



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. Travelers are advised to send ----- requests for which room they would like at the hotel as soon as possible.
(A) themselves
(B) they
(C) their
(D) them
102. For further ----- on completing a project/partner search, visit our webpage.
(A) information
(B) inform
(C) informational
(D) informed
103. Please complete and return this form ----- the enclosed envelope, along with any required documentation, by August 1.
(A) at
(B) to
(C) on
(D) in
104. Tiffany Rings offers a complimentary ----- service to keep your ring as beautiful as it was the day you received it.
(A) clean
(B) cleaning
(C) cleanest
(D) cleaned
105. Online Ticket Shop gives you the chance to buy your tickets at a ----- rate.
(A) reduction
(B) reduces
(C) reduce
(D) reduced
106. Wine sales have increased ----- the chain began featuring a specific California Chardonnay last fall.
(A) onto
(B) beside
(C) along
(D) since



107. For more information about specific requirements, see the installation guide that ----- the product.
 (A) accompanies
 (B) accompaniment
 (C) accompany
 (D) accompanying
108. Timekeepers will soon have their incentive completion reports ----- employees can check whether they have completed their required hours.
 (A) whereas
 (B) so
 (C) nor
 (D) except
109. What makes Mr. Yansen such an ----- speaker is that he is smart and self-aware.
 (A) effectiveness
 (B) effected
 (C) effective
 (D) effectively
110. By the time a machine is successfully reproduced and diffused throughout an industry, it may ----- be outdated.
 (A) rarely
 (B) already
 (C) never
 (D) less
111. ----- Friday staff meetings used to begin at 8:00 a.m., they now begin one hour later.
 (A) Instead
 (B) However
 (C) Although
 (D) Therefore
112. All you have to do is register and you are ready to ----- posting and browsing for books.
 (A) to begin
 (B) beginning
 (C) began
 (D) begin
113. Please fill out the part below so you can claim your complimentary one-year ----- to Maxim.
 (A) subscription
 (B) duration
 (C) partnership
 (D) agreement
114. If you participate in online forums or attend events -----, you will get to know other members a lot better.
 (A) regularly
 (B) regular
 (C) regulars
 (D) regularity
115. Security directors must monitor the performance of security staff, conduct performance appraisals and make recommendations for hiring ----- staff.
 (A) additionally
 (B) additions
 (C) additional
 (D) addition
116. If coming from Salt Lake City, take the Bonneville Speedway (Exit #4), ----- is the first exit west of the rest area.
 (A) what
 (B) which
 (C) where
 (D) who
117. All students interested in the seminar must sign up no later than July 23 in order to get ----- to attend it.
 (A) permissible
 (B) permission
 (C) permitted
 (D) permissive
118. Singapore Airlines will ----- an advertising campaign this year to promote its new super jet, which will fly non-stop to Australia as of early 2012.
 (A) strike
 (B) pass
 (C) launch
 (D) spend

116.



118.



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119. The price reform bill has been proceeding ----- through Congress, resulting in a substantial increase in real energy prices.
(A) steadiness
(B) steadiest
(C) steadily
(D) steadies
120. Please contact us today so that we may begin ----- candidates to interview for your available positions.
(A) participating
(B) selecting
(C) performing
(D) occurring
121. Please submit your report at once ----- we can go it over by the end of this week.
(A) some of
(B) so that
(C) such as
(D) so as
122. ----- your convenience, we have compiled a short list of examples below, all of which are related to the best employment opportunities available for someone with a BA in psychology.
(A) Of
(B) For
(C) By
(D) About
123. Prepare comprehensive, timely and ----- researched responses to consultations relating to advisory services.
(A) highly
(B) wholly
(C) thoroughly
(D) exactly
124. A ----- discount offered by a supplier may provide an opportunity for a retailer to increase its profit by selling more units at a lower price.
(A) temporary
(B) bargained
(C) factual
(D) prepared
125. Since distance learners cannot meet with their supervisors ----- due to logistical problems, so it is necessary for the educational institution to facilitate two-way communication channels.
(A) frequents
(B) frequent
(C) frequently
(D) frequency
126. Employees at L&K are asked to provide timely ----- of requirements and other pertinent information to the Director of Human Resources.
(A) estimates
(B) deposits
(C) averages
(D) finances
127. You will be informed of the results of the investigation ----- ten business days after you contact Husky Card's offices.
(A) within
(B) until
(C) now that
(D) up to
128. AT&T Wireless announced a small but ----- increase in revenue in the third quarter, largely due to its new wireless models.
(A) significant
(B) signify
(C) signifying
(D) significantly



