

# TEST 4

## 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. Please contact Robert Chen for ----- in purchasing office equipment.  
(A) store  
(B) type  
(C) help  
(D) furniture
102. The awards ceremony will be ----- on the third floor of the Park Station Hotel.  
(A) held  
(B) raised  
(C) taken  
(D) granted
103. After Massey Corporation acquired Brawley, Ltd., the ----- of its stock rose twenty percent.  
(A) valuable  
(B) value  
(C) valued  
(D) value
104. In March, the Grand Symphony Orchestra will present an ----- opera by talented newcomer Maria Cruz.  
(A) excite  
(B) excites  
(C) excited  
(D) exciting
105. We hope to send ----- tax documents to you by the end of the week.  
(A) you  
(B) your  
(C) yours  
(D) yourself
106. All materials ----- for the upcoming seminar need to be copied at least two days in advance.  
(A) called  
(B) required  
(C) questioned  
(D) invited

107. After the switch malfunction, electrical service on the main building was ----- restored at 8 P.M.
- (A) finally  
(B) constantly  
(C) consecutively  
(D) usually
108. Traveling by train to Tokyo takes approximately one hour less ----- traveling by car.
- (A) for  
(B) with  
(C) as  
(D) than
109. Because Hong Kong is home to people from all over the world, a ----- of fashion styles can be seen in the city on any given day.
- (A) variety  
(B) kind  
(C) separateness  
(D) distance
110. Midtown Hospital compares ----- with other hospitals and provides services at lower rates.
- (A) favor  
(B) favored  
(C) favorable  
(D) favorably
111. ----- there had not been slight delays in the bus service to the airport, Ms. Suzuki would have caught her scheduled flight to Brussels.
- (A) If  
(B) Whereas  
(C) Unless  
(D) Even
112. Magnum Plus cameras ----- very popular right now because they are so easy to use.
- (A) became  
(B) are becoming  
(C) to become  
(D) becomes
113. The most ----- memo from the personnel department announced five new job openings.
- (A) constant  
(B) recent  
(C) occupied  
(D) modern
114. The board of trustees will ----- vote on the revised proposal at its meeting later this month.
- (A) define  
(B) definite  
(C) definitive  
(D) definitely
115. Because of ----- extremely focused customer bases, small business owners can often respond quickly to new economic trends.
- (A) they  
(B) their  
(C) theirs  
(D) them
116. Payment is ----- at the time you check out of the conference center.
- (A) expect  
(B) expecting  
(C) expected  
(D) expectation
117. Officials attribute the ----- in service to a software upgrade that makes the system run faster.
- (A) improvement  
(B) exchange  
(C) relief  
(D) lift
118. Mark Jarvela, a junior employee, proposed an innovative project that has been funded by one of the organization's biggest -----.
- (A) sponsor  
(B) sponsors  
(C) sponsored  
(D) sponsoring

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119. Fargo Electronics has ----- halted production of its newest line of video games until retailers have sold off the existing surplus.
- (A) consecutively  
(B) energetically  
(C) vacantly  
(D) temporarily
120. Please note that this brochure is intended as information only and does not replace or ----- the product warranty.
- (A) supplement  
(B) supplements  
(C) supplemented  
(D) supplementing
121. The cost of round-trip air transportation is included ----- the nine-day cruise package.
- (A) by  
(B) in  
(C) at  
(D) to
122. Dr. Sato has indicated that there may soon be an ----- for an apprentice technician in the chemical-production laboratory.
- (A) open  
(B) opened  
(C) openly  
(D) opening
123. Mr. Hernández is not available at the time the work crew is scheduled to arrive, and ----- is Ms. Hakkonen.
- (A) so  
(B) also  
(C) neither  
(D) yet
124. The meteorological agency recommended that tourists to the region be ----- dressed for frigid conditions.
- (A) suitable  
(B) suitably  
(C) suitability  
(D) suitableness
125. Please ----- the bottom portion for your records.
- (A) retain  
(B) retaining  
(C) retains  
(D) retained
126. Repairing the old copy machine would have ----- half as much as buying a new one.
- (A) lasted  
(B) cost  
(C) spent  
(D) paid
127. The market-research department conducted a ----- on how often people listen to the radio while driving their cars.
- (A) design  
(B) response  
(C) survey  
(D) broadcast
128. Because the sales representatives were late leaving the office, there was very ----- time for us to talk before the client meeting.
- (A) little  
(B) small  
(C) short  
(D) brief
129. Editors of the *Financial Gazette* reserve the right to review advertisements and correct ----- errors in spelling or format.
- (A) well  
(B) them  
(C) much  
(D) any
130. The National University plays an important ----- in preparing leaders for the country's educational system.
- (A) work  
(B) piece  
(C) role  
(D) task

