

**READING**

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

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

Part 5

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

101. Ms. Miriam is getting ready to go on ----- business trip to Japan.
(A) her
(B) hers
(C) herself
(D) she
102. The leadership seminar will ----- ways to promote active employee participation in company affairs.
(A) addressing
(B) be addressed
(C) addressed
(D) address
103. The annual Most Valued Employee award for this year will be presented ----- business hours in the main conference room.
(A) during
(B) for
(C) while
(D) along
104. Mannings Marketing is seeking ----- with its new customer relations promotion initiatives.
(A) assist
(B) assisted
(C) assistant
(D) assistance
105. Beijing's public bike rental program provides a less ----- alternative to driving a car.
(A) assumed
(B) expensive
(C) more
(D) wide
106. Customers often turn to magazine articles or reviews for ----- product test results when purchasing an item.
(A) relying
(B) relied
(C) reliable
(D) reliant



107. ----- this Friday, a new menu will be introduced at the cafeteria to meet the dietary requirements of vegetarian students.
 (A) Having
 (B) Eating
 (C) Starting
 (D) Making
108. Drexel's Paints imports most of its watercolor-related products ----- from England.
 (A) directs
 (B) directed
 (C) direction
 (D) directly
109. ----- explaining how to apply for travel expense reimbursement have been uploaded to the company website.
 (A) Attention
 (B) Documents
 (C) Position
 (D) Repetitions
110. Ms. Gibson is reviewing a thesis that deals with the ----- of this year's marketing strategy.
 (A) effecting
 (B) effectiveness
 (C) most effectively
 (D) least effectively
111. Drinks will be served ----- the main lobby after Mr. Shinna's speech.
 (A) in
 (B) while
 (C) for
 (D) as
112. Don't hesitate to approach Mr. Yennings if you would like to ask ----- about the upcoming conference.
 (A) he
 (B) his
 (C) him
 (D) himself
113. It seems like the Starlite Inn will not ----- its full capacity during this year's peak season.
 (A) reach
 (B) reached
 (C) reaching
 (D) reaches
114. Preparations are ----- complete for the upcoming Designers' Annual Luncheon.
 (A) quickly
 (B) regularly
 (C) usually
 (D) nearly
115. Senior management people from my company were ----- the 15 guests that were invited to speak at the 12th National Leadership Forum.
 (A) selected
 (B) for
 (C) among
 (D) chosen
116. Since the suit Mr. Jennings bought was too tight, he ----- it to the department store.
 (A) refunded
 (B) exchanged
 (C) tailored
 (D) returned
117. The sales force has expanded so rapidly this year that it will ----- be split into different teams next year.
 (A) inevitable
 (B) inevitability
 (C) inevitably
 (D) inevitable that
118. ----- her superb leadership skills, Ms. Saines is the strongest candidate for the new manager position that opened up in marketing.
 (A) Thus
 (B) Because of
 (C) Despite
 (D) Consequently

114.



116.



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119. After 15 years as a fashion designer, Mr. Jacobs will quit his job to pursue an ----- career in public relations.
 (A) excite
 (B) excited
 (C) have excited
 (D) exciting
120. At the Stars-N-You, you will see unique jewelry that you cannot find -----.
 (A) elsewhere
 (B) whereabouts
 (C) whose
 (D) anywhere
121. The school must obtain written consent before disclosing a student's ----- information to a third party.
 (A) personal
 (B) personalize
 (C) personality
 (D) personally
122. Nevada Jobfind Inc. is planning to host a career fair for college graduates seeking ----- in the healthcare sector.
 (A) employ
 (B) employment
 (C) employee
 (D) employing
123. ----- to the year before, Happy Bakings' sales more than tripled due to its award-winning brownies.
 (A) Compared
 (B) Matched
 (C) Balanced
 (D) Evaluated
124. The process of applying for a scholarship was ----- complicated that it led many students to complain to the school board.
 (A) very
 (B) well
 (C) so
 (D) too
125. Final ----- from the marketing director is needed before we start the new marketing campaign.
 (A) confirmation
 (B) commercial
 (C) conference
 (D) confirmed
126. The CEO of Novis Pharmaceuticals announced yesterday that he was honored to be ----- consideration for this year's Entrepreneur of the Year Award.
 (A) before
 (B) after
 (C) aside
 (D) under
127. ----- the workload is very high at the moment, all the team members are optimistic that they will be able to finish the required work on time.
 (A) Even though
 (B) According to
 (C) As if
 (D) In order for
128. Mr. Forrester's manager commended him for inputting all the sales data ----- into the new expenditure tracking system.
 (A) accurate
 (B) accurately
 (C) accurateness
 (D) accuracy
129. ----- a knee injury, the captain of the national baseball team was named the MVP for his performance during the season's final game.
 (A) Even
 (B) Although
 (C) Except
 (D) Despite



