

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. Successful candidates will be posted to either New York _____ Paris.
(A) or
(B) neither
(C) nor
(D) both
102. Please remember to include your _____ at the bottom of the order form.
(A) signing
(B) signed
(C) signature
(D) to sign
103. Every two years, the board of directors _____ a new financial officer to oversee the company's domestic operations.
(A) deposits
(B) appoints
(C) predicts
(D) operates
104. Ms. Yakamoto has _____ that the department meeting be postponed until everyone returns from vacation.
(A) suggest
(B) suggestion
(C) suggested
(D) suggesting
105. Market Solutions is one of Europe's leading international business magazines, with _____ in over 50 countries.
(A) subscribers
(B) spectators
(C) witnesses
(D) participants
106. Employees on international assignment with Daniel Windmere Corporation receive _____ financial support when finding a place to live.
(A) extend
(B) extent
(C) extensive
(D) extending
107. According to the *Cosmopolitan News*, Gemstone Records will soon be opening a store _____ located on Grand Avenue.
(A) conveniently
(B) correctly
(C) greatly
(D) widely
108. Mr. Garcia has a good chance of getting the marketing job, although _____ for it will be fierce.
(A) competitively
(B) competitive
(C) competes
(D) competition

- 109.** Some fans lined up outside the box office for as long as fourteen hours to _____ tickets for the concert.
(A) support
(B) purchase
(C) achieve
(D) replace
- 110.** A new production device takes manufacturers one step closer to making electronic displays _____ out of plastic.
(A) total
(B) totaling
(C) totally
(D) totaled
- 111.** _____ the change-of-address form had been submitted to the billing department, the invoices began arriving at the proper location.
(A) Like
(B) Once
(C) Unless
(D) Despite
- 112.** Ms. Jackson said she would prefer to work on the report by _____ before submitting a draft for the committee's approval.
(A) her
(B) hers
(C) herself
(D) she
- 113.** Mr. Riyadh, a successful local businessman, made his fortune by _____ in real estate.
(A) invests
(B) investing
(C) invested
(D) invest
- 114.** Margaret Nelson was hired to lead the company _____ the complicated process of organizational restructuring.
(A) behind
(B) above
(C) except
(D) through
- 115.** The newscaster _____ mispronounced the name of the Tolberg Book Prize winner on television last night.
(A) accident
(B) accidental
(C) accidents
(D) accidentally
- 116.** Mr. Osaki would like the entire staff _____ together and complete the task by the deadline.
(A) works
(B) be working
(C) to work
(D) will work
- 117.** Sending a letter of thanks immediately after a job interview is a highly recommended _____.
(A) reference
(B) plot
(C) resource
(D) practice
- 118.** JHB Bank cannot process a loan application _____ the proper documentation.
(A) upon
(B) until
(C) without
(D) along
- 119.** Please notify Ms. Chen that the meeting has been rescheduled _____ that tomorrow's visitors from the overseas office can attend.
(A) so
(B) concerning
(C) over
(D) since
- 120.** If you experience difficulties with the installation process, technical support is available _____ the day.
(A) from
(B) about
(C) between
(D) throughout

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- 121.** Please review the _____ for new safety procedures, and add your comments.
- (A) proposing
(B) propose
(C) proposes
(D) proposal
- 122.** The jacket you ordered is currently _____ in the color you requested, but we will send the rest of your order promptly.
- (A) related
(B) stylish
(C) disinterested
(D) unavailable
- 123.** First City Bank assured its customers that it _____ exceptional service in spite of the ongoing renovations in several branches.
- (A) maintaining
(B) maintain
(C) will maintain
(D) to maintain
- 124.** Fordham Stationers recently decided to switch suppliers because Valley Paper has been _____ late in shipping their orders.
- (A) steadily
(B) sensibly
(C) exactly
(D) consistently
- 125.** Although multiple studies were conducted by market research groups, it is still uncertain whether customers are ready to purchase _____ groceries on the Internet.
- (A) ours
(B) theirs
(C) their
(D) ourselves
- 126.** Neblus, Inc., will have to add staff if it expects to _____ all of the orders by the end of the year.
- (A) affect
(B) contain
(C) fulfill
(D) mention
- 127.** Department store managers have asked _____ not to bring food or beverages into the store.
- (A) shoppers
(B) shopping
(C) to shop
(D) shopper
- 128.** When the copying process is _____ , a small "Done" window appears on the computer screen.
- (A) total
(B) entire
(C) complete
(D) whole
- 129.** All Seneca area residents are requested to clean the recycling bins _____ with hot, soapy water.
- (A) periodic
(B) periodically
(C) periodical
(D) period
- 130.** Retail properties in the downtown area generally stay on the _____ for periods of three to six weeks before they are sold.
- (A) sale
(B) place
(C) market
(D) advertisement

- 131.** In keeping with Barrett International's effort to provide a comfortable work environment, the company's new buildings are _____ and well lit.
- (A) spacious
(B) spacing
(C) spaciousness
(D) spaces
- 132.** _____ to ensure timely delivery, make certain the address and phone number are clearly printed at the top of the form.
- (A) In order
(B) Whether
(C) According
(D) How
- 133.** We at TPG Financial Planning welcome the opportunity to assist you in your business and look forward to a _____ beneficial relationship.
- (A) mutually
(B) punctually
(C) respectively
(D) precisely
- 134.** Customers unhappy with the performance of their stereo equipment have two months to request a refund or _____.

(A) complaint
(B) receipt
(C) replacement
(D) promotion
- 135.** The division manager revised the report because the language in it was too _____.

(A) repetitive
(B) repeating
(C) repetition
(D) repeat
- 136.** Dr. Suzuki arrived for the awards ceremony on time _____ her train had left twenty minutes late.
- (A) as if
(B) even though
(C) while
(D) because
- 137.** Mr. Lee's conciliatory comments appear to have been _____ by some of his readers.
- (A) misinterpret
(B) misinterpreted
(C) misinterpretation
(D) misinterpreting
- 138.** Nonaka Consultancy's strength lies in its accomplished team of data analysts, and _____ the company highlights its analytic services when seeking new clients.
- (A) therefore
(B) now that
(C) in case
(D) otherwise
- 139.** Plans are under way _____ the extension of the San Pedro Valley water pipeline.
- (A) for
(B) next
(C) while
(D) onto
- 140.** The sales representatives consider the size of the space before recommending an _____ air-conditioning system.
- (A) enlisted
(B) opportune
(C) intentional
(D) appropriate

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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 letter.

February 18

Patrick McKinley
Celtic Trinkets, Inc.
14/6 Upper Sullivan St. Dublin 2

Dear Mr. McKinley:

I am writing about the position of administrative assistant that was recently advertised in the *Dublin Express*. As my enclosed résumé _____, I have over fifteen years of administrative

141. (A) show
(B) shows
(C) showed
(D) showing

experience.

In addition to my résumé, I have included a list _____ all my past supervisors as requested in

142. (A) across
(B) to
(C) of
(D) among

the advertisement. Please feel free to contact any of the individuals on the list. _____ can

143. (A) He
(B) Whose
(C) Which
(D) They

attest to the fact that I am an extremely organized and conscientious individual who adapts quickly to new challenges and responsibilities.

I look forward to hearing from you. Thank you for your time and consideration.

Sincerely,

Kerry Fitzpatrick

Questions 144-146 refer to the following letter.

B. Gowling
784 Quail Court
Seattle, WA 98101

Dear Mr. Gowling,

Greetings, fellow book lover! The Seattle Book Enthusiast's Club thanks you for _____ your

- 144.** (A) renewing
(B) enrolling
(C) offering
(D) removing

SBEC membership!

Enclosed you will find a new membership card and a copy of your contact information as it currently appears in your membership record. Please take a moment to review the information to make sure that both are correct.

To make changes to your membership record, simply indicate the changes on the enclosed form and return it to us in the envelope provided. Once we receive it, your record will be updated accordingly. These changes may _____ be made at the Member Resources section

- 145.** (A) also
(B) lately
(C) only
(D) then

of our Web site. To do this, you will need the username and password listed below.

We thank you for your membership in the club, and we hope you _____ to enjoy Seattle's

- 146.** (A) continued
(B) have continued
(C) will have continued
(D) continue

oldest book club for many years to come!

Username: bgowling

Password: gh78fds9

Sincerely,

Bethany Applebaum
President, SBEC

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Questions 147-149 refer to the following article.

A recommended way to start a company is to turn one's hobby into a business. That is _____

- 147.** (A) how
(B) if
(C) what
(D) when

Hughes Flowers got its start five years ago. Melissa Hughes, founder of Hughes Flowers, decided to try her luck in business after years of winning awards in gardening competitions. She started selling roses from her own greenhouse and _____ a year was able to open a small

- 148.** (A) during
(B) within
(C) under
(D) beside

flower shop.

"In the past, my flowers cost me money," says Ms. Hughes. "Now they're _____ me money!"

- 149.** (A) charging
(B) losing
(C) making
(D) producing

Hobbyists who already have expertise in their area often enter the market with experience that will help them deal with the difficulties inherent in starting up a business.

Questions 150-152 refer to the following article.

Tokyo, March 4—The Japan Classical Music Society announced yesterday that it will hold its twenty-fifth annual Modern Classics Festival at the Kizuno Center for Performing Arts in Tokyo, June 15–22. The announcement _____ by Nobu Watanabe, the society's president.

- 150.** (A) made
(B) will be made
(C) was made
(D) had made

This year's festival will feature a performance by renowned violinist Siaw Ling Tan, who will be accompanied _____ the Shanghai Orchestra. The featured conductor will be Madeleine DuPre,

- 151.** (A) following
(B) by
(C) beyond
(D) into

who will lead her Osaka Chamber Orchestra in the closing "Night at the Pops" concert.

Tickets for all events can be purchased online at www.mc_festival.org. Buying tickets early is _____, since many of last year's performances were sold out before the festival opened.

- 152.** (A) advice
(B) advising
(C) advisable
(D) advisor

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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 153-155 refer to the following e-mail.

E-mail

From:	Summers, Jennifer
To:	Editing staff
CC:	Management, supervisory staff
Subject:	Unclaimed print copies

Hi, all,

A box has been placed next to the printer for unclaimed print copies to avoid a mess of papers being left on the printer table at the end of the day.

I'd like to remind you to pick up all your copies as soon as possible after you print them. This has been the clear guideline for several months now, so please try to follow through with it. It is particularly important that confidential documents be picked up immediately after printing.

Thank you for your cooperation.

Jennifer

153. What problem does the e-mail address?

- (A) The printer is not working properly.
- (B) The area around the printer has been left untidy.
- (C) Employees were not told of a change in guidelines.
- (D) Office regulations are unclear.

154. What does Jennifer ask the employees to do?

- (A) Keep confidential papers off their desks
- (B) Check with a supervisor for instructions
- (C) Collect documents from the printer table
- (D) Cover the printer at the end of each day

155. Why does Jennifer thank the employees?

- (A) To indicate that the managers are pleased
- (B) To acknowledge their efforts over the last few months
- (C) To emphasize the importance of their work
- (D) To encourage them to do what she has asked

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Questions 156-157 refer to the following information.

Manorville Cosmetics Company



Your Opinion Could Be Worth \$500

The Manorville Cosmetics Company is committed to providing you with quality products and excellent service. That is why we want to learn more about your shopping needs and expectations. Please complete the brief survey on the back of this card and mail it to us using the envelope provided. No postage is necessary.

Once we have received your response, your name will automatically be entered in a drawing and the lucky winner will be awarded a \$500 gift certificate, good for one or more of our products.

The deadline for submission of your response is May 20. Thank you!

Sincerely,

Mary Cartwright

Mary Cartwright
Director of Customer Relations

156. What is the purpose of this note?

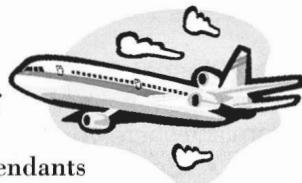
- (A) To thank customers for a purchase
- (B) To ask customers for their opinions
- (C) To announce the winner of a contest
- (D) To inform customers of a new service

157. What will one of the customers receive?

- (A) A gift certificate
- (B) A dinner for two people
- (C) A cash prize of \$500
- (D) A drawing by a famous artist

Questions 158-159 refer to the following advertisement.

Job Fair Metzger Airlines



Metzger Airlines is seeking international flight attendants and will hold a job fair on Tuesday, March 1, beginning at 9:00 A.M. at the Metzger Airlines Corporate Center in Miami.

Requirements:

- Must be able to work nights, weekends, and holidays
- Must be at least 21 years old
- Must be prepared to relocate
- Must have superior communication skills
- Must function well in stressful situations
- Must work well with others

Metzger Airlines offers all employees paid vacations, semi-annual raises, professional development courses, and much more.

Interested individuals should be prepared to submit a résumé and complete an application at the job fair. Initial Interviews will take place during the afternoon.

Successful candidates will spend six weeks at the Metzger Airlines Training Facility in Tokyo. After completion of the training program, newly certified flight attendants will be based in Barcelona or Milan.

158. What is NOT a stated requirement for becoming a Metzger Airlines flight attendant?

- (A) Willingness to work on holidays
- (B) Willingness to move to a new city
- (C) A minimum age of 21
- (D) A minimum of one year of experience

159. Where will successful candidates train to become flight attendants?

- (A) In Miami
- (B) In Tokyo
- (C) In Barcelona
- (D) In Milan

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Questions 160-162 refer to the following Web site.

DNB Banking Online

The Closest DNB Bank Branch Is at Your Fingertips

Take a look at what you can do through DNB Banking Online, 24 hours a day, from anywhere you have access to a PC with an Internet connection.

- See current balances of your DNB Bank accounts on one screen.
- Review details of your transaction history.
- Transfer funds between your DNB Bank accounts.
- Make a payment on a DNB loan.

Self-Service Features That Will Save You Time

DNB Banking Online also saves you time by providing online self-service resources.

- Pay all of your bills with our powerful, free Web bill payment service.
- Make address or telephone number changes online on your DNB accounts. Just fill out the online form; there's no need to call DNB for these changes.
- Sign up to receive information on DNB products, services, and special offers by e-mail.
- Visit our [Tools & Resources](#) Web site to determine the best product options for you and your family with one of our many financial calculators and so much more.

Sign On Today!

You need only have an active DNB account to be eligible to access all these services.

160. What is NOT an advertised feature of DNB Banking Online?

- (A) Up-to-date account balances
- (B) Monthly online newsletters
- (C) Information on financial products
- (D) Tools to help with financial decisions

161. How are customers encouraged to report address changes?

- (A) By completing an online form
- (B) By sending an e-mail
- (C) By sending a letter to the customer service department
- (D) By calling the nearest DNB branch

162. What is suggested as an important benefit of using online banking services?

- (A) Availability of special loan rates
- (B) Access to customer service representatives
- (C) Convenience of use
- (D) Reduced banking fees

Questions 163-164 refer to the following memo.

Goodman Theater Company

CONFIDENTIAL



Date: July 11
To: Charlie Ullman
From: Gordon Furr
Re: Budget Approval Concerns

Thank you for attending Wednesday's meeting. I'm glad that after exploring several possibilities we were able to come to an agreement on ways to reduce spending in next year's equipment budget. Because of this \$2,000 reduction, I have no doubt that our chairperson Renée Walker will approve the new budget at Friday's meeting. See you in the conference room on Friday.

163. What problem is mentioned in the memo?

- (A) A meeting had to be rescheduled.
- (B) A conference room is unavailable.
- (C) Spending had to be reduced.
- (D) Some money was lost.

164. What is Renée Walker expected to do on Friday?

- (A) Approve a budget
- (B) Order equipment
- (C) Attend a theater performance
- (D) Plan a theater schedule

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Questions 165-168 refer to the following letter.

STAR TRAVEL
41 Main St.
North Windsor, CT 06075
1-888-555-7642

Mr. Donald Bertram
19 Belles Lane
South Windsor, CT 06074
Account Number: 8321

March 1

Dear Mr. Bertram:

Enclosed you will find the tickets for your April 18 flight to Brazil. We suggest you arrive at the airport two hours before your flight is scheduled to depart. Along with your plane tickets, I have enclosed a copy of your final itinerary and the luggage tags you will need for your tour. Everything has been charged to your credit card, as you requested. Please note that a charge of \$110.00 has been added for the meal plan you chose for the week at the hotel. We would like to remind you that you are responsible for obtaining travel visas. Feel free to contact me so that I can go over the information with you or answer any questions you might have.

Sincerely,
gloria Farelli
Gloria Farelli

165. Who most likely wrote this letter?

- (A) A hotel clerk
- (B) A travel agent
- (C) A tour guide
- (D) A flight attendant

166. According to the letter, what will happen on April 18?

- (A) The itinerary will be finalized.
- (B) The tour will be advertised to the public.
- (C) Mr. Bertram's credit card will be charged.
- (D) Mr. Bertram will leave for Brazil.

167. What is NOT enclosed with the letter?

- (A) Suitcase labels
- (B) A tour schedule
- (C) Travel visas
- (D) Airplane tickets

168. For what has Mr. Bertram been charged extra money?

- (A) A meal plan
- (B) A replacement ticket
- (C) Transportation to the airport
- (D) Heavy luggage

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Questions 169-173 refer to the following letter.

Kyushu Technologies

October 5

Ms. Chatura Visweswaran
Senior Researcher
Supertech Microelectronics
Mumbai, India

Dear Ms. Visweswaran,

I appreciate the information you recently sent me about the laser technology conference in Mumbai from November 10 to 13. Due to a prior engagement, I will not be able to attend the conference myself. However, I will be sending three technicians from my division. I am sure that they will benefit greatly from this experience.

They will likely attend the second half of the conference, as the topics being covered in the first half are not applicable to our work here. This means that my technicians will be attending the conference on November 12 and 13.

After scheduling the technicians for various workshops, I will contact you to set up a meeting between your project managers and my technicians on one of the two evenings. I hope they will be able to explore a potential collaboration on our upcoming project on memory recording devices (Project MRD-4).

I hope your opening day presentation goes well and I look forward to reading the transcript as soon as it is available. Thank you again.

Kaori Inose
Kaori Inose
Laser Mechanics Division
Kyushu Technologies
Fukuoka, Japan

- 169.** What does the letter suggest about Ms. Visweswaran?
- (A) She works in Fukuoka.
 - (B) She contacted Ms. Inose earlier.
 - (C) She is interested in hiring Ms. Inose's technicians.
 - (D) She has just completed a project on memory recording devices.
- 170.** The word "engagement" in paragraph 1, line 2, is closest in meaning to
- (A) obligation
 - (B) encounter
 - (C) proposal
 - (D) purpose
- 171.** What proposal does Ms. Inose make?
- (A) That she conduct a workshop
 - (B) That her technicians attend the entire conference
 - (C) That the registration deadline be extended
 - (D) That the two companies work together
- 172.** When will Ms. Visweswaran give her presentation?
- (A) On November 10
 - (B) On November 11
 - (C) On November 12
 - (D) On November 13
- 173.** How will Ms. Inose learn the details of Ms. Visweswaran's presentation?
- (A) She will attend in person.
 - (B) Her technicians will give her a summary.
 - (C) She will watch a video recording.
 - (D) She will read a written version.

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Questions 174-177 refer to the following article.

BAC Welcomes Timothy Kang

Kowloon, Dec. 16 - BAC, Inc., today announced that it has appointed Timothy Kang as senior vice president of marketing. In his new role, Kang will oversee the marketing department and be responsible for corporate strategy, market analysis, and market evaluation. As a seasoned executive, Kang has more than 20 years of experience and a successful track record in generating new sales partners and developing successful marketing strategies. He is expected to strengthen BAC's market position as a leading provider of software applications in the education industry.

Prior to joining BAC, Kang was with SAGE Software Company, where he was vice president of corporate sales, and at Tobbler Corporation, where he spent several years as head of the marketing department. At Tobbler, he was credited with earning record-high revenues for the company. After these highly successful endeavors, Kang started his own company, Greenwood Partners, Inc., where he developed and implemented new business strategies for large corporate clients.

- 174.** According to the article, what is Kang best known for?

- (A) His experience as an educator
- (B) His expertise in product marketing
- (C) The software he has developed
- (D) The work he has done overseas

- 175.** What type of business is BAC, Inc.?

- (A) A software provider
- (B) A computer retailer
- (C) An advertising agency
- (D) A marketing consultant firm

- 176.** What is stated about Kang's work at Tobbler Corporation?

- (A) He received an award.
- (B) He left the company after only a few months.
- (C) He increased revenues.
- (D) He created advertisements for software.

- 177.** What company did Kang start?

- (A) BAC, Inc.
- (B) SAGE Software Company
- (C) Tobbler Corporation
- (D) Greenwood Partners, Inc.

Questions 178-180 refer to the following information.

Narina Suites Hotel	
GUEST GUIDE	
Introduction	
Welcome to the Narina Suites Hotel. We specialize in services for international business travelers. For your convenience, we have a concierge service staffed with English-speaking employees. Long-distance phone calls may be made from any room at discounted rates. We also provide a comfortable business area on the second floor with fax machines, copiers, and state-of-the-art computer workstations.	
This guide provides you with comprehensive information about your accommodations. In addition, the booklet <i>About Our City</i> is located on the nightstand and contains a listing of theaters, restaurants, museums, and art galleries in the area. We hope that you will have a pleasant stay. If you require any assistance or would like to request services, please do not hesitate to contact the front desk at extension 001.	
	GUIDE CONTENTS
	Page
1	General manager's welcome
2	Floor plan
5	Hotel policies
7	Services and stores at Narina Suites
10	Room service menu



178. What hotel service is NOT mentioned in the introduction?

- (A) English-speaking employees
- (B) Discounted phone service
- (C) Copy machines
- (D) Wake-up calls

179. Where can guests read about entertainment in the area?

- (A) In the guest guide
- (B) In the concierge's information packet
- (C) In the handbook for business travelers
- (D) In the booklet *About Our City*

180. What information can probably be found in pages 2-4 of the guest guide?

- (A) How to order food
- (B) How to find the nearest bus station
- (C) Where the hotel gym is located
- (D) What time the hotel rooms are cleaned

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

Date	Thursday, 23 July 11:45:29
Subject:	Sid Zablonski
From:	"Lewis Cucuk" <lcucuk@komptex.com>
To:	jarvisw@komptex.com; sloanet@komptex.com; joanmac@komptex.com; giles@komptex.com

First of all, thank you all for a very productive meeting this morning. This message confirms our agreement on the main points of the media report Komptex will release to the press at 4 P.M. this afternoon.

The report will be brief and to the point. It will announce Sid Zablonski's resignation and the appointment of his replacement. There will be no references to Mr. Zablonski's reasons for resigning his position. Sid has asked us to respect his privacy, and we intend to do that. The media will be asked to contact the vice president of human resources with any follow-up questions.

Thank you for your cooperation and support.
Lewis Cucuk
President
Komptex, Inc.

Change in Leadership at Komptex, Inc.

Press Release
July 23, 16:00

Komptex has just announced the resignation of its chief executive officer, Sid Zablonski, effective immediately. Since taking over the leadership of Komptex eight years ago, Mr. Zablonski has been instrumental in building relationships with major film companies and broadcast studios, including Komptex' recent collaborations with Hoorah Filmworks. Jarvis Wang, vice president of human resources at Komptex, said, "Sid led our company through some major advancements. We owe a lot of the company's current success to him, and we will be forever grateful for his insight and initiative."

Harriet Trudeau, the creative director of Camden Entertainment for the past five years, will assume the position vacated by Mr. Zablonski. Prior to her position at Camden Entertainment, Ms. Trudeau was senior vice president of McNamus Brothers' marketing and advertising department. At Komptex, she will focus on expanding the company's television, news, finance, and children's media initiatives. A short biography of Ms. Trudeau and a list of her professional achievements can be found on the company Web site at www.komptex.com/bios.

- 181.** What is the main purpose of Lewis Cucuk's e-mail?
- (A) To plan new collaborations with film studios
 - (B) To confirm details of an announcement
 - (C) To request employee feedback on a report
 - (D) To announce new positions at the company
- 182.** To whom should reporters address follow-up questions?
- (A) Sid Zablonski
 - (B) Lewis Cucuk
 - (C) Harriet Trudeau
 - (D) Jarvis Wang
- 183.** Where was Harriet Trudeau last employed?
- (A) At Hoorah Filmworks
 - (B) At Komptex, Inc.
 - (C) At Camden Entertainment
 - (D) At McNamus Brothers
- 184.** In the press release, the word "assume" in paragraph 2, line 3 is closest in meaning to
- (A) take on
 - (B) expect
 - (C) apply for
 - (D) understand
- 185.** According to the press release, what can be found on the company's Web site?
- (A) News of future company projects
 - (B) Details of the latest advertising campaign
 - (C) A statement about Sid Zablonski
 - (D) Information about Harriet Trudeau

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Questions 186-190 refer to the following advertisement and article.

Chair Aerobics

When most people think of exercise, they usually think of things like running, jogging, jumping rope, lifting heavy weights, and so on. But all of these weight-bearing exercises involve being on your feet. If you have difficulty standing for long periods of time, chair aerobics is the exercise for you.

Chair aerobics lets you exercise your body while sitting in a chair!



Consider the following:

- Exercising while seated provides the same intensity and calorie burning but is a low-impact exercise with almost no potential for damage to joints.
- It lets you move your arms and legs to music while taking the weight off your feet.
- You don't need special clothes, shoes, or space.
- No equipment other than a chair is required.
- Like any other physical exercise, it can improve your muscle tone, flexibility, and posture.

Yes, you can sit your way to a healthier, stronger body!

