



## READING

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

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

## Part 5

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

101. The head of the department ----- the banquet room for a party should submit a required form to the Catering Department.  
(A) use  
(B) used  
(C) using  
(D) will use
102. ----- providing an extraordinary service to our patrons, overall sales have almost tripled.  
(A) While  
(B) Since  
(C) Once  
(D) Now that
103. In order to ----- a wide variety of dining pleasures, we have hired extra kitchen help.  
(A) offer  
(B) give  
(C) select  
(D) cater
104. Because earning a(n) ----- customer rating was not easy, all our employees did their utmost to satisfy customers.  
(A) enviable  
(B) satisfied  
(C) native  
(D) especial
105. The terms and conditions on the plane ticket are a ----- of the agreement between the airline and passengers.  
(A) negotiation  
(B) determination  
(C) states  
(D) summary
106. For safety reasons, visitors not accompanied by security staff will not be ----- into the laboratory.  
(A) entered  
(B) honored  
(C) allowed  
(D) separated
107. Please mention my name in order for you to ----- the subscription to the journal on my behalf.  
(A) include  
(B) provide  
(C) renew  
(D) entail
108. A complete list of our hotel amenities will be ----- to you upon request.  
(A) send  
(B) sent  
(C) to send  
(D) sending

109. Events in celebration of our 10th anniversary will begin ----- at 10 A.M. tomorrow morning.  
 (A) precise  
 (B) precision  
 (C) precisely  
 (D) preciseness
110. Jen's Business designed a ----- inspection program to assure its members that their stay is a safe and enjoyable one.  
 (A) stringent  
 (B) founded  
 (C) delighted  
 (D) dependent
111. We regularly monitor the quality of products and services in order to meet strict -----.  
 (A) require  
 (B) requiring  
 (C) required  
 (D) requirements
112. If the company had been under better circumstances, it could have obtained an ----- more favorable outcome.  
 (A) all  
 (B) even  
 (C) any  
 (D) almost
113. Service employees are exempt from overtime ----- the position meets specific circumstances.  
 (A) if  
 (B) whether  
 (C) despite  
 (D) that
114. Most companies hire attorneys to ----- them in case they encounter any trouble.  
 (A) attend  
 (B) represent  
 (C) conduct  
 (D) express
115. ----- we find a comprehensive approach to dealing with traffic congestion, it will continue to worsen.  
 (A) Except  
 (B) Also  
 (C) Unless  
 (D) Therefore
116. The head of the legal department is searching for experts who have a lot of experience with contract -----.  
 (A) negotiates  
 (B) negotiator  
 (C) negotiations  
 (D) negotiable
117. Ace Training Group excels in providing the best professional course that can be ----- to your unique needs.  
 (A) prosperous  
 (B) customized  
 (C) found  
 (D) appointed
118. Many ----- agricultural advisors were hired to boost the significantly declining industry.  
 (A) professionally  
 (B) professional  
 (C) professionalism  
 (D) profession
119. We will hold a raffle event in all our department stores next week to extend our ----- thanks to our valuable customers.  
 (A) sincere  
 (B) original  
 (C) estimated  
 (D) completed
120. Please note that payment statements must be addressed ----- to the recipients.  
 (A) correct  
 (B) correcting  
 (C) correction  
 (D) correctly

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121. Any errors in the payroll slip should be reported to the proper department within five days of -----.
- (A) receive
  - (B) receipt
  - (C) receipts
  - (D) receiving
122. When the construction workers were ----- of the arrival date of materials, they expressed concerns over the delay.
- (A) spoken
  - (B) reported
  - (C) notified
  - (D) required
123. Researchers in a broad range of fields were asked to review ----- the proposed project may entail.
- (A) how
  - (B) when
  - (C) which
  - (D) what
124. Shipping details will be entered into the computer ----- we have received the authorization.
- (A) once
  - (B) whoever
  - (C) sometimes
  - (D) unless
125. Award-winning publications to keep you ----- on current trends will be provided if you join Marsh Group Inc.
- (A) mature
  - (B) up-to-date
  - (C) proficient
  - (D) exclusive
126. I can be ----- at the number below if you encounter any trouble requiring my attention.
- (A) confirmed
  - (B) reached
  - (C) determined
  - (D) arrived
127. Please complete the return list ----- the reason for the return and it will be processed promptly.
- (A) detail
  - (B) detailed
  - (C) detailing
  - (D) in detail
128. Of the 6 candidates, Ms. Sally Marson seemed the ----- for the position.
- (A) qualification
  - (B) qualified
  - (C) more qualified
  - (D) most qualified
129. Tickets to the newly refurbished amusement park will be sold online ----- on Monday.
- (A) outdoors
  - (B) starting
  - (C) afterwards
  - (D) as to
130. A few flight attendants have requested that some loose volts in the overhead bins ----- tightened.
- (A) be
  - (B) are
  - (C) have been
  - (D) will be
131. Hamas Investment placed an advertisement on temporary employment ----- for certified financial advisors.
- (A) opens
  - (B) openness
  - (C) openings
  - (D) opener
132. Now that the company has gained a noticeable increase in net profits, it is offering customers a thirty percent -----.
- (A) economy
  - (B) market
  - (C) discount
  - (D) criteria