129. ----- diversify its healthcare product line, AmoPacific, Inc. has entered into a partnership with Suunto Pharma Technology.
 (A) In order to
 (B) As far as
 (C) Furthermore
 (D) Consequently
130. The postmark on the parcel delivered from headquarters was not ----- enough to tell whether it was posted in the E or EC district.
 (A) fastened
 (B) distinct
 (C) approximate
 (D) certain
131. Our technology solutions let customers track shipments more -----, allowing us to provide better customer service, and process shipments faster.
 (A) extremely
 (B) originally
 (C) efficiently
 (D) officially
132. The presentation given by the head of judicial affairs was very long but very -----.
 (A) obligated
 (B) informative
 (C) advisory
 (D) helping
133. Powershot Inc.'s new digital camera ----- clear images at every time of day whenever it is used.
 (A) creates
 (B) appears
 (C) interests
 (D) results
134. After spending his childhood on a farm without electricity, he had difficulty ----- to city life.
 (A) adjusted
 (B) adjust
 (C) adjustment
 (D) adjusting
135. The Department of Music features an annual ----- of musical performances by guest artists, faculty members and music students.
 (A) orchestra
 (B) theater
 (C) series
 (D) procession
136. National Enzyme is pleased to announce that Richard Mihalik will ----- the title of Director of Quality Assurance.
 (A) undertake
 (B) become
 (C) assume
 (D) devote
137. The goal of the Employee Assistance Program is to provide free professional and confidential counseling services to employees and ----- of their immediate family.
 (A) association
 (B) relationships
 (C) members
 (D) unity
138. Scientists from York have discovered how to help crops ----- in cold climates.
 (A) will flourish
 (B) would flourish
 (C) flourish
 (D) flourished
139. A commercial delegation of prospective investors from the U.S. is ----- to visit India very shortly.
 (A) likeness
 (B) like
 (C) likable
 (D) likely
140. Managing project risks and developing ----- plans to keep projects on track are critical competencies for today's project managers.
 (A) suspension
 (B) prevalence
 (C) evacuation
 (D) contingency

134.



136.



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Part 6

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

Questions 141-143 refer to the following letter.

Dear Mr. Rodriguez,

We are pleased to inform you that your ----- for a loan has been approved. This approval

141. (A) invoice
(B) invitation
(C) receipt
(D) application

is subject to the special conditions as set out in this letter being met. Please note that this letter does not constitute a binding contract to lend. Full terms and conditions are set out in your Loan Contract, which is ----- being processed. Your Loan Contract and all relevant

142. (A) currently
(B) highly
(C) properly
(D) usually

security and ancillary documentation will be forwarded to you shortly by our solicitor. If you are refinancing your loan, we request that you advise your existing financial institution of your intention to discharge your mortgage. This will assist First Mortgages in the -----

143. (A) time
(B) timely
(C) timing
(D) timelier

settlement of your new mortgage.

Respectfully yours,

Harold Bent
Vice President of Loan Operations
NTS Bank



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

Our January-May 2011 Segment 1 class schedules are NOW AVAILABLE! A limited Segment 2 class schedule is also now -----.

144. (A) avail
(B) available
(C) availability
(D) avails

NOTE: A few classes listed below do not have class dates yet due to instructor and space availability issues. Each class will be held during the month time frame that is indicated. After enrolling in a class, we will send you updates as soon as the information is available.

Due to circumstances beyond our control, our range practice sessions for November and December for the Kalamazoo area will now ----- at Comstock High School. We are

145. (A) be held
(B) hold
(C) holding
(D) held

sorry for any inconvenience this change may cause.

If a class is full, you may still call our office to be placed ----- the wait list. When you call,

146. (A) on
(B) in
(C) by
(D) for

we will give you all the class details and your chances of being placed on the active class roster.

The EZ Way Building is located at 126 Peekstock St, Kalamazoo, MI.

Dates and times are TENTATIVE upon final approval from the school.



Questions 147-149 refer to the following instructions.

Set up conference calls quickly, simply and at minimum cost with 3+.

In a world where bringing people together for meetings is an essential part of the decision-making process, conference calls offer a cost-effective ----- to meeting with people directly.