131. Research suggests the health benefits of whole grains come from the ----- of all the nutrients, not just the amount of fiber.
- (A) combination  
 (B) proximity  
 (C) working  
 (D) settlement
132. Intercity Bus Company will be providing ----- bus service for holiday travelers next weekend.
- (A) frequent  
 (B) often  
 (C) numerous  
 (D) really
133. Although Dr. Obetz is qualified in several areas, nutritional health is one of her -----.
- (A) specials  
 (B) specializes  
 (C) specialties  
 (D) specialists
134. The president of Corvatech announced that this year's annual report is ready to be ----- to the company stockholders.
- (A) published  
 (B) distributed  
 (C) transacted  
 (D) disposed
135. The institution's ability to meet its ----- growth levels will depend on the commitment of all staff.
- (A) objected  
 (B) aimed  
 (C) targeted  
 (D) figured
136. Some officials still need ----- of the importance of separate playing fields for young football and baseball players.
- (A) convince  
 (B) to be convinced  
 (C) be convincing  
 (D) have convinced
137. ----- all the candidates applying for the job, Mr. Wang appears to be the most promising.
- (A) On  
 (B) Between  
 (C) Through  
 (D) Of
138. In order to make room for new inventory, stores that ----- would not offer promotional discounts might advertise a limited-time sale.
- (A) solely  
 (B) further  
 (C) otherwise  
 (D) fully
139. The manufacturer guarantees that its cosmetic products are good for three years or until the expiration date on the package, ----- is sooner.
- (A) what  
 (B) when  
 (C) that  
 (D) whichever
140. The analyst's commentary in the progress report was sharply ----- of the leadership team.
- (A) critical  
 (B) critic  
 (C) critically  
 (D) criticism

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## PART 6

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

Questions 141–143 refer to the following article.

Most consumers are familiar with bar codes. Those black-and-white stripes appear on almost every product purchased. Often the codes are scanned at the checkout counter, causing the item name and its price to appear on ----- the cash-register screen and the receipt. This gives a record to

141. (A) so  
(B) either  
(C) each  
(D) both

the consumer and helps the store managers to monitor inventory.

Now, an interesting use for the bar code has been developed by a scientist who works with bees. The scientist attached bar codes to the backs of individual bees in order to ----- them and to follow their

142. (A) identify  
(B) mention  
(C) contradict  
(D) transport

movements. Laser scanners at the entrance of the hive read the bar codes to monitor how long each bee had been gone from the hive. By keeping ----- of individual bees, scientists hope to learn more

143. (A) tracking  
(B) to track  
(C) tracked  
(D) track

about honey production. Knowing how far bees travel to gather pollen and how many trips they make back to the hive could eventually help beekeepers predict honey yields.

Questions 144–146 refer to the following excerpt from a magazine story.

### The “Real” Piryanka Sundarajan

By Ranjit Singh, Staff Reporter

While much has been written about famous media mogul Piryanka Sundarajan, little is known about many aspects of her private life.

Ms. Sundarajan is married and has two sons. She ----- her childhood in Indonesia where her father

144. (A) spends  
(B) was spending  
(C) was spent  
(D) spent

was posted with the National Bank of India. Ms. Sundarajan retains fond memories of the country.  
“I was ----- by everything about Indonesia, especially the architecture.”

145. (A) fascinated  
(B) appealed  
(C) enjoyed  
(D) appreciated

At United Media Corporation, which Ms. Sundarajan founded as a young college graduate, she is recognized as a tough negotiator. However, she is even better known for her ability to ----- quality

146. (A) obtain  
(B) keep  
(C) hire  
(D) stay

employees satisfied. Hardly one person from the company’s senior staff — be it director, general manager, or deputy general manager — has left the organization in the last fifteen years. Employees attribute this to Ms. Sundarajan’s outstanding leadership qualities.

