

Actual Test

07

| Part 5 | Part 6 | Part 7 |

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 the test book.

Part 5

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

- 101** The provincial government decided to ----- a stronger environment policy to alleviate air pollution.
(A) implemented
(B) implement
(C) implements
(D) implementation
- 102** Dr. Hartman will be back in two ----- three hours after finishing his round of patient visits.
(A) by
(B) with
(C) or
(D) against
- 103** You must submit the ----- version of the grant proposal to have it signed by the president.
(A) revises
(B) revision
(C) revise
(D) revised
- 104** Vandecar Computers is anticipating the conclusion of its contract with Sherman Electronics ----- the next three months.
(A) within
(B) by
(C) for
(D) on
- 105** Because their coach was on sick leave, the Sternwell football team had to practice by -----.
(A) their
(B) themselves
(C) them
(D) they
- 106** Nalston Cookware offers a ----- range of cookware for people looking for both practical and modern utensils.
(A) widely
(B) widen
(C) width
(D) wide

103



106



119 ----- the new advertising campaign, Deleon Kemp Computers' quarterly sales volume proved disappointingly poor.

- (A) Even though
- (B) However
- (C) Due to
- (D) Despite

120 Every employee at Herrick Automobiles thinks that Ms. Heather Cline will most likely ----- the employee of the month awardee.

- (A) became
- (B) become
- (C) becomes
- (D) becoming

121 Dr. Hartman seemed ----- dedicated to developing a new medicine for an unidentified disease sweeping all over Africa.

- (A) truthful
- (B) truth
- (C) truly
- (D) true

122 Wireless messages are now received ----- local post offices in many rural areas across England with the advancement of communications networks.

- (A) through
- (B) along
- (C) toward
- (D) about

123 The dean of the philosophy department will approve tenure to ----- professor publishes the most articles.

- (A) one
- (B) those
- (C) whatever
- (D) whichever

124 Every accountant employed at Harrells Accounting Firm has a ----- for precision and diligence.

- (A) demonstration
- (B) reputation
- (C) presentation
- (D) development

125 To produce products at a more ----- price, Bledred Haircare has implemented a cost-effective manufacturing process.

- (A) competitively
- (B) competition
- (C) competitive
- (D) compete

126 City hall will be reinforcing road maintenance to ensure that visitors coming to see the 16th annual Firework Festival can be easily ----- to the venue.

- (A) direct
- (B) directed
- (C) directly
- (D) director

127 Once the final draft of the business plan -----, the marketing team will immediately start devising relevant strategies.

- (A) approve
- (B) will approve
- (C) has approved
- (D) has been approved

128 Pharmaceutical products must be ----- prescribed to patients who have special conditions such as diabetes.

- (A) scarcely
- (B) lately
- (C) occasionally
- (D) carefully

129 When designing a scientific experiment, one must make a legitimate ----- to assure an accurate result.

- (A) assumption
- (B) to assume
- (C) assumes
- (D) assumed

119



125



- 130** ----- the new academic program which the Jordan Film Academy implemented, the school now boasts of many competent graduates well-recognized in the film industry.
 (A) Only if
 (B) Otherwise
 (C) As a result of
 (D) In order to
- 131** Evelyn Garrison was granted a bonus because she worked ----- and displayed strong leadership.
 (A) diligent
 (B) diligently
 (C) most diligent
 (D) more diligent
- 132** A powerful storm which struck across the southern part of France caused a great ----- in total crop yield.
 (A) declining
 (B) declined
 (C) decline
 (D) decliner
- 133** The Nero-402 was praised by IT specialists as the ----- laptop computer ever produced.
 (A) most speedy
 (B) speediest
 (C) more speedy
 (D) speedily
- 134** Everybody believed the suspect to be guilty, but a critical piece of evidence proved -----.
 (A) somehow
 (B) beside
 (C) lately
 (D) otherwise
- 135** ----- can anyone recognize Professor Grant's handwriting, which is infamous for its illegibility, as it is so small.
 (A) Hard
 (B) Hardly
 (C) Harder
 (D) Hardest
- 136** Students ----- an overseas exchange program should visit the administration office for further details.
 (A) regarding
 (B) concerning
 (C) considering
 (D) transforming
- 137** Weidman Computers ----- hosts parties for its employees in order to cultivate strong relations among employees.
 (A) occasionally
 (B) loudly
 (C) scarcely
 (D) considerably
- 138** Pharmaceutical companies must ensure that their products are ----- federal health laws.
 (A) in compliance
 (B) complied
 (C) compliant with
 (D) comply
- 139** The president of Cahoon Automobiles is under a lot of -----, as the company is on the verge of bankruptcy.
 (A) issue
 (B) pressure
 (C) conflict
 (D) effort
- 140** The proposition on a new pay increase by the labor union was scrupulously ----- by management.
 (A) corroborated
 (B) demonstrated
 (C) initiated
 (D) deliberated