- 133.** Further studies will be conducted to develop ----- sound guidelines for year-round training.  
(A) economy  
(B) economic  
(C) economical  
(D) economically
- 134.** If you have difficulty preparing for a presentation on -----, ask Mr. Jacobs for help.  
(A) your own  
(B) yourself  
(C) your  
(D) yours
- 135.** A letter ----- by a copy of the press release was mailed to the public relations department yesterday.  
(A) accompanies  
(B) accompanying  
(C) accompanied  
(D) will accompany
- 136.** In order to demonstrate our appreciation, a party ----- held at a Chinese restaurant.  
(A) will be  
(B) has  
(C) will have  
(D) were
- 137.** The conference's keynote speaker called this morning for ----- that everything has been set for his presentation.  
(A) confirm  
(B) confirming  
(C) confirmation  
(D) confirmed
- 138.** After ----- requests by residents, the city's board members decided to install additional traffic lights.  
(A) repeat  
(B) repeated  
(C) repeating  
(D) repetition
- 139.** Please note ----- prices for not yet published books are tentative and final pricing will be determined at publication.  
(A) inasmuch as  
(B) them  
(C) about  
(D) that
- 140.** Employees are advised to refrain from using mobile phones ----- on duty, since it causes distraction.  
(A) during  
(B) in  
(C) while  
(D) afterward



### Part 6

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

Questions 141-143 refer to the following letter.

Dear Gail Anderson.

Thanks for your phone calls regarding the order for our leather soap and conditioner to clean and freshen your leather upholstery.

When ----- correctly on cracked and dirty leather, our cleaning product will help remove the dirt

- 141.** (A) use  
(B) used  
(C) using  
(D) it used

easily.

The neutral feature of the cleaner containing protective oils also aids stain resistance and keeps the leather supple, ----- some other leather cleaning products which contain solvents and can dry out

- 142.** (A) unlike  
(B) despite  
(C) amid  
(D) following

the leather.

If you use our product in conjunction ----- our DOR care cream, you will have optimum protection

- 143.** (A) with  
(B) on  
(C) at  
(D) of

and maintenance.

Questions 144-146 refer to the following letter.

Dear Susan Goodwin,

I am writing in response to your letter ----- about any chance of you being covered if the product

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

you wish to purchase doesn't perform as -----.

- 145.** (A) anticipate  
(B) anticipated  
(C) anticipating  
(D) anticipation

The law says that merchants make an implied promise that goods are fit to be sold every time they sell a product. For example, if you, as an appliance retailer, sell an oven, you are promising that the oven is in proper condition ----- sale.

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

If the oven doesn't heat, or if it heats without proper temperature control, then the seller has breached the implied warranty of merchant promise.

In such case, the law requires the seller to provide any solution so that the buyer will be able to get a working oven.

Should you have any further questions about this matter, please contact us online at [www.azellialeagalconsult.co.kr](http://www.azellialeagalconsult.co.kr).



Questions 147-149 refer to the following notice.

### Checking Out

----- you have selected all the items you would like to purchase and are ready to place your order,

- 147.** (A) Moreover  
(B) In addition to  
(C) Once  
(D) Besides

click on the Check Out link.

The next screen displays a form for your shipping address.

After entering your shipping address, you will be asked for the payment information required to complete your order.

----- it be necessary, you can print out your form and then send it to us by fax or postal service, or

- 148.** (A) Since  
(B) Should  
(C) Unless  
(D) When

order over the phone, with all the information at your fingertips.

If you decide to make an order, your final order, ----- our special promotion offer, will be displayed

- 149.** (A) include  
(B) includes  
(C) included  
(D) including

for you to print and complete your order.

Questions 150-152 refer to the following tips.

You will find relocating to a new place costly. In addition to paying for your first month's rent in advance, down payment fees and items you need for your new place may be needed. And you also have to spend more money on moving. But this is the only expense you can cut down on.