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Questions 147-149 refer to the following advertisement.

### **SALES STAFF WANTED**

At Keller Travel, we believe our unrivaled reputation for offering efficient and friendly service to our customers can be ----- entirely to the commitment, quality, and enthusiasm of our staff.

147. (A) adapted  
(B) acknowledged  
(C) acclaimed  
(D) attributed

We are looking for well-traveled, energetic people to join our exceptional team. We work long hours, ----- weekends, in a very busy sales environment. On the other hand, there are marvelous travel

148. (A) includes  
(B) inclusive  
(C) including  
(D) included

----- In addition, we offer one of the travel industry's best salary packages.

149. (A) opportunities  
(B) descriptions  
(C) destinations  
(D) climates

To apply, please send your résumé with a letter detailing your qualifications to:

Deirdre Andersen  
Keller Travel  
210 Elliot Street  
Boston, MA 02201

Questions 150-152 refer to the following memo.

Date: October 25

To: Julie Lin, Purchasing

From: Peter Melaney, Information Technology

Re: New Computer Software

As you know, our business ----- on keeping our computers and electronic documents safe from

150. (A) depend  
(B) depends  
(C) depending  
(D) dependable

viruses. With that in mind, I've recently looked into two new software options. The license for our current computer-protection software will expire at the end of the year, so this is a good time to consider other possibilities.

The first program is called Compu Cleaner, and it comes from a Taiwanese company. Compu Cleaner has been around for many years and is ----- used in the industry. However, it is quite expensive.

151. (A) desirably  
(B) conclusively  
(C) perfectly  
(D) widely

The second possibility is a program made in Canada called Viraways. This program is relatively new and has not yet been reviewed. -----, its low price makes it a product that we should consider.

152. (A) Nevertheless  
(B) Whereas  
(C) Therefore  
(D) Because

Please let me know your thoughts on this matter.

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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 invitation.

You are invited to attend  
**The 7th Annual  
European Household Appliances Exhibition**  
Lucien Pernet Hall, Geneva, Switzerland  
October 19-23  
**"New Solutions in Home Equipment"**

A wide range of products, from kitchen appliances to air conditioning equipment, will be displayed throughout the five days of the exhibition. This year's focus will be on cleaning systems, with laundry appliances representing over half of the exhibits.

**153.** When does the event start?

- (A) On October 5
- (B) On October 7
- (C) On October 19
- (D) On October 23

**154.** What type of products will be emphasized?

- (A) Refrigerators
- (B) Cooking ranges
- (C) Air conditioners
- (D) Washing machines

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

### *The Perfect Gift*

Imagine sharing a new, special picture every day of the year with friends and loved ones! Gold Coast Imagination, Inc., will use images that you provide to create a personalized daily calendar using images of special people, memorable places, or important events.

Just go through your photo album and select the pictures you want to include. We will use your digital images or traditional print photographs to create a personalized gift. Birthdays, anniversaries, and the dates of special events can be indicated for no additional fee!

One of our consultants will help you choose from dozens of formats and styles. For more information, give us a call at (07) 7010 2390 or visit us online at [www.gci.co.au](http://www.gci.co.au).

*Gold Coast Imagination, Inc.*



**155. What is being advertised?**

- (A) Travel postcards
- (B) Photograph albums
- (C) Birthday cards
- (D) Personalized calendars

**156. According to the advertisement, what will the consultant do?**

- (A) Provide free price estimates
- (B) Give advice about design options
- (C) Photograph family members
- (D) Create an online gallery of photographs

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

**TEST 4**

<b>From:</b>	aviera@e-last.com
<b>To:</b>	hmiyakawa@e-last.com
<b>Subject:</b>	Repair crews
<b>Date:</b>	May 10

Dear Mr. Miyakawa,

The executive committee met this morning to discuss some complaints from our residential Internet subscribers. More and more of them are being asked to wait a week or longer for service from a repair crew. It seems that our customer base has expanded more quickly than projected, and technical support requests have increased by about 30 percent. This means that the number of technicians available to assist customers is now insufficient.

The committee feels an expansion of the repair team is necessary to restore customer satisfaction. We are expecting even more customers to have our equipment installed in their homes, and with the present number of technical crews, we may not be able to handle their service needs. The committee has authorized you to recruit five more people who have the appropriate training.