134



135



● GO ON TO THE NEXT PAGE →

Part 6

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

Questions 141-143 refer to the following notice.

Wonderful News for Our City!

As a result of constant hard work, Nasta ----- its latest electronic products in our city square on

- 141** (A) exhibition
(B) exhibited
(C) has exhibited
(D) will be exhibiting

August 23rd.

We're expecting that this ----- will bring us many tourists from inside and outside of the

- 142** (A) company
(B) product
(C) show
(D) profit

country, which will stimulate our local economy.

The entrance fee will be \$5 for adults and \$3 for children.

A ----- fee will be offered to city residents. Please encourage everyone you know to attend as

- 143** (A) discounted
(B) implied
(C) simplified
(D) rated

well.

We hope to make the best of this tremendous economic opportunity.



Questions 144-146 refer to the following letter.

Dear Mr. Kim,

Our organization has lately noticed that you've been out of a job for several months now, -----

- 144** (A) moreover
(B) and
(C) hence
(D) therefore

we'd like to assist you with getting back into the job market.

We provide our customers with important information about different ----- currently available

- 145** (A) careers
(B) markets
(C) package
(D) parts

and highlight the ones that are best suited for you.

Once you ----- our organization, we'll guarantee that you will be offered with at least five job

- 146** (A) resign
(B) pay
(C) leave
(D) join

opportunities within a month. All you have to do is log onto our webpage and sign up for the job information packet.

We're a non-profit organization founded solely with research purposes. We'd like to be a great help to your career.

Sincerely,

Emily North

Questions 147-149 refer to the following letter.

Dear John,

I hope your summer is going well. Do you remember when my first novel -----?

- 147** (A) will be published
(B) was published
(C) had been published
(D) will publish

Well, for the past few days they've been ----- an interest in shortening the story and publishing

- 148** (A) ignoring
(B) providing
(C) suggesting
(D) expressing

it as part of their new collection of short stories.

The thing is that they cannot proceed ----- my authorization, and I won't be back in town for a

- 149** (A) without
(B) due to
(C) because of
(D) regarding

few weeks.

Thus, I'd hoped that I could prepare a legal document saying that I give you the right to sign on behalf of me with the publishers. Please let me know if you're able to do this for me or not as soon as possible.

Sincerely,

Mark Hines



Questions 150-152 refer to the following article.

The stock value of Madison Brothers Corporation has dropped by 14% in ----- four days.

- 150** (A) just
(B) within
(C) more than
(D) exact

This rapid drop in the stock value is due to the ----- failure at one of its biggest manufacturing

- 151** (A) operations
(B) operational
(C) operation of
(D) operating

factories.

The official explanation for this failure ----- by the chief executive of Madison Brothers, but it

- 152** (A) made
(B) making
(C) will be made
(D) was made

doesn't seem to have had a positive effect on the stock market yet.

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.

