



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. Considering the failure of ----- system to offer adequate support, we might have to provide refunds to our customers.
(A) us
(B) ours
(C) ourselves
(D) our
102. Some managers are supposed to meet each other at the end of the month to talk ----- their monthly performance reviews.
(A) under
(B) about
(C) along
(D) into
103. There's another piece of evidence that there has been enormous ----- in the supply of customized services to customers.
(A) growth
(B) grows
(C) grown
(D) grower
104. Our aim is to increase the efficiency of the rail services both for freight and passengers by providing services on the network and increasing ----- among companies.
(A) competes
(B) competitively
(C) competitive
(D) competition
105. People can obtain information ----- an article containing several cases of the implementation of the new technology and its impact.
(A) where
(B) while
(C) from
(D) wherever
106. ----- we are under a tight deadline on product delivery, we will have to ask for assistance from other departments.
(A) Moreover
(B) Because
(C) Therefore
(D) Nevertheless
107. We are sorry to announce that we will not ----- any credit cards starting next year since a cash deposit is required.
(A) accepts
(B) accepting
(C) accept
(D) accepted
108. The chairperson was trying to curtail a lengthy, heated discussion ----- the merits of work ethics due to the time constraint.
(A) on
(B) by
(C) with
(D) to

109. Many on-line retailers state that it is ----- than they expected to set prices that attract more customers while boosting their profit margins.
 (A) difficult
 (B) difficulty
 (C) more difficult
 (D) much difficult
110. Enclosed is a ----- of the company's current activities and future plans, so read it carefully and leave your comments on it.
 (A) total
 (B) product
 (C) registration
 (D) summary
111. The revised version of an unpublished manuscript ----- due to arrive this morning at 10 o'clock, but unexpected problems delayed the shipping.
 (A) was
 (B) were
 (C) is
 (D) are
112. ----- searching for long-term economic growth, the government intends to study immediate solutions to avoid severe criticism from the public.
 (A) According to
 (B) Future
 (C) However
 (D) Instead of
113. The company you work for is willing to take advantage of new technology, but ----- are concerned about adverse consequences.
 (A) other
 (B) others
 (C) the other
 (D) another
114. The renovated French restaurant next to the post office attracted more customers as a result of its ----- priced, various food selections.
 (A) reasonably
 (B) thoroughly
 (C) gratefully
 (D) virtually
115. The elegant hotel known for its fabulous amenities is ----- located near the local airport.
 (A) convenience
 (B) convenient
 (C) conveniently
 (D) conveniences
116. The launch of new software programs has been under the ----- of Mr. Lopez, who's famous for his dedication to the company.
 (A) attendance
 (B) sight
 (C) provision
 (D) supervision
117. Emma Jean, ----- was nominated for an Employee of the Month Award for her exceptional work performance, will deliver a speech this evening.
 (A) who
 (B) anyone
 (C) whose
 (D) whichever
118. Our policy guarantees that any damaged products incurred in transit will be ----- immediately with new ones, or a full refund will be issued.
 (A) prepared
 (B) consumed
 (C) revised
 (D) replaced

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119. The planning officer was struggling to get a permit to ----- a residential area, which can easily cost a billion dollars even before the expense of buying the land.
(A) develop
(B) revise
(C) achieve
(D) contribute
120. The chief executive officer is obligated to retain all the information of a ----- nature in relation to negotiations.
(A) limited
(B) former
(C) confidential
(D) mandatory
121. Service occupations are prevalent in all sectors of the economy, such as in manufacturing as ----- as in the service sector.
(A) far
(B) well
(C) good
(D) near
122. Those individuals who want to gain automatic access to the information are advised to ----- the password that was sent to them by phone.
(A) enter
(B) place
(C) offer
(D) create
123. The newly appointed vice president is expected to earn the ----- trust of employees despite all indications to the contrary.
(A) completely
(B) completed
(C) completing
(D) complete
124. The board of directors will ----- a regular employment session next Monday September 16th at 10 a.m. in the board room.
(A) close
(B) hold
(C) wait
(D) meet
125. Many financial specialists ----- predicted that industries might encounter a decline in manufacturing investment in 2007 by almost 15 percent.
(A) mistook
(B) mistake
(C) mistaken
(D) mistakenly
126. ----- months of tough negotiations, it was announced this morning that an agreement had finally been reached.
(A) Following
(B) Except
(C) Upon
(D) At
127. Our skilled and experienced service representatives will be able to resolve any problems you might encounter by -----.
(A) himself
(B) herself
(C) itself
(D) themselves
128. All employees should be informed explicitly of their responsibilities in relation to ----- client information.
(A) sensitive
(B) competitive
(C) affordable
(D) courteous
129. Much of the expected boost in revenue is related to a transaction tax which has yet to receive final ----- from Congress.
(A) approving
(B) approved
(C) approval
(D) approves



