
(D) backdrop
- 137.** Gormley and Company owns several subsidiaries in Asia that have divided ----- into smaller entities to focus on specialized services.
- (A) theirs  
(B) themselves  
(C) its  
(D) itself
- 138.** The Felton factory conducts testing of its equipment only ----- government regulations stipulate.
- (A) insofar as  
(B) in order that  
(C) in consequence of  
(D) in accordance with
- 139.** By signing this form, I agree to ----- to the revised protocol for client confidentiality.
- (A) convene  
(B) remain  
(C) adhere  
(D) divulge
- 140.** Caley-Hibernia management asks that cameras and mobile phones ----- at the security desk before the tour of the facility commences.
- (A) left  
(B) were left  
(C) will be leaving  
(D) be left

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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 notice.**

Our refrigerated display case is broken. We hope to have it ----- by this weekend if not sooner.

- 141.** (A) repaired  
(B) answered  
(C) generated  
(D) satisfied

-----, all perishable items normally kept in the case are in the refrigerator in the storage room.

- 142.** (A) Someday  
(B) Afterward  
(C) At one time  
(D) Meanwhile

A complete list of these products is posted below. Please inform customers of these circumstances when they enter the shop. Offer to retrieve ----- that interests them, and assure

- 143.** (A) anything  
(B) anyone  
(C) another  
(D) either

them that doing so is not an inconvenience.

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

To: Edward Vargas <evargas@lite.net>  
From: Customer Service <service@horshamstationers.com>  
Date: 29 September  
Subject: Order 7723

Dear Mr. Vargas,

We are sorry that the address labels you ordered were -----. If they will not stick to your

- 144.** (A) overdue  
(B) defective  
(C) absent  
(D) inaccurate

envelopes, then the labels are of no use.

We do our best to monitor the quality of the products we sell, but this issue escaped our -----.

- 145.** (A) notice  
(B) notices  
(C) noticed  
(D) noticeable

We will have a new box of labels made for you immediately. To avoid further -----, the labels

- 146.** (A) memory  
(B) reputation  
(C) delay  
(D) invitation

will be sent to you directly from the printer via express shipment.

Sincerely,

Orla Bridgewater  
Customer Service Manager  
Horsham Stationers

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**Questions 147-149 refer to the following information.**

Welcome to the Norbett Incorporated team! Inside this new employee packet, you will find a personnel data sheet and an automatic payroll deposit application. Once completed, these forms ----- to the human resources office through interoffice mail. A temporary security badge

**147.** (A) were sent

- (B) have sent
- (C) must have sent
- (D) may be sent

is included as well. It will ----- in two weeks. Be sure to obtain your permanent badge from

**148.** (A) decrease

- (B) expire
- (C) resolve
- (D) arrive

the security office before this occurs. -----, you may be unable to access your work site.

**149.** (A) As well as

- (B) So long as
- (C) Otherwise
- (D) Accordingly

Please contact the human resources office with any questions about these materials.

Questions 150–152 refer to the following article.

## City Debuts New Streetlights

Downtown Bolton looks a little ----- thanks to a new multimillion-dollar streetlight system.

150. (A) brightness  
(B) brightest  
(C) brightly  
(D) brighter

The network of LED lamps was unveiled yesterday at twilight in a ribbon-cutting ceremony presided over by Mayor Sue-Lynne Jenkins.

City officials universally praised the ----- system. “In fact,” the mayor said, “the LED lamps use

151. (A) open-ended  
(B) fast-paced  
(C) cost-effective  
(D) high-maintenance

so little energy that they will save enough money in two years to offset what the city has spent to install them.”

----- , according to Jenkins, the new system will illuminate city streets better, since the LED

152. (A) Even though  
(B) Moreover  
(C) On the contrary  
(D) Regardless

lamps surpass other streetlight technologies in terms of the intensity of light produced.

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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 sign.

## Tintern on Cherwell

*Antique furniture, lighting, glassware, ceramics, rugs, and other home decor items*

Open Monday–Thursday 9 A.M.–6 P.M., Saturday Noon–5 P.M.

Inquire within about our antique furniture reupholstery and repair service.

Michael Grasmere, Proprietor

13 Norham Mews, Oxford • Telephone: (0306) 999 0164 • [www.tinternoncherwell.co.uk](http://www.tinternoncherwell.co.uk).

153. What type of business is Tintern on Cherwell?

(A) An architectural firm  
(B) A house painting service  
(C) A history museum  
(D) A home furnishings shop

154. When can a customer shop at Tintern on Cherwell?

(A) On Monday at 6:30 P.M.  
(B) On Wednesday at 10 A.M.  
(C) On Saturday at 11 A.M.  
(D) On Sunday at 3 P.M.

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**Questions 155-156** refer to the following advertisement.

---

### **Summer in Sinchon**

One-bedroom lodging located in Sinchon, one of the trendiest neighborhoods in Seoul!

- Newly renovated and fully furnished, including modern appliances
- Only steps away from art galleries, restaurants, tearooms, and shopping
- Three-minute walk from Seoul Station, Subway Line 2
- Available August 1-31 only—perfect for a summer vacation in Korea
- Monthly rent ₩900,000, plus ₩900,000 refundable security deposit

Contact Chan Joon Gil at [cjgil293@maponet.co.kr](mailto:cjgil293@maponet.co.kr) to schedule an apartment viewing.

---

**155.** What is being advertised?

- (A) An annual summer festival
- (B) A short-term rental offer
- (C) Apartment vacancies throughout Seoul
- (D) Recently renovated houses for sale

**156.** According to the advertisement, how should someone arrange to look at the property?

- (A) By visiting a real estate agency
- (B) By placing a phone call
- (C) By sending an e-mail
- (D) By completing an application form

Questions 157–158 refer to the following special offer.

**San Fernando Kestrels Store** [www.sfkestrelsstore.com](http://www.sfkestrelsstore.com)

**50% off any single item of San Fernando Kestrels sportswear!\***

Includes authorized replicas of the official team football jersey, workout clothes, jackets, shorts, and other sportswear, all with the Kestrels team logo. To take advantage of this offer, simply enter code K450LM when you make a purchase from our Web site.

\*Offer not valid after February 28. To be used for the purchase of one item only. Cannot be used for running shoes or other athletic footwear. Visit [www.sfkestrelsstore.com/promo](http://www.sfkestrelsstore.com/promo) for details.

- 157.** When can the code be used to get a discount?

- (A) When mailing in a form
- (B) When visiting a local store
- (C) When calling in an order
- (D) When making a purchase online

- 158.** To what items does the discount not apply?

- (A) Jerseys
- (B) Shorts
- (C) Shoes
- (D) T-shirts

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**Questions 159-161** refer to the following e-mail.

<b>From:</b>	Tom Gough <tomgough@versatileware.com>
<b>To:</b>	Marc Hammond <marchammond@versatileware.com>
<b>Date:</b>	Thursday, June 13, 4:12 P.M.
<b>Subject:</b>	Ride tomorrow?

Hi Marc,

I'm writing to ask a favor of you. My car broke down on my way home today, and I had to take it to the mechanic. Could you give me a ride to and from work tomorrow? I'm hoping it won't be too much of an inconvenience since we live on the same street and work in the same building. The mechanic says he'll have the car running again by Saturday, so I shouldn't need a ride on Monday.

Thanks,  
Tom

**159.** What is the purpose of the message?

- (A) To arrange transportation
- (B) To recommend an auto repair shop
- (C) To request time off from work
- (D) To advertise a car for sale

**161.** What is indicated about Mr. Gough?

- (A) His car is being repaired.
- (B) He lives near his workplace.
- (C) He works on Saturdays.
- (D) His office is being remodeled.

**160.** Who most likely is Mr. Hammond?

- (A) Mr. Gough's landlord
- (B) Mr. Gough's coworker
- (C) Mr. Gough's auto mechanic
- (D) Mr. Gough's customer

Questions 162–164 refer to the following Web page.

http://www.rkconway.com

Welcome to RK Conway

RK Conway offers its customers an array of Web-based account services. Log in to your RK Conway online account to do the following.

- Review and print your monthly power bill
- Make a one-time payment using a credit or debit card\*
- Schedule an in-home appointment with a system technician
- Monitor your power usage by checking kilowatt-hours used in previous months

Now offering paperless billing! If you no longer want a paper bill to be mailed to your home then enroll in paperless billing and receive your bill by e-mail. Enroll for free!

\*Note: An additional \$1 fee applies to all electronic payments.

162. What does RK Conway provide?

- (A) Waste removal
- (B) Electricity
- (C) Repair of appliances
- (D) Access to the Internet

163. What is mentioned as something customers can do online?

- (A) Ask a question
- (B) Close an account
- (C) Look at a bill
- (D) Enter a contest

164. According to the Web page, why would an extra fee be charged?

- (A) For enrolling in paperless billing
- (B) For scheduling a service appointment
- (C) For requesting a copy of a bill
- (D) For making a payment online

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**Questions 165-167** refer to the following information.

---

### NEW EXHIBITION

#### *Bengal Tiger: Out of the Shadows*

The Bengal tiger may be the most famous of India's wild animals. Painters and writers have granted it legendary status in our culture, and scientists have studied it extensively. Yet until now, it has never been the subject of an exhibition here at the Hyderabad Museum of Science.

*In Bengal Tiger: Out of the Shadows*, you will encounter video footage of the tiger in the wild, lifelike models of its habitat, and an interactive installation in the final gallery that allows you to look at the world much as the animal itself does.

Postcards and other special items featuring images from *Bengal Tiger: Out of the Shadows* will be on sale in the museum gift shop located on the ground floor. The exhibition will remain at the museum until 10 April, when it will move to Moscow.

---

**165.** What is suggested about the Bengal tiger?

- (A) It is featured in a new book.
- (B) It is the most popular attraction at the Hyderabad Zoo.
- (C) It has been represented in many of the museum's exhibitions.
- (D) It has been the subject of paintings.

**167.** According to the information, where can

souvenirs of the exhibition be purchased?

- (A) On the museum's ground floor
- (B) On the museum's Web site
- (C) At a bookstore in Hyderabad
- (D) In the final gallery of the exhibit

**166.** What is mentioned as being included in the exhibition?

- (A) Plays based on folktales
- (B) Scientific texts
- (C) Videos of wildlife
- (D) Live animals

Questions 168-171 refer to the following form.

TEST 03



## Aunt Amelia's Cakes

Home-style cakes, tarts, and more!



Thank you for your purchase. We value our customers' feedback. Please take the time to fill out this survey and return it in the addressed, postage-paid envelope we have provided. In return, we will send you a coupon for 20 percent off the price of your next purchase.

Customer name: Bonnie Brennan      Product purchased: Coconut Cake  
Date ordered: 13 February      Dated delivered: 15 February  
Delivery address: 42 Willow Road, Sydney NSW 2217

Rate the following on a scale of 1 to 5, with 5 being "excellent" and 1 being "poor."

Taste	1	2	3	4	5
Texture	1	2	3	4	5
Decorations (if applicable)	1	2	3	4	5
Overall appearance	1	2	3	4	5

Comments:

As usual, the product tasted wonderful. However, it arrived somewhat smashed. The message I asked to have written on it for my daughter's birthday was not readable, and the designs I specified were not recognizable. Please take more care when making deliveries!

168. What are customers asked to do?

- (A) Pick up a cake
- (B) Mail a form
- (C) Confirm a delivery
- (D) Test a recipe

169. According to the form, what will Ms. Brennan receive?

- (A) A complimentary cake
- (B) A letter of apology
- (C) A refund of the purchase price
- (D) A discount on a future purchase

170. What does Ms. Brennan indicate about the cake?

- (A) It was damaged.
- (B) It arrived late.
- (C) It was the wrong flavor.
- (D) It was not fresh.

171. According to the form, what service is offered by Aunt Amelia's Cakes?

- (A) Next-day delivery
- (B) Party planning
- (C) Personalized decorations
- (D) Customized recipes

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**Questions 172-175** refer to the following information.

## Demy NX—Getting Started

p. 4

Congratulations on purchasing a Demy NX Cordless Electric Drill! The following pages will explain the basic guidelines for operating this state-of-the-art power tool.