So as to reduce moving expenses, you will need certain information on how to get packing boxes and cushioning materials to ----- breakage.

150. (A) promote  
(B) prevent  
(C) prohibit  
(D) fluctuate

Unless you own extremely fragile items, you can pack ----- all of your things using everyday

151. (A) almost  
(B) most  
(C) every  
(D) a few

materials to protect them.

If you are in need of packing tape or labeling markers, you can get anything you need on the Internet, where people give things out ----- free of charge, or from a neighbor who has recently

152. (A) absolute  
(B) absolutely  
(C) absolution  
(D) absolve

moved to the building.





### 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: Scott Williams

To: PubSec Finance

Subject: Mark Peterson leaving the company for new career opportunity

It is with mixed emotions that I announce today that Mark Peterson has accepted a new position with Farm Credit in Lincoln, NE.

Mark has been with Avera almost 8 years and most recently has been operating as a regional finance support analyst on my team in support of Erich Smith's Enterprise midwest region. Prior to this current role, Mark had operated in various finance positions within Avera's international and enterprise segments. Although Mark's experience and expertise will be sorely missed by myself and his customers, I am very excited about the opportunities this change affords Mark and his family.

Mark, on behalf of Avera and myself, thanks for your years of dedicated service to the company. Mark's last day with us will be Friday, January 5th. Plans for an appropriate send-off for him are underway, so stay tuned.

Thanks,  
Scott Williams

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

- (A) To announce a job opening
- (B) To talk about a new analyst position
- (C) To talk about an employee leaving
- (D) To plan a retirement party

**154.** What company does Scott Williams work for?

- (A) PubSec Finance
- (B) Reidy Team Organization
- (C) Farm Credit
- (D) Avera

Questions 155-157 refer to the following information.

### Good Decisions Discussion Group

<b>Date:</b>	Tue, April 17, 2007	<b>Select Registration Type</b>	Price
<b>Time:</b>	10:30 a.m.	Member Registration	N/A
<b>Location:</b>	City Center Facility	Non-Member Registration	\$10.00

Good Decisions is designed to encourage discussion of the important global issues of our time. It takes you beyond the headlines by providing a revealing look at current challenges facing the world. The topic under discussion at this meeting is Mid East: Site in Turmoil. All members are invited to join in this dialogue. If you don't have the Great Decisions briefing book but would like to participate, call The CX at 815-472-7550, ext 10 for a copy of the reading material.

Facilitator: Kerri Ryerson

**155.** What will the attendees talk about at the meeting?

- (A) How to make decisions
- (B) News stories
- (C) Revealing challenges
- (D) The Middle East

**157.** Who can attend for free?

- (A) Members
- (B) City employees
- (C) People who register in advance
- (D) Those who have a copy of the briefing book

**156.** What should attendees do who don't have the briefing book?

- (A) Register for membership
- (B) Encourage discussion
- (C) Join in the dialogue
- (D) Phone for a copy

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Questions 158-160 refer to the following e-mail.

From: <custserv@pinky.com>  
Sent: Saturday, January 13, 2007 7:05 a.m.  
To: J.Scarbo@hotmail.com  
Subject: Order Status for Order #11P45RC

Dear Jessica Scarbo,

Thanks for shopping at pinky.com. Your order number is #11P45RC. Please print this page or write this number down, for future reference. This order should arrive within four to seven business days.

You may check the status of your order by clicking this link ([http://www.pinky.com/profile/order\\_history.do](http://www.pinky.com/profile/order_history.do)), or by clicking the Order Status link at the top of any page on our site.

Here's a summary of the order you placed on Jan 13, 2007:

Ship To  
Jessica Scarbo  
3220 Rt. 8 East, Unadilla  
Kansas, MO 66061

Item Description	Size	Price	Qty	Total
Women's Sling-Back Wedges Gray	6	16.50	1	16.50
Women's Suede T-Strap Wedges Dark Blue	6	14.49	1	14.49

Summary of Charges

Order Subtotal:	30.99
Shipping & Handling:	5.00
Tax:	3.05
Order Total:	39.04

Payment Info

CREDIT CARD: XXXXXXXXXXXXX9020

You will receive a shipment notification email message as soon as we send your order. We may also send you additional updates regarding the status of your order.

If we may be of further assistance, please contact us at [custserv@pinky.com](mailto:custserv@pinky.com) or 1-800-555-6288. Our Customer Service Consultants are here to help 24 hours a day, 7 days a week.