130. Since the corporate system has a ----- structured daily schedule, it would be nearly impossible to impair the work efficiency.
(A) hopefully
(B) highly
(C) probably
(D) rarely
131. In an effort ----- customers with respect we have changed our hours to accommodate customer needs.
(A) treating
(B) has treated
(C) treated
(D) to treat
132. The local government is planning to construct ----- performing arts facilities in order to meet the cultural needs of the population.
(A) infrequent
(B) additional
(C) ongoing
(D) incidental
133. The appointment of Mr. Murphy as prime minister was intended to accelerate the proposed economic ----- without any hesitation.
(A) reformed
(B) reformer
(C) reforms
(D) reformatory
134. Even though Peterson Group Inc. is one of the largest automobile manufacturing companies, it has yet to see any profits as a result of ----- market conditions.
(A) unfavorable
(B) unwilling
(C) opposing
(D) reluctant
135. When I closed the window, all of the files and folders on my desktop computer ----- except for the icon.
(A) are disappearing
(B) will have disappeared
(C) had disappeared
(D) disappear
136. Mr. Conner's remarks concerning the results of last year's declining sales were concise and to the -----.
(A) grade
(B) feet
(C) point
(D) spot
137. Can-Do Engineering is searching for creative, ----- people who can produce excellent quality work that goes beyond customer expectations.
(A) motivate
(B) motivator
(C) motivated
(D) motivation
138. We want you to be aware that we're doing our utmost, ----- we will not be able to provide you with a personalized experience on our website.
(A) in spite of
(B) so as
(C) despite
(D) though
139. A new innovative program is ----- to be released, though some system failures happened at the beginning of the inspection.
(A) expecting
(B) expected
(C) expects
(D) expect
140. Milky Cookies ----- enters into a contract with a third party vendor in order to fulfill its business operations.
(A) occasionally
(B) prematurely
(C) marginally
(D) uncommonly



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.

State Department of Health

Dear Parents,

I am writing this letter to notify you of the change in a checkup schedule which has been moved up to Friday October 19, instead of Wednesday October 17. If this day ----- convenient for you,

141. (A) has not been
(B) was not
(C) will not be
(D) would have not been

please speak with our coordinator.

In addition, please note that the office phone number has also been changed. It is -----

142. (A) here
(B) now
(C) why
(D) still

(518) 437-8329.

We are trying our best to respond with timely ----- and accuracy.

143. (A) advice
(B) deliver
(C) clearing
(D) reminders

Sorry again for the inconvenience. For more information, please contact Donna Maser, the program coordinator, at (518) 437-5961.

Questions 144-146 refer to the following letter.

Luis Hawkins
105 Mt. Wellington Lane Auckland, New Zealand
March 2, 2007

Mr. Berman
Ave. Simon Bolivar 359 Monterrey 6400
Mexico

Dear Mr. Berman,

The other day, I attended a seminar where you gave a presentation entitled "Ideal Renovation." I found your talk very -----.

144. (A) interested
(B) interest
(C) interesting
(D) interestingly

Our company has been selected to renovate the Hempha Library, which is one of the biggest libraries scheduled to be ----- renovations soon, to enhance library services for the community.

145. (A) finishing
(B) undergoing
(C) postponing
(D) displaying

It would be of much help to have your ideas and suggestions as a consultant on the project from the outset, ----- we are considering how to best meet the needs of the prominent library. We are

146. (A) why
(B) that
(C) unless
(D) as

looking forward to doing business with you.

Sincerely,
Luis Hawkins



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Questions 147-149 refer to the following announcement.

Parking policy and regulations

NATOKA has sufficient parking for all employees, on-site contractors and visitors to our site. To ensure the effect of our parking privileges and safety of the workers and visitors, NATOKA's parking policy has been modified to better monitor on-site parking.

All employees and on-site contractors are now required to register their -----.

- 147.** (A) claims
(B) purchases
(C) vehicles
(D) companies

Failure to display a parking permit might ----- your vehicle being towed.

- 148.** (A) pose
(B) affect
(C) start on
(D) result in

For individuals who may use more than one vehicle for transportation to NATOKA, a separate permit for each vehicle is required.

The procedure of obtaining additional permits is the same as for registering the first permitted vehicle.

Permits must be renewed quarterly in accordance with the expiration date on each permit, so people who use the parking area ----- to read all the regulations on parking policies carefully.