### Batteries

Your Demy NX Cordless Electric Drill is powered by two Demy rechargeable 18-volt batteries (included in packaging). These are specifically designed for compatibility with your NX Cordless Electric Drill and with the Demy 18-Volt Battery Charger (also included). Before using the drill for the first time, charge the batteries in the charger for at least six hours. Then insert them into the drill's battery compartment (see page 7 for a detailed diagram).

Because your Demy 18-Volt Battery Charger makes use of the latest in battery charging technology, you should leave your batteries in the charger indefinitely between uses, thus ensuring that your Demy NX Cordless Electric Drill is ready to use at a moment's notice. The average life of Demy rechargeable 18-volt batteries varies depending on use. To avoid possible damage to your charger or drill, use only Demy brand batteries.

- 172.** Where would the information most likely be found?
- (A) In an advertisement for a Demy product
  - (B) In an instruction manual for a power tool
  - (C) In a book on home improvement techniques
  - (D) In a review of popular brands of tools
- 173.** What is indicated about the batteries?
- (A) They should be charged every two weeks.
  - (B) They were charged at the factory.
  - (C) They are covered by a limited warranty.
  - (D) They were designed for use with the product.
- 174.** According to the information, where should the batteries be stored?
- (A) In an air-conditioned location
  - (B) Inside the battery charger
  - (C) Inside the power tool
  - (D) In a protective case
- 175.** What does the information warn against?
- (A) Using a battery with a low charge
  - (B) Recharging a battery more than once in a two-week period
  - (C) Using batteries made by other manufacturers
  - (D) Opening the charger before the batteries are fully charged

**Questions 176-180** refer to the following contract.

### **Service Contract**

Derek Souter of Odyssey, Inc., (hereafter referred to as “Contractor”) agrees to provide services to Virginia Wilcox, owner of Wilcox Stationery, (hereafter referred to as “Client”) according to the following terms.

#### **Description of Services**

The Contractor will install shrubbery and four trees at 1500 Bridge Road. The Contractor agrees to use only high-quality materials. The Contractor must show project designs to the Client, and the Client must authorize them before work begins.

#### **Work Schedule**

The project will be completed on or before May 25. Delays due to weather conditions will be acceptable, provided that the project is completed no later than June 15.

#### **Payments**

The Client shall pay a deposit of 20 percent of the estimated total cost on the contract signing date. The Contractor will present an invoice for the remaining balance on completion of all work, including any authorized changes requested by the client. The Client shall then pay the balance within 15 days of the invoice date.

#### **Other Terms**

The Client may make reasonable changes to the design as long as these changes are submitted to the Contractor before work begins and the Contractor determines that the changes will not affect the project schedule. The Contractor must obtain all required construction permits from city authorities for the work performed.

#### **Contractor:**

<u>Derek Souter</u>	<u>Owner, Odyssey, Inc.</u>	<u>May 1</u>
---------------------	-----------------------------	--------------

Signature	Title	Date
-----------	-------	------

#### **Client:**

<u>Virginia Wilcox</u>	<u>Owner, Wilcox Stationery</u>	<u>May 1</u>
------------------------	---------------------------------	--------------

Signature	Title	Date
-----------	-------	------

**176.** Odyssey, Inc., is most likely what type of business?

- (A) A floral shop
- (B) An office supply store
- (C) A landscaping company
- (D) A financial services firm

**177.** What is Ms. Wilcox required to do before work begins?

- (A) Finalize the project work schedule
- (B) Approve the design for the project
- (C) Calculate the estimated cost of the project
- (D) Complete a purchase order for materials

**178.** What is indicated about the deposit?

- (A) It is due on May 1.
- (B) It was paid in cash.
- (C) It will be refunded.
- (D) It is 15% of the total cost.

**179.** In paragraph 5, line 1, the word “submitted” is closest in meaning to

- (A) presented
- (B) surrendered
- (C) applied
- (D) considered

**180.** According to the contract, what is Odyssey, Inc., responsible for?

- (A) Informing employees about safety regulations
- (B) Scheduling maintenance after the project is completed
- (C) Providing Ms. Wilcox with a list of potential suppliers
- (D) Getting approval from the city to perform work

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

**KQB Design Associates**, Conference Room B schedule for May

Monday	Tuesday	Wednesday	Thursday	Friday
		<b>1</b> <b>All Day</b> Board of Directors Meeting	<b>2</b> <b>All Day</b> Board of Directors Meeting	<b>3</b> 4:00-4:30 Room Cleaning
<b>6</b>	<b>7</b> 10:30-12:00 Palomino Client Presentation	<b>8</b>	<b>9</b>	<b>10</b> 4:00-4:30 Room Cleaning
<b>13</b>	<b>14</b>	<b>15</b> 9:00-10:30 Marketing Team Meeting	<b>16</b>	<b>17</b> 4:00-4:30 Room Cleaning
<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b> 10:00-11:00 Workplace Safety Discussion	<b>24</b> 4:00-4:30 Room Cleaning
<b>27</b> 2:30-4:00 YYB Systems Client Presentation	<b>28</b>	<b>29</b> 9:00-10:30 Marketing Team Meeting	<b>30</b>	<b>31</b> 4:00-4:30 Room Cleaning

To reserve a conference room, contact office manager Jeffrey O'Leary at [joleary@kqbdesign.com](mailto:joleary@kqbdesign.com) with the desired date and time. He will ensure that there are no scheduling conflicts. Conference rooms are intended for large group meetings and client meetings only, not for individual design projects. Employees needing extra work space for individual projects may request Rooms 314 and 315.

<b>From:</b>	Jeffrey O'Leary < <a href="mailto:joleary@kqbdesign.com">joleary@kqbdesign.com</a> >
<b>To:</b>	Vashti Gupta < <a href="mailto:vgupta@kqbdesign.com">vgupta@kqbdesign.com</a> >
<b>Date:</b>	May 17, 11:45 A.M.
<b>Subject:</b>	Conference room

Hi Vashti,

I received your request to use Conference Room B. Unfortunately, it is already reserved for the workplace safety discussion at 10 A.M. That discussion will last one hour, so I could schedule your meeting in the very next slot (11 A.M.). Will that time work for you?

Also, remember that we have installed a new projector in this room. It is a little confusing to operate, so I recommend talking to Lee Calson in the IT department—he can set it up for you.

Jeffrey

**181.** What is indicated about Conference Room B?

- (A) Shareholder meetings are held there.
- (B) It is the largest room at the KQB offices.
- (C) It is cleaned on a weekly basis.
- (D) The marketing team meets there daily.

**182.** According to the calendar, how should conference rooms be reserved?

- (A) By placing a call to a design manager
- (B) By e-mailing a request to an office manager
- (C) By marking a reservation on a paper calendar
- (D) By entering a reservation into an online calendar

**183.** What is stated about individual projects?

- (A) Mr. O'Leary will review their progress.
- (B) They are not a company priority.
- (C) They must be approved by Mr. Carlson.
- (D) Room 314 may be available for working on them.

**184.** What is suggested about Ms. Gupta?

- (A) She wants to schedule a meeting for May 23.
- (B) She is about to take a business trip.
- (C) She is interested in workplace safety issues.
- (D) She will attend the marketing team meeting on May 29.

**185.** What does Mr. O'Leary advise Ms. Gupta to do?

- (A) Replace a piece of equipment
- (B) Contact a coworker for technical assistance
- (C) Distribute the agenda for an upcoming meeting
- (D) Return his copy of the calendar

Questions 186-190 refer to the following Web page and ticket.

<http://www.venturewild.co.nz/~rafting>



# Venture Wild

Adventures in the wilds of New Zealand's South Island

Home    Camping    Mountain Climbing    **Rafting**    Reservations

In addition to our camping adventure and mountain climbing packages, Venture Wild now guides rafting trips on the Clarence and Shotover Rivers! We offer trips that range in difficulty from beginner to advanced. Along the way, you will experience some of the most exhilarating scenery in all of New Zealand!

All trips last approximately five hours. Adult tickets are \$150. Children's tickets (10-17 years old) are \$120. Tickets include rental of safety gear. A certified rafting instructor will be on board at all times. To view a map of each trip's course, click on the links below.

<u>Clarence River Trip A</u>	Easy, appropriate for beginners
<u>Clarence River Trip B</u>	Moderate difficulty, some experience required, age 18 or older
<u>Shotover River Trip A</u>	Low difficulty, no experience necessary
<u>Shotover River Trip B</u>	High difficulty, very experienced rafters only, age 18 or older

Purchase tickets now through our online reservations page!  
If you have questions, e-mail us at [info@venturewild.co.nz](mailto:info@venturewild.co.nz).



# Venture Wild

Shotover River Landing, 23 Shotover River Highway, Arthur's Point

**Ticket #:** 877130    **Price:** \$150

**Name:** Angela Watkins    **Event:** Shotover River Trip B  
**Event date:** 9 May

Present ticket and identification with proof of age at ticket booth. Lockers for personal items are available behind the ticket booth for a \$5 rental fee. Reservations may be rescheduled with at least 24 hours notice before the event date for a \$25 fee. Full refunds are available for reservations canceled 48 hours or more before the event date. Contact our customer service line at +64 3 555 0199 to reschedule or arrange a refund. Enjoy the journey!

- 186.** For whom is the Web page most likely intended?
- (A) Someone considering taking a rafting trip
  - (B) Current Venture Wild employees
  - (C) Someone purchasing a travel guide
  - (D) Outdoor enthusiasts selling sports equipment
- 187.** What is indicated about Venture Wild?
- (A) It provides instructor certification.
  - (B) It charges extra for instructor supervision.
  - (C) It is a family-owned business.
  - (D) It offers various outdoor adventure trips.
- 188.** According to the Web page, what is available on the Venture Wild site?
- (A) Maps of rafting trip routes
  - (B) Directions for using equipment
  - (C) Reviews from Venture Wild customers
  - (D) Photographs of the Shotover River

- 189.** What is suggested about Ms. Watkins?
- (A) She lives in New Zealand.
  - (B) This is her first trip to the Shotover River.
  - (C) She has gone rafting before.
  - (D) Her ticket was purchased at a discounted price.
- 190.** According to the ticket, why should a ticket holder call customer service?
- (A) To get driving directions
  - (B) To arrange to rent a locker
  - (C) To purchase additional tickets
  - (D) To change a reservation date

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Questions 191-195 refer to the following article and survey.

### Airport Travelers Lounge Opens

Travelers passing through Kansai International Airport have a new place to relax. On Monday, the Nakadai Group opened The Overlook, its long-awaited travelers lounge, in Terminal 1.

What sets The Overlook apart from other such airport facilities, says Nakadai Group President Takashi Aoki, is the level of comfort it offers. "It is an oasis of peace, with soundproofing against airport noise and ergonomic furniture designed for maximum relaxation."

Visitors may pay for access over a

specified number of hours or obtain unlimited access by purchasing an annual membership. Upon entering the lounge, guests are offered an array of information and entertainment options. Food and drinks are available at no additional charge.

The opening of The Overlook expands the Nakadai Group's reach in the global hospitality industry. In the last decade, it has extended its hotel enterprise to Hong Kong, Singapore, and Australia. According to Aoki, the company will open additional lounges in airports in Sydney and Singapore in the coming year.

 Welcome to The Overlook Web Page

### The Overlook—Guest Survey

Before ending your wireless Internet session, please complete this brief survey.

Name (optional): Miranda Blethyn      E-mail (optional): mblethyn@tdysolutions.co.uk

Place of residence: Leicester, UK      My travel today is     personal     business related

How comfortable was the lounge?  
 Very comfortable     Moderately comfortable     Unsatisfactory     No opinion

How would you rate the food and/or beverages?  
 Excellent     Acceptable     Unsatisfactory     I did not try any

Comments:  
The lounge is quite peaceful. I travel to and from Kyoto regularly and will consider getting an annual membership. If I have a complaint, it is that your wait staff is not sufficiently attentive. I had to call for a waiter several times before one came.

**Submit survey**

191. According to the article, what is indicated about the lounge?

- (A) It features a popular brand of furniture.
- (B) It offers a high level of comfort for travelers.
- (C) It sells headphones designed for air travel.
- (D) It is the largest lounge in the airport.

192. According to the article, what is true about the entry fee?

- (A) It can be paid with a coupon.
- (B) It is more expensive during peak hours of travel.
- (C) It is waived for passengers of certain airlines.
- (D) It includes beverages and snacks.