147. (A) alternative
(B) alternation
(C) alternating
(D) alternate

When the logistics of getting everyone together in the same place and at the same time proves expensive, stressful and often impractical, a 3+ conference call can provide a simple solution.

With a range of services and unrivalled technical expertise, our professional and experienced staff ----- to ensure that every stage of your conference call runs as

148. (A) aim
(B) fail
(C) allow
(D) persuade

smoothly as possible.

However, many people you want to talk to and wherever they are in the world, 3+ has a conference call solution to ----- your needs.

149. (A) meet
(B) target
(C) fulfill
(D) prepare

With a 3+ Open account – our on-demand reservationless service – you can make conference calls 24 hours a day, 7 days a week. Click on the 3+ Open option below to find out more.

147.



Questions 150-152 refer to the following announcement.

Fundraising is the act of ----- donations from donors – donations that will help you carry

- 150.** (A) soliciting
(B) providing
(C) managing
(D) occurring

out your organization's projects and programs. At many small non-profit organizations, ----- staff member is somehow involved in the fundraising process.

- 151.** (A) all
(B) most
(C) few
(D) every

Specific staff members and departments devoted to fundraising are referred to as "development." No matter what official role you have as part of your non-profit job, it is a good idea to understand how to raise funds for a non-profit organization.

There are three major types of non-profit fundraising: individual donations, foundations and government grants, and corporate partnerships. Some organizations also have memberships or other earned income funding that is slightly different. Virtually all types of non-profit fundraising also involves special events ----- charity auctions, cocktail parties

- 152.** (A) for
(B) such as
(C) with
(D) regarding

and athletic events like 5km or 10km races.

05



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.

Great Wall Chinese Restaurant Specializing in Authentic Chinese Cuisine

TEL: 585-651-8569

265 Kings Highway

Lyndale, NY 11595

Hours

Mon-Thurs: 11 a.m. - 11 p.m.

Fri, Sat: 11 a.m. - 11:30 p.m.

Sun: 12 p.m. - 10:30 p.m.

Over \$10: Free can of soda

Over \$25: 10% Discount

Last delivery 30 mins. before closing

153. How can customers receive a discount?

- (A) By ordering 30 minutes before closing
- (B) By ordering more than \$25 worth of food
- (C) By ordering more than \$10 worth of food
- (D) By ordering over the phone

154. When is delivery possible?

- (A) Only during lunch hours
- (B) On Sunday at 10:30 p.m.
- (C) On Sunday at 10:30 a.m.
- (D) On Monday at 10 p.m.

Questions 155-157 refer to the following announcement.

EXHIBITION

Romance and Chess: A Tale of Two Manuscripts

Exhibition Dates

February 14 to March 14, 2010

Exhibition Opening

12:30 - 1 p.m.

February 14

Remarks by

Alice Schultz, Director of the Special Collections Center

Daisy Delos, Assistant Professor of Romance Languages and Literature

Location

Special Collections Center

Joseph Stein Library

101 E. 55th St., Chicago, IL 60637

The event and exhibition are free and open to the public.

Persons with disabilities who have any special needs should contact the Special Collections Center.

155. What is being announced?

- (A) A job opening
- (B) A new museum
- (C) A research project
- (D) An art exhibit

157. What is indicated about Daisy Delos?

- (A) She manages a gallery.
- (B) She teaches at a university.
- (C) She is a member of the Special Collections Center.
- (D) She studies romantic art.

156. What will most likely happen on March 15?

- (A) An exhibition will be over.
- (B) A scholar will visit Joseph Stein Library.
- (C) A reception will be held.
- (D) A group of educators will tour Chicago.

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Questions 158-159 refer to the following article.

The Economic Times

The Treestone Store rolls out expansion plan

One of the oldest and best-known listed retail companies, Treestone Stores, better known as "The Treestone Store," has drawn up expansion plans, following improved consumer sentiments. The Treestone Store, popular for its lifestyle items, has plans to escalate its presence from 12 outlets in 7 cities to 30 by the end of 2011.

"We are looking at major cities where our brand is well-known and people have the disposable income to purchase our goods. These cities have a closer fit with what we are all about," said Allis Dalsim, a manager at The Treestone Store. The company, based in Orlando, Florida, aims to open six more outlets in 2010 and add twelve more outlets across the U.S. by 2011.