- 149.** (A) encouraged
(B) are encouraged
(C) had encouraged
(D) to be encouraged

Questions 150-152 refer to the following message.

To: Employees <nkos@assoc.wc.edu>
From: Dax Shepard <Dax@tpl.zs.us>
Date: Tue.12. June 2007 14:58:23

This message is being posted to all employees. First of all, I'm pleased to announce that Dale Spencer was appointed as the district manager.

As you know, it's fairly common for our employees to receive positive feedback from coworkers, but Dale's case is -----.

150. (A) unique
(B) predictable
(C) common
(D) desirable

For the past few weeks, we have received many letters from customers expressing their -----.

151. (A) disappointment
(B) importance
(C) appreciation
(D) concern

They often said that Dale is exceptionally patient, courteous and quick to respond to special requests from his customers.

This sort of commitment indicates that Dale puts customer ----- before anything else.

152. (A) satisfaction
(B) satisfied
(C) satisfying
(D) satisfyingly

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Part 7

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

Questions 153-154 refer to the following e-mail.

Date: April 22
To: All managers
From: Alan Turing
Re: Company Tennis Tournament

Please distribute this notice to all full-time employees.

It's that time of the year again – time to dust off your racket for our annual company tennis tournament! We were so pleased with the exceptional turn-out last year, and we're hoping to see all of you again for more fun! We'll be holding the tournament at the same location as last year, the Lanark Country Club, on Sunday, May 26. The matches start at 1:30, followed by our usual patio party and gourmet barbeque at 6:30. The price has gone up slightly to \$40 because our caterer is charging more. But we're also offering some more valuable prizes this year, including a 62-inch LCD TV for the winner and laptop computers for second and third place. So, we're hoping to see some competitive spirit! Space is limited to 48; so, hurry and sign up. You can sign up with Ashley Briggs in Accounting. We're looking forward to seeing you there!

153. What is different about this year's tennis tournament?

- (A) It will be held at the Lanark Country Club.
- (B) It will be a little less expensive.
- (C) Better awards will be provided.
- (D) There will be a party afterwards.

154. What reason is given for the slight price increase?

- (A) Tennis fees have gone up at the Lanark Country Club.
- (B) The company providing food has raised their prices.
- (C) The prizes are more expensive this year.
- (D) Only 48 people are able to attend.

Questions 155-156 refer to the following notice.

Clarendon Hotels and Resorts - Franchise Development

Clarendon is focused on moving forward. We keep our brand consistent and strong by managing a standard of quality product and service that is second to none, making Clarendon a name that customers can trust. Our expansion strategy covers all of the key areas of support for a successful hotel business. We take our relationships with franchisees seriously and offer lucrative financial packages.

Summary of Fees

- ☐ INITIAL FEE: \$75,000 (USD)
- ☐ ROYALTY FEE: 5% of Gross Room Revenue annually
- ☐ MARKETING CONTRIBUTION: 2% of Gross Room Revenue annually

This applies to the U.S. and Canada only. The information provided here is a summary and does not include all fees and costs. For complete information about fees, services, and licensing requirements, please request a copy of the Clarendon Franchise Information Package from our head offices in Philadelphia.

155. Who is this information intended for?

- (A) Guests of the hotel
- (B) Potential employees
- (C) Upper management in the company
- (D) Those considering opening a branch

156. How much could a franchisee make in the first year?

- (A) \$75,000 (USD)
- (B) \$75,000 (USD) and 2% of the revenue
- (C) \$75,000 (USD) and 3% of the revenue
- (D) The initial fee plus 7% of the revenue

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Questions 157-159 refer to the following notice.

Caldera Junior Bicycle Hitch Recall

Northwind Cycle is recalling the Caldera Junior bicycle accessory for repair. If you think you may have an affected Caldera Junior, stop using it immediately! The hitch connecting it to the bicycle can fail, causing the Caldera Junior to become unstable, which may result in injury. The Caldera Junior "tandem bicycle accessory" consists of a frame, wheels, seat, pedals, and handlebars. It attaches to the back of a standard bicycle by a hitch. Bicycle stores and retailers nationwide sold the Caldera Junior from March 2000 through July 2001. Caldera Juniors were also sold under the name "Caldera Mongoose," with a "Mongoose" logo appearing on the frame. The recalled Caldera Junior has the model number AC 100, AC 200, or AC 300, on the top tube. Also, recalled Caldera Juniors have an aluminum sleeve on the hitch between the bicycle and the Caldera Junior. Caldera Juniors with nylon or plastic sleeves on the hitch are not included in this recall. Contact us or the retailer from whom you purchased your bike to get a new hitch. Northwind Cycle can be reached at 800-626-2811 between 8 a.m. and 5 p.m. Central Time, Monday through Friday, for a free replacement hitch and instructions.