To: Daniel

From: Professor Carri

Date: July 12th

Re: Summer Assignment

Dear Daniel,

Hello, Daniel. I've been out of town for a week and noticed that you sent me an e-mail regarding the summer assignment. I don't have access to my work e-mail account at home. I hope this e-mail is not too late to answer your questions about the assignment. Well, the first thing you probably want to do is to read the materials I posted on the school website. That should answer most of your questions. If you're still having a problem after reviewing the materials, feel free to e-mail me again. I'll be more than happy to answer your questions.

Best Wishes,

Professor Carri

153 What is the purpose of this e-mail?

- (A) A deadline notification for a summer assignment
- (B) An apology for a late response
- (C) A guide for how to use the school website
- (D) Instructions regarding a summer assignment

154 Why was the professor NOT able to reply?

- (A) He was out of town for a week.
- (B) He forgot to check his e-mail.
- (C) He was not able to log into his e-mail account.
- (D) He was busy making summer assignment materials.



Questions 155-156 refer to the following announcement.

Changes in Classroom Assignment

Room	Previously	Now
Room 201	Mathematics	Physics - Mr. Barbarich
Room 204	Biology	Chemistry - Ms. Marsh
Room 106	Chemistry	AP Calculus - Mr. Hanzel
Room 102	AP European History	AP U.S. History - Mr. Doringo
Room 304	Chinese	AP European History - Ms. Bullard

I hope all of you had a wonderful summer vacation. Hope you all have finished your summer assignments by the way! There have been changes to the classroom assignment due to the construction of a few new classrooms. Until the construction is finished, the classrooms will be assigned as posted above. Please pay attention to the changes carefully in order to avoid any confusion when looking for your classroom. Sorry for the inconvenience.

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155 What is true about the announcement?

- (A) Students should go to Room 106 for chemistry.
- (B) Ms. Bullard teaches European History.
- (C) U.S. History class will take place in Room 304.
- (D) Physics is taught by Mr. Hanzel.

156 What is the cause for the changes in classrooms?

- (A) Request for changes from teachers
- (B) Expansion of the existing classrooms
- (C) Construction of additional classrooms
- (D) Request for changes from students

Questions 157-159 refer to the following content.

Miamian Magazine

Content

Pg. 4 New local businesses

Pg. 8 Damage from Hurricane Kane

Pg. 14 Court case of the week by Judge Shean

The chosen case of the week by Judge Shean portrays a thorough description of the case and the appropriate legal decisions for it.

Pg. 18 What's going on in the mayor's office?

An interview with the mayor gives an idea of the mayor's view on the future of Miami.

Pg. 23 Parts of Miami call for help from local neighborhoods

Pg. 25 Jobs available in Miami

*Updated job market data in Miami!
An opportunity for you to get back to work!*

157 What kind of magazine is posted above?

- (A) A career magazine
- (B) A fashion magazine
- (C) A local magazine
- (D) A political magazine

158 What is NOT a section of the magazine?

- (A) Statistical work information
- (B) Job opportunities in Miami
- (C) Election of the new mayor
- (D) A natural disaster in Miami

159 What is true about Miami?

- (A) It was hit by a hurricane.
- (B) There is a huge unemployment problem.
- (C) The minorities are not being taken care of.
- (D) Local businesses are not able to compete against big corporations.

Questions 160-161 refer to the following schedule.

History class program designed for a deeper understanding of old castles

Thursday, September 4

Field Trip to Casa Nora Castle

7:00 A.M.	School bus departs for Casa Nora
8:00 A.M.	Traditional-style breakfast served at the castle's cafeteria
8:30-9:20 A.M.	Lindsay Graham, Casa Nora's head superintendent, provides a detailed presentation on the history of the castle.
9:30-10:20 A.M.	Learning activities for students
10:30 A.M.	Students meet their tour guides. (all guides are certified by the local government)
10:30-11:00 A.M.	Group 1: Visit the West Wing Group 2: Visit the South Wing Group 3: Visit the garden
11:00-11:30 A.M.	Group 1: Visit the garden Group 2: Visit the West Wing Group 3: Visit the South Wing
11:30-12:50 P.M.	Lunchboxes distributed to students. Vegetarian option is also available.
1:00-1:30 P.M.	Group 1: Visit the South Wing Group 2: Visit the garden Group 3: Visit the West Wing
1:30-1:50 P.M.	Free time at Casa Nora's souvenir shop
3:00 P.M.	School bus returns