130. Ms. Ganga submitted a ----- for Mr. Aaron to receive a bonus in recognition of his strong sales performance this year.
 (A) participation
 (B) development
 (C) recommendation
 (D) inspection
131. After ----- performance reviews of all the interns, the HR director will make a final decision about who will be offered the full-time position.
 (A) receive
 (B) received
 (C) has received
 (D) receiving
132. The application form used for submitting vacation requests will be ----- as the one used in previous years.
 (A) the same
 (B) double
 (C) fewest
 (D) repeat
133. It remains to be seen ----- Kingston Smith will recover from his injury and make a successful comeback.
 (A) so that
 (B) whether
 (C) as though
 (D) whereas
134. The Bamboo House brought together an unusual blend of flavors, resulting in an ----- popular cuisine.
 (A) astonish
 (B) astonished
 (C) astonishingly
 (D) astonishment
135. Financial analysts predict that government-driven price reductions of vegetables will positively ----- consumer spending.
 (A) acquire
 (B) influence
 (C) declare
 (D) exchange
136. This manual contains ----- instructions and notes on the operation and use of the newly purchased vending machine.
 (A) treated
 (B) prompt
 (C) spacious
 (D) detailed
137. Our new manager, Jennifer Sasha, has a particularly ----- work style and brings a vibrant and exciting new perspective to our workplace.
 (A) distinctive
 (B) distinctively
 (C) distinctiveness
 (D) distinction
138. I have been informed that Dr. Ikes decided that she ----- the medical conference being held in Egypt next week.
 (A) will not be attended
 (B) will not have been attending
 (C) would not be attending
 (D) would not have been attended
139. All bank ----- that involve foreign currency must be reported to and controlled by the senior manager.
 (A) representatives
 (B) capacities
 (C) invitations
 (D) transactions
140. In an attempt to increase the sales of soft drinks, the store manager decided to place an advertisement board ----- near cash registers.
 (A) financially
 (B) popularly
 (C) unknowingly
 (D) strategically

132.



133.



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Actual Test 06

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Part 6

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

Questions 141-143 refer to the following notice.

Have fun with the Internet!

Discover endless possibilities at the Hasting Town Library's new online resource center. The library now offers an extensive online resource for students who want to learn about the exciting world of the Internet, including how to surf the Internet to find information or ----- purchases online.

141. (A) made
(B) be made
(C) make
(D) will make

There is a wide variety of classes for students of all levels. Some are for starters, while others focus on more experienced students. ----- of our classes are held in the evening

142. (A) Which
(B) Every
(C) Both
(D) All

or on weekends for your convenience.

We hope to ----- you at the center soon!

143. (A) see
(B) hire
(C) visit
(D) call

141.



Questions 144-146 refer to the following letter.

Date: July 15

Dear Ms. Kannes,

This is to confirm that we have received your order for the rental service of our furniture. Your order code is A1992. Our data indicates that you ----- 15 tables and 150 chairs to be

144. (A) requested
(B) sold
(C) disputed
(D) cancelled

rented for an event on July 28.

Thank you for sending us the deposit, which represents 10% of the total cost of your rental. The remaining amount is ----- upon receipt of the furniture.

145. (A) paying
(B) pays
(C) to be paid
(D) will be paid

Your requested items will be shipped to the site at 8:30 A.M. on July 28, as specified in your order. A person from your company will need to be ----- so that he/she can sign the

146. (A) complete
(B) immediate
(C) present
(D) notable

receipt form to confirm that you have received the goods.

Sincerely,

Fred Parkings

Parking's Furniture Rental

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Questions 147-149 refer to the following email.

From: Kenneth Mizano (kmizano.com)
To: Tara Sales Associates (salestara.com)
Subject: Tara Sales Training Program
Date: June 20

Dear Sales Force,

As I mentioned earlier, this year's annual Tara Sales Training program will start soon. If you haven't done so already, I strongly advise every one of you to register. The training session will be held from July 1 to July 7 in the company's main conference hall. The training sessions will deal with interesting topics such as effective selling strategies.