157. What is a Caldera Junior according to the notice?

- (A) An attachment for bicycles
- (B) A special kind of bicycle
- (C) A metal sleeve
- (D) A bike helmet

158. Which models of the Caldera Junior are not being recalled?

- (A) Those with a "Mongoose" logo
- (B) Model numbers AC 100, 200, and 300
- (C) Those with hitches with nylon or plastic coverings
- (D) Models that attach to a standard bicycle

159. What reason is given for the recall?

- (A) The logo violates a copyright law.
- (B) The hitch has a dangerous flaw.
- (C) The accessory does not attach properly.
- (D) The nylon and plastic can break.

Questions 160-162 refer to the following advertisement.

Patak - Isn't your home worth it?

In business for four generations, Patak is renowned for its high quality, its vast knowledge of hand-knotted carpets, and its excellent customer relations. We deal only in genuine oriental and Persian carpets and rugs of the highest quality, with detail, workmanship, value, and hand-made beauty that machine-made imitations simply cannot match. All of our carpets are 100% handmade and take months or years to complete because the knots are hand-tied to a density of 400 per square inch! Our collection consists of the finest-quality rugs made by Pakistani master weavers who have passed down the skill from generation to generation for centuries. They are made of the highest-quality materials: 100% New Zealand wool with highlights of silk. Isn't your home worth that kind of quality? Shop conveniently online at our website and search through a huge selection of hand-picked oriental carpets and rugs we have in stock! With this much selection, we're confident you will find the carpet that's right for your home. All prices include international door-to-door delivery, which can take as little as three days! Stop by and browse. You'll be glad you did.

160. What products does this company offer?

- (A) Machine-made Persian rugs and carpets
- (B) New Zealand wool pile
- (C) Handmade rugs and carpets
- (D) Weaving machines

161. How can potential customers view their products?

- (A) At their showroom in Pakistan
- (B) On the Internet
- (C) At their workshops in New Zealand
- (D) In their mail-order catalog

162. Why do these rugs and carpets take so long to make according to the ad?

- (A) The materials are imported from New Zealand.
- (B) The carpets are sent from Pakistan.
- (C) The process involves a high degree of detail.
- (D) There are only a few skilled craftsmen who work on them.

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Questions 163-164 refer to the news article.

NEW YORK – Synchia Enterprises, Inc. announced Monday that it has named Gary Myers as its new chief financial officer. Myers, formerly executive vice president and CFO at LoveJoy Co., will begin his new position June 12th. He will report directly to the Synchia Chairman and chief executive, Michael Spooner.

Myers, 52, replaces Cathy Fines, who is moving over to run Synchia's fledgling on-line music sales operation. There had been talk of moving Fines out of the CFO position for weeks, as Synchia's earnings came in below target and the company's stock faltered.

"Gary has a track record of helping companies to generate greater value, and his expertise in financial management, in addition to his significant experience in the consumer business, will boost our growth across the company," Spooner said in a written statement.

163. What is happening at Synchia Enterprises?

- (A) They are replacing their chairman, Mr. Spooner.
- (B) Ms. Fines will be replaced by Mr. Myers as CFO.
- (C) Ms. Fines is leaving the company due to poor performance.
- (D) Mr. Myers is leaving to join LoveJoy Co.

164. According to the article, why is this change being made?

- (A) Myers was let go by LoveJoy.
- (B) Synchia made Myers a better offer.
- (C) The company had not been doing well under Fines.
- (D) Synchia has started a new on-line music operation.

Questions 165-166 refer to the following memorandum.

Date: Tuesday, Oct. 15
To: All employees
Re: Painting

This weekend, the office will be closed for painting, and no employees will be allowed in the building. Although official company policy discourages employees from working overtime hours from home, an exception will be made in this case. However, you should be sure to get prior approval for your overtime from your manager. Also, log on to the system from home when you start work, and remember to log off when you are finished. The painters will be here on Saturday morning, and they have requested that all office furniture be moved into the hallway. So, you are asked to leave work at 5:00 on Friday to give the maintenance staff a chance to rearrange the furniture. Your cooperation is appreciated.

Thank you.

165. What is happening at the office?

- (A) They are giving the employees the weekend off.
- (B) They are starting a new work-from-home program.
- (C) They are rearranging the furniture on the weekend.
- (D) The office is being repainted Saturday and Sunday.

166. What do staff members need to do in order to work overtime?

- (A) Come to the office on Sunday
- (B) Get permission to work from home
- (C) Rearrange their working hours
- (D) Write down their hours in the logbook

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Questions 167-170 refer to the following e-mail.