193. What most likely is the Nakadai Group's main business?

- (A) Operating hotels
- (B) Managing airlines
- (C) Constructing airports
- (D) Catering in-flight meals

194. What did Ms. Blethyn find unsatisfactory?

- (A) Noise coming from outside the lounge
- (B) The selection of refreshments
- (C) The service provided by the lounge staff
- (D) The wireless Internet network

195. What is suggested about Ms. Blethyn?

- (A) She has visited the lounge several times.
- (B) She has lived in Kyoto for many years.
- (C) She paid for lounge entry by the hour.
- (D) She rarely flies for personal reasons.

Questions 196-200 refer to the following article and schedule.

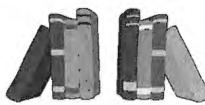
## *From the Group Up*

Nutrient levels in soil may not be the average reader's idea of an accessible, or even interesting, topic. But agronomist Hyeon Su Park has made it just that in *From the Ground Up*.

This surprise best seller is a discussion of the relationship of soil quality to agricultural development in farming communities. That the book has connected with such a large audience is no doubt a direct result of its author's technique. Rather than shying away from academic subject matter, Dr. Park conveys it through storytelling methods that a nonacademic audience can appreciate: anecdotes, personal impressions, and poetic descriptions.

Although the quality of the writing alone would explain the success of *From the Ground Up*, surely some credit is due to Sune Lund as well. The acclaimed photographer accompanied Dr. Park throughout her research for the book, and the result is a 30-page spread of breathtaking landscapes from over 20 nations.

The success of *From the Ground Up* may indicate a rise in the popularity of scientific nonfiction. For the last month, Dr. Park has appeared on best-seller lists alongside architect Cecil Crofte, whose *Gravitas* explores the physics behind the architecture of skyscrapers.



### **Portland Festival of Books—Highlights**

#### **Readings and Discussions, Braithwaite Library Rotunda**

- Day 1    25 January, 5 P.M. Hyeon Su Park gives a talk on the research behind her Rafkin Award-winning book *From the Ground Up*.
- Day 2    26 January, 2 P.M. Cecil Crofte gives a multimedia demonstration on his best-selling *Gravitas*.
- Day 3    27 January, 3 P.M. Dieter Neumann, Sally Black, and Gilda Carruthers participate in a round-table discussion on the state of comic books today.

#### **Book Fair, Braithwaite Library, Blake Gallery**

26 & 27 January, noon—7 P.M., Featuring sales booths from major publishers and area bookstores.

- 196.** What is the subject of the article?
- (A) An author's plans for her next work
  - (B) The popularity of a recent publication
  - (C) Trends in the textbook industry
  - (D) Readers' reactions to an online review
- 197.** How is *From the Ground Up* described?
- (A) It was written by two people.
  - (B) It is sold mainly in rural areas.
  - (C) It features numerous charts.
  - (D) It contains academic subject matter.
- 198.** What is indicated about Mr. Lund?
- (A) He will work with Dr. Park on a future project.
  - (B) He took photographs in multiple countries.
  - (C) He has won awards for his writing.
  - (D) He has lived on a small farm.
- 199.** What will the first day of the festival include?
- (A) An announcement of nominees for an award
  - (B) A presentation on architectural design
  - (C) A discussion about agriculture
  - (D) A debate about the publishing industry
- 200.** According to the schedule, what can attendees do in the Blake Gallery?
- (A) Purchase books
  - (B) Meet authors
  - (C) Register for classes
  - (D) Apply for jobs

**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.**

## **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.** During the busy tourist season, you should ----- hotel reservations several weeks ahead of time.  
(A) make  
(B) makes  
(C) making  
(D) made
- 102.** Mr. Aggarwal's group has asked ----- more time to finish the report.  
(A) for  
(B) at  
(C) from  
(D) by
- 103.** Everyone at the concert was ----- by Ms. Vincenzi's outstanding performance.  
(A) impressive  
(B) impressionist  
(C) impressed  
(D) impressing
- 104.** Mr. Woo is ----- looking for ways to make the operation of Eterna Cosmetics more efficient.  
(A) considerably  
(B) countless  
(C) compactly  
(D) continually
- 105.** Ms. Oduya ----- assists with the organization of company conferences.  
(A) often  
(B) early  
(C) less  
(D) far
- 106.** To become certified, employees need to attend the training session next month ----- pass the written exam.  
(A) and  
(B) also  
(C) both  
(D) either
- 107.** Complaints about the telephone service must be ----- to the department manager.  
(A) answered  
(B) questioned  
(C) directed  
(D) informed
- 108.** In the past year, Burger Land has doubled the ----- of its restaurants in Great Britain.  
(A) numerous  
(B) numbered  
(C) numeral  
(D) number

109. The agreement ----- the two corporations will enable both to expand their businesses.
- (A) below  
(B) between  
(C) around  
(D) above
110. Advance ----- is required for the Northwest Regional Hospital Management conference.
- (A) result  
(B) registration  
(C) respect  
(D) regulation
111. Adequate storage space is very important to companies ----- large quantities of materials.
- (A) produced  
(B) produces  
(C) produce  
(D) producing
112. Mr. Ikeda was able to fix the photocopy machine ----- the date he had promised.
- (A) inside  
(B) behind  
(C) before  
(D) within
113. The supervisors decided to delay ----- until they could fill the entire order.
- (A) ship  
(B) shipped  
(C) shipper  
(D) shipment
114. The revised work plan is scheduled to begin ----- and will be in effect for at least three months.
- (A) immediately  
(B) lately  
(C) closely  
(D) extensively
115. The labels can be printed from the computer, ----- Mr. Schneider will have to stamp and mail the envelopes.
- (A) whether  
(B) even  
(C) despite  
(D) but
116. Employees were told that bonuses may be larger this year because of ----- sales volumes.
- (A) perceptive  
(B) increased  
(C) defended  
(D) expressive
117. The author of this guidebook has researched the hotels that he recommends and has also stayed at all of them -----.
- (A) his own  
(B) him  
(C) himself  
(D) his
118. If the cost of raw materials rises, it ----- the price of the finished product.
- (A) will affect  
(B) to affect  
(C) is affecting  
(D) affected
119. Employees who wish to be reimbursed should submit ----- of completed expense vouchers by the fifteenth of each month.
- (A) copies  
(B) copied  
(C) copying  
(D) copier
120. Representatives of Xylotron Manufacturing and Westicott, Inc., will meet to discuss the issues that typically must be addressed in ----- merger.
- (A) most  
(B) any  
(C) such  
(D) these

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- 121.** Unless she is in a meeting and cannot be interrupted, the director would like to ----- when an important client arrives.
- (A) notifying  
(B) have notified  
(C) notify  
(D) be notified
- 122.** Agricomp plans to spend \$50 million to build additional laboratories ----- the next six months.
- (A) over  
(B) down  
(C) along  
(D) about
- 123.** To make sure that the canal is ----- year-round, measures will be taken to raise the water level.
- (A) navigator  
(B) navigation  
(C) navigate  
(D) navigable
- 124.** Passengers are ----- to fill out a customs declaration form before leaving the plane.
- (A) appealed  
(B) instructed  
(C) remarked  
(D) described
- 125.** Our firm's annual revenue is ----- equivalent to that of our larger competitors.
- (A) rougher  
(B) roughly  
(C) rough  
(D) roughness
- 126.** Although the assistant manager will be transferred next week, the personnel office has not yet found a replacement for -----.
- (A) she  
(B) herself  
(C) her  
(D) hers
- 127.** The company's expansion will ----- in the creation of 200 new jobs.
- (A) hand  
(B) restore  
(C) set  
(D) result
- 128.** It is important to turn ----- the engine before performing a safety check of the vehicle.
- (A) against  
(B) off  
(C) together  
(D) with
- 129.** An applicant for this bank loan must have a ----- source of annual income.
- (A) verifiable  
(B) various  
(C) virtual  
(D) vacant
- 130.** The political and economic problems facing the new administration must be addressed -----.
- (A) caution  
(B) cautious  
(C) cautiously  
(D) cautioning

131. The music hall is supported largely by ----- donations from local companies.  
(A) tolerant  
(B) thorough  
(C) generous  
(D) capable
132. ----- the new project coordinator, Ms. Carson will be directly accountable to the board of directors.  
(A) As  
(B) Since  
(C) Which  
(D) That
133. Twenty new electrical engineers will ----- the company next month.  
(A) recruit  
(B) join  
(C) connect  
(D) perform
134. Our team of specialists works with clients to develop ----- marketing strategies.  
(A) unavailable  
(B) innovative  
(C) resolved  
(D) convinced
135. Hyun Technology's sales figures were ----- high for each quarter last year.  
(A) uniformed  
(B) uniformity  
(C) uniform  
(D) uniformly
136. The Kolor Corporation cut the retail prices of its computers in a bid to make the line ----- to a wider customer base.  
(A) accessible  
(B) accredited  
(C) accustomed  
(D) accomplished
137. Both the Mitra and the Bhatta chemical companies are in better financial shape than many of ----- competitors.  
(A) theirs  
(B) they  
(C) their  
(D) them
138. The prototypes will be designed with the ----- that will be required for the merchandise sold to the public.  
(A) specified  
(B) specific  
(C) specify  
(D) specifications
139. The publisher's goal is to ----- the daily circulation figure of 80,000 by next year.  
(A) surpass  
(B) excel  
(C) pressure  
(D) instill
140. In Saturday's auction, the property will go to the highest bidder, ----- of the amount offered.  
(A) regarding  
(B) regardless  
(C) regards  
(D) regarded

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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.**

To: All Giron Construction employees  
Date: May 20  
Subject: Announcement

Good morning,

I have some good news to share with all of you. Kouji Sasaki ----- the human resources

141. (A) is going to lead  
(B) leads  
(C) is leading  
(D) had been leading

department as its interim director. Mr. Sasaki has served the mission of our company in many capacities for almost twenty years. Most recently, ----- managed a large project that resulted

142. (A) himself  
(B) we  
(C) ourselves  
(D) he

in the institution of a dynamic employee retention program. -----, employee attrition has

143. (A) In the beginning  
(B) As a result  
(C) For example  
(D) On the other hand

been reduced by 30 percent.

Mr. Sasaki's move to this position takes effect a week from today, and everyone wishes him much success.

Sincerely,

Mariana Giron, president

**Questions 144-146 refer to the following article.**

Cape Town, 3 January—After 18 years as the proprietor of the Majestic Restaurant, Sarah Botes has announced her intention to ----- on 1 February. Her son, Brian Botes, will become the new

- 144.** (A) expand  
(B) construct  
(C) drop out  
(D) step down

owner of the popular establishment. ----- for its savory and spicy dishes, the Majestic will retain

- 145.** (A) Knowing  
(B) Knew  
(C) Known  
(D) To know

its award-winning chef, Armand Martiz. Ms. Botes confidently noted that her son and Mr. Martiz share a similar vision for the company, including plans to open another restaurant in the Sea Point neighborhood. "My father opened the Majestic more than 40 years ago. I am ----- to see his grandson carrying on the family tradition," said Ms. Botes.

- 146.** (A) pleasant  
(B) allowed  
(C) proud  
(D) hesitant

**Questions 147-149** refer to the following review.

There are hundreds of books about starting small companies. -----, only a few stand out as

- 147.** (A) Likewise  
(B) However  
(C) Therefore  
(D) Specifically

being truly comprehensive. One of these is a book by Australian entrepreneur Mark Cartwright.

*Start-Up Essentials from A to Z* offers practical advice for the person who has a great idea but who does not ----- have the requisite knowledge or experience to get a company off

- 148.** (A) necessity  
(B) necessities  
(C) necessary  
(D) necessarily

the ground. Cartwright discusses a range of topics, including how to create clear -----

- 149.** (A) lesson  
(B) treatment  
(C) business  
(D) recovery

plans, in a style that is sure to attract investors.

**Questions 150-152 refer to the following advertisement.**

Galo Marketing Ltd. works primarily with individuals and small companies interested in buying advertising space on the Internet. In addition to ----- clients identify strategies appropriate

- 150.** (A) helping  
(B) help  
(C) being helped  
(D) be helping

to their unique situations, we can provide the technical expertise required to take advantage of the available options. Studies show that online advertising yields ----- results for our advertisers

- 151.** (A) signified  
(B) significance  
(C) significantly  
(D) significant

and is a growing source of revenue for Web site owners.

See why we are number one in Internet advertising. E-mail us today at info@galo.com and receive a free -----.