----- these sessions, our top performing sales employee from last year will lead a

147. (A) Tomorrow
(B) Following
(C) Occasionally
(D) Instead

panel discussion, sharing his expertise with everyone present. Your active ----- in these

148. (A) participate
(B) participates
(C) participant
(D) participation

programs will greatly help our company by raising the morale and productivity of the sales force team. Also, our corporate finance controller, Leslie Monks, ----- on the successful

149. (A) reported
(B) was reporting
(C) will be reporting
(D) having been reporting

performance of our company this year during her presentation, which will take place on the final day of the program.

I hope to see everyone at the training session.

Sincerely,

K. Mizano



Questions 150-152 refer to the following article.

May 5 – In the first quarter of ----- year, Gia Motors recorded an astonishing sales growth

150. (A) this
(B) each
(C) what
(D) that

of over 15 percent, company officials announced yesterday. Stan Lee, CEO of Gia Motors, said that this growth in sales may just be temporary and that profits will not increase indefinitely. -----, he even went on to comment that there is a possibility that profits will

151. (A) If not
(B) Even so
(C) In fact
(D) However

actually decrease in coming months.

Despite the company's success in the first quarter, Mr. Lee cautiously pointed out that the company is facing with tougher competition from the growing number of domestic companies.

There has been speculation among industry ----- that Gia Motors may try to sign an

152. (A) analyze
(B) analyzing
(C) analysts
(D) analysis

M&A with one of its domestic competitors by the end of this year.

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152.



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Actual Test 06

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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 announcement.

Grandel's Hardware Store

Grandel's Hardware was founded in 1919 in Brooklyn, NY. We service primarily the Brooklyn, Queens and Manhattan area. Grandel's Hardware is a 3rd- and 4th-generation family-owned business.

Over the years we have evolved from a community hardware and paints store to specializing first with marine and ship supplies before growing into a company that services the industrial trade.

• **Annual Customer Appreciation Sale**

Come and enjoy up to 30% off on select hardware and paint supplies throughout the month of April!

• **Free Home Improvement Seminars**

With increasing contractor fees, it's just more sensible to do some of the housework yourself. With our free Home Improvement Seminars, you can learn direct from the experts! Visit our website at www.grandels.net for a complete schedule of upcoming seminars!

• **New Location Opening**

Grandel's is proud to present the opening of our new location in Westchester, NY. Come visit us for our grand opening sale!

153. What is the purpose of the announcement?

- (A) To advertise a new store expansion
- (B) To recruit potential employees
- (C) To announce changes made to the store return policy
- (D) To inform customers of upcoming events

154. What is NOT mentioned as a feature of Grandel's Hardware Store?

- (A) Equipment rentals
- (B) Seminars
- (C) A second location in New York
- (D) A yearly sale event

Questions 155-156 refer the following e-mail.

To: Janine Marks <jmarks@gmail.net>
From: Mike Matukow <matu@prioritytravel.net>
Re: Flight Schedule

Dear Ms. Marks,

Thank you for contacting Priority Travel. Unfortunately, we currently have no seats available for your requested flight to Guam at 11 a.m. on May 12. However, we do have a flight leaving at 3 p.m. on May 12. Please let me know if this departure time is suitable. If it is, I will reserve your seat as soon as possible. Please note that seats are limited and its best to reserve them as quickly as possible.

Your hotel request was processed without any holdups. I have reserved your suite at the Hyatt Hotel for May 12th through the 15th. I will send you the details in a subsequent e-mail. As always, please contact me with any questions you may have. I hope you have a pleasant trip.

Thank you,
Mike Matukow
Travel Coordinator
Priority Travel

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155. Why was the e-mail written?

- (A) To respond to a request
- (B) To report a hotel cancellation
- (C) To change a destination
- (D) To ask for a deposit

156. What is Ms. Marks asked to do?

- (A) Choose a different airline
- (B) Reserve a hotel room
- (C) Confirm a change in departure time
- (D) Select an arrival time

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Questions 157-158 refer to the following advertisement.

CAMBRIDGE 5-STAR BEACHES

One of the world's premier hideaway cottage colony resorts, Cambridge 5-Star Beaches is located on the western tip of Bermuda on a twenty-five acre peninsula. Stunning ocean vistas, five private beaches, sandy coves, outstanding gourmet cuisine and the resort's Aquarian Baths, Solarium and Ocean Spa make for an unforgettable vacation.

The new two-tier infinity pool and dining terraces complex is a stunning addition. The main pool features a vanishing edge that drops below into a second pool, combining water features and a magnificent waterfall.

First time guests that book online before September 11 receive 15% off the standard room rate!