Received: Monday, June 4th, at 8:32 p.m.
From: peter.lasco@allwalls.com
Re: Appointment Cancellation

Mr. Walker,

I apologize for having to cancel our appointment last Friday at the last minute. There was some urgent business at another job site, and I had to attend to it personally. I hope that we can reschedule for sometime next week.

Also, in your last e-mail you asked for some different options with regard to materials and our turn-around time. The sample books I couriered to you last week are the standard wallpapers that we use – 1.75 meter-wide, printed. But we have also started using a new process with large, floor-to-ceiling rolls that produces a papered wall without seams. The papers are the highest grade, and most have silk highlights. As your project is a luxury apartment complex, these products may better suit your needs. This is a specialty process, requiring special equipment, and so there would be additional charges on top of our usual labor costs. Since you would be doing so many units in your building, perhaps we could offer you a discounted rate on the labor. I will discuss this possibility with our sales manager and let you know when we meet.

With regard to our turn-around time, using standard-process papers we would be able to complete the 15 units in one week. The seamless wallpaper application process makes use of a large roller mechanism; so, potentially, we could complete the work in 3 days.

Again, I am sorry to cancel our appointment. Please let me know at your earliest convenience when you would like to reschedule. Thank you.

Sincerely,

Peter Lasco
Sales Rep,
All Walls, Inc.

- 167.** Why was the appointment with Mr. Walker cancelled?
- (A) Mr. Lasco was not able to bring the samples to the job site.
 - (B) Mr. Lasco had to attend to another client.
 - (C) Mr. Lasco had to pick up a new roller mechanism.
 - (D) Mr. Lasco was on a business trip.

- 168.** What kind of service does this company offer?
- (A) Building construction
 - (B) Wallpaper manufacturing
 - (C) Large-scale redecoration
 - (D) Labor recruitment

- 169.** What did Mr. Lasco do for Mr. Walker the previous week?
- (A) Sent him a book of samples
 - (B) Visited his construction site
 - (C) Called him about the turn-around time
 - (D) Showed him a new papering process

- 170.** How long does Mr. Lasco estimate the job will take?
- (A) More than 15 days
 - (B) Until some time next week
 - (C) Three days with the new process
 - (D) Three days with traditional techniques



Questions 171-173 refer to the following advertisement.

Come to the Briars Resort to experience a unique conference center, with everything to make your business meetings or conferences productive in a beautiful lakeshore and woodland setting. Our facility offers a highly-trained convention staff and well-appointed rooms, with all of the equipment you'd expect from a state-of-the-art convention center. But our location in the Gatineau Hills north of the nation's capital also offers a beautiful and tranquil natural setting. Within driving distance of Ottawa and Montreal, with easy access to Ottawa International Airport, our 230 acres of golf, marina, lakefront, restaurants, shops, 240 guest rooms and convention facilities are within a few hours drive or flight to Toronto, Ontario's financial hub.

The Briars Staff has years of expertise in planning meetings, conventions, retreats and special events, enabling us to handle the decisions, details and timing involved in all manner of business conferences. Thus, we are confident that your group will experience a memorable and successful meeting. Our newly-constructed Thompson Hall adds another 15,500 square feet of meeting and convention space to over 35,000 sq. ft. of flexible, functional meeting/conference space, meaning we can accommodate 20 to 2,000 attendees.

The Briars is the perfect destination for productive conferences, meetings, trade shows, and incentive stays. Call us at 1-800-2-BRIARS to discuss your particular needs, or visit our website, www.thebriars.com, to find out more and to see a video tour of our grounds and buildings.

Features:

- Thompson Hall offers 15,500 sq. ft.
- Seating for up to 2,000 guests
- 1,000 sq. ft. of exhibition space
- Seating for 500 for meals
- Conference planning services
- Full-service banquet and dining facilities
- Corporate training & meeting rooms
- Executive board room
- Multimedia presentation capabilities
- On-site audio/visual technicians
- High-speed computer compatibility

171. What is unique about the Briars Resort, according to the advertisement?

- (A) They have space to accommodate 3,000 attendees.
- (B) They can hold banquets for up to 1,000 at a time.
- (C) They offer a shuttle service to Ottawa and Montreal.
- (D) They provide modern facilities in a natural environment.

172. What did The Briars recently add?

- (A) A large new conference room
- (B) Multimedia presentation equipment
- (C) Conference planning services
- (D) A new banquet facility

173. What information is NOT discussed in the advertisement?

- (A) The convenient location
- (B) The number of attendees that can be accommodated
- (C) The competitive rates and special package deals
- (D) The range of services provided by the staff

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Questions 174-177 refer to the following information.