Sincerely,

pinky.com Customer Service

**158.** What is the recipient asked to do?

- (A) Print the order page
- (B) Check the status of the order
- (C) Summarize the order
- (D) Contact customer service

**159.** Including this one, how many emails can Jessica Scarbo expect to receive from pinky.com?

- (A) One
- (B) Two
- (C) Three
- (D) Four to seven

**160.** When would this order probably have arrived?

- (A) January 13th
- (B) The next day
- (C) January 16th
- (D) January 19th



Questions 161-163 refer to the following advertisement.

2006 Asura TL – \$35,325  
Dealer: CowBoy Asura  
Call: 855-440-3041

About This TL

Mileage: 18,473	Engine: 3.2L V6
Body Style: Sedan	Transmission: AUTO 5SPD
Exterior Color: Light Gray	Drivetrain: FWD
Interior Color: Ivory	Doors: 4
Stock #: 10317A	Wheelbase: 108"
VIN: MUA66386A066473	

Features: 4 Wheel Anti-Lock Brake System, Side Air Bag, AM/FM Stereo, Air Conditioning, Aluminum Wheels, Auto Climate Control, Automatic Off Headlights, Auxiliary Power Outlet, CD Changer, Cassette.

Seller's Notes: David Procter will be your contact person at CowBoy Asura. Please call: Toll Free (855) 441-2383. QUOTED INTERNET PRICING IS GOOD ONLY IF PRINTED AND PRESENTED to David Procter. Prices do not include any taxes, fees or added accessories. Please be sure to contact David Procter prior to visiting the store for an appointment. We try to schedule by appointment. We make every effort to present information that is accurate. However, it is based on data provided by the vehicle manufacturer and/or other sources and therefore exact configuration, color, specifications and accessories should be used as a guide.

**161.** What does this listing describe?

- (A) A new car
- (B) A used car
- (C) A stereo system
- (D) A special sale

**162.** Where would you find this advertisement?

- (A) In a newspaper
- (B) On the radio
- (C) On the Internet
- (D) On television

**163.** What should you do to take advantage of this deal?

- (A) Print and bring in the listing
- (B) Make an appointment with David Procter
- (C) Present accurate information
- (D) Get data from the vehicle manufacturer

Questions 164-165 refer to the following notice.

## Starlight Wireless Recycling

Wireless recycling is a very important part of Starlight's environmental commitment. Our recycling programs were created to help prevent millions of mobile phones from ending up in the waste stream. We encourage everyone to help preserve our earth for future generations by recycling their no-longer-used wireless phone through one of our two programs.

- Starlight Project Connect – No-longer-used wireless phones, regardless of maker, model, or service provider may be donated to this program. Net proceeds go to benefit Starlight education programs.
- Starlight Buyback – Starlight customers may return their no-longer-used wireless phones, if eligible, to our “buy back” program. Eligible models may be exchangeable for an account credit.

164. What is the purpose of this notice?

- (A) To provide alternatives to throwing out cell phones
- (B) To advertise a new wireless service
- (C) To announce an education program about wireless phones
- (D) To describe how to return old wireless phones for a cash refund

165. What is TRUE about the program?

- (A) You can only participate if you are a previous Starlight customer.
- (B) The program only applies to new Starlight customers.
- (C) They will accept competitors' products for donation.
- (D) You can buy back your phone after donating it.

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Questions 166-167 refer to the following article.

## **Probable Tornadoes devastate Texas Town**

Storms Knock Out Power To About 20,000 Customers

Panhandle, Texas – Officials in Panhandle issued a dusk-to-dawn curfew on Sunday after a group of tornadoes battered the town. The storms destroyed houses and downed power lines, filling the roads with debris. At least 17 people were injured, one is in critical condition. About 50 people from the town of 2,500 are unaccounted for. But county officials said they believe they are all safe. Moore County Judge Stuart Riley said they probably evacuated after hearing tornado sirens. The storms knocked out power to about 20,000 customers. Officials are also checking for gas leaks in the damaged homes.

**166.** How many people are still missing?

- (A) 17
- (B) 50
- (C) 2,500
- (D) 20,000

**167.** Which of the following is NOT a public response to tornado warnings?

- (A) The town imposed a curfew.
- (B) Power lines were taken down.
- (C) People left the town for safer areas.
- (D) Warning sirens were sounded.

Questions 168-170 refer to the following help-wanted advertisement.

## VACANCY ON PUBLIC LIBRARY BOARD

The Council of the City of Austin is inviting applications from residents to fill a vacancy on the Public Library Board.

The Public Library Board is responsible for the overall management of the Austin Public Library system. The Board is comprised of two Members of Council and ten citizen members and meets in the evening every month except during July and August. The meetings are usually held at the Main Central Library, however, sometimes they are held at one of the branches. There is no remuneration paid to the members of this Board. For more information on the duties of a Board member, contact Barbara Caucey, CEO at 305-833-3485.