- 20% deposit to reserve your room
- Book online or by telephone
- No additional credit card charges
- Transfer from airport to hotel included

CAMBRIDGE 5-STAR BEACHES

Somerset, 30 KINGS PT ROAD, SANDYS, MA

157. What does the advertisement NOT suggest about Cambridge 5-Star Beaches?
- (A) They require a deposit for reservations.
- (B) They offer more than one pool.
- (C) There is a special online discount.
- (D) Meeting rooms are available.

158. What does the hotel offer new guests?
- (A) A discount on room charges
- (B) A gift certificate for twenty dollars
- (C) Complimentary spa treatments
- (D) Free travel planning services

Questions 159-162 refer to the following news article.

Zoom.com buys SocialDeck

Zoom.com has made another acquisition since the start of August, this time scooping up SocialDeck, a company which develops games that people can play against friends using mobile devices, or via Facepage on a PC. Most of Zoom.com's recent acquisitions have been related to social networking and games, fueling speculation that the company plans to release a new social networking service, potentially centered on games, to compete with Facepage.

SocialDeck developed a handful of games including Shake & Shake, a word game similar to *Zoggle*.

"We were very impressed with the team's talent as well as the technically advanced platform engaging mobile experiences they've built. We're pleased to welcome them to Zoom.com, and we think they'll be great contributors in partnership with the Zoom.com team as we continue to innovate in the mobile space," said CEO Brad Daugherty. He met with Tom Thibeau, owner of SocialDeck, in London last week to finalize the deal.

Other acquisitions this month by Zoom.com, which is based in Los Angeles, include Slidez, a social games developer; Jamol, a company that makes a platform for managing online payments for virtual goods sold on gaming and social networking sites; and Liiike.com, a visual shopping engine.

159. What is the purpose of the news article?
- (A) To report on the purchase of a company
 - (B) To announce the retirement of a company CEO
 - (C) To describe social networking techniques
 - (D) To inform readers of changing game developers
160. Who is Brad Daugherty?
- (A) The president of SocialDeck
 - (B) An employee of Zoggle
 - (C) The CEO of Zoom.com
 - (D) A famous game developer
161. Where did Mr. Daugherty meet Mr. Thibeau?
- (A) In Los Angeles
 - (B) In London
 - (C) In Chicago
 - (D) In New York
162. How many companies has Zoom.com acquired since August?
- (A) One
 - (B) Two
 - (C) Three
 - (D) Four

Questions 163-165 refer to the following article.

Jay's Pizza & Grill

870 W 46th St
New York, NY 10036

Hours

Mon - Thurs, 11 A.M. - 10 P.M.

Fri - Sat, 11 A.M. - 11 P.M.

Sun, 10 A.M. - 9 P.M.

Featured Review: The best pizza in Times Square.

The Space

The bright and spacious Jay's Pizza & Grill bears little resemblance to its legendary Greenwich Village forebear. There's a sweeping staircase to the second floor tables, with a giant mural depicting the cityscape across the wall. The interior is beautifully decorated and gives a feeling of being in a cathedral. A long and much needed change in the atmosphere has taken place. Happily, the acclaimed brick-oven pizza hasn't changed. The crust is light and crispy, with a flavor all its own.

The Pizza

A tomato and cheese pie – alas, slices aren't available – will run you \$12, and each topping will add another couple of bucks to your tab, but it's more than worth it. Don't be surprised if you find yourself digging into a third, even fourth slice. There's a reason slices aren't sold. Fresh garlic, sausage and pepperoni are all wonderful toppings, but don't pile too many on – This is New York-style pizza we're talking about, not Chicago, and it has the thin, charred crust that's a Gotham trademark.

Pros: Great pizza at a reasonable price, especially considering the location.

Cons: During peak times, the wait can sometimes get crazy. You'll find yourself engulfed by throngs of Times Square tourists.

163. What time does the restaurant close on Thursdays?

- (A) At 8:00 P.M.
- (B) At 9:00 P.M.
- (C) At 10:00 P.M.
- (D) At 11 :00 P.M.

164. What is indicated about the restaurant?

- (A) The service is slow in the bar area.
- (B) It is closed on certain holidays.
- (C) Reservations are required for large parties.
- (D) It is decorated differently than its original location.

165. What is NOT stated in the article?

- (A) At Jay's Pizza & Grill individual slices of pizza are not sold.
- (B) Its pizza traces its roots to Chicago.
- (C) Most other restaurants in the area are pricey.
- (D) The restaurant gets very busy sometimes.