Included in the Training Video

Upper Body Workout

Lower Body Workout

Abdominal Toning

Cooldown

Which Machine?

People do not burn the same number of calories on one exercise machine as on another. A recent study was conducted on the number of calories burned by healthy men and women in their twenties while they exercised on four different machines. The intensity of their exercise was categorized as "fairly light," "somewhat hard," or "hard" and showed the following results:

Both men and women burned the most calories on the treadmill and the least on the stationary bicycle.

The stair-climber and the rowing machine were in the middle for both men and women.

Whatever the equipment or intensity, men always burned more calories than women did. It's a physiological fact that pound for pound, men have more muscle than women, and muscles burn more calories than fat does. In addition, it takes more calories to move a larger person, and men are usually bigger than women are.

Be sure to consult a trainer before starting any of these exercise programs, as they involve impact pressure, which is often associated with physical injury.

Health Express, June 2

186. What is NOT mentioned in the advertisement as a conventional form of exercise?

- (A) Hiking
- (B) Jogging
- (C) Running
- (D) Weight lifting

187. According to the advertisement, who should take up chair aerobics?

- (A) People who don't have time for exercise
- (B) People who enjoy weight-bearing activities
- (C) People whose jobs require them to sit for hours
- (D) People who cannot be on their feet for long periods

188. What is the main subject of the article?

- (A) The cost of exercise machines
- (B) Women's attitudes toward exercise
- (C) The results of a study on exercise
- (D) Changes in exercise habits

189. According to the article, why do men burn more calories than women?

- (A) They exercise more often.
- (B) They are bigger.
- (C) They are more likely to use the treadmill.
- (D) They train at higher intensity levels.

190. How is chair aerobics different from the exercises described in the article?

- (A) It burns more calories.
- (B) It takes less time to learn.
- (C) It involves less risk of injury.
- (D) It improves posture.

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

To:	Franklin Realty <luxury@franklinrealty.com>
From:	Damian Davis <ddavis@dmail.com>
Date:	July 7
Re:	Apartments for Rent

Franklin Realty:

I have heard that you have apartments for rent in Southern California. Starting in September, I will be working at the Woodlane Heights University, and I need to rent a one-bedroom apartment nearby. I would like to know what you have available in the vicinity. I do not have a car and will be relying on public transportation. Can you contact me with information about any suitable apartments?

I will be visiting California next month, and I want to arrange an appointment to visit apartments during my visit. You can e-mail any relevant information to this address or fax it to me at 330-555-3864.

Sincerely,
Damian, Davis.

GRAND OPENING **APARTMENTS FOR RENT**

Franklin Realty is proud to announce the GRAND OPENING of four housing developments located throughout Southern California:

PARKER APARTMENTS
Fully renovated two-bedroom apartments. Conveniently located ten minutes outside of bustling Stoneybrook. Cable TV available. Prices start at \$650 a month.

EMERALD GARDENS
Brand-new one-bedroom, one-bathroom apartments. Perfectly situated in downtown Woodlane Heights. Access to community swimming pool. Prices start at \$800 a month.

PRINCESS VILLAS
Spacious two-bedroom, one-bathroom villas. Located in peaceful Lincoln Village. Apartments with private balcony. Prices start at \$950 a month.

AMBER BEACH
Luxurious three-bedroom, two-bathroom apartments. Located within walking distance of downtown Amber Beach. Access to private beach. Prices start at \$1,500 a month.

Interested? E-mail us at luxury@franklinrealty.com for additional information.
For appointments, call 818-555-2837, or visit our office at 25 Grover St., Stoneybrook, CA 73910.

191. What is Mr. Davis most concerned about?

- (A) The price of the apartments
- (B) The location of the housing complex
- (C) The size of the apartments
- (D) The facilities in the housing complex

192. Why is Mr. Davis moving?

- (A) He needs more space.
- (B) He will be a student at a university.
- (C) He wants to live near his family.
- (D) He will start a new job.

193. In what housing complex will Mr. Davis most likely be interested?

- (A) Parker Apartments
- (B) Emerald Gardens
- (C) Princess Villas
- (D) Amber Beach

194. What is implied about the apartments in Lincoln Village?

- (A) They are quiet.
- (B) They are near the beach.
- (C) They have private garages.
- (D) They have been remodeled.

195. Which is NOT mentioned as a method of contacting Franklin Realty?

- (A) E-mail
- (B) Telephone
- (C) Fax
- (D) In person

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

E-mail

Date: Monday, July 20 14:10
From: Sandford Premiere Hotel Management <management@sandfordpremhotel.com>
To: Karen Trowbridge <ktrowbridge@market.comnetwork.com>
Subject: Stay at Sandford Premiere Hotel in Manchester

Dear Ms. Trowbridge,

Thank you for choosing Sandford Premiere Hotel during your visit to Manchester. I trust you enjoyed your stay and had an opportunity to use many of our facilities, including our superb sauna, swimming pool, and newly remodeled restaurant. We would appreciate it if you would complete a brief questionnaire evaluating our facilities and services. For your convenience, the questionnaire is available online at www.sandfordpremhotel.com/survey. If you have any difficulty accessing the survey, please send your comments directly to me at management@sandfordpremhotel.com.

Your comments will remain confidential and will be used only to help us improve our guest services.

Sincerely,

Patrick Kennard
Manager

Date: Friday, July 24 9:23
From: Karen Trowbridge <ktrowbridge@market.comnetwork.com>
To: management@sandfordpremhotel.com
Subject: Re: Stay at Sandford Premiere Hotel in Manchester

Dear Mr. Kennard,

As I was unable to access the questionnaire online, I am sending feedback on my hotel stay directly to you.

I was impressed by many of the facilities your hotel has to offer, but I especially enjoyed the state-of-the-art fitness center. It had three times as many machines as one normally finds in hotels, and the 24-hour access made it possible for me to work out at any time I wished. Although I did not eat at Leonni's, I did order room-service dinners from there several times and was very impressed with the quality of the meals.

I was less enthusiastic about your business center, which could use a few more computers and a new copier. I was also disappointed in the lack of parking facilities. I would have expected a hotel of the Sandford's caliber to have on-site parking, but because it didn't I had to drive around for quite a while searching for a space. All in all, though, I would say that the benefits of staying at your hotel far outweighed the disadvantages and that overall I had a pleasant week at the Sandford. As my job requires me to travel to Manchester frequently, I expect to become one of your regular guests.

Best regards,
Karen Trowbridge

- 196.** What is the purpose of the e-mail from the Sandford Premiere Hotel?
- (A) To ask for someone's opinion
 - (B) To promote a special offer
 - (C) To advertise a new hotel
 - (D) To confirm reservations
- 197.** What is NOT mentioned as a feature of the hotel?
- (A) A business center
 - (B) Dining facilities
 - (C) Airport transportation
 - (D) A swimming pool
- 198.** What does Mr. Kennard tell Ms. Trowbridge?
- (A) She should contact him to confirm her reservation.
 - (B) The information she gives will be considered private.
 - (C) A discount offer will soon expire.
 - (D) A questionnaire has been sent to her.
- 199.** What does Ms. Trowbridge like about this hotel?
- (A) The helpful staff
 - (B) The complimentary breakfast
 - (C) The extensive exercise facilities
 - (D) The in-room Internet access
- 200.** What is most likely true about Ms. Trowbridge?
- (A) She does not like to exercise.
 - (B) She does not travel very often.
 - (C) She appreciated the well-equipped business center.
 - (D) She plans to stay at the hotel again.

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.** Patients who wish to reschedule their _____ must give at least 24 hours advance notice.
(A) appointments
(B) positions
(C) assignments
(D) subscriptions
- 102.** All shipments arrive at the receiving dock, where a warehouse worker checks _____ tracking labels.
(A) theirs
(B) they
(C) them
(D) their
- 103.** Because this document contains confidential information, please keep it in a _____ location.
(A) cautious
(B) secure
(C) distinguished
(D) strict
- 104.** Fred's superb _____ to detail is his best attribute as a graphic artist.
(A) attends
(B) attended
(C) attendant
(D) attention
- 105.** Please indicate on the envelope whether you would prefer regular _____ deluxe photo processing for your film.
(A) so
(B) nor
(C) and
(D) or
- 106.** The decision to hire _____ help was based largely on the concerns expressed by the employees.
(A) addition
(B) additions
(C) additional
(D) additionally
- 107.** National Bank officials announced that they have taken the necessary steps to _____ another computer system failure.
(A) upgrade
(B) ignore
(C) prevent
(D) improve
- 108.** All _____ to the auto production plant must register at the security checkpoint before entering.
(A) visit
(B) visitation
(C) visitors
(D) visiting

- 109.** In an effort to reduce _____, Barsom Cosmetics has halved its advertising budget.
- (A) values
(B) expenses
(C) customs
(D) refunds
- 110.** The advertising team made an _____ recovery from a late start to finish the project a week ahead of schedule.
- (A) amaze
(B) amazing
(C) amazement
(D) amazingly
- 111.** The proposal for the parking garage was due yesterday, _____ the program director has agreed to a short extension.
- (A) but
(B) beyond
(C) until
(D) that
- 112.** We will have to inform Mr. Yamamoto that _____ application cannot be accepted at this time.
- (A) he
(B) himself
(C) his
(D) him
- 113.** After the meeting with the accountant, Mr. Mitchell was _____ able to complete the budget report.
- (A) lastly
(B) at first
(C) finally
(D) meanwhile
- 114.** Critics of the recent movie with Michelle Zhao have called the plot too _____.
- (A) predicting
(B) predicted
(C) predictable
(D) predictably
- 115.** Ms. Rivera made it clear that _____ the landowner may authorize improvements to the property.
- (A) only
(B) easily
(C) simply
(D) merely
- 116.** The management of Eurosan Enterprises is in the process of _____ a new set of guidelines for customer service.
- (A) establish
(B) establishes
(C) established
(D) establishing
- 117.** If you would like to be considered for a position in our advertising division, please _____ an application to the director of human resources.
- (A) comply
(B) submit
(C) urge
(D) advise
- 118.** The plant supervisor, Mr. Lee, recently _____ a tour of the company's main production facility for our clients.
- (A) conduct
(B) conducted
(C) to conduct
(D) will conduct
- 119.** If you require additional information about our products, please do not _____ to contact the customer service department.
- (A) provide
(B) qualify
(C) hesitate
(D) compete
- 120.** Mr. Lopez travels _____ for business and uses the corporate accounts at hotels as well as car rental agencies.
- (A) regular
(B) regularly
(C) regularity
(D) regulate

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- 121.** Each month, we will select five outstanding employees to be honored _____ their exceptional contributions to the company's performance.
- (A) for
(B) at
(C) across
(D) over
- 122.** According to Star Watch magazine, singer-songwriter Kylie Norton has announced her upcoming _____ in a charity concert.
- (A) participate
(B) participated
(C) participating
(D) participation
- 123.** Customers who cannot call the service department during normal business hours may leave a message _____ our answering service.
- (A) with
(B) off
(C) from
(D) by
- 124.** Applicants for the position of store manager must have at least five years of experience in _____ sales.
- (A) retailing
(B) retailer
(C) retailed
(D) retail
- 125.** Our company believes that employees should always work hard, yet they must _____ have time for their families.
- (A) altogether
(B) also
(C) alone
(D) almost
- 126.** Our store offers a complete line of computer software packages for _____ personal and business applications.
- (A) every
(B) both
(C) either
(D) whether
- 127.** According to the commerce report released today, retail sales in apparel declined in August after a significant _____ in July.
- (A) increase
(B) impression
(C) access
(D) accent
- 128.** The president of Tennom Advertising _____ announces the cancellation of plans to open an office in Toronto.
- (A) regretful
(B) regretfully
(C) regretting
(D) regretted
- 129.** The International Society of Economists will _____ leadership to develop and launch a collection of electronic journals.
- (A) remain
(B) serve
(C) grant
(D) provide
- 130.** After the current model year, the automobile manufacturer CFG _____ three older models and introduce two new ones.
- (A) to discontinue
(B) will discontinue
(C) discontinued
(D) have discontinued

- 131.** Personnel must sign the register _____ removing any confidential papers from the organization's vaults.
(A) before
(B) until
(C) from
(D) during
- 132.** In addition to _____ recent phone numbers, the new IF20 mobile phone shows the temperature, the time, and the user's location on a map.
(A) displayed
(B) displaying
(C) display
(D) displays
- 133.** Tomorrow's training is _____ for employees who have been with the company for less than one year.
(A) based
(B) intended
(C) agreed
(D) invited
- 134.** Tenants should call the property owner directly _____ problems with heating or plumbing are not resolved by the on-site manager.
(A) if
(B) why
(C) due to
(D) about
- 135.** _____ the probationary three months are completed, employees will be eligible for full company benefits.
(A) Soon
(B) Then
(C) Later
(D) Once

- 136.** Tappan Literature Foundation is soliciting _____ for this year's best youth novelist.
(A) nominate
(B) nominations
(C) nominating
(D) to have nominated
- 137.** The new graphic design software program has improved the quality of the designers' work as well as their _____.
(A) economies
(B) harvest
(C) measures
(D) productivity
- 138.** The names of the department heads to _____ the monthly reports should be sent are located on the last page of the manual.
(A) whoever
(B) whom
(C) what
(D) where
- 139.** Sinna Motors' sales figures this year were nearly _____ to those recorded in the company's most successful period five years ago.
(A) equal
(B) uniform
(C) even
(D) fair
- 140.** NJC Surveys recently determined that, despite advances in audio technology, it is still _____ through radio broadcasts that listeners are exposed to new music.
(A) predominant
(B) predominantly
(C) predominating
(D) predominated

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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 letter.

Dear Mr. Geremi,

We are very pleased that you have accepted a summer position with us as a computer technician. The work will begin on June 28 and end on August 15. The _____ will be

- 141.** (A) charge
(B) estimate
(C) cost
(D) pay

\$850 per week.

On your first day of work, please _____ to bring a valid form of identification and the

- 142.** (A) remembering
(B) to remember
(C) remember
(D) are remembered

completed tax forms we sent you earlier this month. After you have submitted these forms and your identification has been copied for our records, there will be a reception in the Wooley Building to welcome all interns. Following the reception, the specific details of your job responsibilities will be _____.

- 143.** (A) requested
(B) provided
(C) retrieved
(D) informed

We look forward to seeing you on June 28.

Warm regards,

Bill Bella
Coordinator, Summer Work Program
Chadwick Chemical Corporation

Questions 144-146 refer to the following article.

Wholesale food stores are becoming increasingly popular among thrifty shoppers. Unlike _____ supermarkets, which have always relied on marketing departments to advertise

144. (A) recent

- (B) traditional
- (C) successful
- (D) convenient

products, wholesale stores sell directly to the consumer. This distribution method can result in considerably lower prices.

Wholesale stores typically offer little personalized assistance and in the past have served only specialty shops and restaurants. However, due to a concerted effort in recent years by these stores to attract _____ shoppers, this is slowly changing. _____, many consumers are now

145. (A) individual

- (B) individualize
- (C) individually
- (D) individuals

146. (A) Because

- (B) In fact
- (C) On the other hand
- (D) Despite

quite happy to shop at wholesale stores as well as supermarkets.

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Questions 147-149 refer to the following article.

Shopping for Books Online

Online bookstores have sprung up all over the Internet. One of their greatest _____ over

- 147.** (A) incomes
(B) advantages
(C) interests
(D) designs

traditional bookstores is the sheer comprehensiveness of their available stock. The marketing departments of online stores know that customers are more likely to shop in places where they can be fairly certain that _____ they are looking for will be available.

- 148.** (A) anywhere
(B) whatever
(C) however
(D) even

In addition, online stores can more easily use technology to bolster sales. For example, they can use software that remembers the purchases of individual buyers. On the basis of _____

- 149.** (A) previous
(B) valuable
(C) additional
(D) necessary

purchases, the software determines a buyer's preferences and can then make recommendations for similar items the customer might consider purchasing in the future.

Questions 150-152 refer to the following article.

Higher Gasoline Prices Are Everyone's Business

The retail price of fuel continues its steady rise for the tenth week in a row, and experts say there is no immediate end in sight.

Preston Okura, director of Henson Oil & Gas, Inc., made a _____ observation. Attributing

150. (A) contrasting

(B) promising

(C) similar

(D) false

the sharp increase in fuel prices to higher crude oil prices, he expects prices to continue _____ for another month.

151. (A) rise

(B) rising

(C) be rising

(D) have risen

While businesses like trucking and shipping companies are feeling the direct impact of these high prices, the _____ on the general public may be less evident. "Every item that ends up

152. (A) effect

(B) effecting

(C) effected

(D) effective

in the store has a freight cost built into it," said Okura. "These transport companies have no choice but to charge higher fees and to pass on the cost to their customers."

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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 e-mail.

From: Anya Patel <apatel@southeastind.com>

To: Tom Ramon <tramon@southeastind.com>

Subject: Ceremony for Josephine Coletti

Date: June 10

Hi Tom,

I suppose you've heard that we are planning a ceremony to honor Josephine Coletti's 25 years at Southeast Industries. I'd like to know if you could say a few words about her contributions to your department as well as present her with the award (a plaque and gift certificate). As sales director and Josephine's immediate supervisor for the past 18 years, you probably know her better than anyone else here. You will receive the official invitation with more details by the end of the week.

Please let Susan Chen, my executive assistant (extension 4092), know if you will be able to attend and if you'd be willing to give a short speech.

Thanks.
Anya Patel, Vice President

153. Who is Josephine Coletti?

- (A) Tom Ramon's immediate supervisor
- (B) A sales department employee
- (C) A worker who recently retired
- (D) A vice president at Southeast Industries

154. What is Mr. Ramon asked to do?

- (A) Attend a luncheon
- (B) Reserve a meeting room
- (C) Order food for a party
- (D) Make a presentation

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Questions 155-156 refer to the following advertisement.

Are you a lively conversationalist and an inspiring cook?

How would you like to be the host of *The Half-Hour Chef*, a new television program scheduled to start broadcasting in February?

Try your luck at VAL-TV's Studio 6 on December 5 by demonstrating your cooking in action. We have all the appliances you'll need. Just bring your own ingredients. Our program directors are not interested in your professional experience or personal portfolio. What they want to see is your on-the-air potential as a live performer. So drop by our studio at 9:00 A.M. and show us what you can do!

155. What position is being advertised?

- (A) Restaurant chef
- (B) Television show host
- (C) Program director
- (D) Cookbook editor

156. What are interested candidates asked to do?

- (A) Provide their food ingredients
- (B) Invent a new food recipe
- (C) Watch a live television program
- (D) Submit photographs of their work

Questions 157-159 refer to the following article.

Leafman Capital Purchases Josée Group

Leafman Capital, a leading Canadian investment firm, announced today that it has completed its long-anticipated acquisition of Josée Group, a Paris-based hotel company. The deal has an estimated value of 350 million euros, according to Leafman Capital executives.

The sale of the French-owned Josée Group to a Canadian firm has caused a great deal of controversy in France; the Josée Group owns 26 historic hotels in and around Paris, including the famous Hôtel Jean-Claude, which had hosted numerous prominent nineteenth-century French authors and political figures. Joseph Leafman, owner of Leafman Capital, announced that his firm would strive to retain the important historic heritage of the Hôtel Jean-Claude but

would make necessary renovations to modernize the heating and plumbing systems. In addition to the Hôtel Jean-Claude, the Josée Group owns smaller hotels across France, including the Parisian Gateway and the Hôtel Fanon, both considered among the finest examples of French architecture in the neoclassic style.

Mr. Leafman said that his firm purchased the Josée Group as a means of diversifying its portfolio. He also plans to make additional purchases in Europe, which may include luxury hotels in Belgium, Germany, and Switzerland. Other assets recently purchased by Leafman Capital include high-rise apartment and office buildings in Thailand and the Philippines.

157. According to the article, why has the sale of the Josée Group been considered controversial?

- (A) It was sold for less than its estimated value.
- (B) Historic French properties were being sold to a foreign firm.
- (C) Employees of the Josée Group are expected to lose their jobs.
- (D) The sale was not made public until it had been finalized.

158. What is Leafman Capital's announced plan for the Hôtel Jean-Claude?

- (A) To operate it as an economy hotel
- (B) To build apartments on the property
- (C) To update some of its facilities
- (D) To turn it into a historical museum

159. What kind of property is NOT mentioned as a recent acquisition of Leafman Capital?

- (A) Apartments
- (B) Office buildings
- (C) Historic hotels
- (D) Retail stores

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Questions 160-162 refer to the following job announcement.

**BUFFALO METROPOLITAN UNIVERSITY
LAW SCHOOL FACULTY OPENING**

Buffalo Metropolitan University School of Law is seeking a full-time Assistant Professor to teach a course designed to introduce first-year law students to legal research, analysis, and courtroom interaction. This course is taught as a series of simulations in which students research and analyze legal concepts, prepare documents, and engage in formal and informal advocacy. Qualifications include J.D. or LL.B. degree, excellent academic record, and demonstrated teaching ability.

All law courses are taught on our West Seneca campus, which is only 10 minutes away from our Grand Island campus.

All applications must include résumé, transcript, and proof of degree from an accredited law school.

Please apply to: Professor Miriam Cho, Buffalo Metropolitan University Personnel Committee, 10 Main Street, Fort Erie, NY 98115, or e-mail to miriam.cho@mu.law.edu. Please note that incomplete applications will not be considered.

160. What is mentioned about the course to be taught?

- (A) It is for beginning law students.
- (B) It is a popular course at the university.
- (C) It includes courtroom visits.
- (D) It is currently taught by Professor Cho.

162. What is NOT listed as a requirement for the position?

- (A) Teaching experience
- (B) A law school degree
- (C) Service on faculty committees
- (D) Ability to teach full time

161. Where will the courses be held?

- (A) Buffalo
- (B) West Seneca
- (C) Grand Island
- (D) Fort Erie

Questions 163-166 refer to the following article.

— K-Star Tournament to Begin —

Andrew Cresson, owner of computer game company K-Star, announced today that his firm will be sponsoring a video game tournament as part of a series of promotional activities for its latest product line.

To be held in Hong Kong on May 5, the event will introduce a wide selection of new games for contestants to play, including simulated reality games, sports games, and cartoon character games. The top four contestants in each round will compete in finals shown live on a large screen. Robert Ko, a sales representative at K-Star, observed: "This may be the most anticipated product launch of the decade."

Rewards for winning the computer game tournament include free products and free plane tickets to cities like Tokyo, Seoul, and Jakarta. In addition, the first-prize winner in each category will win the opportunity to help designers create a new video game.

Interested individuals may register to participate by filling out an online application, visiting a retail outlet where K-Star products are sold, or contacting K-Star's automated phone service. Players must register in advance of the tournament. Audience tickets, however, may be purchased on-site on the day of the event.

Reporter: David Ma, Beijing, April 15

163. What is the purpose of holding the tournament?

- (A) To recruit members for a club
- (B) To attract new employees
- (C) To promote a product line
- (D) To entertain business executives

164. Who will be competing in the tournament?

- (A) Professional athletes
- (B) Animated filmmakers
- (C) Computer game players
- (D) Software designers

165. Where will the tournament take place?

- (A) In Seoul
- (B) In Beijing
- (C) In Tokyo
- (D) In Hong Kong

166. How is it NOT possible for people to sign up to compete?

- (A) By going to the event
- (B) By going to certain stores
- (C) Over the telephone
- (D) Through a Web site

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Questions 167-168 refer to the following press release.

New Database to Facilitate Tracking of Archaeological Finds

Sectorsys, Ltd., is pleased to announce that it will soon team up with museums and archaeological societies worldwide to create an extensive database of artifacts discovered at archaeological sites. Says Eric Johannessen, CEO of Sectorsys, “Much of the information about treasures of the ancient world is not well documented and is not readily available. We plan on organizing an electronic database that will enable museums and professionals working in the field to access complete descriptions of artifacts.” The database will initially contain information on 300,000 objects, and will be updated continually.

- 167.** What product will Sectorsys offer?
- (A) Supplies for archaeological digs
 - (B) Antitheft alarm systems for museums
 - (C) Software that holds information about artifacts
 - (D) Equipment for detecting fake artifacts
- 168.** According to the press release, who will use the product?
- (A) Dealers who buy and sell old objects
 - (B) Security guards at museums
 - (C) Companies that publish books on archaeology
 - (D) Museum employees and archaeologists

Questions 169-171 refer to the following letter.

214 Ryland Avenue
Miami, Florida 00432

May 30

Dear Ms. Kovin

Our records show that the June issue of *Today's Trends* will be your last and that you have not yet renewed your subscription. To encourage you to renew, we would like to offer you *Today's Trends* at a reduced price. You are currently paying \$3.00 per issue. We will offer you the magazine for six months at only \$2.25 per monthly issue. That means that you will save a total of \$4.50 from July to December if you renew your subscription.

Please contact our business office at 888-555-3214 Monday through Friday from 9 A.M. to 5 P.M. or on Saturday from 10 A.M. to 3 P.M. The business office is closed on Sundays. We look forward to continuing to serve you in the future.

Sincerely,

Marsha Cleminns

Marsha Cleminns
Director of Sales

169. What is the purpose of the letter?

- (A) To explain an increase in fees
- (B) To confirm that a payment was received
- (C) To request that a bill be paid
- (D) To offer a discount to a customer

170. When will Ms. Kovin's current subscription end?

- (A) In May
- (B) In June
- (C) In July
- (D) In December

171. What is Ms. Kovin currently paying for her subscription per month?

- (A) \$2.25
- (B) \$3.00
- (C) \$4.50
- (D) \$6.00

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Questions 172-175 refer to the following announcement.