Best regards,

Adelina Viera, Personnel Director  
E-last Internet, Inc.

- 157.** For whom is this message probably intended?

- (A) A repair technician
- (B) A hiring supervisor
- (C) An Internet subscriber
- (D) A customer service representative

- 158.** What problem have customers been reporting?

- (A) Frequent disconnections
- (B) A high subscription charge
- (C) Low speeds on the Internet
- (D) A long wait for repairs

- 159.** What did the executive committee approve?

- (A) Offering better equipment to customers
- (B) Improving training for technical crews
- (C) Employing more repair workers
- (D) Reducing service fees

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**Questions 160-162 refer to the following memo.**

From: Liam Perry, marketing director  
To: All marketing staff  
Date: August 5  
Re: New line of juice products

Last week was the end of the free-sample program for our new line of fruit juices. Potential customers received complimentary bottles of the drinks and 15% discount coupons for future purchases. They were then asked to complete feedback questionnaires. The program ran from July 15 to July 31, and the discount, which applies to our full range of products, will be good until October 1.

The following briefly summarizes information gathered through the program:

- Three varieties were measured, listed here in descending order of customer popularity: Mango Mountain, Great Guava, and Yum Cocoplum
- Analysis of the feedback questionnaires showed that customers felt Yum Cocoplum contained too much sugar. (This is a surprising finding because none of the brands are artificially flavored and they all preserve the natural taste of the fruit they are based on.)
- Many customers rated the flavor combinations in Mango Mountain and Great Guava as “superb.”

I would like to hold a meeting with you next week to discuss these points in more detail. Jess Bronsky is putting together the agenda for the meeting and will notify you soon of the time and place.

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

- (A) To report the results of a study
- (B) To request a deadline extension
- (C) To recommend new product names
- (D) To propose a new discount

**162. What concern was reported by potential customers?**

- (A) Artificial ingredients were used.
- (B) The discount procedure was confusing.
- (C) The juice portions were too small.
- (D) One of the juices was too sweet.

**161. What did potential customers NOT receive?**

- (A) A discount certificate
- (B) A list of ingredients
- (C) A free sample of juice
- (D) A feedback form

Questions 163–165 refer to the following instructions.

### Aquapedra Water Filters

The Aquapedra A5 water filter improves the taste and quality of drinking water. Once it is installed on a tap with cold running water, it is ready for frequent use with minimum maintenance. Periodic replacement of the filtering cartridge is all that is necessary. On average, after four months of use, the cartridge will lose effectiveness and should be replaced (there are three spare cartridges in the package). In most cases, little visible deposit accumulates in the cartridge for up to two months.

To extend the lifetime of a cartridge, the filter is equipped with a switch that changes the mode from “filtered” to “unfiltered.” When the water dispensed from the tap is to be used for purposes other than drinking, this switch allows the water to bypass the filter.

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**163.** What do the instructions explain?

- (A) How to use a filter cartridge effectively
- (B) How to choose the appropriate water filter
- (C) How to order necessary repairs on the filter
- (D) How to analyze the quality of running water

**165.** What is the purpose of the switch?

- (A) To release the filter for removal
- (B) To clean the cartridge
- (C) To adjust the water temperature
- (D) To select the filtering mode

**164.** How often should the cartridges be replaced?

- (A) Every two months
- (B) Every three months
- (C) Every four months
- (D) Every five months

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**Questions 166-170 refer to the following letter.**

Olsenburg Business Association  
110 Cornell Rd  
Olsenburg City, WI 530030

January 17

Mr. Kenneth Damian  
Olsenburg City Mayor  
City Hall  
Olsenburg City, WI 23090

Dear Mr. Mayor:

I am writing on behalf of the Olsenburg Business Association to urge you to support legislation modifying the ban on overnight parking of large vehicles in our area. The number of tourists who travel in campers, motor homes, and other recreational vehicles (RVs) has increased significantly nationwide. While the proportion of visitors who arrive by RV is still small compared to more traditional tourists, I am sure you will agree that forcing RV tourists to leave every evening only compromises our efforts to promote tourism, which is connected to a substantial amount of income for our city. We are confident that making Olsenburg "RV friendly" will benefit the local tourism industry and its employees. Three nearby cities that have lifted similar bans have reported positive results. Tocasta Town, Gamma Village, and Arcoda City are evidence that welcoming RV tourists can promote tourism, generating more revenue for restaurants and local shops. Next month, Arcoda City will even begin adding special RV parking areas in its parks.