Questions 166-168 refer to the following letter.

PJ Home and Beyond
285 Yepps Street, Cambridge, Ontario
Tel: 485-278-6320

April 7, 2010

Dear Valued Customer:

Our records show that you have been a customer of PJ Home and Beyond Inc. since our grand opening last year. Thanks to loyal customers like you, our business has flourished. We would like to thank you for your business by inviting you to our preferred customer Spring Extravaganza this Saturday.

Saturday's sales event is by invitation only. All of our valued customers will get an opportunity to take advantage of our sales prices before the general public. All of our stock, including pajamas and bedding, will be marked down from 50-80% off.* Doors open at 9:00 A.M. sharp. Complimentary coffee and donuts will be served. Public admission will commence at noon.

In addition, please accept the enclosed \$10 gift certificate to use with your purchase of \$75 or more.

We look forward to seeing you at PJ's on Saturday. Please bring this invitation with you and present it at the door.

Please email me if you have any questions at pjhomeandbeyond@shoponline.com.

Sincerely,

Linda Loety

Linda Loety
Store Manager

- All sales are final. No exchanges.
- Enclosure: Gift Certificate #145 (not redeemable for cash)

166. Why was the letter written?

- (A) To invite a customer to join a member club
- (B) To open a new customer account
- (C) To request payment from a customer
- (D) To invite a customer to an upcoming event

168. What is included with the letter?

- (A) A membership card
- (B) A PJ's catalogue
- (C) A magazine from PJ's
- (D) A coupon

167. According to the letter, what should the customer do if he/she wants more information?

- (A) Visit a PJ's location
- (B) Contact Linda Loety
- (C) Sign up for an email service
- (D) Check PJ's website

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Questions 169-172 refer to the following e-mail.

TO: Members, Light Harbor Business Owners Association
FROM: Director, Light Harbor Summer Festival
DATE: May 8
SUBJECT: "Support"

Preparing to celebrate our 19th season from June 17 through July 10, the Light Harbor Summer Festival has invigorated the cultural life of this community for close to two decades. We bring the world to Light Harbor: innovative artists, enthusiastic audiences, eager students, curious visitors, and anyone looking to be inspired and entertained on a beautiful Michigan summer night.

I invite you to join us in 2011 as we once again gather to share a truly inclusive experience that celebrates our community, the richness of our stories, the talent of our artists, and the creativity of the human spirit. Here, national and international artists will join regional performers and local partners in transforming Light Harbor into a vibrant, creative playground, a place brimming with entertainment and artistic inspiration for 21 nights.

And if you enjoy the Light Harbor Summer Festival, I ask you to please consider making a donation to the festival today to help us maintain the high-quality programs that you have come to love. Donations totaling more than \$100 will allow you entrance into the VIP special seating section for two performances of your choosing. Your contributions help us to offer the finest arts and cultural experiences from around the world, and to support local and regional artists by providing a platform for their creative aspirations and collaborations.

This is your festival, and we greatly appreciate your support and patronage.

169. What is the topic of the e-mail?

- (A) A public celebration
- (B) A festival schedule announcement
- (C) A local community meeting
- (D) A request for support for a local event

170. According to the e-mail, what is NOT a feature of the event?

- (A) Popular artists
- (B) Guided tours
- (C) Music performances
- (D) International artists

171. Who is being offered special seating?

- (A) Hotel staff
- (B) College students
- (C) Local artists
- (D) Members of an association

172. How can someone enter the special seating area?

- (A) By making a contribution of more than \$100
- (B) By making any donation
- (C) By purchasing an admission ticket
- (D) By entering to perform at a concert

Questions 173-175 refer to the following letter.

Pinto's Trattoria

45 Bologna Ave
Tel: 451 520-4799
November 30, 2010
Jane Montague
42 Belmore Rd.

Dear Ms. Montague,

As you are probably aware, the recent smoking ban has had a profound impact on our business. Our sales have dropped 40 percent in the last six months. Though we do not expect this to be a long-term concern for our business, we don't expect sales to return to normal until the summer, when our patio opens for the tourist season.

Due to the loss in business we regret to inform you that we are laying off all of our hosts and hostesses for the winter and spring. With business being so slow our servers can handle the task of greeting and seating customers on their own. Under the circumstances, this was determined to be the only feasible course of action.

You are entitled to two week's severance pay, which will be paid in full on your next paycheck. Please come in for any scheduled shifts next week.

Thank you for your hard work and dedication at Pinto's Trattoria. I truly hope your experience at Pinto's has been a pleasant one. Please apply again for our next summer season.