160 According to the schedule, who will give a speech?

- (A) A history teacher
- (B) A certified guide
- (C) A superintendent of Casa Nora
- (D) A student of Casa Nora

161 When will Group 1 explore the garden?

- (A) From 10:00 A.M. to 10:30 A.M.
- (B) From 10:30 A.M. to 11:00 A.M.
- (C) From 11:00 A.M. to 11:30 A.M.
- (D) From 1:00 P.M. to 1:30 P.M.

Questions 162-164 refer to the following bill.

Customer: David Kinney

Period: January 3-February 2

Voice Call	536 minutes	\$56.30
Text Messages	698 messages	\$21.29
Data Service	1.27 GB	\$19.99
Total		\$97.58

The bill must be paid by the 10th of February in order to avoid any disruption of your service with our company. If you have any questions or noticed an error in the bill, please feel free to call our customer service at 1-800-209-1829. Thank you.

Sincerely,

Vice President of HI&L

162 What kind of bill is stated above?

- (A) A home phone bill
- (B) An Internet service bill
- (C) An electricity bill
- (D) A cell phone bill

163 What is a customer advised to do if they find an error on the bill?

- (A) File a complaint with the company
- (B) Visit the company
- (C) Call customer service
- (D) Fill out a form

164 For which part of the bill does the customer pay the least?

- (A) Phone calls
- (B) Text messaging
- (C) Internet usage
- (D) Payment for the contracted handset

Questions 165-167 refer to the following book review.

Financial Solutions for Everyone

Author: Justin Marshall

Reviewed by: Christine Petrelli

As the title of the book suggests, readers can expect financial solutions that work for anyone and in any situation. However, after reviewing the book, it is clear that the author in fact talks about his personal financial success rather than case by case solutions. In other words, the purpose of this book is not to provide readers with true financial advice but to admire his own financial prosperity through a series of very fortunate financial opportunities and not a strategic approach to financial problems. If readers fail to keep in mind that the circumstances surrounding the author at the time of his financial success were mere luck and something that does not apply to everyone, they will be misled.

165 What is the tone of the reviewer?

- (A) Praising the writing style of the author
- (B) Uncertain about the author's point of view
- (C) Criticizing the unrealistic content of the book
- (D) Admiring the content of the book

166 According to the book review, what does the book consist of?

- (A) Reasonable financial solutions for a specific situation
- (B) Possibly misleading financial advice
- (C) A series of financial solutions case by case
- (D) Well-analyzed financial data

167 What does the reviewer suggest that readers do?

- (A) Completely accept the solutions suggested by the author
- (B) Admire the author's financial strategy
- (C) Be skeptical about the author's approach to financial problems
- (D) Apply the author's financial solutions to their own

Questions 168-171 refer to the following letter.

Dear Margaret,

I wish this letter could have been more cheerful, but I must tell you that Mrs. Stewart passed away last night at 10:32 PM. Although she fought her breast cancer bravely and was in some pain for a while, she passed away peacefully while sleeping. I know she was a special person to you as much as she was to me. We all are truly sad for our loss, but I believe we should organize an appropriate funeral for her.

The funeral is scheduled to be on March 5th, two days from today, at St. Paul's church. The funeral will be presided over by Reverend John Smith. Jessica will give a short speech on Mrs. Stewart's life and her influence on other people after the Reverend. After the funeral, everyone is asked to come to a gathering at the Shorby Club at 7:00 PM. There will be food and drinks provided by the Stewart family.

I hope you can make it to the funeral and also attend the gathering after the funeral. Your presence would be very meaningful to the Stewart family. I hope to see you at the funeral.

Take care.