Roger Wilkinson to Join Pace and Brown Architects, Inc.

At Friday's company-wide meeting, president and CEO Cynthia Hu announced that, following a lengthy search, Pace and Brown has selected Roger H. Wilkinson as the new director of restoration projects. Beginning May 1 Mr. Wilkinson will succeed Keira Powells, who retired on January 3. Mr. Wilkinson is coming to Pace and Brown from his position as senior project designer at Bershire Blakeburns in London, where he has lived for the last ten years.

Mr. Wilkinson will be responsible for representing the firm externally and ensuring that the firm has a clear strategic direction as it expands its work in restoration and historic preservation. He brings with him many diverse talents and more than 25 years of design and project management experience. He is probably best known for his restoration work on the historic 32-story Starsham Hotel in Melbourne, for which he was awarded the Schills Medal, Australia's most prestigious design award.

172. Where would this announcement most likely appear?

- (A) In a newspaper advertisement
- (B) In a business textbook
- (C) In a telephone directory
- (D) In a company newsletter

173. Who is Keira Powells?

- (A) A past president of a business
- (B) A former director of a business
- (C) A successful clothing designer
- (D) A well-known historian

174. How long has Roger Wilkinson lived in London?

- (A) For 10 years
- (B) For 15 years
- (C) For 25 years
- (D) For 32 years

175. According to the announcement, what is Roger Wilkinson known for?

- (A) Directing restoration projects at Pace and Brown
- (B) Being Bershire Blakeburns' longest-serving director
- (C) Renovating a historic building in Melbourne
- (D) Winning a major design award in London

Questions 176-180 refer to the following interview from a sports magazine.

Flexer Magazine

Spotlight on Athletes

Reporter: Matt Nickel

This month's Spotlight on Athletes features the force behind the championship season of the Globe swimming team. Jane Warrick, senior athletic trainer for the team, discussed her career in a recent interview.

Nickel: You are credited with Globe's winning season, yet it must be very stressful to be responsible for the whole team's performance.

Warrick: It certainly is. To help the swimmers realize their potential, I must pay attention to every detail of their lives. Each swimmer must follow a careful diet, train four to six hours a day, and get plenty of rest. But most people are stunned to learn how much more is involved in being a trainer. For example, we must know psychology to keep the athletes motivated and assure that they maximize their performance, as well as nutrition and physiology to help swimmers maintain good health. Many

people think that all we do is blow whistles and keep time.

Nickel: Why did you choose this profession?

Warrick: My love of the water combined with an interest in teaching led me into this occupation. My parents hoped that I would follow in their footsteps and become a surgeon, but I wasn't really interested in biology or chemistry.

Nickel: Are you satisfied with your choice?

Warrick: Most definitely. The job is a lot of work, but it's also challenging and exciting. I love the thrill of competition and the satisfaction that comes from being part of a winning team.

Nickel: Is there anything you regret?

Warrick: Well, I travel all over the world, but I rarely get to see the sights. I'd love to have more time for that, but most of the time I'm with the team, preparing for competition. Overall, though, I couldn't ask for a better career.

176. According to Ms. Warrick, what do most people find surprising about her job?

- (A) It requires a medical diploma.
- (B) It involves a special diet.
- (C) It requires many different skills.
- (D) It gives her a lot of free time.

177. What is NOT one of Ms. Warrick's responsibilities in her work with athletes?

- (A) Motivating the team
- (B) Scheduling competitions
- (C) Monitoring the athletes' health
- (D) Keeping track of the athletes' diets

178. What do Ms. Warrick's parents do for a living?

- (A) They are trainers.
- (B) They are doctors.
- (C) They are teachers.
- (D) They are biologists.

179. How does Ms. Warrick feel about her career choice?

- (A) She enjoys the challenges.
- (B) She regrets not becoming a doctor.
- (C) She likes the travel opportunities.
- (D) She finds it exhausting.

180. What does Ms. Warrick say she would like to do more often?

- (A) Learn from other professionals
- (B) Spend time at home
- (C) Enter swim competitions
- (D) Go sightseeing

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Questions 181-185 refer to the following e-mails.

Date: January 25
From: Tori Ray <tray@alvertonfinancecorp.com>
To: Paul Han <pHan@nj.universaltechsoftware.com>
Subject: Update on the workshop on Friday, February 3

Hi Paul,

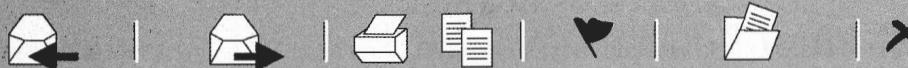
Thank you for agreeing to conduct a workshop for us at Alverton Finance Corporation. We are excited to hear about your new software program, which may be a beneficial tool for our business.

In my previous e-mail, I said the workshop would be held in room 135, but it has been changed to room 455. Please stop at the security desk when you get here, and give the security guard that room number. The guard will issue you a guest pass and escort you to the room.

If you have any handouts that you want us to copy before the workshop, my assistant, Hilary Rigby, can make them. If you send her your handouts electronically by Wednesday, February 1, she will have the copies ready for you. Her e-mail address is hrigby@alvertonfinancecorp.com.

If you have any questions, please let me know. I look forward to seeing you at the workshop.

Tori Ray



Date: January 27
From: Paul Han <pHan@nj.universaltechsoftware.com>
To: Tori Ray <tray@alvertonfinancecorp.com>
Subject: Re: Update on the workshop on Friday, February 3

Ms. Ray,

Thank you for your e-mail. I am looking forward to showing you and your employees how our software can help you with your client database. I am confident that you will find this software quite useful.

On the day of the workshop, I will bring my colleague Josh Morton, who will take care of the technical issues. He is one of the computer programmers who developed this software, so he will be able to answer any technical questions your employees may have about it.

As for handouts, I will contact your assistant on Monday the 30th. There will only be a few pages, as most of the demonstration will be given on a computer that we will bring with us.

See you next week.

Paul Han

181. What is the purpose of Ms. Ray's e-mail?

- (A) To confirm the details of a presentation
- (B) To place an order for computer software
- (C) To explain the changes in a security policy
- (D) To change the date of a workshop

182. What should Mr. Han do when he arrives at Alverton Finance Corporation?

- (A) Call Ms. Ray at her office
- (B) Pick up a security pass
- (C) Go to room 135
- (D) Contact Ms. Ray's assistant

183. When will Ms. Ray and Mr. Han meet?

- (A) On January 25
- (B) On January 27
- (C) On February 1
- (D) On February 3

184. Who is Josh Morton?

- (A) An administrative assistant
- (B) A security guard
- (C) A computer programmer
- (D) A sales representative

185. What will Mr. Han do on Monday?

- (A) Demonstrate a new software program
- (B) Print copies of handouts
- (C) Send documents to Ms. Rigby
- (D) Introduce Mr. Morton to a client

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



ANNOUNCEMENT

Job Openings at Bowler Tech

Position: Senior Accountant

Requirements: At least 7 years of related experience. Candidate should have a solid background in accounting, budgeting, and financial reporting.

Position: Security Consultant

Requirements: At least 5 years of related experience. A solid understanding of security policies and risk assessment is required.

Must be willing to relocate every one to two years for new projects.

Position: Public Relations Director

Requirements: At least 7 years of field experience. Strong communication skills; must include a writing sample with the application.

Position: Project Engineer

Requirements: The ideal candidate will have a university degree in mechanical engineering or chemical engineering and experience overseeing a large-scale expansion project.

How to Apply: E-mail cover letter and résumé to Charles Park at jobs@bowlertech.com. Please indicate the position applied for in the cover letter. Résumé must include a list of recent references. Qualified candidates will be invited for an on-site interview.

To:	Charles Park (jobs@bowlertech.com)
From:	Mary Douglas
Date:	May 23
Subject:	Position at Bowler Tech

Dear Mr. Park,

My name is Mary Douglas and I am writing in response to your job announcement for the Security Consultant position. I have nine years of experience in the security field and have worked in both risk assessment and policy formation. As a senior manager in my previous job, I have proven myself as an effective team leader with excellent communication skills. I am very interested in this position and would appreciate having the opportunity to discuss it with you further. My résumé and a list of references are attached for your review.

Thank you for your consideration. I look forward to hearing from you.

Mary Douglas

- 186.** Which job description mentions educational background?
- (A) Senior accountant
 - (B) Security consultant
 - (C) Public relations director
 - (D) Project engineer
- 187.** What are applicants NOT asked to do?
- (A) Call Charles Park
 - (B) E-mail a résumé
 - (C) Write a cover letter
 - (D) Provide references
- 188.** What is the purpose of the e-mail?
- (A) To request a job description
 - (B) To indicate interest in a job
 - (C) To provide a reference for a job applicant
 - (D) To accept a job offer
- 189.** What is a requirement of the position that Ms. Douglas mentions in her e-mail?
- (A) Good communication skills
 - (B) Project management experience
 - (C) A background in accounting
 - (D) Willingness to relocate
- 190.** What is attached to Ms. Douglas' e-mail?
- (A) An application form
 - (B) A photograph
 - (C) A résumé
 - (D) An acceptance letter

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

From:	Alan P. Hall <aphall@smith&jones.com>
To:	Maria Quintana, Technical Support <mquintana@smith&jones.com>
Date:	October 17
Re:	Difficulty with Web Access

Dear Ms. Quintana,

I am suddenly having difficulty accessing the Internet from my workstation. I had no problems this morning, but since I returned from lunch, I have not been able to access any Web sites outside our company network. I contacted the technical support manager immediately, but I haven't gotten a response yet. My colleague Audrey Wood said you helped her solve a technical problem before and suggested that I write to you directly.

Is there a problem throughout the company, or is this situation unique to my workstation?

Thank you very much for your help.

Alan Hall

E-Mail Message

From: Maria Quintana <mquintana@smith&jones.com>
To: Alan P. Hall <aphall@smith&jones.com>
Date: October 17
Re: Re: Difficulty with Web Access

Alan, I'm sorry for the inconvenience. Our technical support manager, Jack Harrison, usually handles Internet problems, but he is out of the office until Monday. The failure of access seems to be occurring randomly. Some employees still have full online access, but your workstation must be one of the ones that is experiencing connection problems today. To determine the cause of the problem and prevent it from happening again, I have forwarded your e-mail to our system administrators for investigation. We expect to have the situation resolved within the hour.

In the meantime, please delete your temporary Internet files. These files may have become corrupted and could possibly be contributing to the problem. Instructions for deleting the files can be found in your employee manual.

I will be leaving at 4:00 P.M. today, so if you need further assistance after that time, please call Ronald Chen, at extension 4092.

Maria Quintana
Technical Support

- 191.** What is true about Alan Hall's computer problem?
- (A) The problem first occurred in the morning.
 - (B) The problem is unique to his workstation.
 - (C) The problem is the result of running too many programs.
 - (D) The cause of the problem is unknown.
- 192.** Who was the first person Alan Hall contacted about the problem?
- (A) Ronald Chen
 - (B) Maria Quintana
 - (C) Jack Harrison
 - (D) Audrey Wood
- 193.** In the second e-mail, the word "randomly" in paragraph 1, line 3, is closest in meaning to
- (A) irregularly
 - (B) casually
 - (C) carelessly
 - (D) accidentally

- 194.** How is Maria trying to solve the problem?
- (A) By consulting a manual
 - (B) By purchasing new equipment
 - (C) By sending a computer technician
 - (D) By consulting system administrators
- 195.** What is Alan Hall instructed to do?
- (A) Use a computer at a different workstation
 - (B) Delete some files
 - (C) Report the problem to another department
 - (D) Shut down his computer

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



Advanced Computer Technology Conference

January 6

Ms. Nikki King
Erickson Publishing
1399 Moss Road
Spring Hope, Virginia 20887

Dear Ms. King:

The Fifteenth annual Advanced Computer Technology Conference (ACTC) will be held April 15-18 at the Norton Creek Hotel in Orlando, Florida. As in previous years, the conference will be attended by over 3,000 computer professionals from around the world, including some of the most prominent leaders in the field. Once again, we hope Erickson Publishing will take advantage of our Publishers' Exhibition for showcasing your computer-related books, journals, software, and other materials.

The majestic Miami Room at the Norton Creek, which will be equipped with tables, racks, power outlets, and telephone lines with voice and data capability, has been reserved for larger exhibits displaying multimedia products. We have also reserved the adjoining Tampa Room for smaller exhibits displaying books and journals. This room will be equipped with large tables, racks, and display boards.

If Erickson Publishing is interested in reserving an exhibition booth, please fill out the enclosed registration form, indicating which room you would like to use and the dates for which you would like to reserve space. The fee schedule for space rental is on the registration form. This year, for the first time, payments are due along with the registration form, and these must be received by March 3. If you have any questions, you may contact me by phone at 733-555-1690 or by e-mail at margaretmayer@conference.actc.org.

Sincerely,

Margaret Mayer

Conference Organizer

Date:	Wednesday, January 13 18:09
From:	Nikki King < nikkiking@marketing.ericksonp.com >
To:	margaretmayer@conference.actc.org
Subject:	Exhibitors for ACTC Conference

Dear Ms. Mayer,

Thank you for your letter regarding exhibition opportunities at the Advanced Computer Technology Conference. Before I fill out the registration form, I have a question that pertains to the rooms you have reserved for the exhibits. As our company produces both books and multimedia products, we had hoped to set up our exhibits side by side. Would you be able to accommodate both of our exhibits in the Miami Room?

Thank you, we look forward to another great conference.

Nikki King

196. Why did Ms. Mayer write to Ms. King?

- (A) To inform her about a new hotel
- (B) To promote exhibition space
- (C) To introduce a new technology
- (D) To tell her about a change of venue

197. In the letter, the word "prominent" in paragraph 1, line 3, is closest in meaning to

- (A) obvious
- (B) promising
- (C) large-scale
- (D) well-known

198. How has the system for renting space changed?

- (A) Exhibitors must pay for space for all four days.
- (B) The fees have been reduced.
- (C) The prices are listed on the registration form.
- (D) Payments must be made at the time of registration.

199. What does Ms. King indicate in her e-mail to Ms. Mayer?

- (A) She is not going to attend the conference this year.
- (B) She would like to reserve a space in the Tampa Room.
- (C) She would like to have both of her displays in the multimedia room.
- (D) She needs space only for her multimedia products.

200. What is indicated about Ms. King?

- (A) She works for Erickson Publishing.
- (B) She is a conference organizer.
- (C) She will set up the rooms for the exhibition.
- (D) She will receive a discount on space rental.

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 _____ for the MacNeill project is hanging on the wall in the first floor conference room.

- (A) schedule
- (B) scheduled
- (C) schedules
- (D) schedulers

102. When Howland Bakery first began using larger trucks for delivery, all of them were _____ white and brown.

- (A) changed
- (B) painted
- (C) alternated
- (D) transferred

103. Staff members who work with chemicals should remember to be _____ and always wear protective gear in the lab.

- (A) cautious
- (B) caution
- (C) cautiously
- (D) cautiousness

104. Neither taking photographs _____ eating is allowed in the theater.

- (A) or
- (B) nor
- (C) and
- (D) neither

105. The display panel has been designed to ensure that the warning lights are _____ visible.

- (A) clearness
- (B) clear
- (C) clearly
- (D) clearest

106. Even after the stadium's renovation, some seats remain _____ pillars that partially obstruct the view.

- (A) over
- (B) behind
- (C) within
- (D) down

107. In order to _____ the editing work, the review team will need at least two more days.

- (A) finish
- (B) finishing
- (C) finished
- (D) be finished

108. Because our supplies are _____, we can only make this offer to the first fifty customers who come to the store.

- (A) limited
- (B) speedy
- (C) available
- (D) presentable

- 109.** Polabian Bank signed an _____ for the financing of the A2 highway connecting Bistrica and Nove Pola.
- (A) agrees
(B) agreement
(C) agreements
(D) agreed
- 110.** Due to technical problems, Nelson's Electronic Auctions is _____ not accepting any picture submissions via e-mail.
- (A) quickly
(B) currently
(C) precisely
(D) temperately
- 111.** In order for Mr. Song's group to complete the data collection project on time, _____ will need even more administrative support.
- (A) us
(B) we
(C) our
(D) ourselves
- 112.** To avoid leaving anyone behind, the tour operator _____ all the visitors to be in the front lobby by 7 A.M.
- (A) recalled
(B) memorized
(C) reminded
(D) identified
- 113.** Please use the color printer sparingly, since the ink cartridges it requires _____ currently unavailable.
- (A) are
(B) is
(C) been
(D) being
- 114.** Our _____ is not to offer refunds to customers unless they return the item, accompanied by a receipt, within 30 days of the purchase date.
- (A) policy
(B) adoption
(C) exhibit
(D) regard
- 115.** The students enrolled in the painting course at the Model Art School have worked _____ hard over the past year.
- (A) exceptionally
(B) exception
(C) exceptional
(D) except
- 116.** The faculty committee will distribute funds from the research grant _____ its various science departments.
- (A) toward
(B) among
(C) after
(D) during
- 117.** Arten Publishing has experienced an average annual growth of over 7 percent in sales _____ it went public twenty years ago.
- (A) if
(B) since
(C) how
(D) than
- 118.** The fax machine is out of service, and an experienced _____ has been called in to see if it can be repaired.
- (A) technician
(B) factory
(C) certificate
(D) generator
- 119.** With _____ new building and expanded hours, First Bank of Stubenville is once again ahead of the competition.
- (A) them
(B) they
(C) its
(D) itself
- 120.** We require all visitors to _____ photo identification prior to entering the building.
- (A) notify
(B) assign
(C) permit
(D) present

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- 121.** Employment applications must be filled out _____ before being submitted to J&J Enterprises.
- (A) complete
(B) completes
(C) completed
(D) completely
- 122.** Workshop participants may choose any seat in the auditorium except those in the front row, which are _____ for the presenters.
- (A) chaired
(B) reserved
(C) substituted
(D) performed
- 123.** Any employee working late on a Friday must remember to turn off all computer equipment _____ leaving for the night.
- (A) until
(B) then
(C) before
(D) because
- 124.** Super Discounts, Inc., reserves the _____ to limit quantities of certain sale items purchased by each customer.
- (A) importance
(B) right
(C) goal
(D) selection
- 125.** Hatfield Sporting Goods returned the _____ merchandise to the manufacturer.
- (A) defect
(B) defective
(C) defects
(D) defectively
- 126.** While the accounting department is closed, all billing questions will be _____ by the customer service department.
- (A) expired
(B) handled
(C) replied
(D) attended
- 127.** The executive board sent out a reminder to division heads that all contracts must be _____ reviewed by the legal department before they are signed.
- (A) rigor
(B) rigors
(C) rigorous
(D) rigorously
- 128.** Next to the Rostovsky Hotel is a luxurious recreational area, complete _____ a golf course and a swimming pool.
- (A) across
(B) beside
(C) with
(D) from
- 129.** All orders for office supplies must be _____ to Ms. Reaton by Thursday at noon.
- (A) submitting
(B) submit
(C) submitted
(D) submission
- 130.** After three years of intense negotiation, Megali Corporation and Liggman Industries have _____ agreed on the terms of their merger.
- (A) since
(B) soon
(C) yet
(D) finally

- 131.** Please accept the _____ coupon book as thanks for opening your personal savings account with South Branch Bank.
- (A) enclose
(B) enclosed
(C) enclosing
(D) enclosure
- 132.** Baxter Consulting intends to combine information from various sources in order to provide a single _____ directory of local businesses.
- (A) variable
(B) apparent
(C) redundant
(D) comprehensive
- 133.** In order to _____ overseas clients, the Majeski Group will open offices in both Europe and Asia.
- (A) accommodation
(B) accommodates
(C) accommodate
(D) accommodating
- 134.** The training class on Internet security begins _____ at 8:00 A.M. and ends at 5:00 P.M., with a one-hour break for lunch.
- (A) promptly
(B) vocally
(C) openly
(D) neutrally
- 135.** Many of our employees have reported that they have found the new computer program to be quite _____.
- (A) benefit
(B) benefits
(C) benefitting
(D) beneficial
- 136.** Research grant proposals must be submitted by next Friday and should include a budget and a one-page _____.
- (A) meaning
(B) belief
(C) excursion
(D) abstract
- 137.** The GSX offers exceptional _____ while still achieving a fuel efficiency rating better than that of most other vehicles in its class.
- (A) performing
(B) performed
(C) performer
(D) performance
- 138.** Because it covers nearly every aspect of French cooking, the Bleu School Guide is considered the _____ resource for preparing authentic French cuisine.
- (A) selective
(B) expressive
(C) definitive
(D) competitive
- 139.** Judges for the science competition stated that choosing a winner from the finalists was a _____ impossible task.
- (A) nears
(B) nearing
(C) nearly
(D) neared
- 140.** The company's revenue during the next quarter will increase, _____ the lucrative contract with Kang Securities can be finalized before next month.
- (A) as if
(B) whereas
(C) whether
(D) assuming that

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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 memo.

To: Dylan Lukas, Rosko Technology Consultancy
From: Li Haidong, Preston Shipping, VP of Personnel
Subject: Terms of Employment
Date: February 6

At its regular monthly meeting on January 25, the contractor review committee at Preston Shipping agreed to _____ your consultant contract for an additional two-year period. The

- 141.** (A) redeem
(B) renew
(C) recall
(D) rehire

terms remain the same, except that your salary will be payable in 24 monthly installments as you requested.

Preston Shipping _____ to take this opportunity to thank you for the fine work your company

- 142.** (A) will like
(B) liked
(C) would like
(D) has liked

has done.

The review committee was especially _____ the work done in the Singapore offices.

- 143.** (A) grateful for
(B) loyal to
(C) disappointed with
(D) uneasy about

Questions 144-146 refer to the following letter.

Barrington's Department Store
Customer Service
2557 Lansdowne Road
New York, NY 10010

Dear Mr. Ortega:

Thank you for your telephone call of July 15, _____ about your Barrington's Department

- 144.** (A) inquire
(B) inquires
(C) inquired
(D) inquiring

Store credit card account. This letter confirms that your account had a zero balance as of that day and was promptly closed at your request.

Please _____ this letter for your records. Should you ever decide to reopen an account with

- 145.** (A) reply to
(B) retain
(C) disregard
(D) discuss

us, you may use it as proof of _____ account ownership. We at Barrington's have appreciated

- 146.** (A) future
(B) open
(C) prior
(D) new

the opportunity to be of service to you. If we can be of any assistance in the future, please feel free to contact us.

Customer Service
Barrington's Department Store

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Questions 147-149 refer to the following letter.

News from De Medici Opera
End of Season 5, May 31

Dear Friends of De Medici Opera:

Thank you very much for your financial support over the past year! De Medici Opera has just completed our most successful season yet. We are pleased to report that your generous _____ made it possible for us to produce four operas instead of the usual three. We are also

147. (A) acquisitions

- (B) contributions
- (C) additions
- (D) benefits

thrilled to report that more shows sold out this past season than in any of our previous years! You made these exciting developments possible in our fifth season.

Now, won't you please take the time to support us with a donation for the _____ season?

148. (A) prior

- (B) current
- (C) upcoming
- (D) first

Please take a moment to fill out the enclosed donation form and mail it to us. Remember, our sixth season will begin on August 30.

_____ De Medici Opera, thank you once again.

149. (A) On behalf of

- (B) Due to
- (C) Inasmuch as
- (D) In spite of

Best wishes,

Irina Thomas
Director, De Medici Opera

Questions 150-152 refer to the following advertisement.

Summer Volunteer Opportunity

Community Cares Corporation offers community-based programs specializing in charities _____ provide a wide variety of services for area residents. Our programs range from

- 150.** (A) whose
(B) where
(C) that
(D) what

sponsoring youth activities to developing centers for retirees.

Community Cares Corporation works to promote volunteering as a powerful force for change, both for those who volunteer and for the wider community. We are looking for applicants with energy, enthusiasm, and a desire to make a _____. Sign up now for an opportunity to create

- 151.** (A) profit
(B) decision
(C) living
(D) difference

lasting memories and _____ valuable experience.

- 152.** (A) gain
(B) gaining
(C) gained
(D) gains

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PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following advertisement.

The Mountain View
in the heart of beautiful Basel, Switzerland

GRAND OPENING

Reduced rates – from September to November, all rooms are 20% reduced!
Great location – within walking distance to old city center and museums
Modern facilities – luxury suites, Internet access, fitness room
Complimentary breakfast!

For more information or to book a room, please contact us at:

The Mountain View
Neue Gasse 34
8008 Basel
Switzerland
41 44 555 41 67

Or visit us online at www.mountainview.com

153. What is the purpose of this advertisement?

- (A) To announce a conference
- (B) To promote the opening of a museum
- (C) To introduce a new fitness center
- (D) To publicize a new hotel

154. What is NOT one of the attractive features offered?

- (A) Internet access
- (B) A free meal
- (C) A swimming pool
- (D) A convenient location

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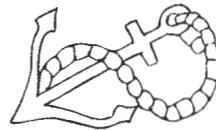
Questions 155-156 refer to the following advertisement.



Captain Pete's, Canada's favorite seafood restaurant chain, has an immediate opening for a Marketing Manager. Based in our corporate offices in Ottawa, this individual will have responsibility for all print and television advertising. **Captain Pete's** is a growing company, with 1,500 employees at 45 locations, including our latest openings in Sudbury and Sherbrooke.

Requirements

- * Minimum 5 years managerial experience
- * Working knowledge of Canada's media markets
- * Bilingual in English-French



Interested parties should forward résumés to hiring@captpete.com or fax them to **980-555-6228**.