As you know, the tourism and food service industries employ over 25 percent of our workforce. Currently, however, many of our visitors are here only during the daytime, so we are losing business to neighboring cities. RV tourism would not compete with hotel tourism. In fact, it would only increase the total number of visitors to our city.

I look forward to seeing you at the meeting next Thursday, where the city council will address this important issue.

Respectfully yours,

*Linda Defrey*

Senior Vice President of Governmental Affairs  
Olsenburg Business Association

166. What is the purpose of the letter?

- (A) To inquire about local tourism
- (B) To advertise a new organization
- (C) To recommend a change in the city law
- (D) To support cooperation with neighboring cities

167. The word “compromises” in paragraph 1, line 7, is closest in meaning to

- (A) weakens
- (B) adjusts
- (C) matches
- (D) determines

168. What is suggested about Arcoda City?

- (A) It is building a new hotel.
- (B) It has more parks than Tocasta Town.
- (C) It is far away from Olsenburg City.
- (D) It expects to attract more visitors.

169. What is indicated about tourism in Olsenburg City?

- (A) The number of tourists decreased last year.
- (B) Local hotels are frequently overbooked.
- (C) Most tourists arrive in recreational vehicles.
- (D) Local restaurants rely on business from tourists.

170. What will be discussed during next week’s meeting?

- (A) Increasing advertising rates
- (B) Permitting overnight parking
- (C) Establishing a tourism committee
- (D) Attracting workers to the area

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**Questions 171-174 refer to the following memo.**

From: James Bell  
To: Renaissance Table executive chefs  
Date: March 20  
Re: Our twentieth anniversary

To commemorate the twentieth anniversary of the Renaissance Table restaurant chain, we are assembling a cookbook containing recipes for some of our customers' favorite dishes. In addition to a selection of recipes for our traditional French dishes and desserts, we would also like to include recipes invented by our chefs especially for the cookbook. The best submissions for original recipes will be included in a special chapter entitled "Kitchen Table Renaissance."

Bear in mind the following points as you prepare submissions for "Kitchen Table Renaissance."

- The final book will include a serving guide of dishes that go well together. If your recipe is for a dessert, soup, or other item recommended as a side course, please make sure your submission includes suggestions for main dishes that it would complement.
- We are looking for recipes characterized by unique flavors but also commonly available ingredients and methods of preparation familiar to the average amateur cooking enthusiast.
- The cost of ingredients and nutritional variety are important, but dishes in this section need to be, above all, easily made by the average person at home in a minimum of time.
- Selected dishes will be photographed later by a professional, so there is no need to include pictures with your submissions.

All submissions should be sent by e-mail to [cookbook@renaissancetable.com](mailto:cookbook@renaissancetable.com) by the end of April. We expect the selection process to take a little over a month, and the authors of the winning recipes will be notified in June. In addition to inclusion in the final cookbook, winning submissions will also be rewarded with a small cash bonus. We expect to have the manuscript prepared by the end of July so that we can publish the collection in time for the restaurant's anniversary in November.

- 171.** What does the memo announce?
- (A) The revision of nutritional guidelines
  - (B) Changes to a restaurant menu
  - (C) New sources of ingredients
  - (D) The publication of a new book
- 172.** What is most important about the recipes in the special chapter?
- (A) They contain unique ingredients.
  - (B) They require little time to prepare.
  - (C) They are popular with customers.
  - (D) They are not expensive to make.
- 173.** According to the memo, what should be included with submissions?
- (A) Serving suggestions
  - (B) Estimated preparation time
  - (C) Color photographs
  - (D) Nutritional data
- 174.** When will selections be announced?
- (A) In April
  - (B) In June
  - (C) In July
  - (D) In November

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**Questions 175-176 refer to the following article.**

Due to rising fuel costs, many airlines have recently reduced the allowable weight limits on checked luggage. Here are some things you can do before you fly to avoid any unexpected surprises at the airport.

- Find out what your airline charges for overweight bags before you arrive at the airport. You can find this information on your airline's Web site.
- When shopping for luggage, choose a product made of lightweight materials. Some bags are heavier than others, even when empty.
- Bring travel-sized containers of shampoo and other toiletry items instead of full-sized containers. Also, avoid packing more clothing than necessary.