- 152.** (A) consultation  
(B) tour  
(C) ticket  
(D) invitation

## 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.



## RETIREMENTS

**PATRICIA JOHNSON** of the publications office is retiring from DANCO after 25 years of service. Come and join us in wishing her a happy retirement at a gathering in her honor on June 29 in room J-410 at 5 P.M. A \$6 donation covers the cost of your refreshments and a gift. Please bring your donation to Anna Hortensen in room P-220 by June 20. For more information, call Anna at extension 7013.



**153.** Where will the gathering be held?

- (A) In room J-410
- (B) In room P-220
- (C) At Anna Hortensen's home
- (D) In the publications office

**154.** What should people who wish to attend

the gathering do?

- (A) Prepare some food for everyone
- (B) E-mail the publications office
- (C) Give a contribution to Anna Hortensen
- (D) Telephone Patricia Johnson

**Questions 155-157** refer to the following advertisement.

Would you like to be more productive? Do you find that you sometimes have a lot to do but get nothing done? Do you procrastinate? Would you like to be more organized? Are you tired of being rushed or under pressure?

Enroll in the Time Management workshop and learn how to plan and schedule work, how to set goals and overcome procrastination, and how to set priorities and follow through on them.

The workshop will be held on October 26 and run for three hours. Two identical sessions will be offered — one from 1 P.M. to 4 P.M. and the other from 5:30 P.M. to 8:30 P.M. Please choose the one that works best with your schedule. Contact Marcy Halford at extension 425 for more information.

**155.** What is being advertised?

- (A) A job
- (B) A workshop
- (C) A club
- (D) A computer program

**157.** How long is each session?

- (A) One hour
- (B) Two hours
- (C) Three hours
- (D) Five hours

**156.** For whom is the advertisement probably intended?

- (A) People who work quickly
- (B) People with planning experience
- (C) Recently retired people
- (D) Unorganized people

Questions 158-160 refer to the following letter.

## **World Banking Corporation**

Plaza Del Sol 23  
Madrid, Spain

7 March

Mario Gonzalez  
Calle de los Reyes 7158-160  
Madrid, Spain

Dear Mr. Gonzalez:

Thank you for sending us your application for the junior accounting position. Your résumé will initially be evaluated by two senior staff members. If you are selected for an interview, Estela Morales, our personnel officer, will contact you by telephone. At that time we will need to have the names and addresses of three references.

As you requested, enclosed is a copy of our most recent annual report. Thank you for your interest in World Banking Corporation.

Yours sincerely,

**Ronald Martinez**

Ronald Martinez  
Office Manager

Enc.

**158.** For what position did Mr. Gonzalez apply?

- (A) Records officer
- (B) Junior accountant
- (C) Personnel officer
- (D) Office manager

**160.** What is being sent with the letter?

- (A) An application form
- (B) An annual report
- (C) A staff directory
- (D) A bank statement

**159.** Who will contact Mr. Gonzalez for an interview?

- (A) A senior accountant
- (B) A junior staff member
- (C) Ronald Martinez
- (D) Estela Morales

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**Questions 161-162 refer to the following newspaper article.**

---

Clarkson Company, the noted English maker of fine china, is seeking to expand its presence in the United States, and it has put the grandson of the company's founder in charge of its North American operations. Peter Clarkson, 28, was appointed chief executive officer of Clarkson USA at the beginning of April. Mr. Clarkson has been in the United States for the past year, learning about the company's operations there. Before joining his family's business, Mr. Clarkson studied French and Chinese, traveled extensively in Southeast Asia, and was a marketing trainee at Durley & Co. Ltd., a London-based chemical company.

---

**161. What does Clarkson Company hope to do?**

- (A) Increase its business in the United States
- (B) Expand operations in Southeast Asia
- (C) Move its headquarters to the United States
- (D) Merge with Durley & Co. Ltd.

**162. Why did Peter Clarkson go to the United States?**

- (A) To study English
- (B) To learn about Clarkson USA
- (C) To train marketing staff
- (D) To work for a chemical company

Questions 163-165 refer to the following announcement.



### Attention Clients of Doyle, Inc.

While waiting for its permanent headquarters to be completed, architectural and engineering firm Doyle, Inc., will be moving its offices just down the street as of September 1. The move from 1102 Main Street to 813 Main Street will be temporary (until the completion of the firm's new permanent headquarters at the Odessa Business Center). We would like to assure you that business will continue as usual and none of our current projects will be delayed as a result of this move. Please note, however, that our involvement with the university's architectural intern program will be postponed this summer and will not resume until next year.

**163.** What is being announced?

- (A) The relocation of a company
- (B) The opening of a university
- (C) The closing of a firm
- (D) The merger of two organizations

**165.** What will be delayed?

- (A) The construction of a business center
- (B) The completion of architectural plans
- (C) A company's participation in a program
- (D) A company's annual meeting

**164.** Where are the offices of Doyle, Inc., currently located?

- (A) At the local university
- (B) At 813 Main Street
- (C) At the Odessa Business Center
- (D) At 1102 Main Street

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**Questions 166-167 refer to the following letter.**

Dear Traveler:

*Independent Travel News* offers you a completely unbiased source of expert travel guidance. Our monthly nonprofit magazine brings you information that can make your trips more enjoyable and allow you to spend less. Because it is written by travel experts and published independently without promotional advertising, you can be sure the information is reliable, unbiased, and trustworthy. Each month you will have access to time-and money-saving tips on traveling as well as lists of locations around the world that you shouldn't miss — the inside facts known by professionals in the travel industry.

Please accept this first issue with our compliments. If you decide to subscribe, we will also send you a free copy of the book *See Europe Today*, published by Gaia Journey Press (cover price £15.00). Just send us your name and address with a cheque for your payment of £45.00 for a year's subscription to *Independent Travel News*.

Sincerely,

*Jane Gillroy*

Circulation Manager

**166.** What does *Independent Travel News* offer its readers?

- (A) Advice on international travel destinations
- (B) Guidance on running a travel agency
- (C) Information about jobs in the travel industry
- (D) Currency-exchange calculation tables

**167.** What must a person do to receive the free book?

- (A) Pay for a subscription
- (B) Visit a local travel agency
- (C) Write to the book's publishers
- (D) Buy a plane ticket to Europe

Questions 168-171 refer to the following article.

---

The fast-growing chain of Greenley electronics stores has recently instituted new training for its sales staff. The program, called Staff Training Scheme, or STS, is based on an open-learning principle in which trainees set their own pace and make extensive use of workbooks, videos, and in-store training.

Several workbooks—there are seven in all—are given to each trainee. The books cover in a very straightforward manner every aspect of sales work, from daily operations, knowledge of products, and sales techniques to security and basic store management. In addition, the books contain a number of question-and-answer assessment sections that, when reviewed by a trainer, clearly identify any weaknesses in the trainee's preparation.

After successfully completing the course, Greenley staff will qualify to take examinations for the nationally recognized Certificate in Sales, Level 1. STS was introduced in 47 of the Greenley stores in October. Eventually, similar schemes will be designed for supervisory and management staff.

---

**168.** What is the article mainly about?

- (A) A hiring procedure
- (B) A learning program
- (C) A national examination
- (D) A new school

**169.** For whom is the current version of STS designed?

- (A) Supervisors
- (B) Security personnel
- (C) Store managers
- (D) Sales staff

**170.** According to the article, what is a characteristic of the open-learning principle?

- (A) Trainees help each other.
- (B) Trainees study every evening.
- (C) Trainees write product descriptions.
- (D) Trainees work at their own speed.

**171.** What are NOT mentioned as part of STS?

- (A) Videos
- (B) Interviews
- (C) Individual assessments
- (D) Workbooks

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Questions 172-175 refer to the following document.

 Park Place Hotel 

**Your Name:** Claudia Kohn  
**Company:** Silberstein International  
**Job Title:** Vice President, International Marketing  
**Address:** Marktplatz 23  
Hamburg, Germany  
**Phone Number:** 49 40 71742  
**Date of Stay:** February 11-13 Room Number 206

**Please Check:** Main purpose of visit:

Pleasure  Business  Convention/Group Meeting

<b>Guest Room and General:</b>	Excellent	Good	Fair	Poor
Cleanliness of Your Room	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decor of Your Room	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfort of Your Room	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Attitude of Our Personnel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:** Insufficient sound insulation between rooms

<b>Restaurant and Lounge:</b>	Excellent	Good	Fair	Poor
Restaurant and Lounge Decor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Menu Selection	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Food	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:** An unusually wide selection of fish dishes

**Would you stay with us again:** Yes  No

**Would you like to receive information about our:**

Group Rates:  Special Holiday Rates:  Meeting and Convention Services:

**Please leave this card at the front desk. Thank you!**

**172.** Who is Ms. Kohn?

- (A) A restaurant server
- (B) A restaurant manager
- (C) An interior designer
- (D) A corporate executive

**173.** Why did Ms. Kohn stay at the hotel?

- (A) She was on vacation.
- (B) She was attending a conference.
- (C) She was on a business trip.
- (D) She was conducting research.

**174.** What criticism did Ms. Kohn have of her room?

- (A) It was not very clean.
- (B) It was not quiet enough.
- (C) The room decorations were not attractive.
- (D) The bed was not firm enough.

**175.** What did Ms. Kohn praise most highly?

- (A) The appearance of the lounge
- (B) The attitude of the hotel staff
- (C) The choice of dishes offered
- (D) The quality of the food

**Questions 176-180 refer to the following letter.**

Villax Properties  
650 Merrivale Rd. • Albuquerque, NM 87112

June 2

Yelena Dubnikova  
18 Milton Avenue, Apt. 5  
Albuquerque, NM 87111

Dear Ms. Dubnikova,

I am writing to inform you that Villax Properties will assume responsibility for the San Paulo apartment complex on June 15. Our company has been in operation for ten years, and we currently manage fifteen properties in the Albuquerque area. We hope to make this transition as convenient as possible. Therefore, I am providing some important information to assist you with this change.

Please note that your current lease and payment information has been transferred to us from Lindner Management. All conditions of your lease will remain in effect until your lease expiration date. Rental fees will not increase as a result of this transition but may increase if you choose to renew your lease.

All future rental payments should be mailed to our central office at the Merrivale Road address. The enclosed rental payment stubs should be included with each corresponding monthly payment. You may also drop the payment off to the rental office in your apartment complex, open Mondays—Wednesdays, 9 A.M.—6 P.M.

Maintenance request forms will no longer be provided. For general maintenance requests, please call our messaging service at 505-555-0195. Please leave your name, apartment number, and description of the services needed. All maintenance requests will be handled within 72 hours. If there is an emergency maintenance request, please call our on-site maintenance supervisor, Theo Shanahan, at 505-555-0181 for an immediate response.

I have included a tenant information card with this letter as well as a self-addressed stamped envelope. Please complete the card and mail it back to me, using the envelope provided. This will ensure we have your updated information on file.

On behalf of Villax Properties, I look forward to providing you with quality management services and hope that you will continue to feel at home in your apartment. Please contact our central office at 505-555-0180 or [sanpaulo@villaxmgmt.com](mailto:sanpaulo@villaxmgmt.com) with any comments or questions.

Sincerely,  
**Ken Fulmer**  
Ken Fulmer  
President

Enclosures

- 176.** What is the purpose of the letter?
- (A) To give details of a change in management
  - (B) To describe the lease renewal process
  - (C) To advertise a new apartment complex
  - (D) To explain an increase in rental fees
- 177.** The word “assume” in paragraph 1, line 1, is closest in meaning to
- (A) suppose
  - (B) take over
  - (C) discuss
  - (D) make up
- 178.** Who is Yelena Dubnikova?
- (A) A maintenance worker
  - (B) A resident of the San Paulo apartment complex
  - (C) The manager of a rental office
  - (D) The president of Lindner Management
- 179.** What is NOT enclosed with the letter?
- (A) A self-addressed stamped envelope
  - (B) A booklet of pay stubs for rental payments
  - (C) A card for updating information
  - (D) A copy of the current lease agreement
- 180.** What is indicated about Villax Properties?
- (A) It has kept the previous maintenance system.
  - (B) It has recently changed its name.
  - (C) It is based in Albuquerque.
  - (D) It is increasing Ms. Dubnikova’s current rental fees.