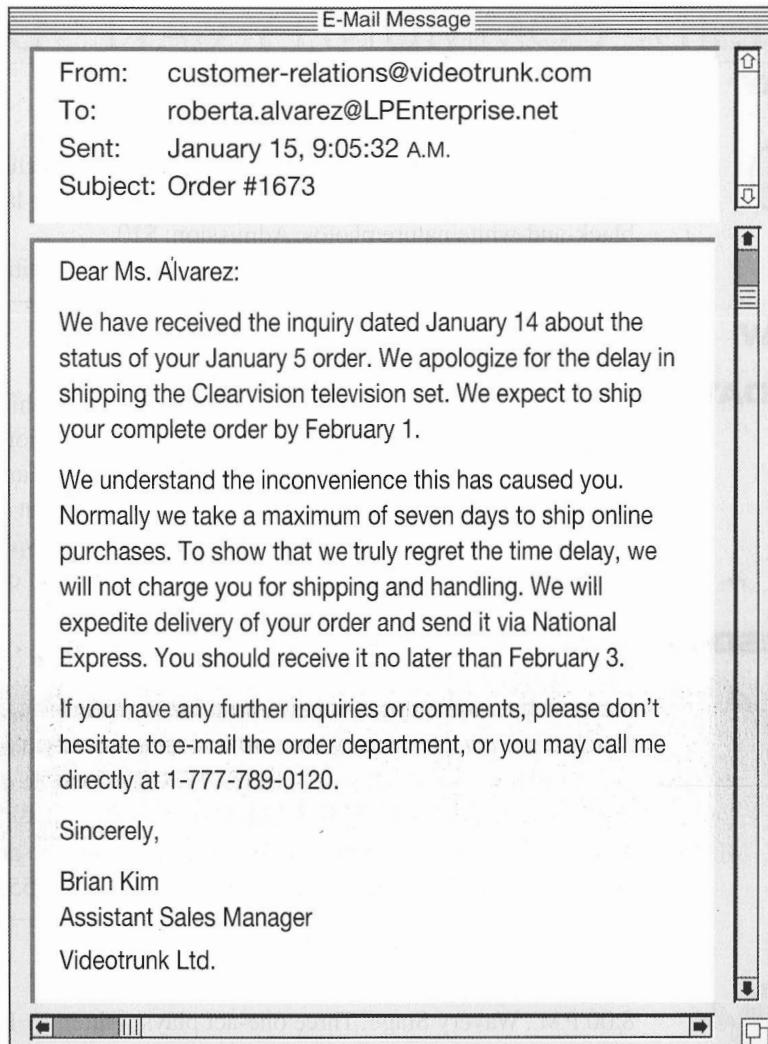
155. Where will the successful applicant work?

- (A) In a restaurant
- (B) In a television station
- (C) In an office building
- (D) In a seafood market

156. What is a stated requirement for the job?

- (A) Fluency in two languages
- (B) Ability to work well with others
- (C) Knowledge of computer software
- (D) A background in the food industry

Questions 157-159 refer to the following e-mail.



157. When did the customer report a problem with the order?

- (A) January 14
- (B) January 15
- (C) February 1
- (D) February 3

158. What solution is being offered in the e-mail message?

- (A) The customer will receive a full refund.
- (B) The order will be received the next day.
- (C) The customer will be contacted by telephone.
- (D) There will be a reduction in the total cost.

159. Who is Mr. Kim's employer?

- (A) Clearvision
- (B) Videotrunk Ltd.
- (C) National Express
- (D) LP Enterprise

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Questions 160-162 refer to the following information.

HILLSIDE COMMUNITY CALENDAR

MONDAY



ART & MEDIA

Astrid Geensen

10:00 A.M., Wakovitson Gallery. Astrid Geensen, a Dutch photographer residing in Hillside County, discusses her latest black-and-white nature photos. Admission: \$10. For more information, visit www.wakovitson.org/exhibition.

MONDAY and THURSDAY



SPECIAL EVENT

Garment Museum Walking Tour

11:00 A.M. This two-hour interactive introduction to fashion history includes a showroom visit, a tour of three functional design studios, and a stroll down the Fashion Walk of Fame. The tour meets in the museum lobby at 3920 Nassau Plaza at 89th Street. Admission: \$12 for adults, \$8 for students with valid school ID. For more information, visit www.garment_museum.org.

WEDNESDAY



MUSIC

The Flying Fires

6:30 P.M., Waterfront Stage at Memorial Park. Don't pass up an evening with this world-famous, highly energetic rock band in a benefit performance. All profits from ticket sales will be donated to the World Health Foundation. Enter Memorial Park at 49th Street and 2nd Avenue. Admission: \$35 in advance, \$40 at the door. To purchase tickets or for more information, call 530-555-4032.

FRIDAY



SPECIAL EVENT

Transformation

8:00 P.M., Wavy Stage. Three one-act plays written by Hank Wilson, a recent graduate of Hillside College. Admission: No charge, but advance reservations are required. Call 530-555-3019.

160. What is scheduled to take place on Thursday?

- (A) A musical performance
- (B) A photography show
- (C) A museum tour
- (D) A one-act play

161. What is stated about the Flying Fires' concert?

- (A) It is a benefit concert.
- (B) It will last two hours.
- (C) It is the group's final performance.
- (D) It will be broadcast live.

162. Where will the free event be held?

- (A) At the Wakovitson Gallery
- (B) At the Garment Museum
- (C) At Hillside College
- (D) At Wavery Stage

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Questions 163-164 refer to the following invitation.

You are invited to a special party celebrating the grand opening of Musienko's Furniture Store on October 2. Please come and preview our large selection of beautiful, handcrafted furniture. We carry everything from sofas and cabinets to bedroom sets.

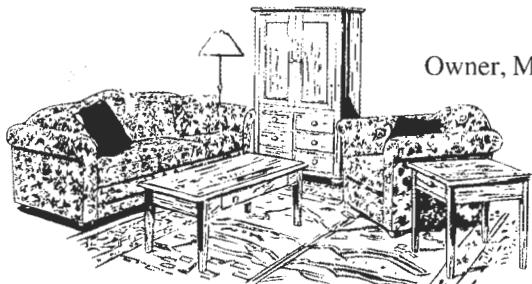
From 7 P.M. to 10 P.M. the store will be open only to invited guests. This is your opportunity to purchase any of the fine furniture we carry at a ten percent discount before the store opens to the general public on October 3.

In addition, all guests who return the enclosed reply card will be entered in a contest to win a brand-new set of dining-room chairs. Appetizers and soft drinks will be served.

To attend this exclusive event and be entered in the drawing, please return the replay card by September 25. The drawing will take place on September 30, and I will announce the winner at the party.

We hope to see you there!

Galena Musienko
Owner, Musienko Furniture Store



163. What will happen on October 2?

- (A) The winner of a prize will be announced.
- (B) A new business will open to the general public.
- (C) There will be a furniture-making demonstration.
- (D) Invitations to a celebration will be mailed out.

164. What does the invitation NOT offer to guests?

- (A) A discount on furniture
- (B) Refreshments
- (C) A chance to win products
- (D) Free delivery

Questions 165-168 refer to the following notice.

WASTE PREVENTION — HOW YOU CAN HELP

Photocopies

- Eliminate unnecessary photocopies by storing documents on a shared directory.
- Create a central filing system instead of maintaining duplicate files.
- Invest in a program that allows fax transmission directly from your computer.
- Redesign forms and reports to reduce margins (and the number of copies required).
- Prepare executive summaries for lengthy documents. Provide full document only on request.
- Use e-mail and voice mail for interoffice messages.
- Post information on a bulletin board instead of making copies.

Equipment

- Rent (rather than buy) equipment that is used only occasionally.
- Buy high-quality equipment; it usually lasts longer and requires fewer repairs.
- Buy remanufactured office equipment that comes with an extended warranty.
- Schedule regular maintenance to prolong the life of equipment.
- Recycle usable parts from outdated equipment.

Donations

- Donate old office furniture and equipment or surplus supplies to local schools.
- As an alternative to recycling, donate magazines to hospitals or clinics.

165. What is the main topic of the notice?

- (A) Recycling
- (B) Waste reduction
- (C) Equipment maintenance
- (D) Interoffice communication

166. What is NOT a suggested way to reduce photocopying?

- (A) Post a list of guidelines for photocopying
- (B) Use a shared-document directory
- (C) Write executive summaries
- (D) Decrease margins on documents

167. What is suggested as a way to make equipment last longer?

- (A) Turning off equipment when not in use
- (B) Purchasing a supply of replacement parts
- (C) Having equipment serviced regularly
- (D) Replacing older models with newer ones

168. According to the notice, where can companies donate reading material?

- (A) To an employee lounge
- (B) To a local school
- (C) To a public library
- (D) To a hospital

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Questions 169-172 refer to the following letter.



Eastern Styles, Inc.
25 Mission Blvd.
Fullerton, CA 92837

February 15

Tsurumi Ito
11 Almont Street
Los Angeles, CA 90103

Dear Ms. Ito:

Our records indicate that you have not ordered from our seasonal catalogs in the last twelve months. As a company dedicated to maintaining our relationships with previous customers, we would like to offer you a 20 percent discount on all telephone or mail orders, available for 30 days from the date of this letter.

You may be interested to know that in January we introduced a brand-new line of casual attire, including several comfortable and fashionable new items under 50 dollars. These attractive outfits appear in both our winter and spring catalogs.

To take advantage of this special offer, just mention reference code ES005 when ordering. If you would like a copy of our latest catalog or if your address has changed over the last six months, please call us at 415-555-9990, and one of our representatives will be delighted to assist you. We hope to hear from you soon!

Sincerely,

Brenda Mason

Brenda Mason
Vice President of Customer Relations

169. What product does the company sell?

- (A) Telephones
- (B) Sporting equipment
- (C) Clothing
- (D) Books

170. What is suggested about Ms. Ito?

- (A) She has purchased goods from the company in the past.
- (B) She moved to Los Angeles during the last year.
- (C) She used to work for Brenda Mason.
- (D) She has requested a mail-order catalog.

171. How long is the offer valid?

- (A) Until February 15
- (B) For 30 days
- (C) For 6 months
- (D) Until the end of the year

172. What is NOT suggested in the letter?

- (A) The letter was sent to all previous customers.
- (B) The company has telephone sales representatives.
- (C) The catalog sometimes contains new products.
- (D) The company publishes more than one catalog a year.

Questions 173-175 refer to the following excerpt from an article.

Job seekers should bear in mind certain idiosyncrasies of the pyramid structure of the labor market. Most available jobs are at the entry level. There are a fair number of middle-level jobs but proportionally few top-level jobs. This means there is stiff competition for high-ranking jobs. Candidates interested in these jobs must often move to another geographic region to locate a job matching their qualifications. Although few candidates show enthusiasm for uprooting their lives to relocate for a job, many prefer this to accepting a local job that they feel is below their experience. Studies also show that more often than not, employees who feel overqualified in their current position will end up getting bored quickly and will leave the company.

- 173.** What does the article say about high-level jobs?
- (A) They are hard to find.
 - (B) They can be stressful.
 - (C) They involve overtime work.
 - (D) They require special training.

- 174.** According to the article, what are candidates reluctant to do?
- (A) Change companies frequently
 - (B) Seek advice from colleagues
 - (C) Move to another area
 - (D) Compete for high-paying jobs

- 175.** According to the article, what is a result of hiring overqualified employees?
- (A) Excessive competition for jobs
 - (B) Salary costs that exceed the budget
 - (C) A scarcity of new positions
 - (D) The frequent loss of staff

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Questions 176-180 refer to the following article.

Public Opinion Divided over Water

Samplena — In Tuesday's City Council meeting, Agricultural Union spokesman John Perchain requested that the city's proposed water diversion project be further investigated before being approved. The new plan would use a 60-kilometer-long pipeline to transport drinking water from the Palehook River. City developers say the water is necessary to support a growing population. Local farmers are worried that the new pipeline would deprive them of water needed for crops. Perchain summed up their concerns, saying, "After four years in a row of below-average rainfall, we need more water for irrigation, not less."

Perchain pointed out that while only 15% of the region's gross product stems directly from the sale of farm goods, agriculture sustains the economy in other ways. Farmers are the main customers of the tractors manufactured

in the Samplena industrial district. Also, the transportation of agricultural products to other areas of the country maintains Samplena's key position in the trucking industry.

This is not the first time that water has been an issue of concern for the Samplena City Council. Last year a plan to build a chemical processing plant in the area was approved by a narrow margin after protests that the factory's manufacturing process would use over 200,000 liters of water a day. Situated on a low, naturally arid plain, Samplena has summer temperatures that average 35 degrees Celsius. "Something must be done to balance the demand for the area's water resources," Perchain concluded on Tuesday. "Everyone will suffer in the long run if farms are deprived of water for irrigation." City Council officials declined comment. They are scheduled to meet on Thursday to review the Agricultural Union's request.

176. Why does Mr. Perchain object to the city's project?

- (A) It is not large enough to support the increase in population.
- (B) It was approved without proper authorization.
- (C) It was not researched by his organization.
- (D) It will divert resources from the people he represents.

177. What is stated about the Samplena area?

- (A) Its economy is based mainly on farm goods.
- (B) The rainfall is lower this year than last year.
- (C) The number of inhabitants is increasing.
- (D) It is surrounded by mountains.

178. According to Mr. Perchain, why is agriculture important for Samplena?

- (A) The farming industry contributes to other economic activities of the area.
- (B) Agricultural products cannot be imported to the area efficiently.
- (C) Samplena imports 15 percent of its agricultural products from abroad.
- (D) Farming is an important part of the history and culture of Samplena.

179. What does the article NOT give as a use for water?

- (A) Providing drinking water
- (B) Cooling buildings
- (C) Processing chemicals
- (D) Irrigating farms

180. The word "sustains" in paragraph 2, line 4, is closest in meaning to

- (A) prolongs
- (B) allows
- (C) supports
- (D) proves

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Questions 181-185 refer to the following advertisement and application form.

Call for Applications

LANGO Corporation is looking for an energetic, talented individual to direct its international training department. We are a New York-based pharmaceutical company with offices in Madrid, Rome, Tokyo, and Sydney. The ideal candidate will have a bachelor's degree or higher in a science discipline, as well as some experience (two years minimum) working in the health services profession. Fluency in Spanish or Italian is required. Some Japanese competency is desirable, but not mandatory. Application forms can be printed from our Web site at www.langocorp.com or obtained by writing to us directly. Please send completed forms, including references, to

Recruiting Department, Lango Corp.,
58 West Bradley Avenue, New York City, NY
Reference #7681.

LANGO Job Application Form		Job Reference
#7681		
Name	Sophie Beauchamp	
Address	1582 Baydale Avenue, New York, NY 10025	
Telephone	212-555-2951	
Email address	sbeauchamp@email.net	
Education	Bannon University, Master of Arts in Spanish Language and Literature American Polytechnic University, Bachelor of Science in Biology	
Employment	Senior Researcher, Drexel Health Institute (Dietary Studies Division), 2004-present Nursing Assistant, Bannon Hospital, 2001-2003 French Instructor, Alton Preparatory School, 1999-2001	
References	Dr. James Chen, Drexel Health Institute, jchen@dhinst.med Dr. Kimberly Suzuki, Drexel Health Institute, suzuki@dhinst.med Dr. Marietta Fellini, Bannon Hospital, fellini@bannon.net	

181. What position is being advertised?

- (A) Training director
- (B) Spanish-language instructor
- (C) Medical assistant
- (D) Recruiting manager

182. What is NOT mentioned as a requirement for the position?

- (A) A university education
- (B) Knowledge of another language
- (C) Willingness to travel
- (D) Experience in a health profession

183. How should applications be submitted?

- (A) By e-mail
- (B) By regular mail
- (C) By fax
- (D) In person

184. What part of Sophie Beauchamp's background fulfills the job's language requirement?

- (A) Her work as a language teacher
- (B) Her experience working in other countries
- (C) Her degree from Bannon University
- (D) Her current employment at Drexel Health Institute

185. What is probably true about Dr. Fellini?

- (A) She worked with Sophie Beauchamp at a medical facility.
- (B) She was in the same master's program as Sophie Beauchamp.
- (C) She has applied for a position at Lango Corporation.
- (D) She works with Dr. Kimberly Suzuki.

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Questions 186-190 refer to the following e-mail message and flight timetable.

From: gabagnale@fort.tymas.co.uk
To: afletcher@fort.tymas.co.uk
Date: April 4
Subject: Athens Small Business Conference
0 Flights.doc

Dear Alan,

Regarding our trip to the conference in Athens, I have looked for flights on the Internet and found a few possibilities (see attachment). You had indicated that you wanted to fly to Thessaloniki, but this might not be the best plan. Although it is a cheaper flight, we'd then have to take a bus to Athens, which would take a long time. I'd prefer to fly directly to Athens. Also, a morning departure would be ideal because we would have time in the afternoon to see the city before the conference starts the next morning. Have a look at the flights and let me know which one you want to take.

We also need to reserve hotel rooms. The conference organizers informed me that the Eleutherios Hotel has no rooms left until the beginning of May. That is disappointing because it would be very convenient to stay at the same hotel where the conference is being held. But there are other options. The Volos Hotel and the Parthenicus Hotel are within walking distance. If they are full, there is the Pelionya Hotel. Would you mind arranging this for us? The hotel phone numbers are on the conference Web site. We will need rooms for five days. The conference runs from April 26-28, but we should try to arrive in Athens on April 25 and leave on April 29.

Regards,
Greg Abagnale

Flight Information for April 25

Depart 6:20 Arrive 11:55	London – Athens, Sonic Jetlines, SJ 3829
Depart 12:20 Arrive 17:55	London – Athens, Sonic Jetlines, SJ 3835
Depart 14:00 Arrive 19:10	London – Thessaloniki, Thasos Air, TY 2120
Depart 16:35 Arrive 22:10	London – Athens, Ipsarion Wings, II 9029

186. What does Greg advise against doing?

- (A) Arriving a day early in Athens
- (B) Flying to Thessaloniki
- (C) Sightseeing in Athens
- (D) Booking flights on the Internet

187. Which flight would Greg most likely prefer?

- (A) SJ 3829
- (B) SJ 3835
- (C) TY 2120
- (D) II 9029

188. Where will the conference be held?

- (A) At the Eleutherios Hotel
- (B) At the Volos Hotel
- (C) At the Parthenicus Hotel
- (D) At the Pelionya Hotel

189. What does Greg ask Alan to do?

- (A) Contact the conference organizers
- (B) Send him a telephone number
- (C) Extend his stay in Athens
- (D) Make hotel reservations

190. When does the conference end?

- (A) On April 25
- (B) On April 26
- (C) On April 28
- (D) On April 29

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

To: All Griffin Corporation Employees
From: Sally Kleinman, Director, Employee Relations
Re: Employee Fitness Center
Sent: Thursday, November 1, 9:46 A.M.

Dear Colleagues:

As you know, Griffin Corporation recognizes the importance of having an excellent exercise facility on the premises. Over the past three years, we have worked hard to improve the employee fitness center: we have purchased new exercise equipment, renovated the locker rooms, and begun offering "Welcome Aboard!", a safety training course.

Two months ago, you responded enthusiastically to a survey about this fitness facility. Based on your recommendations, changes are planned for the fitness center. They will take effect on December 1. First of all, as requested, the fitness center will stay open three extra hours Monday through Thursday. Also, a new series of classes—most of them suggested by you—will begin. Finally, those of you who have been using the center will be pleased to hear that popular personal trainer Joseph Santiago will be promoted to manager of the fitness center.

We encourage more employees to take advantage of all the fitness center has to offer. Membership will continue to be subsidized and will remain at \$15 per month. In addition, and for a limited time only, we are now offering a special rate for new members: members who sign up before December 1 will only be charged \$10 per month for the next six months. Please contact Joseph Santiago to sign up at this new reduced rate.

Best Regards,
Sally Kleinman

GRiffin EMPLOYEE FITNESS CENTER: NEW SCHEDULE

(as of December 1)

Hours of Operation	
Monday	6:00 A.M.–9:00 P.M.
Tuesday	6:00 A.M.–9:00 P.M.
Wednesday	6:00 A.M.–9:00 P.M.
Thursday	6:00 A.M.–9:00 P.M.
Friday	6:00 A.M.–9:00 P.M.
Saturday	6:00 A.M.–9:00 P.M.
Sunday	CLOSED ALL DAY



Group Classes			
Monday	Weight lifting	12:00 –	1:00 P.M.
Tuesday	Aerobic workout	6:00 –	7:00 P.M.
Wednesday	Kickboxing	12:00 –	1:00 P.M.
Thursday	Step aerobics	6:00 –	7:00 P.M.
Friday	Yoga	7:00 –	8:30 A.M.
Saturday	Cross training	9:00 –	10:30 A.M.
Sunday	CLOSED ALL DAY		

Reminders

1. Please do not use equipment for more than 30 minutes if other members are waiting to use it.
2. Members may bring one guest per visit. Guests under 18 must be accompanied by a member at all times.
3. Registration is not required for classes, but class size is limited to 15 participants. Please arrive early to secure a place. Coats and bags should be left in the locker room so that all class participants have plenty of space.
4. New members are required to complete a "Welcome Aboard!" class before using any equipment.
5. Members must carry their membership card at all times while in the center.

- 191.** What is the purpose of the e-mail?
- (A) To notify employees about a new fitness center
 - (B) To inform employees of changes at a fitness center
 - (C) To request suggestions for new fitness center classes
 - (D) To complain about problems at a fitness center
- 192.** What is indicated in the e-mail?
- (A) Joseph Santiago will teach safety training courses.
 - (B) Sally Kleinman is a new employee of Griffin Corporation.
 - (C) Griffin Corporation employees have asked for extended hours of operation at the fitness center.
 - (D) Griffin Corporation employees can take group fitness classes for free.
- 193.** What will happen at the fitness center on December 1?
- (A) Membership fees will increase.
 - (B) New exercise equipment will be delivered.
 - (C) Each Griffin Corporation employee will have a fitness evaluation.
 - (D) New exercise classes will begin.

- 194.** What are members of the fitness center asked not to do?
- (A) Bring guests who are under eighteen years old
 - (B) Use equipment for which they have not signed up
 - (C) Leave classes early
 - (D) Bring bags to classes
- 195.** What must new members do before using the fitness center?
- (A) Get a health certificate from a doctor
 - (B) Attend a training session on safety
 - (C) Register with a personal trainer
 - (D) Pay for a year's membership

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Questions 196-200 refer to the following letter and warranty document.

May 8

Warranty Division
Kellen Clockmakers Limited
34 Edenton Avenue
Dublin 2
IRELAND

Dear Sir or Madam:

As my Kellen watch (model X57A) was clearly in need of repair, I recently took it to Le Bon Temps, one of the shops on your list. To my surprise, my request for the repairs to be billed to your warranty service was declined in spite of the fact that there are still two years remaining in the coverage period. As there are no other authorized service centers for Kellen in my area, I decided to pay for the repairs myself.

Given these circumstances, I would like to be reimbursed for the expenses I incurred for repairing my watch. Following are the charges billed by the service center:

Parts:	New hour hand	€ 8
	New calendar	€ 13
Labor:	2 hours @ € 20	€ 40
Battery:		€ 5
Total:		€ 66

I have included a copy of the receipt I got for the repairs, as well as a copy of my warranty certificate. Please let me know if you need any additional information.

Regards,

Marc Bernard

Marc Bernard
25 rue du Roux
44200 Nantes
FRANCE

Warranty Certificate

Thank you for purchasing the Kellen X57A digital watch. We are proud of our reputation for excellence and our long history of providing fine timepieces to Europe and the rest of the world.

To maximize the performance of our products, Kellen clocks and watches are made with the highest-quality materials available. However, should the product malfunction within five (5) years of the date of purchase due to a mechanical defect, we will cover the cost of repairs. Please note, however, that this warranty covers the cost of parts and labor only. Shipping, insurance, and batteries may not be claimed under this warranty.

In the event that the product requires repair or some other service, please take or ship it to one of Kellen's authorized service centers. The centers are equipped to provide customers with a wide variety of repairs and services that are performed according to Kellen's professional standards. Please see the enclosed list of centers for the one nearest you.

- 196.** Why did Mr. Bernard write the letter?
- (A) To request a replacement for his broken watch
 - (B) To request a copy of his warranty certificate
 - (C) To ask for repayment of his expenses
 - (D) To complain about an error on his bill

- 197.** In the letter, the word “declined” in paragraph 1, line 3, is closest in meaning to
- (A) rejected
 - (B) weakened
 - (C) descended
 - (D) modified

- 198.** What does Mr. Bernard say about Le Bon Temps?
- (A) It provided the service at a discounted rate.
 - (B) It is an authorized service center.
 - (C) It performed unnecessary work.
 - (D) It finished the job quickly.