If you are interested in being considered for appointment to fill the vacancy on the Public Library Board, please submit a letter of interest to the undersigned setting out a brief description of any job or community-related experience. The deadline for submitting your application is April 20, 2007.

**Mary Collier**  
City Clerk

Email: [m.collier@city.austin.gov](mailto:m.collier@city.austin.gov)

**168.** Who is this advertisement for?

- (A) Employees of the City of Austin
- (B) Citizens of Austin
- (C) Members of Council
- (D) Librarians

**169.** How much is the salary for this position?

- (A) There is no salary.
- (B) The salary is negotiable.
- (C) The salary is between 305 and 3485 dollars.
- (D) The advertisement does not say.

**170.** Who should you contact if you are not certain if you are qualified for the position?

- (A) The Public Library Board
- (B) Barbara Caucey
- (C) Mary Collier
- (D) The City Clerk

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Questions 171-173 refer to the following notice.

From: Angee Taylor  
Subject: Holiday Project Volunteers

We are looking for 2 to 3 volunteers to collect the holiday gifts from the break rooms. Please let me know if this is something you would be interested in helping out with. The project runs Nov. 28 - Dec. 10th, and the items would need to be collected at 3:00 p.m. each day and brought to the CRT Chair's office. Also, we need help with setting up chairs and displays for the project launch next Wednesday, November 15. If this is something you can do and not the item collection please let me know. If you are interested, contact me, and I will get you signed up to help.

Thanks for all your support this year, let's take this year out with a BANG!

Angee Taylor  
Executive Administrative Assistant to Annie Zhou  
angee.b.taylor@maxbell.com

**171.** What is the purpose of this notice?

- (A) To provide information to volunteers
- (B) To request assistance
- (C) To announce a job opening
- (D) To request donations

**173.** Who is most likely the CRT Chair?

- (A) Angee Taylor
- (B) The Executive Administrative Assistant
- (C) Annie Zhou
- (D) Max Bell

**172.** What is meant by "let's take this year out with a BANG!"

- (A) Angee wants the seasonal event to be very successful.
- (B) The holiday is celebrated with firecrackers.
- (C) Setting up the chairs will be very noisy.
- (D) The building will be demolished at the end of the year.

Questions 174-176 refer to the following article.

EuropeanAuto partners with HOTELS.COM to offer new European hotel reservations service to its car rental customers.

European car rental customers of EuropeanAuto ([www.europeanauto.co.uk](http://www.europeanauto.co.uk)) can now book hotel accommodations online at the same time they arrange car rentals thanks to a new partnership with HOTELS.COM. A selection of over 26,000 hotels throughout Europe is available, ranging from cosy guesthouses to 5 star hotels, at [www.europeanauto.co.uk/hotel.cfm](http://www.europeanauto.co.uk/hotel.cfm).

John Thomas, Partner Account Manager, HOTELS.COM said: "We are delighted to team up with EuropeanAuto with whom we share a passion for delivering the highest possible standard of service to each and every customer. EuropeanAuto car rental customers can now enjoy a wide choice of accommodations thanks to the extended variety of hotels across Europe that partner with HOTELS.COM."

Hotels will be available to all EuropeanAuto's European car rental customers directly from their home country websites. The HOTELS.COM hotel reservation service is available in 12 languages making it easily accessible across Europe.

Krina Snider, EuropeanAuto General Manager for Germany and Austria, commented: "EuropeanAuto offers some of the cheapest car rental rates available without damaging service or quality. HOTELS.COM shares our company service values, as well as offering accommodations to cater to all budgets and tastes, making it a perfect partner for our European car rental product."

EuropeanAuto customers will benefit from the direct relationship that HOTELS.COM has forged with every hotel listed in its extensive database. Extremely competitive rates and next day availability help keep any unexpected travel possible and affordable. The online guest-ratings facility on the website is an extra, useful booking tool.

**174.** What is this article about?

- (A) A new rental car service
- (B) A new hotel booking website
- (C) A new partnership between two travel services
- (D) A new translation service

**175.** What do EuropeanAuto and HOTELS.COM have in common?

- (A) They both operate worldwide.
- (B) They both value good service.
- (C) They are both based in Germany.
- (D) They both do bookings by phone.

**176.** Who would be interested in this information?

- (A) Students backpacking through Europe
- (B) Seniors looking for package tours
- (C) People who like to plan their own vacations
- (D) People who like to spend their vacation at a resort

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Questions 177-180 refer to the following e-mail.