Sincerely,
Frank Bellini
Owner
pintos@italia.com

173. What is the purpose of the letter?
- (A) To accept an employment offer
 - (B) To reschedule a job interview
 - (C) To notify an employee that she will be laid off
 - (D) To congratulate a manager on her recent promotion
174. Why is Ms. Montague being let go?
- (A) There is a smoking ban in effect at the restaurant.
 - (B) Sales have decreased dramatically in recent months.
 - (C) Ms. Montague is not an efficient hostess.
 - (D) She will be rehired next summer season.
175. What does Mr. Bellini ask Ms. Montague to do?
- (A) Apply for a job as a server
 - (B) Finish out her shifts in the following week
 - (C) Decrease her pay rate
 - (D) Work another two weeks

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Questions 176-180 refer to the following completed survey.

TK Consultants
47 Lake Drive
Detroit, MI 24685

Dear Manager of Finances at NHK,

Thank you for your inquiry to hire our firm's services. We will show you how a budget restructuring would impact NHK and your clients. In these difficult economic times, NHK must systematically evaluate every line of the budget and make tough choices on how best to move forward. According to our analysts, to fund NHK at an average matching other comprehensive institutions, an investment of an additional \$15 million to \$17 million is necessary to make NHK profitable in 2010.

Attached is a survey of proposed budget categories for 2010. Please complete this form, and mail or fax the completed survey to us, ATTN: Bob Shultz. We believe our services would allow NHK to better serve its clients, while increasing the capacity to compete with other high-performing hedge fund companies. Please send us all financial records from the previous year along with the survey, and we will contact you as soon as possible with an estimate and a plan with detailed measures to improve your business.

Sincerely,
Bob Shultz
Associate Consultant, TK Consultants Inc.

CATEGORY	EXPLANATION	PROPOSED PERCENTAGE OF TOTAL EXPENDITURES
Employee Compensation	Includes the salaries and wages of all full-time, part-time, and temporary employees. Also includes any other benefits and incentives.	35%
Contract Services	Includes outsourced services or workers, such as consultants	12%
Equipment/ Supplies	Includes expenses for office supplies, copier supplies, telephone, fax, computer supplies, repair and maintenance	8%
Travel-related Expenses	Includes any air travel, out-of-town expenses, and conference travel expenses.	25%
Overhead or Indirect Costs	Includes overhead expenses (indirect costs), covering the administrative costs of day-to-day operations.	20%

176. For whom was this survey designed?
- (A) Employees at TK Consultants
 - (B) Executives at hedge fund firms
 - (C) Managers of property agencies
 - (D) Directors of advertising agencies
177. Who is Bob Shultz?
- (A) An advisor at TK Consultants
 - (B) The owner of a consulting firm
 - (C) A director at the NHK
 - (D) The writer of a survey
178. What costs are NOT mentioned in the survey?
- (A) Legal review of financial documents
 - (B) Conference travel expenses
 - (C) Administrative costs for daily operations
 - (D) Employee benefits
179. What percentage of the whole costs is proposed be spent on contracting outside agencies?
- (A) 8%
 - (B) 12%
 - (C) 35%
 - (D) 20%
180. According to the survey, what category includes costs for computer maintenance?
- (A) Contract Services
 - (B) Travel-related Expenses
 - (C) Equipment/Supplies
 - (D) Overhead or Indirect Costs

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

Eastern Travel Inc.
165 Hutchinson Street,
Miami, FL 57415

Dear Mr. Steven Amunds,

Thank you for giving Eastern Travel the opportunity to make your travel arrangements for your upcoming trip to Palm Springs. We hope that you are pleased with the air travel and hotel accommodations we arranged for you.

In response to your inquiry about transportation from the hotel to the airport, I requested the Royal Palm Suites to send me all available options. Trains and buses both go from the airport to within one block of the hotel. The bus arrives every 30 minutes, and the train arrives every 15 minutes. Tickets for the express train can be purchased online, while bus tickets are only available in person.

I personally recommend taking the express train. Although it's slightly more expensive, it's quicker than the B23 bus and tickets can be bought easily.

The Royal Palm Suites has also informed me that they are having discussions to implement a free shuttle van service going to and from the airport to the hotel parking lot. If this service is put into effect before your vacation in September, then you won't have to worry about the train or bus.

Please know that we encourage any and all of your comments.

We hope you have an amazing vacation, and hope that you will afford us the opportunity to help you plan your next vacation or business trip.