**175.** For whom is this article most likely intended?

- (A) Airport employees
- (B) Airline travelers
- (C) Travel industry experts
- (D) Luggage manufacturers

**176.** What is NOT mentioned as a way to reduce the weight of luggage?

- (A) Choosing bags recommended on airline Web sites
- (B) Packing smaller bottles of shampoo
- (C) Limiting the amount of clothing that is packed
- (D) Purchasing lightweight pieces of luggage

**Questions 177-180 refer to the following information.**

**Tylart Electronics**

**Service & Support**

Tylart Warranty Service is provided for all Tylart computers purchased directly from a Tylart store or from an official Tylart retailer. Warranty service does not extend to computers repurchased from another seller or from a third party.

To report a defect, call our national service hotline 24 hours a day at (310) 555-9807 or send an e-mail to [warranty@tylart.co.ca](mailto:warranty@tylart.co.ca). If the problem cannot be solved over the phone or by e-mail, you will be given a case number and referred to technicians at an authorized service center in your area.

If a Tylart computer develops a defect within three (3) years of the purchase date, the customer is entitled to free repair at Tylart service centers. For a fee, customers can also have repairs done on site at their homes or offices. This requires making special arrangements with a local service center. Service centers require a case number for all repairs.

Computers in the first two (2) years of the warranty period are eligible for the Tylart Quality Exchange (TQE) program. TQE replacements can only be authorized by the national service hotline and are not provided at local service centers. Under the TQE program, a replacement will be shipped free of charge to the customer if Tylart determines that a replacement is necessary. Once the replacement unit has been received by the customer, the defective computer should be returned to Tylart. It is the customer's responsibility to obtain an exchange authorization letter from Tylart and to arrange for proper shipping. Failure to return the defective item within five (5) business days of receiving the replacement will result in a charge for the full price of the item.

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**177. Who issues a case number?**

- (A) The Tylart Quality Exchange
- (B) An authorized service center
- (C) The national hotline
- (D) An official Tylart retailer

**178. How long is the warranty period?**

- (A) Two years
- (B) Three years
- (C) Four years
- (D) Five years

**179. What is indicated about local service centers?**

- (A) They perform on-site repairs.
- (B) They charge for repairs at the center.
- (C) They provide telephone support.
- (D) They are open 24 hours a day.

**180. Under the TQE program, what are customers required to do?**

- (A) Contact the authorized service center in their area
- (B) Return the defective item before receiving the replacement
- (C) Get authorization from the national service hotline
- (D) Pay for the shipping of the replacement

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**Questions 181-185 refer to the following survey and report.**

## **ALSBERG International Airport**

**Dear Traveler,**

**Please take a moment to answer two questions about your experience at the Alsberg International Airport.**

**1. What about our airport would you most like to see changed?**

(Please select only one option.)

- A. Distance between gates
- B. Selection of food
- C. Number of shops
- D. Information signs
- E. Other \_\_\_\_\_

(Please use the reverse side if you would like to add any comments.)

**2. In the past five years, how often have you used Alsberg International Airport?**

- A. Less than once a year
- B. Once a year
- C. Once a month
- D. More than once a month

**Thank you for your time and suggestions. Please leave your questionnaire in any of the boxes located in the Main Terminal.**

Space below this line to be left blank.

---

Alsberg IA .....

Ref. DD2 .....

### **REPORT ON FINDINGS**

Thursday, August 10, Alsberg

This is to present the results of a study conducted to learn more about and better attend to the needs of the passengers at the Alsberg airport. The survey was carried out this week from Monday to Wednesday (typically the busiest days of the week at the airport). Survey sheets were picked up from the collection boxes yesterday evening. A total of 623 individuals completed the survey.

In question #1, as expected, the first option was marked by most respondents (450 altogether). Option C was indicated 156 times. Options B and D were chosen by only 10 and 7 respondents, respectively, and they were marked by those frequent travelers who marked options C and D in question #2.

This pilot study included only two questions. An additional survey with more questions is planned so that we can be better informed about changes we may need to make to service at Alsberg. The new, more extensive questionnaires have already been prepared and will be distributed next week.