- 199.** What did Kellen Clockmakers include with the product warranty?
- (A) A warranty registration form
 - (B) A catalog of new products
 - (C) A list of service centers
 - (D) A list of instructions for shipment

- 200.** What expense reported by Mr. Bernard will the warranty NOT cover?
- (A) The cost of labor
 - (B) The cost of a new hour hand
 - (C) The cost of a new calendar
 - (D) The cost of a replacement battery

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. As you instructed, we have enclosed the damaged merchandise together _____ a written request for a full refund.
- (A) in
(B) by
(C) from
(D) with
102. Mr. Matthews, a reporter for the *International Daily* newspaper, will be on _____ assignment until further notice.
- (A) special
(B) specialize
(C) specially
(D) specializing
103. The August shipment has just _____ from Busan and is waiting in the receiving dock.
- (A) sent
(B) arrived
(C) delayed
(D) examined
104. Before the situation was explained to him, Franco _____ believed that the automobile prototype was the finished product.
- (A) wrong
(B) wronging
(C) wrongly
(D) wronged
105. The advertisement said that 20 percent would be _____ from the regular price at the time of purchase.
- (A) deduct
(B) deducted
(C) deduction
(D) deducting
106. Mr. Adams will not be able to complete the report by himself and would appreciate it if someone would volunteer to help _____.
- (A) he
(B) him
(C) himself
(D) his
107. We are _____ seeking volunteers to participate in an upcoming consumer research study for Mayfee Marketing.
- (A) significantly
(B) currently
(C) completely
(D) slightly
108. _____ she loves animals, Ms. Peters is a technician at the Eldridge Veterinary Center.
- (A) If
(B) So
(C) Unless
(D) Since

- 109.** All members of the design team are expected to submit their completed drafts to Ms. Conroy _____ next Friday.
- (A) instead of
(B) no later than
(C) although
(D) otherwise
- 110.** For reasons of _____, anyone entering the construction area must wear a hard hat.
- (A) safety
(B) safe
(C) safely
(D) safer
- 111.** Hua Husing's achievements in biochemistry were remarkable, _____ considering that he was only twenty-six at the time.
- (A) greatly
(B) unusually
(C) especially
(D) positively
- 112.** Drivers are asked to park _____ cars within the white lines.
- (A) their
(B) theirs
(C) they
(D) themselves
- 113.** Ms. Kushida's managers feel that she deserves special _____ for her performance in the last sales campaign.
- (A) recognition
(B) accomplishment
(C) capability
(D) balance.
- 114.** Financial experts note that the mild weather in the last few years has had a _____ effect on agricultural productivity.
- (A) clear
(B) clearly
(C) clearing
(D) clearness
- 115.** Please remember to _____ your account number and signature on all payment checks.
- (A) describe
(B) include
(C) contain
(D) involve
- 116.** Although the two computer processors differ in price, they are _____ in terms of their quality.
- (A) compares
(B) comparing
(C) comparison
(D) comparable
- 117.** The *Cornwall Times* is published weekly by QYC Newspapers, Inc., a _____ of Woodbridge Media Holdings.
- (A) division
(B) category
(C) selection
(D) separation
- 118.** Dr. Kim's acceptance speech is expected to last _____ ten minutes, after which dessert will be served.
- (A) fast
(B) about
(C) closely
(D) fairly
- 119.** Our office secretary had made a backup of the computer files, so the information was _____ successfully after the power failure.
- (A) recovered
(B) recover
(C) recovering
(D) recovery
- 120.** All commercial catering businesses refrigerate perishable food to _____ it from spoiling.
- (A) remove
(B) oppose
(C) prevent
(D) forbid

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- 121.** LTD Enterprises is currently seeking an _____ individual to replace the current director, who will be retiring at the end of the month.
- (A) accomplished
(B) illustrated
(C) observed
(D) influenced
- 122.** Due to new restrictions on international travelers, certain types of plants cannot _____ into most countries without a permit.
- (A) bring
(B) be brought
(C) brought
(D) bringing
- 123.** In order to keep up with the _____ demand for our products, we will have to hire a minimum of four additional workers.
- (A) elaborating
(B) useful
(C) tracking
(D) increasing
- 124.** The _____ of the new inventory process has had a significant impact on our management of resources.
- (A) habit
(B) adoption
(C) trade
(D) reservation
- 125.** All loose objects, such as bags and laptop computers, must be placed _____ in the overhead bins prior to takeoff.
- (A) secure
(B) more secure
(C) securely
(D) security
- 126.** _____ her time at the university, Dr. LeFleur built a solid reputation for leadership among both students and faculty.
- (A) Into
(B) Upon
(C) About
(D) During
- 127.** _____ Ms. Fukui is willing to continue working part-time, she hopes to be offered full-time employment eventually.
- (A) While
(B) That
(C) Either
(D) Even
- 128.** It is _____ to hear that our sales department has started to pursue overseas markets aggressively.
- (A) encourage
(B) encourages
(C) encouraged
(D) encouraging
- 129.** Genter Electronics has always followed the _____ that the risk involved in developing new technology is one that is worth taking.
- (A) conduct
(B) principle
(C) character
(D) order
- 130.** The home sales and rental markets should strengthen soon, as _____ usually benefit when the local economy improves.
- (A) it
(B) both
(C) that
(D) which

- 131.** I do not _____ that the shipment schedule will change when our factories relocate, but if it does, I will notify you immediately.
- (A) regard
(B) appear
(C) follow
(D) anticipate
- 132.** _____ maintain a stable production facility for the next ten years, Vartacorp is currently negotiating access to new computer technologies.
- (A) On behalf of
(B) With regard to
(C) In order to
(D) In hopes of
- 133.** All résumés submitted to our human resources department will remain on record for one year from the date of _____.
- (A) receipt
(B) admission
(C) ownership
(D) membership
- 134.** We are pleased to announce that Ms. Vieri _____ her new position as market analyst on September 30.
- (A) has been starting
(B) will be starting
(C) was started
(D) is being started
- 135.** We may share your mailing address with our subsidiaries for marketing purposes unless you _____ request in writing that we not do so.
- (A) specific
(B) specify
(C) specification
(D) specifically
- 136.** It is _____ that the documents be meticulously examined before they are sent out to clients.
- (A) immediate
(B) imperative
(C) ultimate
(D) conclusive
- 137.** A key _____ still missing from the upcoming presentation to the client is an estimate of the total project cost.
- (A) elementary
(B) element
(C) elements
(D) elemental
- 138.** As the number of local residents' visits to public swimming facilities climbs, _____ the demand for lifeguards to supervise them.
- (A) as long as
(B) whereas
(C) so does
(D) as to
- 139.** It was Joanne Huber's groundbreaking work on the photoelectric effect that _____ her the lifetime excellence award.
- (A) honored
(B) achieved
(C) took
(D) won
- 140.** Neither Kato Business Service nor any of its _____ are responsible for the accuracy of this brochure.
- (A) affiliate
(B) affiliated
(C) affiliating
(D) affiliates

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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 memo.

To: Department Managers

From: Russel Wotenjowik, Vice President of Corporate Affairs

Re: New Director of Personnel

I am pleased to announce that Martina Mendez has accepted the _____ of director of

- 141.** (A) action
(B) employment
(C) order
(D) position

personnel here at Solomon Cosmetics. Ms. Mendez brings with her a tremendous amount of experience in this area, _____ as the human resources coordinator at Philbin Enterprises and

- 142.** (A) serves
(B) served
(C) has served
(D) having served

the director of benefits at Maxwell Corporation.

There will be a breakfast reception held in Ms. Mendez' honor on Monday at 8:30 A.M. in the cafeteria. _____, there will be a department managers meeting at 9:30. At the meeting,

- 143.** (A) Not only
(B) Following that
(C) Recently
(D) In that case

Ms. Mendez will outline her planned revision to personnel policies.

If you have any questions regarding Ms. Mendez' responsibilities, you can contact me at rwothenjowik@solomoncos.net or at extension 544.

Questions 144-146 refer to the following letter.

January 15

Esther Chen
555 Queens Road
Leeds, England

Dear Dr. Chen:

Thank you for your letter. We understand that you have decided not to _____ your subscription

- 144.** (A) renew
(B) include
(C) review
(D) supply

to *International Medicine*. We are truly sorry to lose you as a subscriber. As you know, most other journals in the field focus on specialized research topics, with little _____ to day-to-day medical

- 145.** (A) applying
(B) application
(C) applicants
(D) apply

care. Our magazine is one of the few to feature new advances in both medical research and clinical practice.

We would like to offer you a 40 percent discount on one year's subscription. Plus, if you call our subscription office before January 30, we will send you any issues you have missed free of charge. Please mention my name in order for your discount to be applied _____.

- 146.** (A) appropriately
(B) separately
(C) reasonably
(D) agreeably

We hope to hear from you.

Sincerely,

Robert Goldberg
Vice President, Subscriptions Department

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

To: Gamma Corporation Activities Club
From: Kate Gordy, outings coordinator
Date: January 3
Subject: Upcoming ski trip

Dear Gamma Corporation Activities Club Members:

I am pleased to announce that Gamma is sponsoring a ski trip to Setter Mountain on Saturday, February 12. On that day, a charter bus _____ the main parking lot at 7:30 A.M. We plan to

- 147.** (A) left
(B) had left
(C) will leave
(D) has left

arrive at Setter Mountain at 8:30 A.M., and we will ski all day. The bus will return at 6:30 P.M.

Setter Mountain is a beautiful ski resort located only an hour north of our office. Beginning skiers will have an opportunity to take a lesson from an expert instructor, and all _____ can

- 148.** (A) participation
(B) participates
(C) participatory
(D) participants

rent skis.

The trip costs \$26, which includes transportation and lunch.

Please e-mail _____ before February 1 if you are interested.

- 149.** (A) her
(B) me
(C) it
(D) them

Thank you,

Kate Gordy

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

To: Sales Department <sales@baricorp.com>
From: Frank Garcia <garcia_frank@baricorp.com>
Subject: Sales results
Date: November 20

Dear Sales Staff:

I wanted to thank you for your hard work this last quarter. The months from July to September have historically been a difficult time for sales, but our dedicated sales team has met this challenge head-on. As a result, we have _____ our goals.

- 150.** (A) exceeded
(B) reduced
(C) followed
(D) explained

Our third-quarter sales summary showed a 10 percent _____ over the second quarter, when

- 151.** (A) increase
(B) increasing
(C) increased
(D) increasingly

we had actually been worried that sales would be lower than before.

By the end of December, I feel _____ that we can achieve the highest sales ratings this

- 152.** (A) strong
(B) confident
(C) likely
(D) probable

department has seen in a long time. Keep up the good work.

Sincerely,

Frank Garcia

Chief Financial Officer

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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 e-mail.

From: mburnes@worldstore.com

To: wpitts@pma.net

Subject: Your order #3456

Date: January 13, 10:25 AM

Dear Mr. Pitts:

Severe weather conditions have caused substantial disruptions to air traffic in and out of many airports in the Midwest, where the World Store™ sorting facilities are located. As a result, many deliveries will be delayed by approximately 24 to 48 hours.

World Store™ is committed to providing the highest level of service possible. For the latest package status information, please go to "My Account" on Worldstore.com, where you will be able to track your package.

Thank you for your patience and understanding as we work through this situation.

Yours,
Michael Burnes
President
Worldstore.com

153. What is the purpose of the e-mail?

- (A) To postpone travel plans
- (B) To introduce a company Web site
- (C) To request the latest flight schedule
- (D) To give information about shipping delays

154. What does Mr. Burnes suggest Mr. Pitts do?

- (A) Respond to the e-mail for free shipping
- (B) Contact the carrier service immediately
- (C) Visit a Web site for more information
- (D) Call a company representative

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Questions 155-156 refer to the following memo.

From: Michael Bergmann
To: Brigit Ingersoll
Re: Awards Banquet

Per your request, I've put together a list of preferred caterers. In my opinion, Comfort Meals is the best: they are reliable, their charges are reasonable, and, above all, their food is delicious! Another food service provider I can highly recommend is Ethnic D'lites. They offer, among other things, a variety of South Asian dishes, and our employees and clients from that region in particular give them high marks.

With regard to your question about entertainment, I'm afraid I can't offer you any advice. Ramon Garcia (extension 5555) in the sales department may have some suggestions for you. On a couple of occasions he has hired musicians for our annual New Year's party.

I hope this information is useful. Good luck with the preparations for the October 12 events.

Michael

155. What is the purpose of the memo?

- (A) To inquire about the new telephone system
- (B) To congratulate an employee on a promotion
- (C) To discuss the price of menu items
- (D) To provide suggestions for an upcoming event

156. Why should Ms. Ingersoll contact

Mr. Garcia?

- (A) To learn more about the new work procedures
- (B) To ask for recommendations for entertainment
- (C) To find out when a party will be held
- (D) To verify the prices of a catered meal

Questions 157-159 refer to the following job advertisement.

Posted April 9

Part-Time Help Wanted!

Lomoxi Sporting Goods
213 Elmwood Highway
Flemington, NJ 08822
908-555-2150

Lomoxi Sporting Goods has an opening for part-time help starting in June. Applicants must enjoy working with customers and be comfortable using a computer. At least one year of retail experience is preferred. Applicants must be available to work all of the hours stated below. Knowledge of sporting goods is helpful but not necessary.

The hours are Mondays, Tuesdays, and Thursdays from 10 A.M. to 4 P.M.; Saturdays from 10 A.M. to 3 P.M.; and Sundays from 12 P.M. to 4 P.M.

The starting wage is \$7.50 per hour on weekdays and \$8.00 per hour on the weekends. After a month of successful employment, the wage will be raised to \$8.50 and \$9.00, respectively.

Individuals interested in the position should apply by contacting Louisa Alaniz in the customer relations office at 908-555-2155 or [lalaniz @lomoxi.com](mailto:lalaniz@lomoxi.com) no later than April 30. Interviews will be conducted in the week of May 10.

157. What is suggested in the advertisement?

- (A) The working hours are flexible.
- (B) The job includes some computer use.
- (C) Candidates must be available to start work on May 10.
- (D) Applicants should apply in person at the store.

158. What is a requirement for applicants?

- (A) Training in customer service
- (B) Experience in computer repair
- (C) Knowledge of sporting goods
- (D) Availability to work on weekends

159. What is the hourly rate of pay for weekdays during the first month of employment?

- (A) \$7.50
- (B) \$8.00
- (C) \$8.50
- (D) \$9.00

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Questions 160-161 refer to the following letter.

Jay Rodriguez
Latfood Latin Imports
4456 Shoals Lane
Boynton Beach, FL 33437
April 4

Carlo Oliver
Oliver International Exporters
General Apartado Aereo 110067
Bogotá, Colombia

Dear Mr. Oliver:

To follow up on our conversation of April 2, I would like to import the following items. Please confirm that these prices are correct and that the items are in stock. And let me know when I can expect the items to be shipped. I can be reached at 1 (561) 555-0022. Once I speak with you to confirm my order, I will send payment via overnight mail.

Item	Quantity	Price	Total
Yola Mate Tea	250	0.80/box	\$200.00
Guava Juice	200	8.00/carton	\$1,600.00
Pineapple Cookies	100	12.00/carton	\$1,200.00
Caramel Candy	250	1.50/bag	\$375.00
TOTAL			\$3,375.00

Thank you,

Jay Rodriguez

Jay Rodriguez

- 160.** What does the letter suggest that Mr. Rodriguez wants?
- (A) A reduction in the price of goods
 - (B) A shipment of food products
 - (C) A refund for an incorrect delivery
 - (D) A payment for an order

- 161.** What is Mr. Oliver asked to do?
- (A) Mail a confirmation letter
 - (B) Replace damaged products
 - (C) Verify product availability
 - (D) Fax a purchase order

Questions 162-165 refer to the following form.

Dear Guest:

Your opinions and ideas matter to us. Please take a few minutes to complete this survey form. Thank you!

The Management

For each of the following, please check (✓) the category that best describes your experience with us.

	<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
Ease of checking in and out		✓			
Condition of the room		✓			
Overall quality of service	✓				
Housekeeping services			✓		
Overall cleanliness		✓			
Quality of food and beverages				✓	
Price			✓		

Additional Comments

Initially, my husband and I thought that coming here was a mistake. We were upset when, at check-in, we learned that there was no record of our reservation, even though we had booked months in advance and had a confirmation number. However, the clerk at the reception desk resolved the matter satisfactorily by offering us a room that was more comfortable and spacious than the one we had originally reserved. Overall, we were pleased with the professional attitude of your personnel, including the housekeeping staff, the waiters at the restaurant, and the driver of the hotel shuttle bus. We are looking forward to visiting again.

Lisa Browning

162. What is the purpose of this form?

- (A) To ask for opinions about a hotel
- (B) To book a room at a hotel
- (C) To express interest in employment at a hotel
- (D) To indicate methods of payment at a hotel

163. To whom is Ms. Browning addressing her comments?

- (A) The driver of the hotel shuttle bus
- (B) The waiters at the hotel restaurant
- (C) The management of the hotel
- (D) The staff at the hotel reception desk

164. Why was Ms. Browning initially upset?

- (A) The hotel rate was higher than expected.
- (B) The hotel had no record of her reservation.
- (C) Her husband had forgotten to book a room.
- (D) She had lost her confirmation number.

165. What did Ms. Browning like the least about the hotel?

- (A) The attitude of the personnel
- (B) The checkout procedures
- (C) The quality of the meals
- (D) The condition the rooms were in

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Questions 166-170 refer to the following excerpt from an article.

Advances in technology over the last ten years have made working from home almost as common as working in a traditional office. Many companies have found that by allowing employees greater flexibility in their schedules and work environment, workers are more content with their jobs and more loyal to their companies.

World Financial Analyst, a leading business-research firm, recently collected questionnaire data from more than 500 home-based employees working in different fields. The findings of this study showed that 83 percent of respondents ranked the elimination of a daily commute as their number-one motivation for working from home. The second advantage cited was having a flexible schedule.

"I can set my own hours," said Jessica Harper, a graphic designer for Gallaxia Stern Studios. "I still have a regular schedule, but if I need an hour break or I have an errand to run, I can do it when it is convenient and then I work longer in the evening to make up the time. I have noticed that I am actually more productive and I don't get tired as quickly." Although the present study was limited to home-based employees, informal reports confirm that management also benefits from this practice.

One surprising benefit for companies that allow flexible schedules is their capability to hire more workers. Many businesses that allow employees to work from home have grown compared to companies that confine their workers to the office.

166. What does the article suggest?

- (A) Companies that offer flexible working situations are more likely to retain their employees.
- (B) Employees who work at home are less productive than employees who work in the office.
- (C) Employees with flexible schedules need more management than traditional employees.
- (D) Companies that allow employees to set their own schedules are able to save money on transportation costs.

167. How was information gathered for the study mentioned in the article?

- (A) Researchers conducted tests in a laboratory.
- (B) Employees completed surveys about their work.
- (C) The author visited employees working from home.
- (D) Supervisors provided information on their employees' productivity.

168. The word “set” in paragraph 3, line 1, is closest in meaning to

- (A) solidify
- (B) place
- (C) collect
- (D) establish

169. According to the article, how do companies benefit from allowing employees to work at home?

- (A) Companies reduce the amount of time they spend training employees.
- (B) Companies are able to increase their numbers of employees.
- (C) Companies can afford to expand their office space.
- (D) Companies spend less money on energy costs.

170. What advantage of working from home is NOT mentioned by employees?

- (A) Enjoying more flexibility in scheduling
- (B) Avoiding long commutes to work
- (C) Achieving greater productivity
- (D) Working in a quieter space

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Questions 171-173 refer to the following letter.



Cable Canada, Inc.

1 Seedling Way

Hamilton, ON J2T 4M7

August 3

Dear Resident:

There's never been a better time to sign up for **Cable Canada** television service. For a limited time only, you can enjoy a huge selection of outstanding programming, including specialty channels devoted to children's shows, sports, and educational programs. All this can be yours for an amazingly low \$19.99 a month for your first six months.*

Not only that, but if you sign up by the end of the month, you can add *Movie Channel Plus* for just \$9.99 more a month. *Movie Channel Plus* allows you to view an extensive library of recent and classic films, that are updated weekly. You'll also be able to see award-winning original shows and sporting events on *Movie Channel Plus*.

Sign up for **Cable Canada** service today and enjoy a huge selection of channels with clear reception regardless of the weather. All this for only \$19.99 a month for six months. Place your order today by calling 1-800-555-3958 or visiting our Web site at www.cablecanada.co.ca. This offer expires on August 31, so act now!

Sincerely,

Graham Ford

Graham Ford
Director of Marketing
Cable Canada, Inc.

*After six months, monthly bill will revert to the standard charge of \$39.99 for the basic cable package; \$59.99 with *Movie Channel Plus*.

- 171.** What will the monthly charge for the basic cable package be after the first six months?

(A) \$9.99
(B) \$19.99
(C) \$39.99
(D) \$59.99

- 173.** How frequently is the movie library updated?

(A) Once a week
(B) Twice a month
(C) Once a month
(D) Once every two months

- 172.** What is NOT a stated advantage of Cable Canada service?

(A) Friendly customer service
(B) Coverage of sporting events
(C) Consistently clear reception
(D) Access to children's channels

Questions 174-177 refer to the following e-mail.

Coleman Bank

To: All Randolph branch employees
From: Roger Smithwick, Randolph branch manager
Re: Sylvia Langley
July 16

Dear All:

I am sure you are all aware that as of July 1, Coleman Bank has a new president. I am writing to inform you that Sylvia Langley will be visiting us here at the Randolph branch on August 5. We want to do our best to welcome the new president warmly and ensure she recognizes the excellence of our branch. I have a few requests.

1. Please clean all visible work spaces. Discard old papers or materials you no longer need; organize other materials into files.
2. Please review the dress code. If you have questions regarding appropriate attire, please discuss them with my assistant, Peter.
3. Ms. Langley would like to meet with as many Randolph branch employees as possible. If you are interested in speaking with her, please see me by July 25 so I can organize the meetings.
4. Remember that treating customers well is our number one goal at Coleman Bank. As always, do your best to interact with customers in a courteous manner.

I am confident that with your cooperation, the visit by Ms. Langley will be positive and productive.

Thank you,
Roger

174. What is the purpose of the e-mail?

- (A) To discuss an upcoming visit
- (B) To review the employee dress code
- (C) To notify employees of a customer service award
- (D) To announce the retirement of the bank's president

175. Who is Sylvia Langley?

- (A) The president of the bank
- (B) Mr. Smithwick's assistant
- (C) A bank customer
- (D) The Randolph branch manager

176. What are employees NOT asked to do?

- (A) Organize their files
- (B) Review guidelines for appropriate clothing
- (C) Throw away unneeded material
- (D) Remind customers of bank policy

177. What is the significance of July 25?

- (A) It is the date the new president was installed.
- (B) It is the date the company president will inspect the Randolph branch.
- (C) It is the deadline for scheduling a meeting with the bank president.
- (D) It is the deadline for organizing employee work spaces.

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Questions 178-180 refer to the following letter.



Mythenquai 44
8045 Zurich
Switzerland

June 5

Mr. Bernhardt Meyer
Mutschellenstrasse 69
8022 Zurich
Switzerland

Dear Mr. Meyer:

I am very pleased to confirm your one-year international assignment in Hong Kong with the Kater Company. While in Hong Kong, you will work on the property underwriting team, pricing and managing property insurance contracts in the East Asian region. You will report to Ms. Helen Duann.

Your international assignment allows you certain benefits from the Kater Company. While you will retain your current position as senior underwriter, you will receive an extra monthly living allowance of 5,000 Hong Kong dollars. In addition, you are eligible to live in corporate housing provided by the Kater Company. The corporate apartments in Hong Kong contain sufficient space for a family of four and are located within walking distance of the Kater offices. Finally, you will receive complimentary plane tickets to return to Switzerland three times during your year abroad. More details on these benefits will be available to you upon your September 1 arrival at the Hong Kong office. Your human resources contact in Hong Kong will be Ms. Shu Fang Tan.

Please let me know if you have any questions regarding your upcoming international assignment. I wish you the best of luck in Hong Kong.

Sincerely,

Olivia Leydenfrost
Olivia Leydenfrost
Human Resources
Kater Company

178. What is the purpose of this letter?

- (A) To ask for a salary increase
- (B) To announce a promotion
- (C) To discuss a temporary assignment
- (D) To request a transfer to Hong Kong

179. What is Mr. Meyer's present job?

- (A) Human resources coordinator
- (B) Corporate lawyer
- (C) Senior underwriter
- (D) Insurance sales manager

180. What benefit is NOT mentioned in the letter?

- (A) A corporate residence
- (B) Free trips home
- (C) Money for living expenses
- (D) Use of a company vehicle

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Questions 181-185 refer to the following e-mail and employment history record.

E-Mail Message

From: Zuravsky, Anne <azuravsky@acc-ciz.com>
Sent: Wednesday, March 10
To: Torres, Cynthia
Subject: Re: accounting position (Correspondence #98798)

Dear Ms. Torres,

This is to confirm receipt of your e-mail of March 10. Thank you for inquiring about the full-time position in our accounting department and for sending your employment history. The opening is still available but all applications must be submitted by March 14. A copy of the appropriate application form can be found on the ACC-CIZ Web site. Please note that résumés should list job positions starting with the one you held the longest.

On March 28, we will be contacting the candidates we wish to interview. All interviews will take place on April 4. Regarding your question about compensation, I am not authorized to provide an estimate of the salary associated with this opening.

If you have any other questions, do not hesitate to contact me. Please use the number in the subject line of this message in any further e-mails you send concerning the application process.

Regards,
Anne Zuravsky, Manager
Human Resources

Cynthia TORRES, Employment History Record

Position	Employer	Time Period
<i>Sales assistant</i>	Clayfield Metal	(14 months)
<i>Payroll clerk</i>	Autonia Bank	(20 months)
<i>Insurance consultant</i>	Cestov National Co.	(5 years)
<i>Financial adviser</i>	Heidel Finanz	(4 years)

- 181.** When are applications for the accounting position due?
(A) On March 10
(B) On March 14
(C) On March 28
(D) On April 4
- 182.** What will Ms. Torres need from the company's Web site?
(A) An application form
(B) A payroll document
(C) A list of contact persons
(D) A schedule of interview dates
- 183.** Which position should Ms. Torres list first on her résumé?
(A) Sales assistant
(B) Payroll clerk
(C) Insurance consultant
(D) Financial adviser
- 184.** According to the e-mail, what information did Ms. Torres request that Ms. Zuravsky cannot provide?
(A) How many people applied for the position
(B) Who will review the candidates' résumés
(C) When the interviews will be conducted
(D) How much the position pays
- 185.** What is stated in the e-mail?
(A) Applicants for the position must have experience in accounting.
(B) Interviews are scheduled a few days after applications are received.
(C) Ms. Torres should use a correspondence number in future messages.
(D) Ms. Zuravsky will manage the person who is hired for the position.