With more than 25% of its clientele in most stores made up of foreigners, the company also has plans to go overseas. By the end of 2011, Treestone could start looking at setting up stores in European countries such as the U.K., Germany and France and other international tourist destinations like Turkey, Egypt and South Africa.

158. What is suggested about Treestone Stores?
- (A) It has recently experienced customer's upgraded tastes.
 - (B) It recently closed some of its stores.
 - (C) It will start selling children's clothing.
 - (D) It moved its main office to Orlando.

159. Where is The Treestone Store currently headquartered?
- (A) In South Africa
 - (B) In Boston
 - (C) In Florida
 - (D) In Germany

Questions 160-161 refer to the following invoice.

TMI Consumer Warehouse

13 Bourne Street, Melbrook Florida 55421

Tel: 515-734-5678, Fax: 515-734-5679

Email: sales@tmiwarehouse.com

Website: www.tmiwarehouse.com

Tax Reg. No: 8765-34-987

Purchase Invoice			
Item	Unit	Price	Amount
GarNav GPS System	1	\$140	\$140
Static-free Screen Wipes	2	\$5	\$10
Sub Total			\$150
Frequent Shopper 10% Discount			-\$15
Total \$135.00			
Amount Due \$135.00			

Please make checks payable to TMI Warehouse.

If the total amount due is not paid within 30 days, a 5% late fee will be assessed.

Thank you for shopping at TMI Consumer Warehouse.

160. What is suggested about this buyer?

- (A) He often shops at TMI Consumer Warehouse.
- (B) He works for a delivery company.
- (C) He has a new mailing address.
- (D) He will purchase a car next month.

161. If another \$50 item is purchased, how much would the total amount be with the same discount?

- (A) \$150.00
- (B) \$140.00
- (C) \$200.00
- (D) \$180.00

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Questions 162-164 refer to the following advertisement.

Home Office Furniture Sale
January 6 through January 13

We have a wide range of home office furniture, office desks and office chairs, available to you up to 50% off their regular prices. We are always striving to offer the best value in office furniture at reasonable prices for our clients. We aim to deliver the very best goods available in the marketplace. Our diverse home office furniture inventory ranges from home office desks made of wood to genuine leather sofas. Currently, we have many office chairs and computer office desks on display at our store. Come by now and check out our wide selection that covers everything from showroom samples to overstocked items to previously owned furniture.

Mahogany conference table with 7 high-back fabric chairs – Now \$800 (originally \$1,500)

Used home office bookshelf made of wood in excellent condition – \$600 (originally \$1,000)

More reduced special prices:

Beautiful handcrafted wooden desk for \$600 apiece (originally \$900)

Top-quality leather couch for \$700 (originally \$1500)

If you are a non-profit organization, please inquire about possible added discounts. Come early for the best selection as everything is going quickly!

Manchester Home Furnishings Outlet
2500 Range Road, Summerville
515-555-4900, www.manchester_office.com
Monday-Friday 10 a.m.–5 p.m.
Saturdays 11 a.m.–6 p.m.*
Sundays 11 a.m.–3 p.m.

* Saturday hours extended during special sale. Regular Saturday hours are 11-4.

162. What is mentioned in the advertisement?

- (A) All of the products are imported from overseas.
- (B) The store will soon go out of business.
- (C) Free delivery service is available to non-profit organizations
- (D) Some of the products are used.

164. What time does the store usually close

- on Saturdays?
- (A) 4:00 p.m.
- (B) 5:00 p.m.
- (C) 6:00 p.m.
- (D) 7:00 p.m.

163. What is the special price for the leather couch?

- (A) \$300
- (B) \$500
- (C) \$700
- (D) \$1,500

Questions 165-167 refer to the following notice.

Notice Regarding Wireless Internet Access

SC Medical Connections is SC Medical's wireless Internet access system for patients and visitors. It enables guests of the hospital to use their own hand-held device or laptop computer equipped with a wireless network card to access a high-speed Internet connection.

This complimentary service is available virtually everywhere throughout the Central Campus, SC West Lakes, SC College, Crocker Building and SC Sleep Center.

To access the network, you:

- Must have a wireless card (i.e. Wi-Fi,) installed on your computer or hand-held device
- Need to be located within range of a Mercy Guest access point
- Do not need an account

Like other wireless networks, information sent to and from your laptop can be captured by anyone else with a wireless device and the appropriate software. Support for the wireless network is limited to verifying whether the guest wireless network is working, which can be done by calling 643-858-3044.