INTERNATIONAL TRAVEL EXPO - Shipping Instructions for US Exhibitors

Fastex has been designated the official transportation coordinator of equipment and display materials for all exhibitors participating in the International Travel Expo. The following information includes shipping dates, consolidation points, and documentation requirements for the transportation into France of all your material for the exposition. The following air freight cut-off dates have been selected to allow as much time as possible to prepare your exhibition materials prior to shipment:

Door-to-door delivery	No later than June 15th
Drop off at consolidation point	No later than June 21st

Fastex is able to pick up your cargo from your facility and arrange delivery to one of our domestic consolidation points: Oakland, Denver, New York, Los Angeles, or Houston. Simply call us to schedule the pickup. If you choose, you may send your goods directly to the consolidation point, prepaid. Please notify us of your freight's impending arrival at the consolidation point. Include the Carrier's Bill of Lading/ Airway Bill information, the gross weight, total number of pieces sent, and copies of the commercial invoices for the goods sent. Whether we pick up your freight or it is delivered, we urge exhibitors to use strong, wooden cases that offer protection from the weather for the transportation of exhibition materials. In the event that your cases are secured with a lock or combination, please don't forget to provide the key or combination number to us for customs examination.

174. Who is this information intended for?

- (A) Potential customers of Fastex
- (B) People who will be attending the Expo
- (C) Exhibitors traveling from the US
- (D) Customs officials

175. Where is the International Travel Expo being held?

- (A) France
- (B) Denver
- (C) New York
- (D) Hong Kong

176. If shipments are sent to one of the consolidation points, what must be done?

- (A) Include only one label for all items
- (B) Make sure the cases are securely locked
- (C) Ensure it arrives there before June 15th
- (D) Phone to tell them when it will be arriving

177. How does Fastex recommend that items be packed?

- (A) In weather-proof metal boxes
- (B) In hefty wooden crates
- (C) Loosely shrink-wrapped
- (D) On individual skids

Questions 178-180 refer to the following letter.

May 19

Customer Services Office
WorldTravel Limited
25 Cramden Road
London

To Whom It May Concern:

I spent most of the last two days calling your customer service lines in an effort to resolve this situation (see my customer reference number, A802234-202), but I have gotten nowhere.

So, I'm writing in the hopes that this letter will get into the hands of a more effective person. I'm really hoping you can help me.

On Monday, May 16th, I was in the airport checking my baggage for a flight to Amsterdam, and the young man who was helping me – James Strathcona was his name – tore the handle off my suitcase when he was lifting it onto the conveyor belt. I have since inquired as to how much it would cost to fix and was told it would be at least US\$45.00. I have enclosed a photocopy of the quote from the repairman.

On principle, I really feel these repairs ought to be paid by WorldTravel, as the damage was done while one of your people was handling my luggage. However, I am being given the run-around by your customer service staff whenever I call. One young man was even so bold as to suggest that the suitcase was probably worn out and ready to break anyway. I assure you that this is not true: I only recently bought the set, and the only reason it was broken was that it was handled with excessive force.

In all other dealings I've had with your company, I have had very positive experiences and I have no wish to fly with another airline.

I look forward to hearing from you soon, and I very much appreciate your help.

Yours faithfully,

Edith Smallwood

178. What is the purpose of the letter?

- (A) To report a lost suitcase
- (B) To claim repair expenses
- (C) To complain about a flight
- (D) To request a copy of a quote

179. What was the Customer Service department's response to Ms. Smallwood's claim?

- (A) They will reimburse her for the repairs.
- (B) They think she probably broke the handle herself.
- (C) They said they are not responsible.
- (D) They said Mr. Strathcona should pay the cost.

180. Why did Ms. Smallwood go to see a repairman?

- (A) To buy a suitcase
- (B) To ask for a refund
- (C) To find out about repair costs
- (D) To pay an outstanding bill

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

E-Klavier Digital Piano – User’s Manual

Thank you for purchasing an E-Klavier Digital Piano by SoundDesign! Please carefully read the user’s manual prior to operating your digital piano. Not only will it enhance your experience, it will also extend the life of your machine. Your E-Klavier Digital Piano is manufactured to the most exacting specifications using the best materials available. By following the instructions contained in this manual, it will provide you with a lifetime enjoyment. In addition to this manual, there is more information on the SoundDesign website.

Important Warning

The surface of your new E-Klavier Digital Piano by SoundDesign is coated with our patented high-gloss enamel to mimic the finish of the highest-quality grand pianos. It is susceptible to scratching. Should it require cleaning, you should wipe it with a lightly-dampened cloth. Under no circumstances should you use detergents or abrasives to clean any part of the surface, as scratching or discoloration may result.