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

## Archer Hill Lumber

Back by popular demand is Archer Hill Lumber's **Beginning Woodworking Class**. Learn the basics of measuring, sanding, cutting, and assembling. Each participant will complete a functional birdhouse that can be taken home and painted. Class size is limited to 10 people. Ages 16 and up only.

**Date:** 9 May

**Time:** 9:00 A.M. to noon

**Location:** Archer Hill Lumber in workroom #2

**Cost:** £49 (wood pieces, 1 jar of glue, 1 box of screws, 1 box of nails, and decorative hardware).

**Participants must supply their own tools:**

1 screwdriver  
1 rubber-head hammer  
1 circular saw  
1 tape measure

If you do not have tools, we offer a beginner's kit with the above tools for £40. The kit comes equipped with a standard-sized tool belt.

Register in the store or online at [www.ahlumber.co.uk](http://www.ahlumber.co.uk).

### \*E-mail\*

To: Angela Webb <[a Webb@trilbylink.co.uk](mailto:a Webb@trilbylink.co.uk)>

From: Polly Hobbs <[p Hobbs@ahlumber.co.uk](mailto:p Hobbs@ahlumber.co.uk)>

Date: 30 April

Subject: Your registration

Thank you for your e-mail. We did indeed receive your two online registrations for the Beginning Woodworking Class on 9 May.

In regard to your question about the tool kit for your son, you can purchase one at the store on the day of the class. I will make sure we put one aside for you. The cost is £40.

We are looking forward to seeing you and your son on 9 May.

Yours truly,  
Polly Hobbs

- 181.** What is indicated about the class?
- (A) It will take place in an outdoor area.
  - (B) It has been offered previously.
  - (C) It is taught by experienced bird-watchers.
  - (D) It will be offered at two different times.
- 182.** What is offered to those who purchase a tool kit?
- (A) A free class
  - (B) A discount on wood
  - (C) A tool belt
  - (D) An extra hammer
- 183.** What is NOT included in the price of the class?
- (A) Pieces of wood
  - (B) A screwdriver
  - (C) A jar of glue
  - (D) Nails
- 184.** Why did Ms. Hobbs write to Ms. Webb?
- (A) To inform her of the cost of a class
  - (B) To explain how to make a purchase
  - (C) To remind her to bring supplies to class
  - (D) To recommend a specific brand of tools
- 185.** What is implied about Ms. Webb's son?
- (A) He has his own tools.
  - (B) He is an experienced woodworker.
  - (C) He has registered with a group of friends.
  - (D) He is at least sixteen years old.

Questions 186-190 refer to the following instructions and response card.

## McMorris Products Company

### Instructions for Taste Testers

Thank you for participating in a McMorris tasting session! Taste testers help our Research and Development team expand and improve our product line by informing us about consumer preferences. The results of these tests are the single most important factor in determining each year's new product line. By giving us your honest opinion of the products you taste, you help us bring the best possible product to our consumers.

In this tasting session, you will be given small samples of different products. You will taste each sample only once; you do not have to eat the entire sample. After tasting each sample, fill out the corresponding response card. On the response card, there is a set of statements about the product. Next to each statement, assign a number from 1 to 5 based on how much you agree with the statement, with lower numbers signifying agreement. For example, if you strongly agree with the statement, enter 1; if you strongly disagree with the statement, enter 5. If you are undecided, enter 3.

It usually takes about 5 minutes to taste each sample and fill out each response card, but feel free to take more time if you need to; it is important that you do not rush through the test. Also, be sure to drink water from the bottles provided before you taste a new sample; this will help clear your palate so that you can taste each sample independently. If you have questions at any time, do not hesitate to ask the facilitator. The entire session normally lasts about an hour.

#### **Product Sample 9**

Participant: Please fill out the response form according to the instructions.

The product has a visually appealing color.	1
The product has a visually appealing texture.	1
The product has the right amount of sweetness.	2
The product has the right amount of saltiness.	1
The product has a pleasing texture when eaten.	2
The product is pleasantly moist.	1
The product would be better if served hot.	1
The product would be better if served cold.	5

- 186.** What is suggested about McMorris Products Company?
- (A) It relies on television advertisements to attract consumers.
  - (B) It is one of the largest food manufacturers in the nation.
  - (C) It introduces new products to the market every year.
  - (D) It is planning to expand its research division.
- 187.** In the instructions, the word “takes” in paragraph 3, line 1, is closest in meaning to
- (A) follows
  - (B) requires
  - (C) determines
  - (D) lengthens
- 188.** What are participants asked to do?
- (A) Proceed as quickly as possible
  - (B) Wear comfortable clothing
  - (C) Fill out an online form
  - (D) Drink water regularly

- 189.** What most likely is true about product sample 9?
- (A) It does not contain salt.
  - (B) It is not yet available for purchase.
  - (C) It was made available twice to participants.
  - (D) It had a bitter taste.
- 190.** What aspect of the product did the participant strongly disagree with?
- (A) The product will be too expensive.
  - (B) The product is a good color.
  - (C) The product is too moist.
  - (D) The product should be served cold.

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**Questions 191-195** refer to the following information and article.

## **Smart Life Center Business Plan**

---

### **Executive Summary**

---

(October 17)—Various studies have shown that people over the age of 55 have a strong desire to remain physically active. Therefore, the goal of the Smart Life Center (SLC) will be to provide low-cost fitness services to individuals age 55 and older. Business analysts consulted by the SLC's owners have estimated that this market, which thus far has remained largely untapped, could generate

one million dollars or more in profits for the SLC within the next five years.

The SLC will have state-of-the-art fitness equipment and will offer group exercise classes, personalized training programs, and counseling on modifying one's eating habits. It will also offer courses in preparing healthful foods and have a cafeteria that serves nutritious meals.

WHETSTONE (June 6)—The city of Whetstone has a new business: the Smart Life Center (SLC) opened its doors to the public last Friday. The SLC, whose target group is people age 55 and older, offers a variety of physical exercise programs, including swimming, stretching, and aerobics as well as individualized training programs. The center also has dietitians on staff who conduct health consultations. Membership is available on a monthly, quarterly, or annual basis.

Owners Margaret and Ronaldo Lopez are well-known within the Whetstone community. Over the last fifteen years, both worked as practitioners in the field of age-management medicine at the Whetstone University Medical Center. Additionally,

both were board members of the National Council of Medical Specialists.

In addition to investing their savings in the business venture, the couple received a grant from the Institute for Midlife Health Care (IMHC). The institute decided to award the grant following a presentation by the SLC's owners, during which the SLC's business plan was outlined. The owners had much praise for the IMHC. "We are grateful for the assistance received from the institute and are excited to be able to use our knowledge to help people improve their health and fitness levels," Ms. Lopez said.

The Smart Life Center is located at 944 Grandville Avenue, and its owners are the newest members of the Whetstone Chamber of Commerce.

**191.** What kind of business is the SLC?

- (A) A fitness facility
- (B) A doctor's office
- (C) An investment firm
- (D) A medical research group

**192.** What is indicated about Mr. and Mrs.

Lopez?

- (A) They invested one million dollars in their business.
- (B) They followed advice they received from business consultants.
- (C) They moved to Whetstone fifteen years ago.
- (D) They attended the same university.

**193.** What is NOT stated as being available at the SLC?

- (A) A tennis court
- (B) Individual training programs
- (C) A swimming pool
- (D) Cooking classes

**194.** What is indicated about the SLC?

- (A) It offers in-home services to customers.
- (B) It aims to serve customers of all ages.
- (C) It has opened a second facility in Whetstone.
- (D) It offers multiple membership options.

**195.** To whom was the SLC's business plan presented?

- (A) The Whetstone University Medical Center
- (B) The National Council of Medical Specialists
- (C) The Institute for Midlife Health Care
- (D) The Whetstone Chamber of Commerce

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

E-Mail Message	
To:	Anjali Manahan <amanahan@coltfincial.com>
From:	Mitchell Wiltsey <wiltsey@emcc.edu>
Date:	February 10
Subject:	Meeting Follow-Up

Dear Ms. Manahan,

Thank you for meeting with me to discuss mentoring opportunities for Colt Financial employees at East Meadow Community College (EMCC). Below are the key points of our discussion.

The goal of the mentoring program is to create better employment and promotion opportunities for students of EMCC; specifically, the focus will be on career counseling, simulated interviews, and résumé writing. The program starts on Monday, September 1, and will be held on the EMCC campus.

Colt Financial employees wishing to become mentors will need to complete an application form. Additionally, they must have a minimum of five years of experience in business management, finance, or accounting. Those with less experience will be interviewed by me over the telephone. Mentoring days and times are Mondays through Fridays, 6:00 P.M.-9:00 P.M. Mentors must be available for at least two hours a week.

As a token of our appreciation, we will mention Colt Financial in our advertisements. In closing, if you have any questions, please contact me at [wiltsey@emcc.edu](mailto:wiltsey@emcc.edu) or at 555-0152.

Sincerely,

Mitchell Wiltsey

### East Meadow Community College

#### Business Mentor Application Form

Name: Joo-Eun Kwan Address: 87 Cherry Road, Philadelphia, PA 19101

Phone number: 610-555-0135 E-mail Address: [jkwan@coltfincial.com](mailto:jkwan@coltfincial.com)

Most recent relevant work experience:

Company: Colt Financial Position: Accounting Clerk

Address: 100 State Road, Philadelphia, PA 19093

How many total years of experience do you have in business management, accounting, or finance? Specify which field: 7 years, Accounting

Have you ever been a mentor in a business program before? No

Monday: 6 P.M.-8 P.M. Tuesday: Not available Wednesday: Not available

Thursday: Not available Friday: 6 P.M. -8 P.M.

When would you be available to start? Monday, September 8

*Please list two references and their contact information.*

• Eileen Schwartz, current supervisor, 215-555-0119 ext. 52

• Ted Klein, accounting manager, 215-555-0119 ext. 70

**196.** What is the purpose of the e-mail?

- (A) To invite Ms. Manahan to attend an event
- (B) To summarize the results of a meeting
- (C) To request an interview for a position at Colt Financial
- (D) To announce the opening of a community center

**197.** What is a stated feature of the mentoring program?

- (A) Developing résumés
- (B) Evaluating employees
- (C) Managing time
- (D) Leading discussions

**198.** Why will Colt Financial be referred to in EMCC's advertising?

- (A) Colt Financial will donate funds to an EMCC program.
- (B) Colt Financial will encourage its staff to sign up to help students.
- (C) Colt Financial will make its facility available for a college event.
- (D) Colt Financial will offer positions to graduates of EMCC's business program.

**199.** What is indicated about Ms. Kwan?

- (A) She must schedule a telephone interview.
- (B) She has previous experience as a mentor.
- (C) She will be unavailable at the start of the program.
- (D) She will be on the EMCC campus on Wednesdays.