165. What is the purpose of this notice?

- (A) To request assistance
- (B) To advertise merchandise
- (C) To publicize a service
- (D) To provide support information

166. What does the notice state about the wireless internet service?

- (A) It is available for a small fee.
- (B) It is available 24 hours a day.
- (C) It is located in the SC Sleep Center.
- (D) It is available free of charge.

167. What kind of support is provided to users?

- (A) Prevention of identity theft
- (B) Minimal support on checking if the network is functional
- (C) Information on where the service is available
- (D) Information on how to connect to the service

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Questions 168-171 refer to the following document.

BioGene Pharmaceuticals

In consideration of being employed by BioGene Pharmaceuticals (Company), the undersigned employee hereby agrees and acknowledges:

1. That during the course of my employment there may be disclosed to me certain trade secrets of the company (consisting of but not limited to)
 - (a) Technical information: Methods, processes, compositions, systems, techniques, inventions, machines, computer programs and research projects.
 - (b) Business information: Customer lists, pricing data, sources of supply, financial data and marketing, production, or merchandising systems or plans.
2. I agree that I shall not during, or at any time after the termination of my employment with the Company, use for myself or others, or disclose or divulge to others including future employees, any trade secrets, confidential information, or any other proprietary data of the Company in violation of this agreement.
3. That upon the termination of my employment from the Company:
 - (a) I shall return to the Company all documents and property of the Company. I further agree that I shall not retain copies, notes or abstracts of the foregoing.

Signed this 23rd day of March, 2010.

Randy Whitman

Bio technician

168. What is the purpose of the document?
- (A) To list the main duties for a job
 - (B) To describe employee incentives
 - (C) To specify dates of employment
 - (D) To detail the terms of an agreement

169. What is NOT specified as confidential?
- (A) Information about pricing
 - (B) Information about company employees
 - (C) Computer programs
 - (D) Technical procedures

170. What is Mr. Whitman required to do when he leaves his job at BioGene Pharmaceuticals?

- (A) Return company papers
- (B) Submit a report with details describing his job
- (C) Take an inventory of company property
- (D) Destroy any technical documents

171. The word 'disclosed' in line 4 is closest in meaning to

- (A) made
- (B) revealed
- (C) opened
- (D) prioritized

Questions 172-175 refer to the following memo.



To: Overtures ASP Division Employees

Date: June 3, 2010

Subject: Name Change for ASP Division of Overtures

Effective immediately, the ASP Divisions of Overtures are adopting new internal names. The three divisions will be known collectively as Overtures Partner Solutions, and each division name is changing as follows.

- The ASP Insurance Division will be called Insurance Solutions.
- ASP Pharmacy Services will change its name to Pharmacy Solutions.
- Our catalog business will become Consumer Health Products.

We're making this change because, at times, the placement of ASP in our division names has caused confusion for external audiences. This change will clarify to regulators, policymakers and other businesses that we are part of Overtures and, while we serve ASP members, we do not work directly for ASI or ASP.

The name change also strengthens our ties to Overtures and helps support the Overtures brand. As Overtures embarks on company-wide initiatives to accelerate growth, we will continue to be a critical part and vital source for that success.

Please begin using the new names immediately for internal and corporate communication. More details will follow as we develop a new layout for business cards and letterhead using the Overtures logo. If you have any questions, please feel free to contact Jesse Torres at 855-541-2164.

172. What is stated about the ASP Division of Overtures?
- (A) They are well regarded in their field.
 (B) They manufacture insurance products.
 (C) They are an international company.
 (D) They are altering division names.
173. Why does the ASP Division have a problem?
- (A) Their advertisements are not popular.
 (B) Few of their business strategies have been effective.
 (C) The quality of their products has decreased.
 (D) Those outside the company have been confused by the name.
174. The word 'embarks' in paragraph 4, line 2 is closest in meaning to
- (A) goes up
 (B) sets out
 (C) burns out
 (D) calls out
175. What does the committee recommend ASP Division employees do?
- (A) Use the new names from here on out
 (B) Vote on the name changes
 (C) Merge with another company
 (D) Seek partnerships to strengthen ties to Overtures

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

From: aferguson@aocraft.com
To: llee@gmail.net
Subject: All Our Crafts Submissions
Date: Sept 12

Dear Ms. Lee,

Thank you for your interest in the All Our Crafts Contest. We pride ourselves at All Our Crafts to be able to provide our monthly subscribers with a wide variety of wonderfully original designs created by a number of designers and manufactures in the industry. If you would like to submit an original craft idea for possible publication, we ask that you send us the following:

- Photo of the item(s)
- Complete typed instructions, including the address, phone number, and any relevant information
- Your e-mail address
- Both daytime and evening phone numbers
- A self-addressed, stamped envelope for a reply to your submission

For e-mail submissions, please include instructions as well as a digital photo (.jpg). We will respond to you via e-mail. Online submissions are usually expedited compared to mail submissions.