Sincerely,

Melinda Stewart

Melinda Stewart

- 168** What is the purpose of the letter?
- (A) To inform about the death of Mrs. Stewart and her funeral
 - (B) To inform about an annual memorial ceremony for Mrs. Stewart
 - (C) To ask for help organizing the funeral
 - (D) To ask to prepare a short speech for the funeral

- 169** Who will be leading the funeral?
- (A) Mr. Stewart
 - (B) Margaret
 - (C) Jessica
 - (D) Reverend John Smith

- 170** What is true about Mrs. Stewart?
- (A) She lived a solitary life.
 - (B) She passed away on March 3rd.
 - (C) She died of breast cancer.
 - (D) She passed away painfully.

- 171** What is suggested about the funeral?
- (A) It will be a long ceremony.
 - (B) Only those who are invited can attend the funeral.
 - (C) Another event is planned following the funeral.
 - (D) The funeral will have no religious elements.

Questions 172-175 refer to the following letter.

Interview instructions for JNH applicants

Dear Applicants,

Thank you for applying to JNH. We wish you luck with your interview. This letter is to provide you information and instructions regarding the interview. As you noticed from the application form, all our applicants are required to give a 20-minute interview with three executives at JNH.

Applicants will be evaluated 20% based on their resume and previous work experience and 80% based on the interview. Thus, the interview is the most important part of the application process.

Interviews will take place on May 4th from 9:00 AM to 4:00 PM, with an hour for lunch between noon and 1:00 PM. Interviewers will ask applicants about their opinions on the direction that the company should be heading in the future and other challenging economic problems. You'll also have time to introduce yourself to the interviewers. However, please note that the more time you take to introduce yourself, the less time you'll have to answer questions from the interviewers.

We will announce who has been hired two weeks after the interview. This will be done by mail. The letter will be delivered to your home address by express delivery so that you'll be able to hear from us as soon as possible. Once you hear from us, you'll be asked to write back to us within five days. All the necessary paper work will be enclosed in the envelope. All you have to do is fill out the paper work and send it back to us. Once the documents are received, we'll notify you of your first day at JNH.

We wish you all the best and also remind you to be on time on the interview day. Thank you again for applying to JNH and see you soon at the interview.

Sincerely,

Chris Foster

Chris Foster

Chief Executive of JNH



172 What is the purpose of this letter?

- (A) To encourage people to apply to the company
- (B) To change the interview date
- (C) To announce those who passed the first round of the interview
- (D) To provide instructions and information regarding the job interview

173 What is NOT stated about the interview?

- (A) The date of the interview
- (B) The name of the interviewers
- (C) The length of the interview
- (D) The importance of the interview

174 Why is it suggested that interviewees not take too much time to introduce themselves?

- (A) The interviewers don't like to listen to interviewee introductions.
- (B) Most of the self-introduction period is boring.
- (C) The interviewers already know the applicants well.
- (D) It will shorten the time to answer questions.

175 What is true about those who pass the interview?

- (A) They will receive the results through email.
- (B) They will receive the results through mail three days after the decision is made.
- (C) They will have to fill out the documents included in an envelope.
- (D) They will have to visit the company.

Questions 176-180 refer to the following note.

To: Hoyeon

From: Elizabeth Stiles

Dear Hoyeon,

I'm leaving this note because you were away when I visited your house. I've noticed that you signed up for my English class on weekends. I stopped by today because I wanted to talk about the class schedule. I see that you requested the class from 3:00 PM to 5:00 PM. Unfortunately, that class is no longer available.

What we can do is that we can move your class to either a later time on the same day or at the same time on a different day. Is there any particular reason that you want to study on the weekend? Actually, weekdays work better for me. If you don't have a problem moving your class to a weekday, that would be great for me. If not, we can figure something else out.

I will be out of town for three days from next Monday. I know we still have two weeks until your classes are scheduled to start, but I'd like to figure this out before I leave on vacation. I also have some materials that I'd like you to go over before class starts. Please let me know when is a good time to meet.