GO ON TO THE NEXT PAGE

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

Zeno Travel Guides

The following is a partial list of some of our best-selling guides. Please call for a complete list of our titles.

American Tour Books (priced individually)

Covered Bridges of Vermont (\$24.95).....	Item #51600
San Francisco Bay Area (\$29.95)	Item #51601
Lake Tahoe (\$19.95)	Item #51602
New York Skyline (\$21.95)	Item #51603

To place an order, call toll free (951) 555-9800
or send the order form below to

**Zeno Publications, 156 Riverside Drive,
Woodland, California 92508.**

Same-day rush service available (telephone orders only).

International Destinations

(all city guides priced at \$19.95)

Dublin.....	Item #43567
London	Item #43568
Madrid.....	Item #43569
Paris.....	Item #43570
Sydney	Item #43571
Tokyo	Item #43572
Beijing	Item #43573
Seoul	Item #43574

Zeno Publications Order Form

Name _____ Address _____

Title	Item Number	Quantity	Price each	Total
Order Total + *Shipping				

*For regular shipping (7-10 days), please add \$5.95 to your order total. For 3-day delivery, add \$10.95.

E-Mail Message

From: rsilva@nysmail.com
To: info@zenopublications.com
Subject: your travel guides

Sent: September 16

I am writing to compliment Zeno Publications on its excellent service and commitment to quality. I recently ordered the guides to London, Madrid, and Paris in preparation for a trip to Europe. I paid the charge required for regular shipping and was pleasantly surprised when my order arrived in just four days. When I opened the box, I was even more delighted. The books are outstanding! I was impressed with the beautiful layout and breathtaking photographs even before I left for my vacation. When I arrived at my destination, I quickly discovered how wonderful they truly are. Every detail is accurate, and the guides cover not only the famous, must-see sights, but also many little-known places that turned out to be well worth a visit. Had I not ordered books from Zeno, I'm sure I would have missed some very worthwhile sightseeing opportunities.

Please count me as a new loyal customer. I have already recommended your books to friends who are planning trips abroad and will continue to do so.

Sincerely,
Raquel Silva

- 186.** Which American tour book costs the same as a guide to London?
- (A) *Covered Bridges of Vermont*
(B) *San Francisco Bay Area*
(C) *Lake Tahoe*
(D) *New York Skyline*
- 187.** What was the shipping charge for Raquel Silva's order?
- (A) \$5.95
(B) \$7.00
(C) \$10.95
(D) \$19.95
- 188.** What is the purpose of Raquel Silva's e-mail?
- (A) To request some travel guides
(B) To praise Zeno Publications
(C) To express concern about an order
(D) To recommend Zeno Publications to a friend
- 189.** What does Raquel Silva imply in her e-mail?
- (A) She has recently returned from Europe.
(B) She has not yet received her order.
(C) She has ordered from Zeno Publications many times.
(D) She is planning to travel abroad with friends.
- 190.** In the e-mail, the word "cover" in paragraph 1, line 8, is closest in meaning to
- (A) omit
(B) protect
(C) hide
(D) include

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

Allthesales.com		Customer Claim Form
Order Number: 058-9199 Date: August 15 Name: Sandra Waring	Item Details: History of Atlantis: The Lost Land [paperback] by Frank Whittman	
Claim Details: I purchased the above item on July 6 from All The Sales and was informed that the estimated delivery date for the order was between July 9 and July 28. When the item hadn't arrived by August 5, I called the customer service number listed on the Web site. I left a message on the automated recording system but did not receive a response. I left a second message on August 11 but still received no response. As I need the item right away, I plan to purchase a copy from a local bookstore. Therefore, I am asking for a full refund for the cost of this order, as the charge has already appeared on my credit card statement.		
<input type="button"/> Home		

To:	sandra.waring@email.com
From:	customerservice@allthesales.com
Date:	August 15

Dear Ms. Waring,

Your claim has been received and assigned reference number AZ10114. Please be advised that most claims are resolved within 7 days of the date when the claim is filed.

We apologize for the inconvenience you experienced with your order. Our records indicate that your order was shipped on July 7 via standard ground shipping. We are currently investigating this matter further and will contact you with our findings within 48 hours. If your claim is approved, we will issue a refund in the same form as your original payment was made. Credit card reimbursements take 5 business days to process, while refunds for checks and money orders are sent within 24 hours by special delivery.

Deodre Skehan
Customer Service Department
Allthesales.com

- 191.** Why did Ms. Waring fill out the claim form?
- (A) The item she ordered was damaged.
 - (B) She never received the item she ordered.
 - (C) The seller sent the wrong item.
 - (D) She was charged twice for the same order.
- 192.** What did Ms. Waring do before filling out the claim form?
- (A) She returned the item.
 - (B) She canceled her payment.
 - (C) She visited a bookstore.
 - (D) She called the seller.
- 193.** What is the purpose of the e-mail?
- (A) To request more information about the claim
 - (B) To acknowledge that the claim has been received
 - (C) To inform Ms. Waring that her claim will likely be approved
 - (D) To explain that an investigation takes five days to complete
- 194.** In the e-mail, the word "filed" in paragraph 1, line 3, is closest in meaning to
- (A) cut back
 - (B) lined up
 - (C) sent in
 - (D) put away
- 195.** How will All The Sales probably reimburse Ms. Waring if her claim is valid?
- (A) By returning the money to her credit card account
 - (B) By using an express delivery service to send her a check
 - (C) By giving her a credit toward a future purchase on the company's Web site
 - (D) By shipping her a second copy of her order at no charge

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Questions 196-200 refer to the following advertisements.



Sick of knee-high grass and weed-filled gardens? Call ...

Gilmore Lawn Care

My name is Rudy Gilmore and I have been doing yard work in Rock Springs City for more than 25 years. I have experience mowing lawns, planting gardens, pruning trees, and painting fences and sheds. Unlike most businesses, I still take pride in doing everything personally, so you will always know who's working around your house. As a native of Rock Springs City, I know the environment and will tailor every job to suit your needs.

Lawn work starts at a reasonable \$40.00 an hour, while painting jobs can be negotiated on site. For references, call me anytime at 480-555-3440, and I will provide the names of satisfied customers in your area. For fast and friendly service, ***Gilmore Lawn Care*** is the best choice.

Rudy Gilmore
rudygilm@gilmorelawn.com

Pura Green Landscaping

201 West 56th Street, New York, NY, 10009
For 20 years, your premier lawn and landscape service

Dear Home Owner,

Pura Green Landscaping is the country's leading landscape management and lawn care company. We serve over 2.5 million satisfied customers every year, and we are committed to making your garden healthier and greener. Our famous, eight-step lawn analysis is perfect for both residential and commercial locations; a specialist will visit your property to determine what kind of care your garden needs before providing you with a no-obligation free estimate.

Imagine watering your garden with the push of a button. Now through September 10, you can have an irrigation system installed and pay no interest for six months. As an additional special offer, receive \$20.00 off your next scheduled maintenance when you refer a friend or neighbor. Call toll-free 800-555-4726 to learn about other offers in your area.

Call Pura Green and find out why people are switching to the best landscape and lawn service available. We look forward to serving you.

Sincerely,
Bryant Gunderson, President

- 196.** What does Mr. Gilmore emphasize about his company?
- (A) He does all the work himself.
 - (B) He offers more services than his competitors.
 - (C) His company cares about the environment.
 - (D) His company has been in business over 40 years.
- 197.** In the Gilmore Lawn Care advertisement, the word “tailor” in paragraph 1, line 5, is closest in meaning to
- (A) adapt
 - (B) accept
 - (C) trim
 - (D) cover
- 198.** What is one of Pura Green Landscaping’s advertised services?
- (A) Commercial painting
 - (B) Tree trimming
 - (C) Garden maintenance
 - (D) Building repair
- 199.** What is offered to Pura Green customers who refer new clients?
- (A) A no-obligation estimate
 - (B) A reduced price on an irrigation system
 - (C) Lower interest rates
 - (D) A discount on future lawn care
- 200.** How do Pura Green Landscaping and Gilmore Lawn Care differ?
- (A) Pura Green offers a money-back guarantee.
 - (B) Pura Green installs fences and sheds.
 - (C) Pura Green is a larger company.
 - (D) Pura Green is an older company.

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. Travelers _____ the local airport in Hopkins complain that there is an urgent need for more parking.
(A) use
(B) using
(C) used
(D) will use
102. In order to _____ a table for the luncheon, we need to call the café by noon.
(A) respond
(B) appoint
(C) reserve
(D) connect
103. The younger staff look up to Ms. Itoh because of _____ years of experience in the field of multimedia and graphic design.
(A) she
(B) her
(C) hers
(D) herself
104. _____ you wish to see a complete list of hotel amenities, please refer to the informational binder on the desk in your guest room.
(A) Whether
(B) Despite
(C) If
(D) For
105. The financial briefing for our investors will begin _____ at 9:30 A.M. on Thursday.
(A) precisely
(B) precisionness
(C) precise
(D) precision
106. Falco Brand engine parts are put through a _____ inspection process.
(A) dependent
(B) withheld
(C) stringent
(D) founded
107. After thoroughly reviewing all of the résumés, we will _____ which candidates to interview.
(A) determine
(B) determines
(C) determining
(D) determination
108. Tower Apartments plans to add a recreation complex that will accommodate a swimming pool and other _____.
(A) facilities
(B) qualities
(C) conventions
(D) categories

- 109.** Unfortunately, the newly manufactured electronic components do not meet the quality _____ of Gem Associates.
- (A) requires
(B) requirements
(C) require
(D) requiring
- 110.** For the period ending June 30, the Horizon Stadium Corporation recorded unprecedented revenues from ticket sales, and _____ more from advertising.
- (A) all
(B) very
(C) any
(D) even
- 111.** Under more _____ circumstances, the board of trustees would have approved the budget increase, but this year it was not possible.
- (A) favorable
(B) favorably
(C) favor
(D) favorite
- 112.** Daniel will be checking the report _____ mistakes before it is submitted to the group manager.
- (A) in
(B) for
(C) over
(D) from
- 113.** Mr. Shin updated the company's Web site by _____ because the other programmer had a problem with her password.
- (A) itself
(B) herself
(C) themselves
(D) himself
- 114.** Beginning August 1, Carla Frist will _____ the company as its attorney in all dealings with the local government.
- (A) attend
(B) perform
(C) express
(D) represent
- 115.** Ms. Chu was extremely _____ to receive the award for outstanding sales performance.
- (A) happier
(B) happily
(C) happiest
(D) happy
- 116.** _____ something is done, traffic congestion on the Winfield Parkway will continue to worsen.
- (A) Unless
(B) Also
(C) Except
(D) Therefore
- 117.** Mr. Shmidov hired two lawyers to help with future contract _____.
- (A) negotiates
(B) negotiations
(C) negotiator
(D) negotiable
- 118.** Please accept our _____ thanks for the fine work you are doing in our sales department.
- (A) original
(B) estimated
(C) sincere
(D) completed
- 119.** Any changes in your tax status should be reported to the payroll division _____ so that corrections can be made in a timely fashion.
- (A) prompt
(B) promptly
(C) prompted
(D) prompting
- 120.** Please check in with Ms. Nakamura's assistant when you arrive so he can _____ her of your arrival.
- (A) speak
(B) notify
(C) report
(D) attend

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- 121.** Jenkins Business Review has asked thousands of people in a wide range of professions to describe _____ their jobs entail.
- (A) what
(B) how
(C) when
(D) which
- 122.** _____ receiving notice that the director of the Deerfield Orchestra will retire, the board of directors has been searching for a replacement.
- (A) Since
(B) While
(C) Once
(D) Because
- 123.** Of the subway lines that stop in the central business district, the green line is the _____ to walk to from the Franklin Building.
- (A) more easily
(B) easiest
(C) most easily
(D) easy
- 124.** Employees of Reconnaissance Corporation who share rides to work will be eligible for special parking privileges _____ Wednesday.
- (A) outside
(B) starting on
(C) afterward
(D) instead of
- 125.** The senior project manager will be on-site next Thursday and has requested that the editors _____ him in his office at 9:30 A.M.
- (A) meet
(B) met
(C) have met
(D) will meet
- 126.** All hair-care products will be 25 percent off this week _____ celebration of Trey Salon's fifth anniversary.
- (A) of
(B) under
(C) at
(D) in
- 127.** The Manila Wellness Center has part-time and temporary employment _____ for certified nursing attendants in our Makati branch.
- (A) opens
(B) openings
(C) openness
(D) opener
- 128.** Companies need to provide year-round training to technical support staff due to _____ improvements in technology.
- (A) continuous
(B) prosperous
(C) mature
(D) straight
- 129.** Residents argue that another new shopping center in the heart of the city is not _____ sound.
- (A) finance
(B) finances
(C) financial
(D) financially
- 130.** *Metropolitan Herald*, the city's leading newspaper, is offering new customers a twenty percent _____.
- (A) economy
(B) retail
(C) market
(D) discount

- 131.** Answering customer questions is sometimes difficult to do on _____, so we have created a list of frequently asked questions.
(A) yours
(B) yourself
(C) your own
(D) you
- 132.** Maria Gomez submitted her plan for the new transit system _____ the city's board of directors for review.
(A) to
(B) by
(C) along
(D) on
- 133.** Although our employees did not write the correct address on the shipping form, the machine parts arrived at the dairy farm on _____.
(A) schedule
(B) appointment
(C) authority
(D) condition
- 134.** A thunderstorm _____ by gusty winds is expected to arrive in the northeast region by late afternoon.
(A) will accompany
(B) accompanying
(C) to accompany
(D) accompanied
- 135.** Mr. Garcia called earlier today for _____ that the package he sent on Monday had been received.
(A) confirm
(B) confirming
(C) confirmation
(D) confirmed

- 136.** After _____ requests by local residents, the private library was opened to the public.
(A) repeated
(B) repeating
(C) repetition
(D) repeatedly
- 137.** Advertisements placed by merchants in *The Weekly Roundup* do not _____ imply endorsement by the management of the newspaper.
(A) barely
(B) highly
(C) gradually
(D) necessarily
- 138.** Sanford Electronics recently installed a new data management system to keep better _____ of customers' orders.
(A) states
(B) marks
(C) points
(D) records
- 139.** When using the building's side entrance, remember that an alarm will sound if your security code is not entered on the keypad _____ 30 seconds.
(A) under
(B) within
(C) directly
(D) only
- 140.** The Gallo Museum's display of Mexican silver crafts will remain open for a _____ time only.
(A) minor
(B) lower
(C) partial
(D) limited

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PART 6

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

Questions 141-143 refer to the following e-mail.

From: Jennifer Choi
To: Mark Anderson
Date: Friday, April 15
Subject: Good news

Dear Mark,

I'm pleased to inform you that our bid for the town hall renovation project has been accepted! I do not think our submission would have been _____ without your help on the landscaping

- 141.** (A) success
(B) succeed
(C) successful
(D) successfully

portion of the project. Your suggestion to add a walk-through fountain for children made our proposal stand out from the others.

In order to celebrate our success, the team _____ for dinner at the Chevrolet Lounge. We're

- 142.** (A) has met
(B) will have met
(C) was meeting
(D) will meet

inviting everyone to join us on Sunday, April 17. The restaurant is very easy to find, at 55 Main Street, located _____ a bank and the post office.

- 143.** (A) about
(B) between
(C) with
(D) into

We hope that you can come. Call me at my office if you have any questions.

Sincerely,

Jennifer

Questions 144-146 refer to the following letter.

August 10

Anita Spelman
112 Widener Street
Huntington, NY 98998

Dear Ms. Spelman:

Thank you for agreeing to take part in our research project on skin-care products. This letter serves to inform you of some of the details involved.

We would like you to participate in a _____ to be held at the Ackart Institute on August 22.

- 144.** (A) discussion
(B) survey
(C) lecture
(D) conference

On that day, you will test samples of our new line of lotions and note your opinion of each of them on the form provided.

Please arrive by 9:30 A.M. so we can begin promptly. The train is the most convenient mode of transportation to the institute. The _____ station, Huntington Station, is only a five-minute

- 145.** (A) closest
(B) busiest
(C) biggest
(D) oldest

walk away.

A train schedule _____ for your reference.

- 146.** (A) enclosed
(B) is enclosed
(C) has enclosed
(D) was enclosed

If you have any questions, feel free to contact me at 555-0445. Thank you again for your participation, and we look forward to working with you.

Sincerely,

Kimberley Nelson
Project Director

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Questions 147-149 refer to the following letter.

Mr. Frederick Vito
217 Blossom Lane
Anchorage, Alaska 03462

Dear Mr. Vito:

Thank you for ordering twenty cases of paper from DL Suppliers. Your order was shipped today, and per your request, it should arrive between April 14 and April 18. Note that we are using a new shipping company. Should your order not arrive _____ that time period, please contact

- 147.** (A) after
(B) within
(C) among
(D) since

me directly at (555) 245-8267, and I will make sure the problem is solved to your satisfaction.

Because you have been a valued _____ of DL Suppliers for the past seven years, we would

- 148.** (A) customizing
(B) custom
(C) customer
(D) customary

like to demonstrate our appreciation by including two additional cases _____ free of charge.

- 149.** (A) absolute
(B) absolve
(C) absolution
(D) absolutely

We hope you will be pleased with your order and look forward to doing business with you again in the future.

Sincerely,

Victor Carter
Client Services Manager
DL Suppliers

Questions 150-152 refer to the following article.

When Less Is More

The obvious way for a company to stay in business is to keep improving its products. Traditional product development involves a search for a better, longer-lasting product. _____, some

150. (A) Therefore
(B) However
(C) Although
(D) So that

producers are now realizing that consumers do not always want the latest high-tech gadget. If a microwave oven is used just to reheat leftover food, how complicated does its owner want the controls to be?

A new approach to product development stresses products that are "good enough" for the use for _____ they are intended. Defenders of this approach argue that some products can safely

151. (A) what
(B) whom
(C) where
(D) which

have shorter life spans.

They also point out that there is a large market for products with limited features. For example, sales of mobile telephones that _____ make and receive calls remain strong in spite of heavy

152. (A) only
(B) singly
(C) gradually
(D) slightly

advertising for more sophisticated models.

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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 coupon.



153. What is the coupon for?

- (A) A mountain resort
- (B) A sightseeing trip
- (C) A restaurant
- (D) A commuter train

154. What restriction is placed on the coupon?

- (A) It can be used only on Saturday or Sunday.
- (B) It can be used only at lunchtime.
- (C) It cannot be used before December 27.
- (D) It cannot be combined with another coupon.

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Questions 155-158 refer to the following advertisement.



Living Well

invites you to

REWARD YOURSELF!



Let us help you get fit, increase your energy, and feel great!

- All new members get two free sessions with a personal trainer!
- There are no annual contracts—membership renews month to month.
- Choose from a wide array of aerobic dance and exercise classes!
- Going on vacation? We'll hold your place until you return.
- We love kids! Let our child care specialists supervise your children in our new playroom (\$10/hour fee applies).

This Week's Special!!

Join us this week and save \$50 off the \$150 enrollment fee!

105 East Devonia Street • Newark, DE 19702 • 302-555-9764

155. What kind of business is Living Well?

- (A) A fitness club
- (B) A health food store
- (C) A vacation resort
- (D) A music studio

156. How frequently are memberships renewed?

- (A) Once every two weeks
- (B) Once a month
- (C) Once every six months
- (D) Once a year

157. What can new members receive for free?

- (A) Child care services
- (B) Subscription to a monthly magazine
- (C) Sessions with a personal trainer
- (D) Membership for a friend

158. What is the usual enrollment fee?

- (A) \$50
- (B) \$100
- (C) \$150
- (D) \$200

Questions 159-160 refer to the following form.

<p>Duramate Electronics P.O. Box 144, Essex Falls, NJ 06562 222-555-0032</p> <p>Equipment Rental Form</p> <p>Equipment rented: <u>Public address system-3 microphones, 8 speakers</u></p> <p>Return date: <u>March 26</u></p> <p>Rental fee: <u>\$135.00</u> Value of rented equipment: <u>\$975.00</u></p> <p>Name: <u>Yoichi Chano</u></p> <p>Address: <u>13 Pine Street, Sandover, New Jersey 09943</u></p> <p>Telephone Number (home) <u>222-555-0909</u> (work) <u>222-555-0071</u></p> <p>Credit Card Information</p> <table border="1"><tr><td><u>Credit Bank</u></td><td><u>0987433300187</u></td></tr><tr><td><u>Company</u></td><td><u>Card Number</u></td></tr></table> <p>Amount of security deposit \$ <u> </u> Please note that only customers paying by cash are required to leave a security deposit.</p> <p><u>Yoichi Chano</u> <u>March 22</u></p> <p>Signature Date</p>		<u>Credit Bank</u>	<u>0987433300187</u>	<u>Company</u>	<u>Card Number</u>
<u>Credit Bank</u>	<u>0987433300187</u>				
<u>Company</u>	<u>Card Number</u>				

159. What is suggested about the security deposit?
- (A) Mr. Chano is not required to leave one.
 - (B) Mr. Chano paid a security deposit on March 26.
 - (C) The security deposit equals the cost of the equipment.
 - (D) Mr. Chano will have to pay \$135.00 as a security deposit.

160. What information about the rental equipment is NOT included in the form?
- (A) The value of the equipment
 - (B) The type of equipment rented
 - (C) The date the equipment must be returned
 - (D) The fee charged for returning the equipment late

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Questions 161-163 refer to the following e-mail.

E-mail

To: All staff
From: Sylvia Ormond <S_Ormond@nttc.com>
Subject: Retirement Party
Date: Monday, January 12, 3:34 P.M.

Dear Colleagues,

As you all know, Karen Montoya will be retiring from NTTC Industries at the end of April. Karen has been with NTTC for 30 years. She spent ten years in our public relations department, five years as manager of the sales department, and the last fifteen years as vice president of the company.

We will be holding a formal dinner at Cassandro's Restaurant on March 27 to celebrate her career. I'm sure Karen would appreciate seeing as many of her colleagues and friends there as possible.

Please contact me by February 15 if you will be able to attend. If you would like to contribute money toward a gift for Karen, please contact Richard Mendez or Victoria Futagi in the sales department.

Sylvia

- 161.** How long did Karen Montoya work in the public relations department at NTTC Industries?
- (A) 5 years
(B) 10 years
(C) 15 years
(D) 30 years

- 162.** When will Karen Montoya's retirement party be held?
- (A) In January
(B) In February
(C) In March
(D) In April

- 163.** Who should employees contact if they plan to attend the party?
- (A) Sylvia Ormond
(B) Victor Cassandro
(C) Victoria Futagi
(D) Richard Mendez

Questions 164-165 refer to the following form.

FACSIMILE TRANSMISSION

RECIPIENT FAX NUMBER: 7246-11-9137

DATE: March 10

TO: Janet Alexander, Senior Architect, Infinity Architects

FROM: Marc Ogden, Manager, Bayes Construction

NUMBER: fax: 7246-80-2806 phone: 22-1327, extension 108

PAGES (including cover sheet): 8

Dear Ms. Alexander,

I hope that all is well with you. I am sending you the most recent blueprints for the new wing at Spruce Hill Plaza, as you requested. These contain minor modifications to the placement of water and electricity lines, which I have circled. Please review the changes and let me know whether you approve.

I can be reached at the above numbers.

Thanks very much.

Marc

164. What is the purpose of the note?

- (A) To submit a request for housing
- (B) To apply for a construction permit
- (C) To describe some documents
- (D) To relay a telephone message

165. What does Mr. Ogden request that Ms. Alexander do?

- (A) Draw diagrams for Spruce Hill Plaza
- (B) Examine changes to building plans
- (C) Telephone an electricity provider
- (D) Confirm receipt of eight pages

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Questions 166-169 refer to the following magazine article.

**An Interview with
a Supermarket Genius**
By Elizabeth Kang

In a world where food shopping has become synonymous with never-ending advertisements, Voltage Market is a refreshing change. Entering any one of its quirky 100 stores nationwide is actually a pleasure. I recently sat down with Voltage Market founder William Schoepke to find out how it all started.

Schoepke will tell you that the idea for opening a grocery store came to him unexpectedly when he was driving past an abandoned retail store near his home. "The store had been vacant for more than ten years. It was a very small space, but I was tired of having to shop at huge shopping malls where everything looked the same." When Schoepke did some research, he realized that his particular idea was an unusual one. "It was a gamble that paid off," he recalls. "The immediate response was so overwhelming

that I opened a new store within that first year and then seven more across the region over the next three years."

Schoepke began targeting vacant buildings. "No two Voltage stores look the same," he says. "Our biggest priority is a cozy atmosphere. Size is not something we care a great deal about." In fact, most Voltage stores are only a quarter of the size of typical supermarkets. "To keep our overhead expenses down," Schoepke says, "our stores haven't ever had a service department. Our cashiers always make time to help customers find what they're looking for." Clearly, this attention has been well received by loyal customers. "Even today," says Schoepke, "virtually all of Voltage Market's publicity comes by word of mouth." In fact, Schoepke has never budgeted money for advertising. What he has done is create a new formula for success.