Be sure to write your instructions in a detailed manner, as if you were teaching a class.

Please send your original designs to the address below, marking the envelope – **Attention: Submissions**. If you have any additional questions, feel free to contact Abby at ext. 231. You can also contact us using our online support form.

We look forward to working with you as a contributing designer for All Our Crafts.
Please send submissions to:

Abby Ferguson
220 Devon Ave., Suite 12
Des Plaines, IL 64618
857-687-5800 ext. 231

176. What is the purpose of the e-mail?
(A) To publicize the All Our Crafts Contest
(B) To explain how to enter a contest
(C) To promote an art school
(D) To order some handmade craft items
177. Who most likely is Ms. Lee?
(A) A tourist
(B) A store employee
(C) A musician
(D) A craftsperson
178. What is indicated about the All Our Crafts Company?
(A) Their readers are mostly female.
(B) They print reader creations every month.
(C) Their products are all made by master craftsmen.
(D) They put out a monthly publication.
179. The word 'expedited' in paragraph 3, line 2 is closest in meaning to
(A) rushed
(B) finished
(C) accepted
(D) serviced
180. What is NOT stated about the All Our Crafts Contest?
(A) Publication decisions are posted online.
(B) Mail submissions must include a self-addressed envelope.
(C) Submissions must include detailed instructions.
(D) Online submissions are completed faster than regular mail submissions.

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

APLUS Promotional Products

APLUS Promotional Products in Westbury New York seeks full-time experienced warehouse clerks and entry-level warehouse cleaners.

Tasks associated with the warehouse cleaner position:

Unloading and loading of trucks

- Stocking warehouse and store
- Organizing and cleaning of warehouse
- Other tasks as assigned by management

Tasks associated with the warehouse clerk position:

- Receiving merchandise
- Picking up merchandise
- Updating stock records
- Shipping (utilizing UPS Worldship Computer Software)
- Other tasks as assigned by management
- Must have 2-4 years of experience in a similar position

Interviews for these positions will begin on August 24. Hiring decisions will be finalized by September 1. If you have the qualifications stated above please respond with a resume and cover letter to Jared Witten at jwitten@aplus.com.

To: jwitten@aplus.com

Subject: Job application

From: Fred Alvarez

Date: August 3

Mr. Jared Witten

Hiring Manager

APLUS Promotional Products

642 East Side Drive

Westbury, NY 12548

Dear Mr. Witten:

I'm writing this letter in response to the job listing you posted on JobsUSA.com. I have over five years of experience with the duties this position calls for, such as receiving, storing, and issuing materials, equipment, and other items from stockrooms, warehouses, and storage facilities. I am also proficient at keeping records and compiling stock reports.

I'd like to meet with you to talk about what you expect from the warehouse clerks you hire. Please call me on my cell phone at 285-968-8814 should you wish to arrange an interview. Thank you for considering my application to fill this opening.

Sincerely,

Fred Alvarez

- 181.** When will hiring decisions be made?
 (A) By August 3
 (B) By August 24
 (C) By September 1
 (D) By September 24
- 182.** If Mr. Witten is interested in Mr. Alvarez's application, how will he probably respond?
 (A) By asking Fred Alvarez to contact him
 (B) By requesting an interview with him
 (C) By making him a job offer
 (D) By conducting a background check
- 183.** What qualifications does Mr. Alvarez NOT indicate in the e-mail?
 (A) He can program computers.
 (B) He is adept at keeping records.
 (C) He is capable of making stock reports.
 (D) He has experience from a similar job.
- 184.** In the e-mail, the word 'duties' in paragraph 1, line 2 is closest in meaning to
 (A) jobs
 (B) incentives
 (C) responsibilities
 (D) reports
- 185.** To what department is Mr. Alvarez most likely to apply?
 (A) APLUS Accounting
 (B) APLUS Janitor Department
 (C) Warehouse Clerk Department
 (D) Warehouse Cleaning Department

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

STATE OF KANSAS
VENDOR REGISTRATION APPLICATION

INSTRUCTIONS: This Vendor Registration Application provides the State of Kansas with information about you as a vendor. Please complete the form carefully, enclose a \$100.00 check for processing the application made payable to the "State of Kansas" and return to the following address: Kansas Vendor Division, State Office Building, 400 W. Jackson, Room 1522-N, Topeka, Kansas 68616.