I'm really looking forward to teaching you. I'm sure you'll perform well and that your English will improve tremendously! I'll do my best to help you.

Take care!

Elizabeth



- 176** What is the purpose of this note?
- (A) To give class assignments
 - (B) To notify her vacation period
 - (C) To rearrange the class schedule
 - (D) To cancel classes
- 177** What is NOT mentioned in the note?
- (A) Elizabeth's vacation period
 - (B) Elizabeth's class schedule for the weekend
 - (C) The details of class materials
 - (D) Elizabeth's intention to meet with her student before the vacation
- 178** Which of the following is NOT true about Elizabeth?
- (A) She teaches English.
 - (B) She prefers working on weekdays.
 - (C) She believes Hoyeon is a good student.
 - (D) She is out of town for two weeks.
- 179** What can be inferred about the student?
- (A) She is normally a lazy student.
 - (B) Her English is not that great.
 - (C) She cannot study during the week.
 - (D) She prefers to have classes on weekends.
- 180** The word "tremendously" in paragraph 4, line 2 is closest in meaning to
- (A) pleasingly
 - (B) trivially
 - (C) greatly
 - (D) casually

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

Opening of a Benjamin Torown Music Academy!

270 South Bay Rd. Virginia, DC 71293

The well-known conductor Benjamin Torown is back in town! After his farewell orchestra last month in Milan, Italy, he came back to home to open up his own music academy. He says that the "opening of his own academy is to fulfill his ultimate goal, which is to cultivate as many gifted musicians as possible."

The following classes are available:

- Conducting Class: Mondays and Fridays from 2 p.m. to 7 p.m., Room #1
 - Tuition Fee: \$250 per month
- Orchestra Class: Tuesday-Thursday from 9 a.m. to 3 p.m., Room #1
 - Tuition Fee: \$200 per month
- Private Lesson: Saturdays and Sundays from 2 p.m. to 5 p.m., Room #3
 - Tuition Fee: \$100 per week
- Consulting Service: \$40 per hour

Monday	9:00 a.m.-11:00 a.m.
Tuesday	4:00 p.m.-6:00 p.m.
Wednesday	No Service Hours
Thursday	4:00 p.m.-5:00 p.m.
Friday	9:00 a.m.-12:00 p.m.
Saturday-Sunday	Closed

Please be advised that there is limited amount of space available for each class. Visit our academy or e-mail me at martinluke@musicacademy.com to reserve your spot as soon as possible. Furthermore, it is suggested that you receive some consulting before registering for a class.

Hope to see you all soon!

To: omarhussein@musiclover.com
From: martinluke@musicacademy.com
Subject: Orchestra Class full

Dear Mr. Omar Hussein,

Thank you for your e-mail application sent on the 10th of August.

Unfortunately, the class you are interested in has already been filled up by other students. Due to the limited space availability, I accepted students in order of their submitted applications. However, there are still places available for the conducting class and for private lessons. Keep in mind that many musicians in the orchestra class become a conductor. If you are interested in becoming a conductor, please visit the academy during the consulting hours for more details so that we can decide whether you are suitable for the conducting class or a private lesson.

I sincerely regret that the academy is not able to provide you with a space for the requested class and hope to see you soon during the consulting service hours.

Sincerely,

Martin Luke

- 181** What is the purpose of the advertisement?
- (A) To announce Benjamin Torown's retirement
 - (B) To advertise Benjamin Torown's farewell orchestra
 - (C) To advertise openings at Benjamin Torown's Music Academy
 - (D) To accommodate new employees at Benjamin Torown's Academy
- 182** What does Martin Luke recommend to potential applicants?
- (A) To visit the website to reserve a spot
 - (B) To attend his farewell orchestra
 - (C) To receive some consulting before applying for a specific class
 - (D) To apply for private lessons
- 183** In the advertisement, the word "farewell" in paragraph 1, line 1 is closest in meaning to
- (A) welcoming
 - (B) honorable
 - (C) service
 - (D) good-bye
- 184** What can be inferred about Mr. Omar Hussein?
- (A) His application has been accepted.
 - (B) He is not able to take the orchestra class although he is Benjamin Torown's favorite student.
 - (C) He is not qualified to take the orchestra class.
 - (D) He cannot take the orchestra class since it has been filled up by other students.
- 185** How much is the monthly tuition fee for the class Mr. Omar wanted to take?
- (A) \$250
 - (B) \$200
 - (C) \$100
 - (D) \$40

Questions 186-190 refer to the following e-mails.