Business Alternative Magazine, No. 43

166. What is the main purpose of the article?

- (A) To introduce the owner of a shopping mall
- (B) To announce the opening of a new food store
- (C) To provide instructions for starting a business
- (D) To describe the growth of a food store chain

167. What did Mr. Schoepke indicate about starting his business?

- (A) He wanted his stores to be small.
- (B) It took three years to become successful.
- (C) His first store was in a shopping mall.
- (D) He followed a common business model.

168. What is emphasized about Voltage Markets?

- (A) Their uniform design
- (B) Their intimate atmosphere
- (C) Their prime locations
- (D) Their service departments

169. How do most people find out about Voltage Market stores?

- (A) Mr. Schoepke advertises in local newspapers.
- (B) Mr. Schoepke mails flyers to local residences.
- (C) Customers recommend the stores to others.
- (D) National food magazines feature articles about the stores.

Questions 170-172 refer to the following letter.

<p>Chem Labs of Australia 45 Broad Street Sydney, New South Wales 1120 Australia</p> <p>March 19</p> <p>Mr. Larry Silva 356 Dill Lane Devonport, Tasmania 7310</p> <p>Dear Mr. Silva,</p> <p>Thank you for your interest in Chem Labs of Australia. We received your application for the administrative assistant position that was advertised earlier this month in <i>The Sydney Dispatch</i>. Unfortunately, that position has already been filled. However, as we anticipate that a similar position will open up in August and believe you are a suitable candidate for it, we will keep your cover letter and résumé on file. That position will also be at our corporate headquarters in Sydney. However, it will require travel to our branch offices in Canberra, Melbourne, and Brisbane. In the meantime, please continue to check our Web site for a complete list of our job openings. We wish you success in your continuing search for employment.</p> <p>Sincerely, <i>Mary Rutzman</i></p> <p>Mary Rutzman Director of Personnel</p>
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170. What is the main purpose of the letter?

- (A) To inform an applicant that he failed to meet the qualifications for the position
- (B) To let an applicant know that the job he applied for is no longer vacant
- (C) To arrange an interview with an applicant
- (D) To ask an applicant to provide additional information

171. Where is the main office of Chem Labs of Australia located?

- (A) In Brisbane
- (B) In Canberra
- (C) In Devonport
- (D) In Sydney

172. What does Ms. Rutzman suggest that Mr. Silva do?

- (A) Apply at one of the branch offices
- (B) Send in a new cover letter and résumé
- (C) Check the Web site for additional job openings
- (D) Read the job advertisements in the newspaper

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Questions 173-175 refer to the following e-mail.

The screenshot shows an email client interface with a toolbar at the top containing icons for reply, forward, print, and delete. Below the toolbar is a message header table:

From:	Bill Withers (president@HQRenters.org)
To:	All department heads
Sent:	8.15 A.M., Monday, March 4
Subject:	Conference program

The main body of the email reads:

Hello everyone,

This is a quick update on the program for Friday's conference at the Houghton Landmark Hotel. Registration will begin at 8:45 in Conference Room A. You can pick up your name tag there. I will make some opening remarks and introduce the main speaker at 9:00 in the Grand Ballroom. We are pleased to announce that Sanjay Varma has confirmed that he will be able to attend. He will deliver the keynote address following my remarks.

For the remainder of the day, participants will disperse and attend separate sessions in designated rooms. The executive officers will meet in room 85 starting at 10:30. The management team will divide into two groups: department heads and group leaders. They will attend workshops in room 124 and 101, respectively. Closing remarks will be given in the ballroom at 4:00.

I look forward to seeing you all there.

Bill Withers
President

173. What is the purpose of the e-mail?

- (A) To confirm a hotel reservation
- (B) To provide a schedule of events
- (C) To inform employees of an updated policy
- (D) To invite managers to a conference next month

174. Where will the workshops for group leaders be held?

- (A) In room A
- (B) In room 85
- (C) In room 101
- (D) In room 124

175. What will Sanjay Varma do?

- (A) Give a formal speech
- (B) Lead a workshop for managers
- (C) Introduce a speaker
- (D) Supervise participant registration

Questions 176-180 refer to the following excerpt from a newspaper article.

It is not what most scientists dream of doing, but 15 years ago, Dr. Lalit Dubey decided to try his luck in business. He established Sikandra Pharmaceuticals, which is now one of Asia's biggest drug companies. Dubey built the first of several company laboratories in Calcutta, which for him was a natural choice for the company's location. "After long years of studying and working in New Delhi, Bombay, and New York, I missed home and finally wanted to come back to where I was born and grew up," says Dubey.

One initial and serious problem the company faced was attracting employees who were at the top of their fields. These experts are usually busy doing research at universities and are not impressed by high salaries or corporate perks. "The trick is to show that you already have some big names on board, because good people attract other good people. Take Tomomi Yoshinari, a leading researcher in biochemistry. When we first approached her, she simply declined, but when she learned that renowned scientists like Hans Meijer and Jan Sousa worked for us, she reconsidered and joined the company," says Dubey.

Dubey no longer relies solely on specialists with established reputations. Some of his most dedicated researchers are university graduates whose educations were sponsored by Sikandra Pharmaceuticals. Dubey tours dozens of universities, visiting their labs and finding promising students who deserve scholarships. As he says, "It's good for them, for the university, and ultimately for us, because most of these bright minds soon come to work for the company."

176. What does the author suggest about most scientists?

- (A) They do not like to work alone.
- (B) They start their careers early in their lives.
- (C) They study complicated questions for years.
- (D) They are not usually interested in commercial activities.

177. Where was Dr. Dubey born?

- (A) In Calcutta
- (B) In New Delhi
- (C) In Bombay
- (D) In New York

178. What was the biggest difficulty in starting Sikandra Pharmaceuticals?

- (A) Organizing distribution
- (B) Paying for advertising
- (C) Recruiting specialists
- (D) Finding a good location

179. According to the article, why did Tomomi Yoshinari join Sikandra Pharmaceuticals?

- (A) She was promised a high salary.
- (B) She wanted to work with respected experts.
- (C) She was impressed by the company's products.
- (D) She was offered a comfortable apartment.

180. How does Dr. Dubey cooperate with universities?

- (A) He gives guest lectures.
- (B) He provides money for some students' studies.
- (C) He donates equipment for university laboratories.
- (D) He makes his laboratories available for university research.

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

NEW LOOK FOR COMPTON STREET AREA

CAPITAL CITY — Following the announcement that the city's art museum will be relocated across town to a larger building on Westing Street, the mayor's office has been soliciting proposals for a new use for the museum's current space on Compton Street. A number of proposals have been submitted by local and national developers. Two proposals in particular are emerging as strong possibilities.

One promising bid came from Varitek Corporation, which is seeking to build a high-rise office building on the site. This project would attract several new businesses and generate local jobs over the next five years. However, this is an ambitious proposal that would take nearly three years to complete. In addition, because business tenants usually require full-day parking privileges for employees, parking in the district could become even more difficult than at present. Varitek, a four-year-old firm headquartered in Chicago, is currently completing similar building projects in Toronto and Ottawa.

Another proposal has come from Marshall Enterprises, a developer of commercial buildings in the city. The company has put forth an elaborate plan for a new shopping center, complete with department stores, restaurants, and a movie theater. This is an attractive option for the city because it would provide residents with a much needed shopping and entertainment area. Marshall Enterprises is best known for its renovation of the city's Canal District.

In a recent poll, Capital City residents were asked which plan they prefer. Results showed a slightly higher level of support for the Marshall Enterprises proposal, although the general feeling among residents is that both plans would be good for the city's economy. One group of residents, however, strongly opposes the development of the area for commercial interests and is petitioning the city to reserve the space for a community park.

—Brigit Hoffbauer

Dear Editor,

I would like to comment on Ms. Hoffbauer's article in the *Times* (Jan. 12) on the proposed construction plans for Compton Street. There is one factual error I feel must be corrected for the benefit of your readers.

Under the current proposal, the commercial office building designed by Varitek would be completed in about two years. Moreover, because the structure would be developed in stages, some offices would be available for use as quickly as eighteen months from the start of construction.

I agree with Ms. Hoffbauer that the parking needs of a commercial building pose a potential problem. However, Priya Gupta, vice president of planning at Varitek, has already met several times with council member Robert Franks to discuss possible solutions.

Sincerely,
Liang Zhan
President, Varitek Corporation

181. What is the purpose of the article?

- (A) To announce upcoming cultural events
- (B) To describe the new stores on Compton Street
- (C) To encourage local residents to write letters about an issue
- (D) To provide information about possible building projects

182. What is NOT mentioned as a possible new use for the Compton Street area?

- (A) A public park
- (B) An art museum
- (C) A shopping center
- (D) An office building

183. What is implied about Capital City?

- (A) Its Canal District is in need of renovation.
- (B) The city has used Varitek Corporation before.
- (C) It is known for its downtown shopping district.
- (D) Parking is considered a problem in the city.

184. What is Mr. Zhan's main complaint about the article?

- (A) It provided an inaccurate timetable.
- (B) It misquoted Priya Gupta.
- (C) It did not report the results of a poll.
- (D) It did not discuss any benefits of his company's plan.

185. What is suggested about Mr. Zhan?

- (A) He has an office in Capital City.
- (B) He recently built a shopping center.
- (C) He is involved with a project in Toronto.
- (D) He previously worked for Brigit Hoffbauer.

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

To: Technical Support Team
From: Sanchez, Hanna <hsanchez@espicaos.com>
Sent: Wednesday, July 10
Subject: Business Technologies Seminar

This message is to finalize the organizational details for the technical support team for next Monday's Business Technologies Seminar. Attached you will find the schedule with the names of technical support specialists assigned to the various conference rooms.

Each session runs for two hours and is made up of four 30-minute presentations. Presenters have been asked to designate a timekeeper to ensure that they do not exceed their time limits. Note that there is a break between each session, which should allow you sufficient time to prepare for the next speaker.

Your job is to set up microphones, adjust lighting, and address any other needs of the speakers. Speakers will not be videotaped, but several have asked to be recorded, so please be sure the recording equipment is in place and functioning properly. Also, room 106 does not have a computer on-site, but the presentations in the third session will require one. Fortunately, this is not a big problem because neither of the laptop computers in rooms 104 and 108 will be in use at that time. The technician assigned to room 106 for that session must remember to bring the laptop from one of those other rooms to room 106 and set it up.

If you have any questions, feel free to contact me.
Hanna Sanchez

Technical Support for Presentation Sessions				
	Room 104	Room 106	Room 108	
1st session:	8:45	Adam Narozny	Julia Kovacs	Jim Dawkins
Morning break:	10:45-11:00			
2nd session:	11:00	Maria Faustini	Julia Kovacs	Jim Dawkins
Lunch break:	1:00-2:00			
3rd session:	2:00	Adam Narozny	Jim Dawkins	Maria Faustini
Afternoon break:	4:00-4:15			
4th session:	4:15	Julia Kovacs	Adam Narozny	Maria Faustini

186. What is the purpose of the e-mail?

- (A) To inquire about a problem
- (B) To change a policy
- (C) To give instructions
- (D) To correct an error

187. In the e-mail, the word “address” in paragraph 3, line 1, is closest in meaning to

- (A) give attention to
- (B) write to
- (C) look forward to
- (D) call by name

188. What will the technical support team NOT do?

- (A) Check sound equipment
- (B) Record speakers
- (C) Videotape presentations
- (D) Adjust lighting

189. What problem does Hanna Sanchez mention?

- (A) The lighting in room 106 does not work properly.
- (B) One of the rooms is not fully equipped for the presentations.
- (C) The technicians do not have enough time between sessions.
- (D) One of the presentations will need to be rescheduled.

190. Who will need to move a laptop computer?

- (A) Hanna Sanchez
- (B) Adam Narozny
- (C) Maria Faustini
- (D) Jim Dawkins

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

File Edit View Insert Format Actions Help

Reply | Reply to All | Forward |

Date: September 2
From: M. Andrews <a.monica@studiofourteen.com>
To: <beth@thompson.design-print.com>

Dear Ms. Thompson:

I am looking for a firm to print the invitations to the opening of my new art gallery, Studio Fourteen. Jennifer Owens, a friend who used your services when she launched her restaurant business last June, spoke very highly of your work. She also gave me a 5% discount coupon she received from you, which I hope to use for this order. It should be a fairly simple order to execute, as I don't have any special requirements for the paper or envelopes. And the artwork for the invitation will be based on one of the paintings in the opening show, so there's no custom-design work involved. Based on this information, could you give me an estimate of how much you would charge for a set of 120 cards and envelopes? Also, the opening is just a month away, on October 3rd and I've arranged for someone to address and mail all the invitations on September 16th—so would I be able to pick up the order within the next ten days? Finally, I'd like to come by tomorrow to drop off all the information and materials you will need to complete the order if that would be acceptable.

Thank you,
Monica Andrews.

Date: September 3
From: Beth Thompson <beth@thompson.design-print.com>
To: "M. Andrews" <a.monica@studiofourteen.com>

Dear Ms. Andrews:

Thank you very much for your inquiry. We would be happy to print your invitations. I can't give you a precise cost for your order, but a realistic estimate is usually \$3.50-\$3.75 per invitation and envelope. We do increase the cost per item if any of the following conditions apply: one of our artists needs to create artwork, delivery is required in less than two weeks, special paper or envelopes need to be ordered, or addresses are to be printed on the envelopes. Of course, we will be happy to honor the coupon that you received from Ms. Owens. The discount will apply to the total cost of your order.

I will be at our offices all day tomorrow, so please come at any time that is convenient for you. I'd also like you to be aware of our new Web site, which will allow you to track the progress of your order. I hope you will browse the section that shows examples of our innovative design work for other clients and consider using our services if you don't want to use your own artwork on a future occasion.

Thank you very much for selecting Thompson Design-Print, and I look forward to meeting you.

Sincerely,
Beth Thompson

- 191.** How did Ms. Andrews learn about Thompson Design-Print?
- (A) Through a friend
 - (B) Through a brochure
 - (C) Through a Web site
 - (D) Through a mailing
- 192.** What will happen on October 3?
- (A) Ms. Thompson and Ms. Andrews will meet.
 - (B) Ms. Andrews will pick up an order.
 - (C) Ms. Andrews will host an art gallery opening.
 - (D) Ms. Owens will open a restaurant.
- 193.** What will Ms. Andrews probably pay a special fee for?
- (A) Custom-designed art
 - (B) Fast service
 - (C) Special paper
 - (D) Printing on the envelopes

- 194.** Why will Ms. Andrews receive a price reduction in the total cost of her order?
- (A) All first-time customers receive a discount.
 - (B) She is ordering more than 100 invitations.
 - (C) She will pay for her order in advance.
 - (D) She is able to use a discount coupon.
- 195.** What does Ms. Thompson imply when she encourages Ms. Andrews to look at the firm's Web site?
- (A) That it is the most efficient way to place an order
 - (B) That her firm has superior computerized printing facilities
 - (C) That she hopes Ms. Andrews will use the firm for future orders
 - (D) That she would like to display art from Studio Fourteen on the Web site

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

TELECOMMUNICATIONS PAPERS

The editors of the *Journal of Telecommunications* are currently accepting previously unpublished research papers related to wireless personal communication systems and networks. Articles submitted to the journal should be no longer than 7,000 words. Each paper must include an abstract of no more than 200 words. Three printed copies of the manuscript must be submitted, and manuscripts cannot contain any obvious reference to the author. A separate cover page should be provided with the following information: article title, author's name, professional affiliation if any, address, and phone number. If the author is being sponsored for the research, the name of the sponsor should also be included on the cover page.

Manuscripts should be sent to:

Dr. Tim Davis, Chief Editor

525 West 48th Street

Sydney, NSW 2006, Australia

A current subscription to the journal is required of all authors at the time of submission. If you wish to subscribe to the journal, please contact Mario Ellis (mellis@jotc.org) for more details. Please note that the deadline for submission is April 10. Your paper will be reviewed by the members of our editorial board, and you will receive official notification regarding acceptance by June 8. Questions concerning submissions can be directed to Carla Gonzales (cgonzales@jotc.org).

Date:	Monday, June 15 19:21
From:	Yoshiko Kawasaki < ykawasaki@ibaraki.com >
To:	Carla Gonzales < cgonzales@jotc.org >
Cc:	Noriko Nagai < nnagai@ibaraki.com >
Subject:	Acceptance notification?

Dear Ms. Gonzales,

I am an engineer at Ibaraki Telecommunication Laboratory in Japan. My coauthor, Noriko Nagai, and I sent our manuscript to the chief editor of your journal on March 30. According to your announcement, we should have been notified by last week as to whether our paper was accepted or not; however, we have not received any news.

We would be grateful if you could let us know the status of our paper. Thank you in advance for your assistance.

Best,
Yoshiko Kawasaki

196. According to the announcement, what is NOT required on the cover page?

- (A) The author's address
- (B) The length of the article
- (C) The title of the article
- (D) The author's telephone number

197. What does the announcement say about people who submit papers?

- (A) They must subscribe to the journal.
- (B) They must have already published articles.
- (C) They must hold a degree in a related field.
- (D) They must be members of a telecommunications club.

198. What is the purpose of the announcement?

- (A) To offer subscriptions to a journal
- (B) To notify authors of article acceptance
- (C) To request journal articles
- (D) To invite people to review manuscripts

199. To whom did Ms. Kawasaki previously send a document?

- (A) Tim Davis
- (B) Mario Ellis
- (C) Noriko Nagai
- (D) Carla Gonzales

200. What is the purpose of Ms. Kawasaki's e-mail?

- (A) To solicit a paper
- (B) To subscribe to a journal
- (C) To apply for an editing job
- (D) To learn the status of a manuscript

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. Kato left the hotel's telephone number with the airport staff so they could notify _____ when the luggage is found.
- (A) him
(B) himself
(C) he
(D) his
102. Conference participants can get to the Wyatt Hotel _____ by train or by bus.
- (A) unless
(B) both
(C) either
(D) without
103. Please be aware that annual _____ of job performance will take place during the third week of January.
- (A) reviews
(B) reviewed
(C) reviewer
(D) reviewers
104. As of January 1, all managers will be required to _____ at least three professional development seminars per year.
- (A) decide
(B) continue
(C) attend
(D) regard
105. Gryphon Solutions is a growing computer support company _____ to expand its business in East Asia.
- (A) simple
(B) frequent
(C) common
(D) eager
106. We have been given _____ instructions on how Ms. Crane wants this task to be completed.
- (A) specific
(B) specifics
(C) specify
(D) specifying
107. Mario D'Amico has been assigned to check the facts _____ Sean McCree types a draft of the report.
- (A) also
(B) than
(C) moreover
(D) while
108. The mechanics became more efficient as _____ began using the new technology.
- (A) themselves
(B) them
(C) their
(D) they

- 109.** Mr. Ortega has received an _____ to attend the awards ceremony in Brussels next month.
(A) honor
(B) ovation
(C) expression
(D) invitation
- 110.** The Milestone Corporation _____ significant revenue increases in several major metropolitan areas over the next decade.
(A) anticipates
(B) anticipating
(C) anticipation
(D) to anticipate
- 111.** The new science museum is expected to _____ many tourists to the city.
(A) attract
(B) value
(C) capture
(D) observe
- 112.** Mr. Perlmutter has assured the management team that the prototype will be _____ functional by June 9.
(A) complete
(B) completing
(C) completely
(D) completion
- 113.** As of October 1, all books borrowed from the Queenstown Library will be _____ three weeks from the checkout date.
(A) owing
(B) due
(C) payable
(D) mature
- 114.** After her retirement, Lillian will certainly be missed by the numerous colleagues who have benefited from _____ steady judgment in the field of finance.
(A) she
(B) her
(C) hers
(D) herself
- 115.** To take _____ of the company's free software-upgrade program, customers should mail a copy of their receipt to the address provided.
(A) merit
(B) service
(C) advantage
(D) improvement
- 116.** Passengers should have all _____ boarding documents ready to present to airline personnel.
(A) necessary
(B) necessarily
(C) necessity
(D) necessitating
- 117.** _____ the order was placed after the sale had ended, no discount will be given.
(A) However
(B) During
(C) Because
(D) Yet
- 118.** Ms. Baxter would like to meet with all members of the hiring committee again after _____ candidates.
(A) interview
(B) interviews
(C) interviewing
(D) interviewed
- 119.** The environmental commission concluded that there is a _____ for immediate funding to repair the dam.
(A) control
(B) center
(C) look
(D) need
- 120.** The quality of the furniture designed at Oak Valley Company has remained _____ consistent for the 100 years that the firm has operated.
(A) remarks
(B) remarkably
(C) remarkable
(D) remarked

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- 121.** Ms. Ishimura generously offered to _____ the invitation in person rather than send it through the mail.
- (A) respond
(B) benefit
(C) commute
(D) deliver
- 122.** Mr. Jefferson has a reputation for taking risks, but his coworkers describe him as reasonably _____ in most aspects of his job.
- (A) cautious
(B) cautiously
(C) cautioning
(D) caution
- 123.** Club members are allowed to attend the Healthy Living seminar _____ no cost.
- (A) at
(B) by
(C) over
(D) from
- 124.** On Thursday, Ms. Cornado should receive the _____ of the recent survey conducted by the research and development department.
- (A) chances
(B) results
(C) matters
(D) events
- 125.** As _____ in our telephone conversation this morning, Mr. Fox will arrive at your factory at 2 P.M. on Wednesday, March 14.
- (A) discuss
(B) discussion
(C) discussing
(D) discussed
- 126.** Swabian Motors will _____ its current name even after it merges with a rival company.
- (A) receive
(B) inquire
(C) grant
(D) retain
- 127.** The business consultant stressed that long-term planning is an important consideration for _____ doing business internationally.
- (A) it
(B) anyone
(C) yourself
(D) theirs
- 128.** According to company guidelines, new employees are _____ to receive vacation benefits after three months of full-time employment.
- (A) capable
(B) variable
(C) flexible
(D) eligible
- 129.** Maxwell Real Estate is pleased to announce that prime retail space is now available in two highly _____ properties located in midtown Springfield.
- (A) desire
(B) desiring
(C) desirably
(D) desirable
- 130.** Please make every effort to welcome the new trainees as you encounter them _____ the next few weeks.
- (A) across
(B) between
(C) throughout
(D) among

- 131.** Safety _____ must be taken by all laboratory employees while working with chemicals that are potentially harmful.
(A) precautions
(B) rules
(C) abilities
(D) guidelines
- 132.** Please contact Ms. Blackwell in the personnel office if you have not received information _____ company reimbursement procedures.
(A) regard
(B) regards
(C) regarding
(D) regarded
- 133.** Jane Wiseman has her own publishing company dealing almost _____ with biographies.
(A) exclusively
(B) impulsively
(C) mutually
(D) generously
- 134.** Enclosed is the latest listing of the _____ companies and institutions that use our firm's specialized consulting services.
(A) distinguishably
(B) distinguishability
(C) distinguished
(D) distinguish
- 135.** Deal Travel, Inc., acts _____ an agent for the vacation products presented in the brochure.
(A) on
(B) as
(C) by
(D) to
- 136.** A tax expert will come to our company tomorrow to respond to any _____ you have about recent changes in the law.
(A) components
(B) importance
(C) agreement
(D) concerns
- 137.** Our service department has received numerous _____ about the new TZ-2000 processor overheating.
(A) complain
(B) complaining
(C) complainer
(D) complaints
- 138.** _____ uncomfortable they may be, helmets, goggles, and gloves absolutely must be worn by anyone entering the construction zone.
(A) Almost
(B) Nevertheless
(C) Seldom
(D) However
- 139.** In order for us to _____ Ms. Brown's suitability as a candidate, she has been asked to supply several letters of reference.
(A) evaluate
(B) persuade
(C) object
(D) compensate
- 140.** All advertising at the National Textile and Garment Convention is subject to _____ by the board of directors.
(A) approve
(B) approvingly
(C) approving
(D) approval

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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 letter.

June 23

Super Card Credit Services
1000 Universal Way
Marketsville, NJ 08100

Dear Super Card Customer Service Department:

I am writing to report an error on my Super Card bill. The charge for fuel on May 15 was _____.
141. (A) superficial
(B) ineffective
(C) imbalanced
(D) unauthorized

When my card was stolen on May 13, I notified your customer service department of the theft in writing and _____ that no charges after that date would be applied to my account.

- 142.** (A) will be assured
(B) was assured
(C) am assured
(D) was assuring

Enclosed is a copy of the letter I received from Super Card _____ that no new account activity

- 143.** (A) predicting
(B) requesting
(C) confirming
(D) allowing

would be permitted after May 13. Please remove the charge from my account.

Sincerely,

Daniel Sullivan

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

From: amarx135@uni.edu

To: carter@howard.org

Date: May 30

Subject: Interview Request

Attachment: résumé.doc

Dear Ms. Carter:

I am a former student of Dr. Marilyn Baer who has informed me that you and she have been _____ acquaintances for many years and that you might be willing to consider a job

144. (A) full

- (B) strict
- (C) close
- (D) exact

application on her recommendation. I _____ to you to request an interview with your firm.

145. (A) had written

- (B) am writing
- (C) did write
- (D) would write

I have a university degree in international business and marketing. Last year, I was an intern in the Addams-Marsh public relations department, where I worked on a successful advertising campaign for their new line of soft drinks.

I would appreciate the opportunity to put into practice all that I have learned _____ Dr. Baer's

146. (A) across

- (B) over
- (C) behind
- (D) under

guidance.

Thank you for your consideration.