### **JAPAN 8 Days TOKYO - HAKONE - KYOTO - HIROSHIMA**

In order to fully appreciate this land of contrasts, it is necessary to consider this itinerary which combines contemporary Japan with its traditional and historical attractions. From Imperial castles to modern skyscrapers, this is Japan.

Day 1. Arrive in Tokyo. Upon arrival in Tokyo, you will be met and given the appropriate transportation tickets for the transfer to your hotel. The representative will show you the departure point for the bus or subway. Check in to your hotel and spend the remainder of the day at leisure.

Day 2. Tokyo sightseeing. Morning tour, including the Imperial Palace Plaza, Asakusa Kannon Temple, Tokyo Tower and Tasaki Pearl Gallery. The afternoon is free to explore this fantastic city. (Breakfast)

Day 3. Tokyo to Hakone. Leave Tokyo by bus for Hakone National Park. En route, drive half way up Mount Fuji for a view of the surrounding countryside. Later enjoy a cruise on Lake Ashi and then a cable car ride to the top of Mount Komogatake where you will have a spectacular view of Mount Fuji. Overnight in Hakone. (Breakfast & Lunch)

Day 4. Hakone to Kyoto. The morning is at leisure to further enjoy Hakone National Park. Transfer to the railway station for the journey to Kyoto. Transfer from Kyoto train station to the hotel of your choice. Remainder of the day at leisure. (Breakfast)

Day 5. Kyoto sightseeing. Morning tour, including the Golden Pavilion, Nijo Castle and the Kyoto Imperial Palace. The afternoon is free to explore this fascinating city further. (Breakfast)

Day 6. Kyoto to Hiroshima. At leisure before being transferred to the train station for the journey to Hiroshima. Check in to the Granvia Hiroshima Hotel located next to the railway station. Remainder of the day at leisure. (Breakfast)

Day 7. Hiroshima sightseeing. Full day tour of this historical city includes Miyajima Island with its UNESCO protected shrine, Peace Memorial park and the Atomic Bomb museum. (Breakfast)

Day 8. Hiroshima to Osaka Airport or Tokyo Airport. At leisure until ready to depart by train to either Osaka or Tokyo Airports. (Breakfast)

#### **DEPARTURES:**

Monday's, Tuesday's, Friday's, Saturday's (also Sunday's and Thursday's in April). January 5 to December 18, 2007. (Not operating on certain dates)

**PRICES:**

Please request prices for the time you wish to travel & advise us of your preferred hotel category – Moderate, First Class or Deluxe.

**PRICE INCLUDES:**

Train fares within Japan, 7 nights hotel accommodation with private facilities and air conditioning; sightseeing as indicated; meals as indicated, transfers where indicated.

**NOT INCLUDED:**

International airfares, optional excursions, items of a personal nature such as laundry, dry cleaning, phone calls, drinks, cancellation and medical insurance, excess baggage charges and Government departure taxes.

**HOTELS:** Please click the hotel below for details on accommodation

**TOKYO** Keio Plaza Hotel, Shinagawa Prince Hotel and the New Otani Hotel

**HAKONE** Hakone Hotel Kowakien

**KYOTO** Kyoto Tower Hotel, Rihga Royal Hotel Kyoto and the Kyoto Hotel Okura

**HIROSHIMA** Granvia Hiroshima Hotel, New Hiroden, Rihga Royal

**177. Who might be interested in this tour?**

- (A) Japanese tourists
- (B) People visiting Japan for the weekend
- (C) Businesspeople attending a week-long conference
- (D) Tourists who want a broad Japanese experience

**178. What is generally true of the itinerary?**

- (A) Participants are responsible for making their own travel arrangements.
- (B) Most morning activities are scheduled with free time later in the day.
- (C) Most of the activities are in the countryside.
- (D) Each day you can choose which city to visit.

**179. Which of the following is NOT true?**

- (A) The package offers a choice of different hotels in every city.
- (B) You can choose the price level of your accommodations.
- (C) Some of your living expenses are not included.
- (D) You must pay more for excursions which are not listed.

**180. Who would especially enjoy this tour?**

- (A) Automobile fans
- (B) People who enjoy flying
- (C) Railroad enthusiasts
- (D) Sailboat enthusiasts

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Questions 181-185 refer to the following announcement and leaflet.

### Increased Sales Due to Promotional Program

At the end of June, food producer Tara Company saw a 19% rise in its sales, a welcome development, following the downward trend reported in the last annual report. This figure is attributed to the company's Triton Promotional Program, which was launched in January. The Triton Program offers customers prizes for points they collect when purchasing products.