To: Kyle Goodman <kgoodman@bil.com>
From: Pulitzer Hotel <reservations@pulitzerh.com>
Date: November 28th
Subject: Confirmation of change in reservation

Thank you for choosing the Pulitzer Hotel. This e-mail is to confirm the change you made with your reservation with us on the 10th of December. According to your previous reservation, you reserved a room with a queen-sized bed on December 10th. And our records show that you have changed the date of your stay from December 10th to December 17th due to a change in your business schedule. As you requested, we have also upgraded your room to a suite. We are hereby confirming the change mentioned above. As a result, the following will be your final reservation.

Room Type: Suite
Date of Stay: December 17th
Rate: \$85.00

If there is any further assistance you need or a change that must be made, please contact us.

Thank you!

To: Pulitzer Hotel <reservations@pulitzerh.com>
From: Kyle Goodman <kgoodman@bil.com>
Date: November 28th
Subject: Re: Confirmation of change in reservation

Hi there,

Thank you for confirming the change in such a quick manner. I believe, however, there is an error in the change of reservation. When I called in, I told the person in charge that I will postpone my reservation exactly two weeks, but I guess he must have misheard what I said. Also, I wasn't informed of the rate of the suite compared to a room with a queen-sized bed. Since my trip is being paid for by my company and there is a limit on how much I can spend on accommodation, I'm afraid that I will have to switch back to the room with the queen-sized bed. I'm very sorry for the confusion, but please send me another copy of my final reservation details when you have a chance. Thank you very much!

Sincerely,

Kyle Goodman



- 186** What is the purpose of the first e-mail?
(A) To make changes in a reservation
(B) To offer a special discount
(C) To confirm a change in reservation
(D) To inform a customer that the hotel is full
- 187** Which of the following is the mistake from the hotel for Mr. Goodman's reservation?
(A) Room type
(B) Date of stay
(C) Discount rate
(D) Address of the hotel
- 188** What is indicated about Mr. Goodman?
(A) He's going on a trip with his family.
(B) He's furious about the mistake that the hotel made.
(C) The reservation is for a business trip.
(D) He cannot afford the room with the queen-sized bed.
- 189** What is the actual date Mr. Goodman intends to stay at the hotel?
(A) December 11th
(B) December 14th
(C) December 20th
(D) December 24th
- 190** What did Mr. Goodman request?
(A) A discount
(B) Final reservation details
(C) A refund
(D) A list of restaurants around the hotel

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

To: genevapublictransportation@pubtrans.com
From: john.wilson@emailservice.com
Subject: Compensation for damages on the night of the 10th

To whom it may concern,

This e-mail is to attach an official written claim regarding the accident that occurred on the night of the 10th of September. Just as we have agreed, I have attached an estimate of the cost of repairs based on AVIS Maintenance Shop's examination results.

To remind you, I was heading back towards my place after work that night and when passing through the intersection at Park and Madison, a bus ran a red light and crashed into my car, a Rexur SE 750, knocking my bumper off and smashing the driver's side window.

I would also like you to reimburse me for my medical expenses and all transportation expenses until my vehicle is repaired. To this end, I am also attaching all medical receipts and the approximate transportation expenses.