- All vendors serving non-frozen perishables at a food stand or cart must pass an inspection by the State Inspection Board

This registration will expire two years from the date of application. No renewal notices will be sent to vendors. It is the vendor's responsibility to renew the registration in a timely manner.

Vendor Company Name	Famous Hot Dogs and Halal
Mailing Address	55 Grand Ave Topeka, Kansas 68252
Event Name	Topeka Arts & Crafts Fair
Contact Person	Maria Lopez

Applicant Certification

1. I am duly authorized to submit and certify the information requested.
2. To the best of my knowledge, the elements of information provided herein are true and accurate as of this date.
3. The vendor identified herein shall comply with all Terms and Conditions of solicitation and contractual documents, regulations and laws, of the State of Kansas.

Signature: *Maria Lopez*

To: Brian Lynbrook<inspectionboard@topekacity.gov>

From: Maria Lopez<mlopez@gmail.net>

Date: April 13

Re: inspection

Dear Mr. Lynbrook:

I am writing this letter to request an expedited vendor food stand inspection for the upcoming Topeka Arts & Crafts Fair from May 1st to the 18th. As there are less than three weeks before the start of the fair, I'd like to complete the inspection at least by the 23rd of April. I will be serving fresh hot dogs and halal grilled chicken, in addition to soda and other drinks. Please contact me so we can set up an appointment as soon as possible.

Thank you,
Maria Lopez

05

186. What is Ms. Lopez applying for?
 (A) A permanent vendor's license
 (B) A permit to sell food for an event
 (C) A health certificate from the city
 (D) A building permit
187. What event is mentioned on the application?
 (A) The Topeka city festival
 (B) An international art fair
 (C) An artistic exhibition
 (D) The opening of a new restaurant
188. When will the event begin?
 (A) On April 13
 (B) On April 23
 (C) On May 1
 (D) On May 18
189. What is the purpose of the e-mail?
 (A) To request an appointment
 (B) To give directions
 (C) To confirm attendance at an event
 (D) To request state inspection requirements
190. According to the two documents, what is true about Ms. Lopez?
 (A) She lives next door to the exhibit site.
 (B) She is a renowned cook.
 (C) She will not store her food in a freezer.
 (D) She will open an exhibit at the event.

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

Garment One-Day Service

An Award-Winning, Eco-Friendly Dry Cleaning Delivery Service

You may just fall in love with Garment One-Day Service since our \$35 introductory offer gets you a \$70 promotional credit towards dry cleaning and laundry services, picked up and delivered directly to your door in just one day with one click of the mouse.

Garment One-Day Service's expert stain removal team can handle any sort of dry-cleaning emergency, including wine stains, daily grime, and your occasional mocha frappuccino spill.

Garment One-Day Service will pick up and deliver your garments in Manhattan, Hoboken, or Jersey City. We conduct in-person deliveries or even collect a key for convenient unattended delivery to your non-doorman building. During our special promotional week, May 10-17, all orders are delivered the next day free of charge! And as always, satisfaction is GUARANTEED with our No Customer Left Unsatisfied Guarantee, which gives you a \$10 credit for any mistakes made by us. So what are you waiting for, give us a call at 1-866-GARMENT!

TO: customerservice@garmentoneday.com

From: tim.carhartt@hotmail.com

Date: May 20

Re: order #55928

Dear Customer Service,

I registered with Garment One-Day Service on the second day of your promotional period. I received my first dry cleaning delivery yesterday morning, and I was very satisfied with your work.

Unfortunately, when I checked my credit card statement online, I saw that I was charged a \$6.99 next-day delivery charge. Last week when I opened my account, the customer service representative assured me that I would receive free delivery for any orders placed with the \$70 promotional credit.

I was also informed that under the terms of the No Customer Left Unsatisfied Guarantee Garment One-Day would provide an additional credit in case of any erroneous charges. Thus, I'm requesting that you erase the delivery charge of \$6.99 and credit my account the guarantee.