Thank you.

Sincerely,
Barry Wesley

TRAVEL TIME	TRANSPORTATION FROM STATION TO AIRPORT	COST
1. Express Train	20 mins	\$14
2. B23 Bus	30 mins	\$8
3. Local Train	40 mins	\$12
4. B8 Bus	45 mins	\$8

181. What most likely is Mr. Wesley's job?
(A) Travel agent
(B) Business consultant
(C) Hotel manager
(D) Bus driver
182. What decision will the Royal Palm Suites make in the near future?
(A) Whether to discount rooms in September
(B) Whether to discontinue room service
(C) Whether to maintain a business relationship with Mr. Wesley
(D) Whether to begin an airport shuttle
183. According to the letter, what advantage does the train have over the bus?
(A) They run less frequently.
(B) Discounts are available.
(C) Refreshments are sold on board.
(D) Tickets can be purchased online.
184. In the letter, the word "implement" in paragraph 4, line 1, is closest in meaning to
(A) apply
(B) begin
(C) put in place
(D) increase
185. How much time would be saved by following Mr. Wesley's suggestion?
(A) 10 mins.
(B) 20 mins.
(C) 30 mins.
(D) 40 mins.

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

Fiji Island Resorts

FAMILY PACKAGE Special for the Month of August

Stay 6 / Pay 5 nights!

Receive one bonus night, when you pay a minimum of five nights in an Oceanfront Suite, Oceanfront 2-bedroom, or The Villa.

	6 nights	8 nights
Oceanfront Suite	\$1,050	\$1,300
Oceanfront 2-bedroom	\$1,280	\$1,520
The Villa	\$1,590	\$1,800

Our Family Package also includes a la carte breakfast, lunch & dinner daily, adult & children's menu, bottled drinks, daily afternoon tea, all complimentary resort activities and excursions including 3 off site excursions, and snorkeling & tennis equipment.

For citizens of NORTH & SOUTH AMERICA, and EUROPE, please call the North American Reservations Office at (455) 288-5546 or if you are in the U.S. or Canada (800) 214-8464, or contact us: customerservice@fijioresorts.com

To: Customer Service <customerservice@fijioresorts.com>

From: Karen O'Connor <koconnor@tsmail.net>

Subject: Family Package

Date: April 15

Dear Customer Service,

I'm e-mailing you for more information regarding your family package special. I'm planning a long overdue vacation with my family in Fiji, and I've heard great things about your resort. We're looking to book the Oceanfront 2-bedroom for 4 occupants, from August 28 through September 3, for 7 days and 6 nights.

My youngest is 9 years old, and I was wondering if you offer any discounts for children. I'd also like to know if the special package pricing would still apply.

Thank you, and I hope to receive your response soon.

Sincerely,
Karen O'Connor

186. According to the advertisement, when do the special rates apply?
- (A) In January
 - (B) In August
 - (C) In September
 - (D) In October
187. What is NOT included in the special package?
- (A) An airport shuttle
 - (B) Hotel lunches
 - (C) Daytime trips
 - (D) A hotel room
188. Why did Ms. O'Connor write the e-mail?
- (A) To cancel a hotel reservation
 - (B) To request a list of activities
 - (C) To make plans for an airport shuttle
 - (D) To ask if she is eligible for an offer
189. According to the e-mail, what is the purpose of Ms. O'Connor's upcoming trip?
- (A) To conduct a business meeting
 - (B) To take a long-awaited vacation
 - (C) To visit an old friend
 - (D) To take part in a college reunion
190. To which price is Ms. O'Connor referring?
- (A) \$1,050
 - (B) \$1,300
 - (C) \$1,280
 - (D) \$1,520

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

To: customerservice@topbuys.com
From: slee@tmail.net
Date: September 14
Re: Palm X

To Customer Service,

I bought my Palm X cellphone at Top Buy July 15 and by August I realized I had dead pixels on my screen. I took it back to Top Buy and because I have the Blue Protection plan, they sent it off for repair free of charge (that was August 11). It is now September 14 and I get a call saying my phone is back and ready to go. I go to pick it up and of course look at the screen first and there's not one dead pixel but at least three now. So now they are sending it off again. No time estimate, no assurance it will be repaired or anything. Can somebody please help me out? What should I do?