Should you have any problems with your digital piano that are not covered by the material in this manual, first check the FAQ and troubleshooting sections of our website at www.sounddesign.com. If you still cannot find a solution to your problem, call our service representatives at the number on the back cover of the manual, or e-mail them at service@sounddesign.com.

To: service@sounddesign.com

From: r.wilson@fossex.com

To Whom It May Concern:

I recently purchased a T-201 E-Klavier, and have been very satisfied. It has so many useful functions! If anything, it has too many. (It took me a whole afternoon to figure out how to use it properly; but, then again, I’m not exactly skilled with electronic gadgets.) It really lives up to the promises in your literature. The sound is excellent. My son-in-law, who is a concert pianist, was impressed, so that says a lot.

Anyway, the main reason I’m writing is that my little granddaughter spilled her grape juice all over the top of the keyboard. I mopped most of it up at the time, but some got under the lid and now it’s a sticky mess in there. I tried using a damp cloth as the user manual recommends, but it’s just not coming off. I looked through all of the material on the website, too, but I think this problem is rather unique. I’m worried about ruining the finish, so I’m asking if there are any soaps or detergents that I could safely use.

Thanks a lot,
Randy Wilson

181. What are owners of the T-201 E-Klavier instructed to do?

- (A) Read all of the information on the website
- (B) Send in their warranty card
- (C) Go over all of the information in the manual
- (D) Clean the keyboard surface thoroughly

182. What are consumers told to do if there is a problem with their E-Klavier?

- (A) Call or e-mail a technician after checking the website
- (B) Call a repairman after reading the manual
- (C) Try to fix the problem before calling the company
- (D) Submit a message on the FAQ section of the company's website

183. What should be used to clean the surface of the keyboard?

- (A) A non-abrasive soap
- (B) A dry towel
- (C) A moistened cloth
- (D) A wet sponge

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

- (A) To complain about a problem with the keyboard
- (B) To ask for technical assistance in operating the keyboard
- (C) To commend the company on an excellent product
- (D) To ask the service department for advice

185. What has Mr. Wilson already tried?

- (A) He followed the advice in the manual and searched the website.
- (B) He tried some soaps and detergents but they didn't work.
- (C) He asked his son-in-law about how to solve the problem.
- (D) He called the service department but they were unable to help.



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Questions 186-190 refer to the following itinerary and note.

Small Business Association Conference - Thursday, August 18th

Seminar - Itinerary

7:30 a.m.	Registration Opens
8:00 a.m. - 8:20 a.m.	Opening Ceremony
8:20 a.m. - 10:20 a.m.	Session I "Seven Irrefutable Rules of Small Business Growth," Part I, with Michael Bornstein
10:30 a.m. - 11:50 a.m.	Session II 1. "Creating a Winning Culture of Innovation" with Bill Ripley 2. "21st Century E-marketing," with Richard Grant
Noon	Luncheon
1:00 p.m. - 6:00 p.m.	Workshops held in Marchand Hall
6:00 p.m. - 7:00 p.m.	Break
7:00 p.m. - 10:00 p.m.	Awards Dinner & Reception

To: b.ripley@netspark.net
From: jamesransom@ontariosmlbiz.com
Date: Wednesday, August 17th
Re: IMPORTANT SCHEDULE CHANGES

Mike just called from the airport in Toronto, and it looks like he's going to be arriving late. There was some mix-up with his flight, I guess. Apparently, he told his secretary that he was expecting to be leaving tonight, but for some strange reason she booked the flight for tomorrow morning. That means that he won't be able to be here for his presentation. Anyway, he sounded really worried about it, and I didn't really know what else to do, so I said we'd rearrange the schedule. He won't be here until 11 o'clock at the earliest, so I'll have to put you and Richard first in Session I. I know you were only scheduled to speak for about 30 minutes, but I'd really appreciate it if you could stretch your presentation out a bit – maybe have a question-and-answer session or something. You need to fill about an hour. I know it's last minute, but these things happen. Whenever he gets in, we can start his session, and it won't be too bad. I figure, at worst, we'll be running about half an hour late. Oh, and could you please let everyone know about the changes when you give your presentation tomorrow morning?

Thanks a lot for understanding.

See you tomorrow,

James Ransom

186. When was Michael Bornstein originally supposed to deliver his presentation?

- (A) 8:20 a.m.
- (B) Noon
- (C) 10:30 a.m.
- (D) 6:00 p.m.