The special red "T" logo was designed for Triton products; Triton's crackers, soft drinks, and butter now carry the logo. The program includes only Triton's products, but the promotional program has proven so successful that this September, the company will begin placing the "T" logo on products licensed and produced by its partner companies. Among the Triton products, those currently offered at the discounted rate are not included in the program. For example, Triton brand cookies, which are now offered at a special introductory price, will be regularly priced starting in September.

Prizes include hats, key chains, televisions, DVD players and bicycles. But some products attract more attention than others. As company spokesperson Alex Gray said "Most customers don't exchange the points until they reach 1,000. That number can be exchanged for the highly popular prizes."

### Collect Tara Points!!!

Start collecting points every time you buy a Triton product with the "T" logo (shown on left). You earn up to 10 points that you can exchange for one of the exciting prizes below.

No. of Points	Awards
100	Triton hat or key chain
300	DVD player
500	Bicycle
1,000	Television

**181.** What can be said about Triton's sales last year?

- (A) They were higher.
- (B) They were lower.
- (C) They were miscalculated.
- (D) They were matched.

**182.** When did the promotional program begin?

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

**183.** What is NOT currently included in the promotional program?

- (A) Triton's brand of butter
- (B) Triton's brand of soft drinks
- (C) Triton's brand of crackers
- (D) Triton's brand of cookies

**184.** What will Tara begin in September?

- (A) Introducing new products
- (B) Awarding points to customers purchasing Triton products
- (C) Selling some of its licenses to other producers
- (D) Awarding points for other products with the "T" logo

**185.** According to Mr. Gray, in which prizes are most customers interested?

- (A) Bicycles
- (B) DVD players
- (C) Televisions
- (D) Key chains



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

Attention: IT Department  
Subject: Intranet Security  
Posted by: Gillian Jules  
Posted on: June 8

As you may have already heard, Gigawire will be coming in this weekend to rebuild our intranet security system. This change is merely a semi-annual update to protect our records. By Monday, all computers in offices in the west wing will have the new security system installed and running. The east wing will have the updates next weekend.

Anyone who needs access to security information must receive a short training session and receive new usernames and passwords. After Friday afternoon, intranet access will be denied to anyone not equipped with the new Gigawire password information. In order to receive new access information, you must attend the training session on Sunday afternoon. Please sign up for the session and leave your username and password on the sign-up sheet in my office. PLEASE DON'T MISS IT!

I will be leaving by 5:30 on Friday, so please make sure ALL of you have signed up for the short training session and left your access information by that time. For questions, please email or call me at ext. 323.

Date & Time of Incoming Call: 1:00 pm June 8  
For: Gillian Jules  
Sender: Erich Gomez

Although I understand all hate last minute surprises, I have to raise a red flag in this particular situation. As you may recall, there was a network outage early this week, and currently we are falling behind schedule. At this time we don't know how long this fix will last without causing any additional problems. My director, Kevin Farr, reported the detailed situation and potential risks to the Chief Information Officer, and this morning they reached the decision that this issue should be handled as a number one priority and the permanent fix must be put in place ASAP. Any work that may impact the resolution of this issue has to be put off until the root cause is identified and a satisfying solution gets implemented.

Therefore, unfortunately the new security system installation can't be performed this weekend. I advise you to re-schedule the installation for the beginning of next month so that network engineers have enough time to troubleshoot the issue. Any time before then, you can complete the training session for everybody. That way, it won't impact your schedule too much. I'm sorry for any inconvenience and will keep you updated. For any questions, please let me or Kevin know.

**186.** What is being discussed in these emails?

- (A) Repairs to the building's west wing
- (B) Granting access to the building
- (C) Security training for new workers
- (D) Updates to the security system

**187.** What will employees have to do to maintain their access?

- (A) Update their records
- (B) Attend the training session on Friday afternoon
- (C) Get a new password
- (D) Troubleshoot the issue

**188.** Who is unable to accept the scheduling of the upgrade?

- (A) Gillian Jules
- (B) Gigawire
- (C) Kevin Farr
- (D) Erich Gomez

**189.** How did Mr. Gomez contact Ms. Jules?

- (A) By email
- (B) At extension 323
- (C) By attending a training session
- (D) Through the intranet

**190.** What will NOT have to be delayed?

- (A) The Sunday training session
- (B) The change to the security system
- (C) Raising the red flag
- (D) The surprise party





Questions 191-195 refer to the following letter and warranty document.