**181.** Where are respondents told to write any additional comments?

- (A) On the back of the page
- (B) On the suggestion board
- (C) On another sheet of paper
- (D) At the bottom of the survey

**182.** Who was surveyed?

- (A) Airplane pilots
- (B) Airline passengers
- (C) Airport employees
- (D) Flight attendants

**183.** When were the surveys collected?

- (A) On Monday
- (B) On Tuesday
- (C) On Wednesday
- (D) On Thursday

**184.** What did most survey respondents indicate about the airport?

- (A) The gates are too far apart.
- (B) There are not enough varieties of food.
- (C) There are not enough shops.
- (D) The signs are confusing.

**185.** What is indicated about the next survey?

- (A) More individuals will be asked to participate.
- (B) The questionnaires will be translated into more languages.
- (C) The sheets will be distributed on board planes.
- (D) A greater number of questions will be included.

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

E-Mail Message

**From:** amgarcia@mail.evertontimes.com  
**To:** mskolski@vierramotors.com  
**Date:** June 19  
**Subject:** Vierra Motors story

Dear Mr. Skolski,

Your assistant Betsy Kim gave me your e-mail address when I spoke with her on the phone earlier today. She suggested that this would be the best way to contact you, as you are checking e-mail regularly.

The reason I am writing is that we are planning to run a story about automakers in the inaugural issue of the Sunday magazine supplement of the *Everton Times*. We would like to accompany this article with an interview focusing on your experience as executive manager of design at Vierra Motors. Would you be willing to talk to Dave Clarkson about your work in the car manufacturing industry? The conversation would be published in the second week of August.

Mr. Clarkson would like to interview you in person but could certainly arrange a discussion by telephone or videoconference. In fact, we have already scheduled with your assistant a tentative meeting for July 30. We are hoping to include photos of you at your office, so please let us know if we can hold this date for a photo session or whether your office has suitable photos available that we could use if we do an interview by distance instead. Of course, we are happy to leave logistics regarding the meeting and photo session to your discretion.

Please let me know if you need more information concerning the interview. I look forward to hearing from you.

Ana Malta Garcia  
Assistant International Section Editor  
*Everton Times*

E-Mail Message

**From:** mskolski@vierramotors.com  
**To:** amgarcia@mail.evertontimes.com  
**Date:** June 20  
**Subject:** Re: Vierra Motors story

Dear Ms. Garcia,

It is a pleasure—and an honor—to be considered for this. I'm currently away on extended business, and I don't think it's likely that I'll be back in the country before the first week in August. Perhaps Dave and I could arrange to speak on the phone sometime this week or next? If so, I'm sure you can get the photos you'll need from Betsy.

With best regards,  
Martin Skolski

**186.** Why did Ms. Garcia write her e-mail?

- (A) To thank Mr. Skolski for reviewing an article
- (B) To request photographs of cars
- (C) To ask Mr. Skolski to meet with a reporter
- (D) To advertise a job opportunity

**187.** Who is Mr. Skolski?

- (A) A company executive
- (B) A newspaper editor
- (C) A photographer
- (D) A journalist

**188.** In the first e-mail, the word “discretion” in paragraph 3, line 7, is closest in meaning to

- (A) separation
- (B) judgment
- (C) feature
- (D) tact

**189.** What is suggested about Mr. Skolski?

- (A) He will be unable to attend a meeting.
- (B) He wants to change the design of a car.
- (C) He will shorten a business trip.
- (D) He will talk to Mr. Clarkson after August 1.

**190.** What is indicated in Mr. Skolski’s e-mail?

- (A) He has received a copy of the magazine.
- (B) He has not received an invitation.
- (C) He is currently out of the country.
- (D) He refuses to give interviews.

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

E-Mail Message

To:	jettinger@mmail.net
From:	JLOnline@jl.co.ie
Date:	November 23
Subject:	Order confirmation

Dear Mr. Ettinger,

Thank you for ordering from the J&L Online Store. This is to confirm that payment for your order has been received. While your order is being prepared for dispatch, we need further information about your preferred method of delivery. One item is currently out of stock (marked "WD" on the online shipment-status log) and is not due for delivery to our warehouse until tomorrow. The items marked "AO" ("in stock") can be mailed out immediately along with "PP" and "TN" ("preferred order" and "regular order") items. Do you want your order delivered in two separate shipments, or should they be dispatched together when all items become available?