Sincerely,

Andrew Marx

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

To: All Employees <allstaff@fdxa.org>
From: Information Technology <ithelp@fdxa.org>
Date: August 1
Subject: Allympian is online!

The long-awaited Allympian Database will be launched on August 15. This large database of computer software will be accessible to all FDXA staff.

Allympian _____ in response to the virus-related problems we have experienced when

- 147.** (A) will be created
(B) has created
(C) was created
(D) is creating

employees use software downloaded from the Internet.

Programs and files in Allympian are guaranteed to be virus free, and the wide variety of programs should satisfy all your professional needs.

Allympian will be _____ through our Web site <http://www.fdfa.org/allympian.html>.

- 148.** (A) remarkable
(B) conceivable
(C) impossible
(D) accessible

A password will be emailed to your account automatically. **IMPORTANT:** Please save your password!

_____ lost passwords is time-consuming for our technical support team.

- 149.** (A) Recover
(B) Recovered
(C) Recovery
(D) Recovering

Questions 150-152 refer to the following excerpt from a Web page.

Thanks to all of you who participated in this year's Pedal Power event! More than 3,000 _____

- 150.** (A) drivers
(B) runners
(C) cyclists
(D) swimmers

from all over the country completed the scenic course along the river. This was the highest number of participants in the history of the event. The ride was made even more _____ by

- 151.** (A) enjoy
(B) enjoying
(C) enjoyed
(D) enjoyable

the sunny weather and warm temperatures.

We also want to thank our amazing volunteers and sponsors, especially the Bayside Bicycle Club. Almost 200 people helped with registration, setup, and other logistics. _____ their help,

- 152.** (A) Without
(B) After
(C) By
(D) Despite

the event would not have been possible.

Next year's Pedal Power will take place on Saturday, August 21. Mark your calendars now, and check back in the spring for registration details.

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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 letter.

September 30

Dear Mr. Fernandez,

Wagner Art Museum cordially invites you, as one of its generous donors, to a reception to celebrate its 10th anniversary. The reception will be held in the main hall of the museum on the evening of Friday, October 22, from 7:30 P.M. to 9:00 P.M. We are pleased to present Professor Natasha Grabowski, from the art history department at Orem State University, as our speaker at the reception.

Attendance at this reception is open only to our invited guests. Please note that preregistration is required for the reception. If you plan to attend the reception, please check the appropriate box at the bottom of the enclosed registration sheet. A return envelope is provided for your convenience; we must receive your reply no later than October 10. We look forward to seeing you at the reception.

Sincerely,

Matthew Ameriks

Matthew Ameriks

Chief Public Relations Officer
Wagner Art Museum

153. What is Ms. Grabowski scheduled to do at the reception?

- (A) Give a talk
- (B) Present an award
- (C) Introduce Mr. Ameriks
- (D) Donate some artwork

154. According to the letter, what is a requirement for attending the reception?

- (A) Payment of a fee
- (B) Prompt arrival
- (C) A reply to the invitation
- (D) Formal attire

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Questions 155-159 refer to the following form.

Dear Customer,

Rockton Electronics Company wishes to provide you with products that meet your needs and service that is customer friendly and efficient. We welcome your comments, questions, and suggestions.

Please take a moment to let us know how we are doing by completing this questionnaire. Be assured that we will read it carefully to see how we can turn your suggestions into benefits for you, the customer!

Please send back the completed survey by August 10. As a token of appreciation, after we receive the survey, we will send a coupon for 15 percent off any Rockton product.

Sincerely,

Alex Sullivan

Alex Sullivan

Marketing Services Director

1. What Rockton Electronics products have you purchased in the past year?

Telephone Computer Camera Game

2. How satisfied have you been with your purchase?

Very Somewhat Not Satisfied

3. Where did you purchase your product?

Store Mail-order Catalog Web site

4. What motivated you to buy a product from Rockton Electronics?

Store Display Print Advertisement Friend

Web site Other

Name: Jennifer Chang Street Address: 357 Parker Road

City: Boston State: MA Zip code: 02990

- 155.** Why did Ms. Chang complete this form?
- (A) To request details about a warranty
 - (B) To register a complaint with a company
 - (C) To place an order for a product
 - (D) To provide a company with information

- 156.** What does Mr. Sullivan offer?
- (A) An apology for a mistake
 - (B) An idea for a gift
 - (C) A discount on a purchase
 - (D) A free camera

- 157.** What does Ms. Chang report on the form?
- (A) She recently bought a computer game.
 - (B) She sometimes orders products on the Internet.
 - (C) She likes the camera that she owns.
 - (D) She told a friend about Rockton's products.

- 158.** Why did Ms. Chang decide to buy a Rockton Electronics product?
- (A) She saw an advertisement about it.
 - (B) She received a coupon for a discount.
 - (C) She noticed a store display.
 - (D) She received a recommendation from a friend.

- 159.** The word “appreciation” in paragraph 3, line 1, is closest in meaning to
- (A) increase
 - (B) thanks
 - (C) enjoyment
 - (D) understanding

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Questions 160-163 refer to the following notice.



WANTED: AMATEUR ANIMATORS



12TH ANNUAL COMPUTER ANIMATION FESTIVAL AND COMPETITION

Once again, Johannsen University will host its computer animation festival and competition. With home computers becoming more powerful and animation software less expensive, many animated films are being made at home. If you've been making amateur animated films, we urge you to enter the competition. Past winners have gone on to work in television and with major studios. This is a real opportunity to have your work critiqued by animation professionals and seen by the public.

The festival will be held at Johannsen University starting May 15. It will feature works from around the world as well as competition winners.

Our judges will select five entries for awards. The entries will be evaluated based on the originality of both the story line and the production. The trophy for the grand prize winner will be presented at the opening night event. The other four winners will have their work shown during the afternoon programs on May 16 and 18.

Our Web site, www.newlookanima.com, has complete instructions for preparing submissions. Note that the competition is open to amateur animators only. Employees of broadcast, film production, and publishing organizations may not enter.

160. What is a goal of the competition?

- (A) To encourage people to attend a university
- (B) To raise funds for a university program
- (C) To provide exposure to unknown artists
- (D) To publicize a new computer software product

161. On what basis will the entries be judged?

- (A) The simplicity of the software design
- (B) The creativity of the work
- (C) The length of the story
- (D) The presenter's public speaking skills

162. When will the top prize be awarded?

- (A) On May 15
- (B) On May 16
- (C) On May 17
- (D) On May 18

163. Who is not eligible to enter the competition?

- (A) Those who have won the competition in the past
- (B) Those who make films on home computers
- (C) Animators working for television studios
- (D) Students at Johannsen University

Questions 164-166 refer to the following notice.



SIMPLE TIPS FOR BETTER TRIPS

Don't Be Left Behind

Always allow plenty of time to catch your bus. Arrive early and be sure you are at the correct bus stop. Ask the bus driver to give you a schedule if you need one.

Save Time

Have your money, bus pass, or ticket ready as soon as you board the bus. Have the exact fare, because the bus driver cannot make change.

Be Safe

When exiting the bus, immediately step onto the sidewalk. Make sure it is safe before crossing the street.

Be Courteous

Allow riders to get off the bus before you get on. Use earphones with your radio. Please be seated quickly and do not block the aisles with your belongings.

Thank you for riding Blue Point Bus Lines.

164. What is the purpose of the notice?

- (A) To provide suggestions to bus passengers
- (B) To advertise a new bus company
- (C) To answer questions about bus routes
- (D) To inform tourists about bus tours

165. What are readers asked to do?

- (A) Choose a seat close to the driver
- (B) Keep walkways clear
- (C) Buy a monthly pass
- (D) Write a letter to the bus company

166. According to the notice, what can be obtained from the bus driver?

- (A) Change for ticket fares
- (B) Discounts on long-distance travel
- (C) Bus schedules
- (D) Information about tourist sites

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Questions 167-170 refer to the following letter.

PC

Pacol Corporation
1624 Waters St.
Fellings, New Brunswick
E6H 2C3

Linda Bradshaw
YTF Construction Ltd.
252 MacLean Ave.
Hackensbury, Nova Scotia
B6A 4V4

July 28

Dear Ms. Bradshaw:

This letter is to confirm the prices we discussed on July 20. In our conversation, we determined that the sound-screen acoustical partitions Pacol Corporation produces will suit your construction needs well. As you will be ordering a large quantity, we are prepared to offer you the partitions at a substantially reduced price. These prices will remain in effect through December 31; however, if you wish to receive these items before November 1 as you mentioned, your order must be placed by September 15.

Partitions	Regular Price Each	Discounted Price
Style A	\$122.75	\$92.07
Style B	\$132.00	\$99.00
Style C	\$152.75	\$114.56
Style D	\$191.00	\$143.25

The clear, anodized aluminum frames that you were interested in would cost an additional \$15.00 per unit. The hardware—end legs, top caps, and decorative handles that match the frames—usually cost \$5.00 per unit but will be provided at no extra charge.

Thank you for your interest in our products. We look forward to hearing from you soon.

Sincerely,
Rhéal Gauthier
Rhéal Gauthier
Sales Representative

- 167.** Why is Ms. Bradshaw offered a discount?
- (A) She is a loyal customer.
 - (B) She is placing a large order.
 - (C) She was not satisfied with the quality of her previous order.
 - (D) Her previous order did not arrive on time.
- 168.** How much does a style D partition cost with the discount?
- (A) \$92.07
 - (B) \$132.00
 - (C) \$143.25
 - (D) \$191.00

- 169.** What will NOT be included free of charge?
- (A) End legs
 - (B) Top caps
 - (C) Decorative handles
 - (D) Aluminum frames
- 170.** By when must Ms. Bradshaw place her order if she wishes to meet her stated deadline?
- (A) July 20
 - (B) September 15
 - (C) November 1
 - (D) December 31

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Questions 171-173 refer to the following article.

INTERNATIONAL AIR TRAVEL SOARS ABOVE EXPECTATIONS

Leading air transport association cites 10% rise in global air passenger travel

More people are flying than ever before, according to the Global Travel Association, an independent transportation research firm based in London. The group has published a report showing a significant rise in air passenger traffic, as much as 10 percent from the previous year, and it is forecasting continued increases at least through the end of December.

Although high oil prices reported at the World Economic Forum in January had caused industry experts to speculate that travel levels would remain consistent or decline, almost every passenger airline has reported growth rates of at least 3 percent for the first six months of the year. Cargo transporters, such as Worldwide Fliers, Inc., also reported increases, although somewhat more modest ones.

Different reasons have been cited for the increase, ranging from lower fare prices implemented by the airlines to an expanded selection of destinations. Other possible factors may have little to do with the airlines themselves. "As more nations participate in the international market," said Dr. Rubin Mendoza, a professor of economics at London University, "more people need to jet around the world for business meetings."

171. Who published the report about air travel?

- (A) World Economic Forum
- (B) Global Travel Association
- (C) Worldwide Fliers, Inc.
- (D) London University

173. What is NOT cited as a possible reason for the increased number of passengers?

- (A) Reduced ticket cost
- (B) Expanded international trade
- (C) A wider choice of destinations
- (D) Changes in oil prices

172. What is predicted in the report?

- (A) The number of passengers will continue to grow.
- (B) The price of fuel will start to stabilize.
- (C) The cost of airport security will increase.
- (D) The profits of cargo transporters will decline.

Questions 174-176 refer to the following notice.

**Atherton Township
Division of Public Recreation
Atherton Municipal Building**

Please refamiliarize yourselves with the following pool safety precautions. As a recreation manager, you are responsible for discussing these regulations with your staff at your next weekly meeting. We must be sure that our facility is in full compliance with the laws and regulations of Atherton Township.

- General pool safety and conduct rules must be posted in an area clearly visible to all pool patrons.
- Gate must be locked and secured whenever lifeguard staff are not on duty.
- Pools must maintain appropriate chlorine levels at all times to ensure the health of guests.
- Patio and grass areas surrounding pools must be inspected once every hour and kept free of debris.
- Emergency phone numbers for police and ambulance services must be provided to all your lifeguards while on duty.

Any questions or concerns with regard to these regulations may be directed to: Len Shrove, Division of Public Safety,
Atherton Municipal Building,
38 Woodbridge Drive, Atherton, ON L4W 1S2.

174. What is the purpose of this notice?

- (A) To advertise a recreational facility
- (B) To ensure that management staff follow regulations
- (C) To announce job openings for lifeguards
- (D) To instruct guests about swimming pool use

175. For whom is this notice most likely intended?

- (A) Len Shrove
- (B) Lifeguard staff
- (C) Recreation managers
- (D) Guests at a swimming pool

176. What are lifeguards expected to have available while on duty?

- (A) Emergency telephone numbers
- (B) The address of the municipal building
- (C) A list of local health care centers
- (D) A key to the swimming pool gate

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Questions 177-178 refer to the following job advertisement.

Agricultural Research Officer

Organization for the Improvement of
Rice Production Technologies (OIRPT)

OIRPT is seeking an experienced agricultural economist to work with a multidisciplinary team as part of a research program on improving crop yield for rice-farming communities. OIRPT has four branch offices in South Asia, which are located in Dhaka, Calcutta, Kathmandu, and Thimphu. The successful candidate will be posted in Calcutta but will travel throughout the region. Responsibilities will include conducting surveys on the agricultural technology needs of local communities and using past research to assess how improved technologies would affect those communities.

Candidates should have a university degree in agricultural economics, resource economics, or other relevant disciplines. Candidates should have strong research and writing skills, be fluent in English, and have a working knowledge of another language.

Send a letter of interest and résumé along with three letters of recommendation to:

Personnel Department
Job #1223
OIRPT – South Asia Main Office
237B Parliament Street
New Delhi 110 069, India

177. What is one of the stated job responsibilities?

- (A) Conducting research on plants
- (B) Developing new farming technology
- (C) Improving natural wildlife areas
- (D) Utilizing data from previous studies

178. What is NOT a requirement for this job?

- (A) Well-developed written language abilities
- (B) Proficiency in English
- (C) Strong computer programming skills
- (D) A university degree

Questions 179-180 refer to the following article.

Slow Oil Production Spurs Increase in Gas Prices

Source: International News Agency

Given the current rate of world oil production, fuel prices are expected to rise slightly next month, according to industry analysts.

Several of the world's largest oil companies are producing below capacity, even though some smaller oil companies are achieving relatively high rates of production. However, the overall gap between current production and the demand of previous months has caused some

economic analysts to predict a modest spike in gas prices in the coming weeks.

Industries that depend on fuel production are most likely to be affected. Sales of some of the larger automobile models, for example, may remain steady or experience a slight decrease — in contrast to the expanding market enjoyed by most car companies in recent months. Smaller car models, especially those with high fuel efficiency, could on the other hand see a rise in popularity.

179. According to the article, what challenges are larger oil companies facing?
- (A) Smaller oil companies are merging.
 - (B) They are having difficulties finding local labor.
 - (C) Demand for fuel is leveling off.
 - (D) They are experiencing lower rates of production.

180. What does the article suggest?

- (A) Car companies recently had high sales figures.
- (B) A surplus of oil has been created.
- (C) Gasoline prices rose steadily last year.
- (D) Analysts have noted changes in oil quality.

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



THE SUNSCAPE HOTEL

Are you dreaming of paradise? If so, look no further than The Sunscape Hotel on the beautiful island of Barbados. Located on one of Barbados' most beautiful beaches, The Sunscape Hotel is a charming resort that offers its guests a vacation they will never forget.

Your vacation package includes:

• all meals and beverages	• accommodations	• state-of-the-art fitness center
• 2 Olympic-size pools	• water sports	• snorkeling
• evening activities, including dancing, concerts, and theater shows		• airport shuttle bus service

Guests of The Sunscape Hotel can also pamper themselves in our brand new day spa, offering body treatments and a full beauty salon. Don't forget to ask our friendly staff at the front desk about special prices on boat trips around Barbados, which make stops at Sunrise Bay, Porpoise Village, Emerald Lagoon, and Sailor's Point

Sunscape Vacation Packages	
2-night stay.....\$650	3-night stay.....\$875
5-night stay.....\$1,300	7-night stay.....\$1,650

Please contact us at 011-246-555 4521 to make reservations or if you have any questions.
Taxes, tips, and fees for the use of the spa facility are not included in the packages

Mr. Miguel Ramirez
Manager, The Sunscape Hotel
74 Bussa Boulevard
Oasis Beach, Barbados

April 19

Dear Mr. Ramirez,

I recently returned from a three-night stay at The Sunscape Hotel. I'm sorry to have to tell you that I did not enjoy my stay at your hotel. To begin with, I arrived at your resort at 2 P.M. and at that time was informed that my room would not be available until 6 P.M. Frankly, I was astonished since I received notification via e-mail that my reservation was confirmed and that I could check in any time after 1 P.M.

While the housekeeping staff was getting the room ready, I decided to go to the restaurant and have lunch. Unfortunately, I had to wait for over an hour for my food, in spite of the fact that the restaurant was rather empty at that time. Then, when I checked into my room, it turned out to be much smaller than I had expected. Finally, on the day of my departure, the bus that was supposed to take me to the airport arrived rather late, and once at the airport I had to rush so as not to miss my flight.

Overall, my stay at your hotel left me quite disappointed. Therefore, I am requesting a full reimbursement for my three-night vacation package. I would appreciate your prompt attention to this matter. I can be reached by e-mail at rshastan@worldline.net.

Sincerely,

Richard Shastan

Richard Shastan
246 Kirlwood Lane
Dallas, Texas 05644

- 181.** What did the hotel advertise as a new feature?
- (A) A shuttle bus service
(B) A fitness center
(C) A day spa
(D) A theater
- 182.** What is NOT included in the cost of the vacation package?
- (A) Transportation between the airport and the resort
(B) Entertainment events
(C) Food and drinks for the entire vacation
(D) Boat tours around the island
- 183.** What was the rate Mr. Shastan was charged?
- (A) \$650
(B) \$875
(C) \$1,300
(D) \$1,650
- 184.** What is the purpose of Mr. Shastan's letter?
- (A) To thank the manager for solving a problem
(B) To suggest some changes to the vacation package
(C) To complain about the service he received at the resort
(D) To ask for a discount on a future vacation
- 185.** What time was Mr. Shastan initially told he could check in?
- (A) After 1:00 P.M.
(B) After 2:00 P.M.
(C) After 4:00 P.M.
(D) After 6:00 P.M.

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



July 15

Dear Mr. Jensen,

Congratulations on your purchase from the DLC auto dealership. We at DLC know you have a choice of dealers when you buy a car, and we sincerely appreciate that you've chosen to do business with us. In this spirit, be assured that our staff will do everything we can to ensure you are completely satisfied with your vehicle.

During the year, we will send you in the mail periodic reminders of upcoming service needs. You will also receive our monthly newsletter, *Drive Time*, in which you will find car safety and maintenance tips, as well as coupons available only to our customers.

Enclosed please find two complimentary tickets to the Metropolitan Area Art Museum. Be our guest as you enjoy the paintings of local artists, sculpture gardens, and seasonal exhibits, and thank you again for your patronage.

Sincerely,

Rob Wood

Rob Wood
Sales Manager
DLC Automotive

encl.

METROPOLITAN AREA ART MUSEUM

ADMIT ONE (1)

New Exhibits Currently Open:

* Toronto Expressionism 1900-1965

* Scenes of Summer

The MAAM Sculpture Gardens are closed for renovation. We regret any inconvenience; the gardens are due to reopen next May.

Visit the museum Web site at www.metroartmuseum.co.ca for coupons redeemable at our souvenir shop!

Tues.-Thurs.: 9:00-6:00

Fri.-Sat.: 10:00-4:00

Sun: 12:00-5:00

138 South Elm St. * Toronto, ON L5K3A7 * 416-555-3947

- 186.** Why did Rob Wood send tickets to Mr. Jensen?
- (A) To pay for work completed by Mr. Jensen
 - (B) To advertise a gallery opening
 - (C) To show gratitude to a customer
 - (D) To apologize for a late delivery
- 187.** What service does Mr. Wood's business provide for customers?
- (A) Free transportation to a museum
 - (B) Regular notification of recommended vehicle service
 - (C) Automatic renewal of subscriptions
 - (D) Prompt delivery within the Toronto area
- 188.** What attraction is currently closed?
- (A) The Toronto Expressionism exhibit
 - (B) The Scenes of Summer exhibit
 - (C) The Sculpture Gardens
 - (D) The souvenir shop

- 189.** What do the newsletter and the Web site have in common?
- (A) Both are available only to DLC customers.
 - (B) Both are published by the museum.
 - (C) Both discuss car safety.
 - (D) Both provide coupons.
- 190.** What information is NOT listed on the ticket?
- (A) The museum's address
 - (B) Names of upcoming exhibits
 - (C) Details about hours of operation
 - (D) The museum's telephone number

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Questions 191-195 refer to the following two job advertisements on the Internet.

Job Listing 14523 - Posted May 1:

The World Health Coalition (WHC) seeks a highly qualified individual for immediate employment on the HS-1 Vaccination Program. The job provides the opportunity to collaborate with some of the leading researchers in vaccine production. This WHC facility is located in London. Position available from May 27.

Duties: Individual is responsible for compiling and storing research results and will assist in creating disease prevention workshops.

Requirements: Applicants must have a degree in statistics and at least four years experience working in a research facility. Knowledge of PZB software is a must, as is a team-oriented approach to working. Fluency in English is required; abilities in additional languages preferred.

Send résumé along with cover letter to jobs@whc.org.uk. Include an e-mail address and telephone number. Deadline is May 10. Applicants will be notified of their status by May 17. Applicants chosen for interviews will be responsible for their own transportation to London.

APPLY NOW ►

Job Listing 14524 - Whirlwinds Cruise Ships - Posted May 2:

Did you know that you can get paid to travel all over the world? With weekly departures to Africa and the Mediterranean, London is the cruise-ship hub of Europe! Whether you've got ten years experience in the service industry or are new to the international travel industry, cruise ships present excellent opportunities for both skilled and unskilled laborers. All you need is a willingness to work with others. With an average of over 2500 passengers on board at all times, almost every occupation that you can imagine is available. You could be a gift shop manager, fitness/pool instructor, restaurant waiter, or day care worker; visit our Web site at www.whirlwindcruise.com.uk to read about additional skilled positions. This is a great way to pay off university debts or just save up for a new adventure, because rates are competitive, contracts are available on a monthly basis, and room and board are provided free by the cruise line. All contracts are paid in British pounds. Urgent vacancies are waiting to be filled, so contact your London Whirlwinds office today.

CLICK HERE TO APPLY

- 191.** What is the last day to apply for the WHC position?
- (A) May 1
 - (B) May 10
 - (C) May 17
 - (D) May 27
- 192.** What does the WHC job advertisement imply?
- (A) The position is a one-year assignment.
 - (B) WHC will provide necessary software training.
 - (C) Applicants who know multiple languages are more likely to be hired.
 - (D) Applicants must have management experience to be considered.
- 193.** What is NOT mentioned as a potential position on a cruise ship?
- (A) Swim teacher
 - (B) Cafeteria cook
 - (C) Store manager
 - (D) Child care worker
- 194.** According to the job posting, what is an advantage of working for Whirlwinds?
- (A) The company will pay for living expenses.
 - (B) Workers can choose the countries they go to.
 - (C) Skilled laborers receive a monthly bonus.
 - (D) The company offers education scholarships.
- 195.** According to the postings, what skill should applicants at both companies have?
- (A) International experience
 - (B) An ability to work in groups
 - (C) A university degree
 - (D) Creative skills

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

Morningtown Community Arts Society

presents

Midnight in Buenos Aires

Original script by
Julia Ortiz

Directed by
Seiji Uchida

Starring
Frank Rich * Rita Mendoza * Michelle Kim

Costume Designer....Gina Bloom
Art Direction.....Giles Jenkins
Music.....Carla Freccero

John Rainolds Civic Center

*The society graciously acknowledges the continued generosity of the Stevens Foundation
in providing partial funding for this event.*

Midnight Fun

John Smith, *MORNINGTOWN HERALD*

Community theater is alive and well this month, with the Morningtown Community Arts Society's new play *Midnight in Buenos Aires*. This delightful production is the latest installment from regional favorite Seiji Uchida, whose recent productions at the Civic Center have all been well received by the public. In this reviewer's estimation, *Midnight* may very well be the best production by a community organization in Morningtown this year.

The effectiveness of the production was bolstered by an exceptional cast of actors, which includes the talented Rita Mendoza, last seen in *The Late Hour*. The other actors are

relatively unknown, but their brilliant performances in this play will surely get them more attention in the future. The costumes were themselves marvelous, full of color without distracting from the excellent acting and direction. If there was a weak point in the production, it was the script, which was occasionally marred by awkward dialogue and inaccessible language.

For those wishing to catch it before it ends, the production runs until December 20, with evening performances on Friday and Saturday, December 18 and 19.

196. What is this program from?

- (A) An orchestra concert
- (B) A theatrical play
- (C) An art exhibit
- (D) A dance festival

197. Who is Gina Bloom?

- (A) An actor
- (B) A writer
- (C) A designer
- (D) A musician

198. What is suggested about *Midnight in Buenos Aires*?

- (A) It is Seiji Uchida's first production.
- (B) It is being performed internationally.
- (C) Most of the performers are well-known.
- (D) There are no evening performances on Sunday.

199. Whose work did NOT receive a positive review in the article?

- (A) Julia Ortiz
- (B) Gina Bloom
- (C) Seiji Uchida
- (D) Frank Rich

200. In the article, the word "estimation" in paragraph 1, line 8, is closest in meaning to
(A) approximation
(B) measurement
(C) opinion
(D) theory

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.