**200.** Who most likely is Ms. Schwartz?

- (A) A former EMCC student
- (B) Ms. Manahan's career mentor
- (C) A Colt Financial employee
- (D) Mr. Wiltsey's supervisor

**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.**

## **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.** Mr. Yakamoto recommended ----- Mr. Ono and Ms. Simmons for promotions.  
(A) both  
(B) and  
(C) if  
(D) either
- 102.** Ms. Patel has just returned ----- the fifth Chennai conference on marketing and advertising.  
(A) on  
(B) from  
(C) about  
(D) behind
- 103.** Last year, the Hansford Automobile catalog ----- air-conditioning and digital radios as standard features in all automobiles.  
(A) listed  
(B) list  
(C) listing  
(D) to list
- 104.** Please be sure to arrive ----- for next Monday's finance seminar, which will be held in the main auditorium.  
(A) exactly  
(B) presently  
(C) previously  
(D) early
- 105.** The fax machines, along with all of ----- attachments and accessories, will have to be moved to the third floor.  
(A) they  
(B) their  
(C) them  
(D) themselves
- 106.** Tickets for the Anniversary Concert Series will be ----- at the Brewster Hall ticket office from January 9 until January 22.  
(A) vacant  
(B) revised  
(C) available  
(D) finished
- 107.** Employees who wish to ----- the sales exposition in London next month should let their managers know.  
(A) participate  
(B) cooperate  
(C) submit  
(D) attend
- 108.** The Franklin Health Clinic is ----- to offer extended weekend hours to accommodate the needs of all patients.  
(A) please  
(B) pleasure  
(C) pleased  
(D) pleasing

- 109.** I look forward to discussing the consulting opportunities at your offices ----- we see each other on Tuesday.
- (A) when  
 (B) during  
 (C) by  
 (D) that
- 110.** Due to an unavoidable -----, Mr. Khan will postpone the teleconference until Thursday.
- (A) conflicted  
 (B) conflict  
 (C) conflicting  
 (D) conflicts
- 111.** Based on its ----- performance in laboratory tests, the new Conlime cleaning solution was approved for commercial use.
- (A) outstanding  
 (B) willing  
 (C) contentious  
 (D) applicable
- 112.** The town council of Santa Rosa will ----- tomorrow to discuss a new zoning plan for the commercial district.
- (A) obtain  
 (B) review  
 (C) meet  
 (D) appoint
- 113.** Employees taking part in the annual clean-up day are reminded to dress ----- for the occasion.
- (A) suit  
 (B) suits  
 (C) suitably  
 (D) suitability
- 114.** Fujimori Builders will put up signs redirecting traffic in order to ----- for road construction in the area.
- (A) restore  
 (B) predict  
 (C) initiate  
 (D) prepare
- 115.** When people finish filling out the questionnaire, they should put it directly ----- the drop box.
- (A) into  
 (B) next  
 (C) around  
 (D) across
- 116.** Byong-Yoon Sun will retire at the end of the month, and Hye-Kyong Kwon will assume the ----- of company vice president.
- (A) role  
 (B) portion  
 (C) use  
 (D) example
- 117.** If merchandise is damaged or broken upon delivery, Mumbai Electronics will send customers a replacement -----.
- (A) production  
 (B) producing  
 (C) productive  
 (D) product
- 118.** The Panther XL15's compact seating and small doors are ----- of its sleek, efficient design.
- (A) character  
 (B) characteristics  
 (C) characters  
 (D) characterized
- 119.** Because only a few applications were received, the deadline ----- the front-desk position has been extended by another week.
- (A) for  
 (B) to  
 (C) with  
 (D) at
- 120.** Bandung Airport, previously too small to handle international flights, has ----- doubled its capacity.
- (A) nearer  
 (B) nearing  
 (C) nearly  
 (D) neared

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- 121.** Journalists ----- are registered for next Monday's press conference will receive an admission pass upon registration.
- (A) whichever  
(B) whoever  
(C) who  
(D) whose
- 122.** Izmit Museum regulations do not permit the ----- of flash photography inside the art gallery.
- (A) use  
(B) to use  
(C) used  
(D) usable
- 123.** *Sales Training Magazine* now publishes twelve issues a year, four ----- than in its first year of publication.
- (A) many  
(B) much  
(C) more  
(D) most
- 124.** The committee members were glad to see how ----- Ms. Park presented the benefits of the incentive program.
- (A) privately  
(B) apparently  
(C) likely  
(D) skillfully
- 125.** Farmers are predicting good crop harvests in the Kenashaw area as a result of recent ----- weather conditions.
- (A) favors  
(B) favorable  
(C) favor  
(D) favoring
- 126.** The new play received ----- reviews by most of the local theater critics, despite the high number of ticket sales.
- (A) disappointing  
(B) perceivable  
(C) operational  
(D) potential
- 127.** The proposal for a new courtyard at Pendlemeyer Apartments should be carefully ----- before being submitted for approval.
- (A) appealed  
(B) preoccupied  
(C) analyzed  
(D) consented
- 128.** A boost in wheat production was to the region's ----- benefit, lowering the local cost of food.
- (A) finance  
(B) financing  
(C) financed  
(D) financial
- 129.** The Pentular desk cannot be shipped ----- a purchase order is signed by the department manager.
- (A) despite  
(B) unless  
(C) neither  
(D) without
- 130.** The Wiltshire Orchestra's concert was ----- three hours long, ending just after 11 P.M.
- (A) attentively  
(B) approximately  
(C) endlessly  
(D) comparatively

- 131.** *Food Aficionado's* cover story about summer entertaining ----- the magazine to sell over 100,000 copies in one week.
- (A) arranged  
 (B) suggested  
 (C) followed  
 (D) helped
- 132.** After ----- their travel reservations online, airline passengers should arrive at the airport at least an hour before departure.
- (A) confirmation  
 (B) confirmed  
 (C) confirming  
 (D) have confirmed
- 133.** The success of Friendly Frog toys is primarily due to the clever marketing ----- employed by the manufacturers.
- (A) layout  
 (B) status  
 (C) print  
 (D) strategy
- 134.** The Hong Kong office of Huang Associates will be closed temporarily while renovations -----.
- (A) will be complete  
 (B) are completed  
 (C) being completed  
 (D) completing
- 135.** ----- entering office, Mayor Levinson will give a public address on behalf of the city government.
- (A) Toward  
 (B) Within  
 (C) Upon  
 (D) Onto
- 136.** Cleaning the air filter on a regular basis ----- improves the mower's efficiency.
- (A) consider  
 (B) considerably  
 (C) considered  
 (D) considerable
- 137.** Before retiring in March, Ms. Sato will spend ----- three weeks training her replacement.
- (A) at least  
 (B) throughout  
 (C) mostly  
 (D) above
- 138.** Professional Photographic Arts Studio requests that applicants ----- a portfolio of black-and-white photographs.
- (A) to submit  
 (B) submitted  
 (C) submit  
 (D) would submit
- 139.** By recycling the wood shavings ----- by its paper-making process, Paperwide saves thousands of dollars each year.
- (A) generate  
 (B) generates  
 (C) have generated  
 (D) generated
- 140.** Lucio's is a very popular restaurant for weekday lunches, partly because of its ----- to the city's business district.
- (A) proximity  
 (B) location  
 (C) situation  
 (D) tendency

**GO ON TO THE NEXT PAGE**



## 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 letter.**

Daniel Simonon  
325 Herndon Road  
Richmond, BC V2X 7N9

Dear Mr. Simonon,

Thank you for sending us your ----- Your employment history and educational background

- 141.** (A) acknowledgement  
(B) application  
(C) order  
(D) purchase

are impressive; however, the position you expressed interest in has already been filled. We were fortunate to have many well-qualified candidates apply for the position, and after careful consideration, we ----- on a candidate whose experience was the best match for the position.

- 142.** (A) decide  
(B) deciding  
(C) decided  
(D) decision

----- we cannot offer you a position at this time, we will keep your information on file for

- 143.** (A) Except  
(B) Until  
(C) Whether  
(D) Although

future reference. Thank you again for contacting us.

Sincerely,

*Annabel Girard*

Annabel Girard  
Director of Human Resources  
Danley Associates

**Questions 144-146** refer to the following notice.

## Cranmere Gardens

Cranmere Gardens covers an area of nearly 1,000 acres. Our gardens and woodlands are home to countless plants and animals. Financial support from ----- of our members

- 144.** (A) all  
(B) those  
(C) whom  
(D) which

helps us maintain Cranmere Gardens and continue to showcase one of the largest collections of flowers in the world.

Membership dues also help support our education programs. Specifically, they allow us to offer an extensive selection of classes and workshops on botany each year.

As a member of Cranmere Gardens, you ----- free admission to the gardens all year long.

- 145.** (A) been receiving  
(B) are received  
(C) will receive  
(D) had received

----- , you can enjoy special discounts at the Cranmere Gardens gift shop.

- 146.** (A) Conversely  
(B) Additionally  
(C) For example  
(D) Instead of

For membership fees and other information, including directions to the gardens, please visit our Web site at [www.cranmeregardens.com](http://www.cranmeregardens.com). Why not join us today?

**Questions 147-149** refer to the following letter.

Hartson and Price Ltd.  
7432 Bainbridge Way  
Ottawa, ON K1M 2T5

November 22

Thomas Jensen  
7 Gedling Avenue  
York, ON M5P 1Z7

Dear Mr. Jensen:

On behalf of Hartson and Price Ltd., I would like to thank you. We very much appreciated your willingness to speak at our recent macroeconomics conference. We consider ourselves -----

- 147.** (A) practiced  
(B) privileged  
(C) exclusive  
(D) honest

to have had you join us as leader for both the session on economic trends and the workshop on foreign exchange markets.

For your reference, I have enclosed a copy of the comments provided by some of the people who were at the workshop session. Admittedly, these come from only ----- of the participants.

- 148.** (A) little  
(B) less  
(C) fewer  
(D) a few

However, I think you will find the ----- to be very useful.

- 149.** (A) feedback  
(B) article  
(C) study  
(D) meeting

Thank you again for your invaluable contribution to our conference. We hope that you enjoyed working with us, and we wish you all the best.

Sincerely,

*Lauren Wrigley*

Lauren Wrigley  
Conference Coordinator  
Hartson and Price Ltd.

**Questions 150–152** refer to the following advertisement.

**Book Your Stay at the Saldon Hotel Today!**

The beautiful Saldon Hotel offers comfortable accommodations in a relaxed setting, just minutes from some of Reston Bay's best beaches. Here, you can enjoy fine dining, beautiful scenery, and lavish entertainment. What's more, reserving a room at the Saldon Hotel has never been easier. ----- visit us online at [www.saldon.org](http://www.saldon.org), click "Book My Room," and follow the

- 150.** (A) Partly  
(B) Evenly  
(C) Clearly  
(D) Simply

instructions provided on the Web site. -----, you may call us at (834) 555-0342.

- 151.** (A) Alternatively  
(B) Consequently  
(C) By chance  
(D) For instance

For the summer months, we highly ----- that reservations be made well in advance to

- 152.** (A) will recommend  
(B) recommend  
(C) recommended  
(D) had recommended

ensure room or suite availability. Our room rates are also posted online, along with descriptions of the sports and entertainment activities offered to guests at no additional charge.

We hope you will come and stay with us, and we look forward to serving you.

## 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 announcement.

## *Wong's Picture Frames*

The staff at Wong's Picture Frames would like you to join us on our opening day. When you visit us this Friday, December 1, you will be eligible for a 10% discount on any item! Just mention coupon code WPF1OD at the time of purchase. We are located at the corner of Willow and Randall Avenues, and our hours of operation are 9:00 A.M.–6:00 P.M., Tuesday through Sunday.

We are confident that you will love our selection of frames. Our frame specialists will be happy to answer any questions you may have, and they will help you to choose the frame that is right for you.

For more information, visit us online at [www.wongspictureframes.com](http://www.wongspictureframes.com), or call us at (814) 555-0224.

153. On what day is Wong's Picture Frames closed?
- (A) Monday
  - (B) Tuesday
  - (C) Friday
  - (D) Sunday

154. According to the announcement, how can customers receive a discount?
- (A) By visiting a Web site
  - (B) By providing coupon details
  - (C) By referring other customers
  - (D) By joining a mailing list

**GO ON TO THE NEXT PAGE**

Questions 155-156 refer to the following advertisement.

# OPENINGSONLINE.NET

**Openings Online**  
*Your next career should be your best career.*

[Home](#) [Find a Job](#) [Post your Résumé](#) [Apply](#) [E-mail Job](#) [Save Job](#) [Print Job](#) [Back to Job Search](#)

To apply for any job listed on openingsonline.net, please refer to the instructions provided in the description of each job.

**Job #17-4436 Delivery driver**

East Midlands Transport has an immediate opening for a delivery driver. Applicants must have a valid driving license and an excellent driving record. The driver will make deliveries of packages of up to 50 pounds from our three area warehouses. Deliveries will be made along a variety of routes throughout the Nottingham area; knowledge of streets in Nottingham and the surrounding area is a must. Complete an application in person at our main office, located inside our Marlton Street warehouse, between the hours of 8:00 A.M. and 4:00 P.M.

East Midlands Transport  
41 Marlton Street  
Nottingham, NG1 3PZ

**155.** What is a stated requirement for the job?

- (A) Three years experience as a delivery driver
- (B) Familiarity with streets around Nottingham
- (C) Submission of an online application
- (D) The ability to lift more than 50 pounds in weight

**156.** What is indicated about East Midlands Transport?

- (A) It has one warehouse in the Nottingham area.
- (B) Its drivers make deliveries all around the country.
- (C) It will have an opening for a delivery driver next month.
- (D) Its main office is on Marlton Street.

Questions 157–159 refer to the following advertisement.

## The Kinsley Mirror Company

### *Beauty and Affordability*

For several decades, the name Kinsley has been associated with high-quality mirrors. Our mirrors have always been both inexpensive and durable. The quality of our products has earned us several regional and national honors, including the United Glass Company's award for excellence in manufacturing.