April 29  
Warranty Division  
Kit's Kitchen Appliances Limited  
97 Aberdeen Avenue  
Albany, NY

Dear Mr. Keller,

As my electric kettle watch (model X14Z) was clearly in need of repair, I recently took it to Kitchen Knacks, 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 Kit's Kitchen Appliances Limited in my area, I decided to pay for the repairs myself.

Following are the charges billed by the service center:

Parts:	New Coil:	\$10
	New Cord:	\$15
	Labor:	\$20 per hour x 2 = \$40
	Total:	\$65

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

Regards,  
*David Perna*  
David Perna  
25 Red Road, Villa, NY 44200

## Warranty Certificate

Thank you for purchasing the Kit's Kitchen Appliances Limited electric kettle watch (model X14Z). We are proud of our reputation for excellence and our long history of providing great quality kitchen appliances to Canada and the rest of the world.

To maximize the performance of our products, Kit's Kitchen Appliances are made with the highest-quality materials available. However, should the product malfunction within 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 and insurance 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 Kit's Kitchen Appliances' authorized service centers. The centers are equipped to provide customers with a wide variety of repairs and services that are performed in compliance with Kit's Kitchen Appliances professional standards. Please see the enclosed list of centers for the one nearest you.

- 191.** Why did Mr. Perna write the letter?
- (A) To request a replacement for his broken kettle
  - (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
- 192.** In the letter, the word "warranty" in paragraph 1, line 3, is closest in meaning to
- (A) Service contract
  - (B) Condition
  - (C) Crucial
  - (D) Customized
- 193.** What does Mr. Perna say about Kitchen Knacks?
- (A) It is an unauthorized service center.
  - (B) It is an authorized service center.
  - (C) It performed unnecessary work.
  - (D) It took too long to finish the job.
- 194.** What did Kit's Kitchen Appliances Limited include with the product warranty?
- (A) A warranty registration form
  - (B) A catalogue of new products
  - (C) A list of service centers
  - (D) A list of instructions for shipment
- 195.** What expenses would Mr. Perna's warranty NOT cover?
- (A) The cost of labor
  - (B) The cost of new coil
  - (C) The cost of new cord
  - (D) The cost of insurance

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

From: Brandon Tremblay (Boston, MA)  
To: Andre Moss (Springfield, MA)  
Date: July 24  
Subject: The conference in Vancouver

Dear Andre,

Regarding the trip to the conference in Vancouver, I have looked for flights on the Internet and found a few possibilities. You had indicated that you wanted to fly to Vancouver but that might not be the best plan. Although it is a cheaper flight, we'd then have to take a ferry to Victoria, which would take a long time. I'd prefer to fly directly to Victoria. Also, the morning flight would be ideal. We would have time in the afternoon to see the city before the conference starts the next day. Please let me know what you prefer. Please see the attached flight schedules.

We also need to reserve hotel rooms. The conference organizer informed me that the Blue Sea Inn does not have rooms left until the beginning of August. It is very disappointing because to stay at the same hotel where the conference is being held would be very convenient for us. However, there are other options. Vivian Hotel and Squall Hotel are within walking distance. If they are full, there is the Blue Nose Hotel. Would you arrange a hotel room for us? The hotel phone numbers are on the conference web site. We'll have to reserve 5 days. The conference is from August 6 to 11, but we should try to arrive in Victoria on August 5 and leave on August 12.

Best Regards,  
Brandon Tremblay

#### Flight Information for August 5

Depart	06:20	Boston to Victoria	Sonic Airlines
Arrive	11:55		SA 4748
Depart	12:20	Boston to Vancouver	Sonic Airlines
Arrive	17:55		SA 4749
Depart	14:00	Springfield to Vancouver	Fly Air
Arrive	19:10		FA 2020
Depart	16:35	Springfield to Victoria	Air Wings
Arrive	22:10		AW 1719

**196.** What does Brandon advise doing?

- (A) Arriving a day earlier in Boston
- (B) Flight to Victoria
- (C) Sightseeing in Vancouver
- (D) Taking a ferry to Victoria

**197.** Which flight would Brandon most likely prefer?

- (A) SA 4749
- (B) AW 1719
- (C) SA 4747
- (D) SA 4748

**198.** Where will the conference be held?

- (A) At the Blue Nose Hotel
- (B) At the Vivian Hotel
- (C) At the Blue Sea Inn
- (D) At the Squall Hotel

**199.** What does Brandon ask Andre to do?

- (A) Contact the conference organizer
- (B) Meet him in Victoria
- (C) Go sightseeing in Vancouver
- (D) Make a hotel reservation

**200.** When will the conference end?

- (A) On August 11
- (B) On August 7
- (C) On August 10
- (D) On August 9