Thank you,

John Wilson

**AVIS Maintenance Shop:
Detailed estimated cost of repairing REXUR SE 750**

#242 Henry Avenue, Geneva, Switzerland

1401-1923

E-mail: maintenance@avis.com

Pro Forma (Estimate) Statement

September 12th

Subject: 5 PAX Vehicle, Rexur SE 750

Items to be repaired: Vehicle bumper, driver's side window, and general inspection (to identify any further potential damage)

Detailed estimated repairs cost: €2,300

*Bumper replacing cost: €1,200 / Window: €900 / General Inspection: €200



- 191** What is the intention of the e-mail?
(A) To give an official statement of the accident
(B) To complain about the accident
(C) To remind the party concerned of the accident
(D) To claim expenses from the accident
- 192** Where was the approximate location of the accident?
(A) Near Mr. Wilson's office
(B) Near Mr. Wilson's residence
(C) Near AVIS Maintenance Shop
(D) Near Madison and Park avenues
- 193** What was Mr. Wilson's intention of visiting the maintenance shop?
(A) To receive regular maintenance service
(B) To repair the damaged parts of the vehicle
(C) To assess the repair costs
(D) To assess the value of his vehicle
- 194** How much is Mr. Wilson expecting to receive in compensation?
(A) More than 2,300
(B) 2,300
(C) 2,100
(D) Less than 2,000
- 195** In the e-mail, the word "reimburse" in paragraph 3, line 1 is closest in meaning to
(A) charge
(B) impose
(C) settle
(D) remunerate

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

EcoBrothers Class "A" Paper Company

**Minimum Input – Maximum Output is What You Strive For,
Small Change – Big Enjoyment is What We Strive to Offer YOU!**

I bet you that you have experienced a frustrating situation due to paper jamming whether you are at home or at the office. Anyone who has a printer must have experienced something like this at least once! Most people think that paper jamming occurs because of the printer. However, more often than not it's the quality of the paper that triggers the jamming.

Try out our product and you will be thoroughly satisfied. With 30 years of manufacturing experience and the passion to satisfy customers, EcoBrothers Paper Manufacturing Company has finally developed a distinguished type of paper that will never be the cause of the jamming. Furthermore, the company has added a chemical ingredient that controls the typical smell of recycled paper. Thus, it will be as fresh as newly processed paper!

For more information about our company and our products, please feel free to visit our website at www.ecobrotherspaper.com, call our customer service at 212-230-9812, or e-mail us at customer.service@ecobrothers.com.

To: customer.service@ecobrothers.com

From: ryan.law@consulting.com

Subject: Product purchase order

To whom it may concern,

After thoroughly reviewing your new product, I've decided I would like to carry it at my office supplies retail store. I have had numerous customers complaining about paper jamming and it appears to me that your product will satisfy the needs of my customers. However, the price terms that your company is asking are a little high for me. It would be much appreciated if you could lower the price a little bit.

If you are interested in discussing this further, please contact me via this e-mail address or call me at 248-2841.

I am looking forward to doing business with you!

Ryan Law

Owner, Bravo Office Supplies Shop

- 196** What is the purpose of the advertisement?
- (A) To introduce the company to the public
 - (B) To promote the use of recycled paper
 - (C) To advertise a new product to the public
 - (D) To proudly announce their excellent manufacturing skills
- 197** In the advertisement, the word “triggers” in paragraph 1, line 5 is closest in meaning to
- (A) prevents
 - (B) precludes
 - (C) precipitates
 - (D) accommodates
- 198** What can be inferred about the EcoBrothers Paper Manufacturing Company?
- (A) The company has developed their first unique product.
 - (B) The company mainly concentrated on controlling the smell of recycled paper.
 - (C) The company tends to frequently introduce new products to the public.
 - (D) The company strives to satisfy its customers.

- 199** What is the intention of the e-mail sent by Mr. Ryan Law?
- (A) To purchase the product right away
 - (B) To show his concern regarding the price terms
 - (C) To verify the facts that were advertised
 - (D) To show his appreciation for the company’s hard work
- 200** Which of the following does Mr. Ryan like most?
- (A) The high-end printer
 - (B) The price
 - (C) The quality of the paper
 - (D) The recycled paper