*Note: In the unlikely event that you are not satisfied with your delivery, returns can be made within fifteen days of purchase, except for special offer items (available at less than €8), which cannot be returned. All items on your order list qualify for return. The cost of a return shipment for defective or damaged items not exceeding €30 is reimbursed by the J&L Online Store.*

Sincerely,  
Maria Delgado  
Shipping Department

ORDER TRACKING LOG		
Customer: Ettinger	Customer ID: 21352	Order number: 909322
Order placed: Nov 23, 04:24	Last updated: Nov 23, 16:24	
Title / Item Description	Quantity	Item Status
1. Enjoy Cooking Series (DVD)	1	AO
2. April Piano Concerto (CD)	1	TN
3. Ecuador—Live (travel guidebook)	1	PP
4. Sleight of Hand (novel by J. Ochoa)	2	WD
5. Kegworth Flight (video game)	1	AO

*Important: You may want to check this log again later, as status updates are posted online in regular four-hour intervals.*

191. What is Mr. Ettinger asked to do?
- (A) Make a payment  
(B) Choose a shipping option  
(C) Order a special offer item  
(D) Confirm the quantities of items ordered
192. In the e-mail, the word “due” in paragraph 1, line 4, is closest in meaning to
- (A) owed  
(B) proper  
(C) delayed  
(D) expected
193. What is suggested about the items ordered by Mr. Ettinger?
- (A) They each cost over €8.  
(B) They need to be returned.  
(C) They will be shipped for free.  
(D) They were not found to be defective.
194. What item is NOT yet available for delivery?
- (A) April Piano Concerto  
(B) Ecuador—Live  
(C) Sleight of Hand  
(D) Kegworth Flight
195. What is NOT indicated on the order log?
- (A) The customer’s name  
(B) When the items were ordered  
(C) How frequently the log is updated  
(D) When the order will be delivered

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

E-Mail Message

<b>From:</b>	jtobin@wosmag.com
<b>To:</b>	dgerard@wosmag.com
<b>Date:</b>	May 12
<b>Subject:</b>	Cumulative edition of World of Science

Dear Mr. Gerard,

We have received quite a few requests from our readers to release an archive of *World of Science* magazine on CD. Both Andrew Stevenson and I have experience with designing computer interfaces that allow users to browse articles on a CD. Using articles from the last three years, we have put together a small-scale sample presentation of what a *World of Science* archive could look like. If the idea is approved, we would be happy to create a comprehensive graphic interface for a large-scale version that includes all issues, starting from the first one put out nine years ago.

Janet Tobin  
Graphic Division

E-Mail Message

<b>From:</b>	dgerard@wosmag.com
<b>To:</b>	jtobin@wosmag.com
<b>Date:</b>	May 13
<b>Subject:</b>	Re: Cumulative edition of World of Science

Dear Ms. Tobin,

This sounds like a good idea that is definitely worth implementing. You will be happy to learn that our editor in chief had been suggesting exactly the same thing and would be interested to see what you and Andrew have designed. I suggest we all meet tomorrow at 10:00 A.M. in room 12 so you can show us how it would work.

In the meantime, do you think another year of *World of Science* would fit on the one CD? Next year, on January 12, we'll be celebrating ten years of our existence, and that would be an excellent opportunity to offer a larger archive to our subscribers.

Warm regards,

Dennis Gerard  
Assistant to Editor in Chief

196. Why did Ms. Tobin write to Mr. Gerard?
- (A) To suggest changing a magazine's content
  - (B) To recommend publishing a reader's letter
  - (C) To propose a new product
  - (D) To order a sample CD
197. For how long has the magazine been published?
- (A) One year
  - (B) Three years
  - (C) Nine years
  - (D) Ten years
198. What has the editor in chief suggested?
- (A) Releasing an archive of a magazine
  - (B) Offering an extended subscription
  - (C) Designing a new magazine cover
  - (D) Writing a review of a CD
199. What is Ms. Tobin asked to do?
- (A) Find an old article in the archive
  - (B) Write a story for the next issue
  - (C) Call the editor's office
  - (D) Give a demonstration
200. What will happen on January 12?
- (A) The magazine will celebrate its anniversary.
  - (B) The editorial board will meet with readers.
  - (C) The editor in chief will retire.
  - (D) The best magazine photographs will be exhibited.