Thank you.

Tim Carhartt

191. What is being promoted in the advertisement?
- (A) Free next-day shipping on orders
 - (B) Extended warranty on dry-cleaning equipment
 - (C) A new line of cleaning products
 - (D) A price discount on all cleaning services
192. How much did Mr. Carhartt pay initially for his promotional credit?
- (A) \$6.99
 - (B) \$35
 - (C) \$70
 - (D) \$10
193. What service did Mr. Carhartt most likely buy?
- (A) Laundry service
 - (B) Next-day laundry pickup service
 - (C) Special stain cleaning
 - (D) Dry cleaning
194. According to the e-mail, when did Carhartt register with Garment One Day?
- (A) May 10
 - (B) May 11
 - (C) May 17
 - (D) May 20
195. What does Mr. Carhartt ask customer service for?
- (A) A \$70 refund
 - (B) A free service and guarantee details
 - (C) An account correction and a \$10 credit
 - (D) A refund and a service termination

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

To: Tuan Plau <tuan.plau@ DKFinances.com>
From: Carl Kerry <ckerry@DKFinances.com>
Date: March 4
Subject: Travel advice

Hi, Tuan,

I sent your assistant all my notes regarding the Brunson deal, so she can summarize the key points before you return from your trip to Santa Domingo. I think you'll be pleased with the final results.

I also wanted your insights for a prospective business trip to the Czech Republic. I've tentatively scheduled a meeting with reps from SW Bank, but I've yet to set a firm date or plan any of the details. Terrance tells me you visited the CR a few years back, so I would welcome any suggestions you might have.

Send me an email when you get a chance.

Thanks.
Carl

To: Carl Kerry <ckerry@DDFinances.com>
From: Tuan Plau <tuan.plau@ DDFinances.com>
Date: March 5
RE: Travel advice

Carl,

I'm still enjoying the sights of Santa Domingo. We're putting the finishing touches on the contract here, and I should be on a plane headed home very shortly.

I'm ecstatic the Brunson deal is complete. I was starting to get worried with the long delay. I was so anxious about the details after your e-mail, I had my assistant send me a brief summary of the details. Carl, as usual, your insights were right on the money. Great job!

I had a phenomenal time during my visit to the Czech Republic. It's a very beautiful country. During peak tourist periods it gets pretty hectic, though. If you go in July or August, those are the months when school is out there and the number of visitors is very high. I would suggest you go in either April or October. That's when the sightseeing season is slow, and you can enjoy a peaceful atmosphere. I highly recommend setting up a quiet business meeting at a restaurant nearby Prague Castle. In the absence of lots of tourists it's an ideal atmosphere to conduct a productive meeting. When I went two years ago, it was towards the end of winter, and I took the opportunity to explore the white slopes of the Czech mountains.

It was unbelievable. I highly recommend any of the ski resorts during the winter, but be aware the temperatures are always below zero.

Call me if you have any questions, and again great work on the Brunson deal.

Tuan

- 196.** What is the main reason for Mr. Kerry's e-mail?
- (A) To ask about business practices in the Czech Republic
 - (B) To discuss tourist attractions in Santa Domingo
 - (C) To ask a colleague about a business meeting in Asia
 - (D) To request advice about a business trip to the Czech Republic
- 197.** What is suggested about Mr. Kerry?
- (A) He will move to another country in Europe in a few months.
 - (B) He has not visited the Czech Republic yet.
 - (C) He has visited the Czech Republic for corporate training.
 - (D) He has just been introduced to Mr. Plau.
- 198.** Why does Mr. Plau say Mr. Kerry was right in his e-mail?
- (A) Mr. Plau was almost finished with his business trip.
 - (B) Mr. Plau was satisfied with a completed deal.
 - (C) Mr. Kerry is eager to go to the Czech Republic.
 - (D) Mr. Kerry believes the Czech Republic is a great place to visit.
- 199.** What is NOT one of Mr. Plau's suggestions?
- (A) Explore a historic castle
 - (B) Eat at a restaurant near a castle
 - (C) Go during off-peak tourist times
 - (D) Reserve a room at a ski resort in the winter.
- 200.** In the second e-mail, the word 'hectic' in paragraph 3, line 2 is closest in meaning to
- (A) worried
 - (B) quiet
 - (C) loud
 - (D) busy