Sincerely,
Samuel Lee

To: slee@tmail.net
From: customerservice@topbuys.com
Date: September 14
Re: Palm X

Dear Mr. Lee,

I apologize for the delay in repairing your phone. We have had a few other customers with the same complaint regarding the Palm X device. I was able to gain some understanding on what was happening with it. It appears your phone was sent to the manufacturer for repairs, which may have accounted for some of the extra repair time. I'm actually baffled that the phone returned with more dead pixels than it was sent in with if it was repaired at the manufacturer.

I do see that your phone is being sent to the service center again to be re-evaluated and repaired. While the store may have indicated that your phone could be out for another 30 days, this is only an estimate, and it could be a shorter timeframe as well. I suggest you contact the Palm X manufacturer SCV directly, or visit an SCV retail store in person to inquire about your phone.

That being said, I would like to keep an eye on things for you and see if there are any additional options that can be provided. Feel free to contact Top Buy Customer Service for any questions you have.

Sincerely,
Melissa Paxton

191. What is the purpose of the first e-mail?
(A) To order a mobile phone
(B) To request customer service
(C) To respond to a customer survey
(D) To locate a Top Buy retailer
192. Who is Melissa Paxton?
(A) A friend of Samuel Lee
(B) A Palm X salesperson
(C) A Top Buy employee
(D) A cell phone repair specialist
193. According to the second e-mail, what complaint has been made by other customers?
(A) Problems with some screen pixels
(B) Broken batteries
(C) Inoperable cell phones
(D) Invalid cell phone warranties
194. What is NOT one of Ms. Paxton's suggestions?
(A) Contacting the cell phone manufacturer directly
(B) Calling the Customer Service department at SCV
(C) Contacting Top Buy's customer service with any further questions
(D) Visiting the manufacturer in person
195. In the second e-mail, the word "baffled" in paragraph 1, line 5, is closest in meaning to
(A) scared
(B) angry
(C) puzzled
(D) reluctant

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

To: Mr. Jerry Tompkins <jjtom2@tmail.com>
From: Larry Ewing <lewing@toraoutlet.com>
Date: Sept 11, 1:32 P.M.
Subject: Order #G21258

Dear Mr. Tompkins,

Thank you for ordering from www.toraoutlet.com. This e-mail confirms that your order G21258 was received on 09/10/10.

Item: 7075

Description: SK 16 GB USB Drive Quantity: 1 \$23.79

Item: 7153

Description: 3-pack DVD-R Discs Quantity: 1 \$14.99

Item: 7472

Description: SK Wireless Laser Mouse Quantity: 1 \$16.99

Shipping Method: Standard Ground

Item 7075 has shipped today. Unfortunately, items 7153 and 7472 are currently out of stock. We expect to receive these items in our next shipment, scheduled for 9/18/10. We will ship out your items on 9/19 or 9/20. If you do not wish to receive the delayed items, please let us know and we will issue you a refund. I apologize for any inconvenience this may cause you.

Larry Ewing

To: Larry Ewing <lewing@toraoutlet.com>
From: Jerry Tompkins <jjtom2@tmail.com>
Date: Sept 11, 3:32 P.M.
Subject: Order # G21258

Dear Mr. Ewing,

Thank you for your quick response. Tora Outlet's quick e-mail responses are one of the reasons I keep coming back. I'd like to request a refund for the DVD-R discs 3-pack.

I actually needed them to work on something this week, but the delay would make it unnecessary. I would still like to purchase the wireless mouse, though.

Please let me know when my mouse is shipped. I'm eager to try one of the new laser mice. I read that the new SK mice got excellent reviews.

As always, I appreciate the quick customer service.

Thanks,
Jerry Tompkins

196. What is the purpose of the first e-mail?
- (A) To notify Mr. Tompkins of a price change
 - (B) To request a shipping address for Mr. Mills
 - (C) To inform Mr. Tompkins about items that are out of stock
 - (D) To give Mr. Tompkins information about new products
197. When does Mr. Ewing expect the shipment from his supplier?
- (A) In four days
 - (B) In five days
 - (C) In one week
 - (D) In two weeks
198. Which item is NOT mentioned as part of Mr. Tompkins' original order?
- (A) USB Drive
 - (B) DVD-R Disc
 - (C) Ink cartridge
 - (D) Laser Mouse
199. How much would Mr. Tompkins be refunded?
- (A) \$12.49
 - (B) \$23.79
 - (C) \$25.00
 - (D) \$14.99
200. What is suggested about Mr. Tompkins?
- (A) He has arranged a meeting with Mr. Ewing.
 - (B) He has purchased items from Tora Outlet on more than one occasion.
 - (C) He is dissatisfied with the service he has received from Mr. Ewing.
 - (D) He wants to change his billing address.