This month, we proudly present four new wall mirrors. They include the Padley dark pine mirror, the Hinderly maple mirror, the Gatson wrought-iron mirror, and the Lexford imperial silver mirror. Those who purchased our most popular mirror, the Cooper round mirror, may appreciate the beauty of either the Gatson wrought-iron mirror or the Lexford imperial silver mirror. Lighter mirrors, like the Padley pine mirror and the Hinderly maple mirror, also make excellent additions to any home.

For your peace of mind, every purchase comes with a one-year warranty that provides a guarantee against defects in artisanship or material. And unlike all of our competitors, we will ship your products to you at no extra cost, regardless of the size of the order. For additional information, go to our Web site at [www.kinsleymirrors.com](http://www.kinsleymirrors.com) or visit us at one of our locations in Dunville or Forbinton.

157. What is implied about the Kinsley Mirror Company?

- (A) It plans to open four new stores.
- (B) It advertises weekly sales.
- (C) It has been in business for many years.
- (D) It is a family-owned company.

159. According to the advertisement, what does the Kinsley Mirror Company offer that other companies do not?

- (A) Overnight delivery
- (B) A one-year warranty
- (C) A customer newsletter
- (D) Free shipping

158. What mirror has been sold the most by the Kinsley Mirror Company?

- (A) The Padley pine mirror
- (B) The Hinderly maple mirror
- (C) The Cooper round mirror
- (D) The Gatson wrought-iron mirror

Questions 160-161 refer to the following letter.

**Hamelmann Corporation**

Jill K. Anders  
Garden Square Hotel  
Goodridge Road  
Cardiff CF10 3AL, United Kingdom

Dear Ms. Anders,

As a client who has bought paper products from Hamelmann Corporation in the past, you may like to know that as of May 30, we will begin offering a line of products made only from recycled paper. You can browse these and other Hamelmann products on our recently redesigned Web site, [www.hamelmanncorp.de/ENG](http://www.hamelmanncorp.de/ENG). I have enclosed a brochure featuring some of the products that have been designed especially for our customers in the hotel industry.

We look forward to continuing to supply your business with the finest paper products.

Very truly yours,

*Ulrich Hamelmann*

Ulrich Hamelmann

enclosure

**160.** What is the purpose of the letter?

- (A) To introduce a company's new product line
- (B) To announce the relocation of a company
- (C) To request information about hotels in Cardiff
- (D) To inform a customer that a product is no longer available

**161.** What is indicated about Ms. Anders?

- (A) She prefers to use recycled paper.
- (B) She is not satisfied with the paper products her business now uses.
- (C) She has not done business with Hamelmann Corporation in the past.
- (D) She works in the hotel industry.

Questions 162-164 refer to the following information.



### ***Frequently Asked Questions***

A few of our most frequently asked questions about ordering business cards appear below. If you cannot find what you are looking for, please contact us by calling 020 0003 7664 or by e-mailing us at [information@veaprint.co.uk](mailto:information@veaprint.co.uk).

#### **Can I place my order by phone or post?**

All orders need to be placed on our Web site. Special online order forms are provided that allow you to choose the design of your business card and provide your personal information.

#### **What if inaccurate information is printed on the business cards that I order?**

We take great care to print all information according to the specifications you provide. Should you notice any inaccuracies, we will be happy to print your cards again and fill all of your future orders free of charge.

#### **Can an order be canceled after it has been placed?**

To cancel an existing order, you will need to enter your customer code on our Web site. This code will automatically be sent to your e-mail account when we receive your order.

TEST 05

**162.** What is the purpose of the information?

- (A) To notify customers of a delay
- (B) To answer questions about orders
- (C) To inform employees of a change in procedure
- (D) To apologize for an error

**164.** According to the information, what is a customer code required for?

- (A) To obtain a discount
- (B) To update contact information
- (C) To report a printing problem
- (D) To cancel an order

**163.** What is stated about order forms?

- (A) They can be mailed to VEA Print.
- (B) They must be signed by a customer.
- (C) They must be reviewed by a manager.
- (D) They can be found on a Web site.

**GO ON TO THE NEXT PAGE**

Questions 165-168 refer to the following news article.

## New Zealand Tribune

Thursday, February 12

Auckland—Stillwater, Inc., has announced that its Hollydell Shopping Mall redevelopment project has been completed. Stillwater, a Sydney-based retail management firm, manages two other shopping malls in Auckland in addition to Hollydell. Stillwater spent approximately NZ\$15 million on its year-long redevelopment efforts. One section of the shopping mall was torn down and replaced with a cinema that will be operated by Oceana Cinemas Corporation. The other three sections have been renovated, and a new two-level parking building with space for 200 vehicles has been constructed.

In addition to featuring a new cinema and additional parking, the mall also houses a variety of new retail stores. New tenants include Peak Sporting Goods and Shoes for Less. Says

Stillwater's vice president for New Zealand operations, Marissa James, "Hollydell now has everything from designer boutiques and specialty food shops to shops offering great bargains on clothing for price-conscious shoppers." Gerry Zimmerman, browsing the racks of best sellers in the new Readwell Bookshop yesterday, agrees: "Before, I wasn't really interested in coming here to shop; there were just too few shops, and it was difficult to find a place to park."

Byung Dae Yoon, manager of Strawberry Children's Clothing, has seen a steady increase in the number of customers since the redevelopment project has ended. Notes Yoon, "Many of them have remarked on how much more enjoyable it is to shop at Hollydell now."

**165.** What is the purpose of the article?

- (A) To note that a firm will no longer be managing a shopping mall
- (B) To report that the redevelopment of a shopping mall is complete
- (C) To review the quality of customer service at stores in a shopping mall
- (D) To announce that a company has obtained funding to build a shopping mall

**166.** What is indicated about Stillwater, Inc.?

- (A) It increased the number of retail tenants at Hollydell Shopping Mall.
- (B) It owns two shopping malls in Auckland.
- (C) It will operate the new cinema at Hollydell Shopping Mall.
- (D) Its headquarters are in Auckland.

**167.** Who is Marissa James?

- (A) The manager of a children's clothing shop
- (B) A customer at a bookstore
- (C) The owner of a sporting goods store
- (D) An executive at a management firm

**168.** What is NOT indicated about Hollydell Shopping Mall?

- (A) It includes stores that sell food.
- (B) The number of parking spaces there has increased.
- (C) It was closed for one year during renovations.
- (D) There have been more customers there recently.

**Questions 169-171** refer to the following letter.

**Gedman and Associates**  
17 Commerce Parkway • Cumberland, CA 93041

Carlos Guerrero  
17 Dawson Lane  
Ralston, CA 93007

November 6

Dear Mr. Guerrero,

Thank you for taking the time to complete an application for employment with Gedman and Associates. As you know, we make every effort to recruit attorneys with a demonstrated record of professional excellence. Our corporate clients depend on us for both our expertise and our commitment to providing superior legal representation on matters of business and tax law.

We were impressed by your skills and experience, and we would like to invite you to interview for the position of junior attorney. The enclosed form provides important details about the interview, including the date, time, and location, as well as my personal contact information. Please let me know no later than November 13 whether you will attend the interview.

Also, if you have any questions about the schedule, please do not hesitate to ask me. I look forward to hearing from you soon, and thank you again.

Best regards,

**Noriko Kasahara**

Noriko Kasahara  
Director of Human Resources  
[nkasahara@gedmanassociates.com](mailto:nkasahara@gedmanassociates.com)  
(831) 555-0154

TEST 05

**169.** What is the purpose of the letter?

- (A) To request employment references
- (B) To set up an interview with an applicant
- (C) To make an offer of employment
- (D) To change a scheduled meeting

**170.** When must Mr. Guerrero respond to the letter?

- (A) By November 4
- (B) By November 6
- (C) By November 13
- (D) By November 15

**171.** What kind of business is Gedman and Associates?

- (A) A law firm
- (B) An accounting firm
- (C) An architectural firm
- (D) A marketing firm

**GO ON TO THE NEXT PAGE**

Questions 172-175 refer to the following news article.

## ***Quickstar Agrees to Short-Term Contract on Fees***

By Daljit Jandu, September 7

Toronto—Quickstar Airlines Chief Executive Officer Scott Wei hosted a press conference yesterday to report that Quickstar, known for its low fares for flights within North America, has negotiated a temporary contract on fees with Thurston International Airport so that the airline can begin service on its first international route as planned in December.

Quickstar currently serves over 100 cities in North America; most of these routes originate at Thurston International Airport. Almost since the day it began operating seven years ago, though, Quickstar has faced difficulties in its negotiations with Thurston International Airport. One reason Quickstar chose to make its base at Thurston Airport, Wei remarked yesterday, was that the agreement he negotiated with Thurston officials was particularly favorable to a low-cost airline like Quickstar: "It was advantageous to us and it benefited the airport because it brought a much higher volume of passengers to the airport."

But as air travelers rushed to take advantage of Quickstar's low fares and the airline's profits grew, Thurston Airport officials soon

wanted to renegotiate the terms of the fees that Quickstar paid to the airport. Wei says, "We made it clear that our first commitment is to keep fares low for passengers. If we couldn't do that, we were going to look at other airports from which we could base the new international flights we are planning to offer."

Thurston Airport spokesperson Simon Armstrong notes that the airport has always had a strong desire to make sure that Quickstar stays at Thurston Airport. "We are working hard to reach a permanent agreement that is beneficial to both the airport and Quickstar," says Armstrong. "But so that Quickstar can move forward with its plans to offer service on its new international routes, we have offered Quickstar a temporary contract for six months on airport fees."

Quickstar's service to Rome will be the first of four international routes that it intends to operate out of Thurston Airport within the next two years. Of these, the route to Moscow will involve a stopover at London's Heathrow Airport; service to Rome, Athens, and Istanbul will be nonstop.

**172.** What is true about Quickstar Airlines?

- (A) It currently serves over 100 cities in Europe.
- (B) It began operating six months ago.
- (C) It is known for keeping fares low.
- (D) Its base of operations is Helton Airport.

**173.** The word “faced” in paragraph 2, line 6, is closest in meaning to

- (A) avoided
- (B) submitted to
- (C) turned toward
- (D) confronted

**174.** What is implied about Thurston Airport officials?

- (A) They will immediately increase the fees that Quickstar Airlines pays.
- (B) They hope to arrange a permanent contract with Quickstar Airlines.
- (C) They think that the current volume of passengers is too high for the airport to handle.
- (D) They will no longer allow airlines to establish international routes that originate there.

**175.** To what city will Quickstar Airlines begin service in December?

- (A) Rome
- (B) Moscow
- (C) Istanbul
- (D) Athens

**Questions 176-180** refer to the following letter.



## Meadlin Books

147 Woodland Ave.  
Roanoke, VA 24016

Phone: (540) 555-0128 • Fax: (540) 555-0139  
[www.meadlinbooks.com](http://www.meadlinbooks.com)

Hyun Sil Kim  
451 Aspen Drive  
Richmond, VA 23219

July 15

Dear Ms. Kim:

Thank you for becoming a preferred member of Meadlin Books. Your preferred member number is H2389X, and your membership is valid for one year.

Our records indicate that the e-mail address associated with your account is [hskim@redkin.net](mailto:hskim@redkin.net). As you have requested, all correspondence will be sent to you by both postal mail and e-mail. If you wish to change your contact details, please call us at (540) 555-0128 between the hours of 9:00 A.M. and 6:00 P.M., Monday through Friday, or visit us online at [www.meadlinbooks.com](http://www.meadlinbooks.com).

You may continue to purchase books from us online, or you may use your membership card at our store in Roanoke. As a member, you will save 15% on all new books, and you can preregister online for book signings, question-and-answer sessions with notable authors, and other popular in-store events.

Your business is important to us, and we hope you enjoy your membership. For your convenience, your Meadlin Books membership card is enclosed so that you can take advantage of your savings immediately.

Sincerely,

*John Hewitt*

John Hewitt  
Member Services  
Meadlin Books

Enclosure

**176.** What is the purpose of the letter?

- (A) To confirm a deadline
- (B) To ask for a donation
- (C) To renew an account
- (D) To provide membership details

**177.** What is suggested about Ms. Kim?

- (A) She has organized a book fair.
- (B) She has designed a Web site.
- (C) She buys books on the Internet.
- (D) She manages a bookstore.

**178.** What is indicated about Meadlin Books?

- (A) It holds promotional events in the store.
- (B) It offers discounts on magazines.
- (C) It contains a large selection of travel books.
- (D) It advertises in area newspapers.

**179.** The word “savings” in paragraph 4, line 3,

- is closest in meaning to
- (A) account
  - (B) rescue
  - (C) supply
  - (D) discount

**180.** What did Mr. Hewitt send with the letter?

- (A) A receipt
- (B) A card
- (C) An order form
- (D) A catalog

**GO ON TO THE NEXT PAGE**

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

Drive Right Rent-A-Car		
Special Prices for Spring Getaways—Valid March 30–June 15		
Vehicle Class	Features	Base Price
<i>Economy</i>	2 doors Air-conditioning AM/FM stereo Room for four passengers	Now only \$39/day!
<i>Intermediate</i>	2 doors Air-conditioning AM/FM stereo with CD player Room for four passengers	Now only \$45/day!
<i>Standard</i>	4 doors Air-conditioning AM/FM stereo with CD player Room for five passengers	Now only \$50/day!
<i>Premium</i>	4 doors Air-conditioning AM/FM stereo with CD player Room for seven passengers	Now only \$68/day!

*Limited-time offer. Rental car must be returned by June 15 in order to qualify for base price listed. Base prices do not include surcharges assessed for cars rented at any of our airport locations. We regret that your desired vehicle class may not be available at all Drive Right locations.*

E-Mail Message

To:	amanda.j.mitchell@raewyncorp.com
From:	ting.c.hwang@raewyncorp.com
Date:	June 3
Subject:	New reservation
Attachment:	✉ Kelleyville reservation.pdf

Hi Amanda,

I need to ask for your help again with my upcoming trip to the Kelleyville office. Mr. Jordan has just asked me and our team from the Kelleyville office to go together to a meeting in Riccardi City. For this reason, please change the car rental reservation you made for me earlier. I will pick up the car from the Kelleyville airport on June 13 as originally planned, but then I'll keep it longer than planned; I will drive the group from the Kelleyville office to Riccardi City for the meeting there on June 15. To accommodate the group, I'll need a car that seats six people. I will now be returning the car to the Kelleyville airport on June 17. Finally, if you could change my flight reservation so that I'll return from Kelleyville on the evening of June 17, I would appreciate it.

In case you deleted the e-mail message I sent you a few days ago, I've attached a copy of the advertisement I found for the rental car company I usually use when I travel to Kelleyville on business. I've found this company to be very helpful in the past when we have had to make changes to a reservation.

Thanks!

Ting-Chun

- 181.** What is the purpose of the e-mail?
- (A) To cancel a business trip to Kelleysville
  - (B) To request that a travel itinerary be changed
  - (C) To ask how many people will be attending a meeting
  - (D) To inquire about accommodations at a hotel in Kelleysville
- 182.** When will Ting-Chun Hwang attend a meeting in Riccardi City?
- (A) On June 3
  - (B) On June 13
  - (C) On June 15
  - (D) On June 17
- 183.** What class of car will most likely be reserved for Ting-Chun Hwang?
- (A) Economy
  - (B) Intermediate
  - (C) Standard
  - (D) Premium

- 184.** What is true about all of the classes of cars in the advertisement?
- (A) They have air-conditioning.
  - (B) They have CD players.
  - (C) They have four doors.
  - (D) They are always available at each Drive Right location.
- 185.** What is suggested about the base price that Ting-Chun Hwang will pay to rent a car?
- (A) It is a special price for business travelers.
  - (B) It will be different from the base price listed in the advertisement.
  - (C) It is higher than the price he would pay to rent a car in Riccardi City.
  - (D) It will be lower because he has rented the car from an airport location.

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

### **McEvan's Supermarkets to Mark its Twentieth Anniversary on October 24!**

We would like you to join us on October 24. On this special day, we will be giving you even more ways to save. Plus, there will be live music, free food samples, and contests throughout the day. There are more reasons than ever to come to McEvan's on October 24.

We will offer:

- substantial discounts on hundreds of items from nearly every aisle or department, including the bakery, the dairy farm, and the vegetable garden
- discount vouchers for \$10.00, \$15.00, or \$20.00 to the first 100 customers
- a McEvan's Supermarket trivia contest that includes free t-shirts and other giveaways

To learn more about the special events planned for October 24, go to our Web site at [www.mcevansupermarket.com](http://www.mcevansupermarket.com) or ask any one of our 200 employees for more information.

**Happy 20th!**

**McEvan's Supermarket**

October 24 only

**\$10.00 discount**

Please present to cashier at time of purchase

Title MS.

First Name Helen Middle Initial L Last Name Fettner

Mailing Address (including apt. number) 145 Briggs Street

City Tijdord State AZ Zip Code 08521

Would Like to Receive Mail from McEvan's?  Yes  No

Specials and Information via E-mail?  Yes  No

E-mail Address \_\_\_\_\_

**We pledge to keep your information confidential. It will not be sent to any third party.** In the event that your contact information changes, please call us at (520) 555-0318 or e-mail us at [info@mcevansupermarket.com](mailto:info@mcevansupermarket.com).

**186.** What is advertised in the notice?

- (A) A new line of products
- (B) A store remodeling
- (C) An anniversary celebration
- (D) An employee picnic

**187.** What is NOT mentioned about McEvan's Supermarket?

- (A) It has been in operation for almost twenty years.
- (B) It is located in downtown Tilford.
- (C) It has a Web site.
- (D) It is a business with 200 employees.

**188.** Why did Ms. Fettner receive a voucher?

- (A) She was one of the first customers on October 24.
- (B) She was the winner of an online contest on October 24.
- (C) She was employee of the month in October.
- (D) She was the first customer in October.

**189.** How much will Ms. Fettner save with the voucher?

- (A) \$10.00
- (B) \$15.00
- (C) \$20.00
- (D) \$25.00

**190.** What is stated on the voucher?

- (A) All returns must be made within 30 days.
- (B) The discount is valid for one week.
- (C) A minimum purchase of \$20.00 is required.
- (D) Customer information will be kept private.

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

The Camarillo University Medical Center Wednesday Lecture Series Presents  
**Hospital Management in Urban Areas**  
**Stephen S. Sebastian, Pottstown University**  
**Wednesday, November 12, at 4 P.M.**  
**Medical Center Lecture Hall A**  
**Introduced by Dr. Jann Ericson, Dean of Medicine**

Dr. Sebastian is an internationally renowned expert in hospital management and healthcare in urban environments. His latest book on the topic, *Urban Hospitals: New Management Challenges*, has just been published. He teaches hospital administration and public health at the Pottstown University School of Medicine.

His lecture will focus on the challenges presented by urban environments to hospital management and administration, with an emphasis on community relations. He will discuss strategies for leadership and organization in urban communities aimed at helping to build better relationships between hospital administrators and local politicians and community leaders.

The Camarillo University Medical Center Wednesday Lecture Series is funded by a generous gift from the Rosemary Fernandez Memorial Trust. Please contact Dana Goode, assistant to the dean of medicine, by e-mail at [dgoode@camarillo.edu](mailto:dgoode@camarillo.edu) if you have any questions about the lecture series.

E-Mail Message

To:	<a href="mailto:sssebastian@pottstown.edu">sssebastian@pottstown.edu</a>
From:	<a href="mailto:jericson@camarillo.edu">jericson@camarillo.edu</a>
Date:	October 23
Subject:	final details

Dear Stephen,

I'm so pleased that you'll be coming to speak at our next Wednesday lecture series. I just finished reading your latest book, as have several of my colleagues, and we are eager to hear more about the ideas you present in it.

I want to confirm that, as I mentioned when we spoke on the phone recently, my assistant will be meeting you at the train station to take you to the medical center. Also, Dr. Ahmad al-Janabi, our new dean of students here at Camarillo, has asked if you might be available when the lecture ends around 5:30 P.M. to speak for fifteen minutes or so with some of our students who are considering pursuing careers in public health.

Finally, are you still interested in staying to have dinner with some of the faculty here after the lecture? I have made a reservation for dinner at 6:30 P.M. at the Camarillo Inn—you may remember it from your own student days here. One of us will be happy to drive you back to the train station in order for you to get the 8:45 P.M. train back to Pottstown.

Best regards,  
Jann

**191.** Who is the lecturer?

- (A) A hospital administrator
- (B) A public health official
- (C) A medical school professor
- (D) A local politician

**192.** What will probably be discussed during the lecture?

- (A) Communication among hospital managers and community leaders
- (B) The latest trends in hospital construction
- (C) Ways to obtain funding for lectures at medical centers
- (D) Strategies for attracting more doctors to work in urban areas

**193.** Who will take Dr. Sebastian to the medical center?

- (A) Jann Ericson
- (B) Rosemary Fernandez
- (C) Dana Goode
- (D) Ahmad al-Janabi

**194.** What will most likely happen at 6:30 P.M.

on November 12?

- (A) Dr. Sebastian's lecture will end.
- (B) Some faculty members will have dinner together.
- (C) Some students interested in public health careers will meet Dr. Sebastian.
- (D) Dr. Sebastian will take a train back to Pottstown.

**195.** What is implied about Dr. Sebastian?

- (A) He applied for the dean of students position at Camarillo University.
- (B) He will stay overnight at the Camarillo Inn.
- (C) He used to be a student at Camarillo University.
- (D) He will present copies of his latest book to faculty members at Camarillo University.

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



## The Trevisore Hotel

Our hotel is located in the heart of Rome, close to most major tourist attractions and just minutes away from several bus and train stations. The hotel's unique combination of old-world charm and modern amenities make it perfect for business travelers and tourists alike. Not only do we have spacious, air-conditioned guest rooms and suites, we also have two dining areas that afford panoramic views of the city. For those who need to work during their stay, we have a business center with fax and copy machines. We also offer Internet access in every room. Our state-of-the-art fitness center is open to all guests, and for those who wish to relax in the comfort of their rooms, we recommend taking advantage of our twenty-four-hour room service.

Right now, we are offering our special "Autumn in Rome" package. Simply make your reservation before September 10 and enjoy 25 percent off the cost of any single-or double-occupancy room between September 20 and November 1. This package also includes free breakfast every morning.

For more information, call us at +39 06 5555 0292 or visit us online at [www.trevisorerome.it](http://www.trevisorerome.it).

### E-Mail Message

To: Fei Peng <fpeng@itgst.cn>  
From: Gabriella Tomasetti <gtomasetti@trevisorerome.it>  
Subject: Trevisore Hotel  
Date: September 1

Dear Ms. Peng,

Thank you for choosing to stay at the Trevisore Hotel. This e-mail serves as proof of your reservation with us, and your travel information appears below.

Name: Fei Peng

Home Address: 84 Changhong Avenue, Chaoyang District, Beijing, PRC  
Telephone +86 10 6417-0693

Room Type: Single occupancy

Check in: Tuesday, September 21, after 3:00 P.M

Check out: Sunday, September 26, before 11:00 A.M.

Room Rate: €150.00 per night (includes tax)

Cost (4 nights): €600.00

"Autumn in Rome" Discount: €150.00

Total: €450.00

Do not hesitate to contact us if you have any questions or if you wish to make any changes to your reservation.

Best regards,

Gabriella Tomasetti  
Guest Services  
The Trevisore Hotel

- 196.** What is suggested about the Trevisore Hotel?
- (A) It is under new management.
  - (B) It has on-site parking.
  - (C) Its employees speak several languages.
  - (D) Its location is convenient for tourists.
- 197.** In the advertisement, the word “afford” in paragraph 1, line 5, is closest in meaning to
- (A) manage
  - (B) provide
  - (C) regard
  - (D) notice
- 198.** What is stated about the “Autumn in Rome” package?
- (A) It must be requested online.
  - (B) It may not be used with other offers.
  - (C) It includes free airport shuttle service.
  - (D) It is not available after November 1.

- 199.** What is the purpose of the e-mail?
- (A) To confirm a hotel reservation
  - (B) To note a change in contact information
  - (C) To register a complaint
  - (D) To inquire about a delivery
- 200.** What is indicated about Ms. Peng?
- (A) She will attend a business conference.
  - (B) She will receive complimentary breakfasts.
  - (C) She will take Italian lessons.
  - (D) She will work as a hotel manager.

**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.**