187. Who is the note for?

- (A) A member of the association
- (B) Someone giving a presentation
- (C) An organizer of the conference
- (D) The president of the association

188. Why can Mr. Bornstein not give his presentation at 8:20 a.m.?

- (A) His flight was not booked according to his instructions.
- (B) His flight was canceled at the last minute.
- (C) He was late arriving at the airport and missed his flight.
- (D) He has decided not to attend the conference.

189. When was the e-mail sent?

- (A) Just before the conference opened
- (B) A few minutes before session I started
- (C) The night before the conference
- (D) A few days before the conference

190. Who will inform the people attending the conference of the schedule changes?

- (A) James Ransom
- (B) Michael Bornstein
- (C) Bill Ripley
- (D) Richard Grant



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Questions 191-195 refer to the following contract and letter.

Hours of Work

All employees are expected to be present and on time for every working day. When circumstances prevent you from reporting to work, or when you know in advance that you will be late, you are expected to notify your manager prior to your normal start time.

If you are absent from work for three consecutive working days for reasons of illness, a doctor's statement regarding the nature of your illness and verifying consultation time and date may be required. Failure to provide doctor's verification of illness upon request may result in the time off being classified as an unexcused absence and your pay may be adjusted.

If you are absent from work without notification, it may be assumed that you are not returning, and we reserve the right to immediately terminate your employment and include a note in your record stating "voluntarily quit without notice."

March 11th, 2005

Dear Mr. Witherspoon,

I'm writing to you in the hopes that you will understand my situation. I trust that by now you will have heard about my situation from my manager. I hope that I can at least be given the chance to explain my side of the story. As for my manager, she is only doing her job, but I do think she has been totally unreasonable in following company policy to the letter and not giving the least bit of consideration to normal human error.

I was very ill from February 20th to 24th, and I took those days off work to recover. I did not go to the doctor as it was just a case of food poisoning, and all I really needed was bed rest. I did, however, call each day to tell my manager. When I returned to work, she asked me for a doctor's note, and I told her I couldn't produce one. That was the last I heard about it until payday when I noticed that my pay was short. I asked my manager about it, and she told me that I wasn't being paid for the days I was home sick from work. That's when she told me about the policy. And when I complained, she insisted I bring it up with you.

Needless to say, I'm very upset that this money was withheld from my pay. It was my understanding that I was allowed to take paid sick days from work, and I'm sorry to say that I had no idea about this policy about having to hand in a doctor's note. I really need that money as I have a very tight budget this month. It was a mistake, and, had I known, I certainly would have gone to the doctor about my condition. I hope you can understand my situation.

Yours sincerely,
Brenda Wilson

191. According to the contract, what must be submitted if an employee is absent from work for three or more days?

- (A) A good excuse
- (B) Permission from a doctor
- (C) A doctor's note
- (D) An explanation in writing

192. What could have happened if Ms. Wilson had not called her manager?

- (A) She would have had to pay compensation.
- (B) She would have had to work extra hours.
- (C) She would have been reported to the boss.
- (D) She could have immediately lost her job.

193. Why did Ms. Wilson write to Mr. Witherspoon?

- (A) To ask him to reconsider his decision to fire her
- (B) To inform him of her medical expenses
- (C) To ask him to pay her for the days she took off work
- (D) To tell him about her manager's poor job performance

194. What was the reason that Ms. Wilson did not get a doctor's note?

- (A) She forgot to ask the doctor to write her a note.
- (B) She was too ill to go to the doctor.
- (C) She was not aware of the company's policy.
- (D) She thought her manager would have told her.

195. Who is Mr. Witherspoon most likely?

- (A) Ms. Wilson's coworker
- (B) The company accountant
- (C) Ms. Wilson's lawyer
- (D) A senior manager



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

INTERDEPARTMENTAL JOB POSTING

Title: HUMAN RESOURCES MANAGER

Department: Human Resources

Reports to: Human Resources Director

The Human Resources department is moving from its former location at our Wilmington location to our new facility in Arkansas. This will enable us to expand, necessitating the hiring of additional staff. In order to oversee the training of these new staff and the successful transition to our new location, we are seeking a highly organized, energetic individual to lead part of the expanded Human Resources team. We feel it is important to hire someone with connections and experience in the company, so we are initially only accepting applications from current staff, regardless of department.

Minimum Qualifications:

Education and Training: A master's degree in information management or business administration.

Work Experience:

- Ten years of experience in the field (at least two years with our company)
- Proven track-record of management and budgetary responsibilities
- Effective supervision of staff

Skills and Abilities:

- Proven record of accomplishment of outstanding management and supervisory skills, including the ability to train, direct, and motivate staff

Salary: Commensurate with experience

Application Deadline: Open until filled

To: g.blake@warner_hr.com

From: christina.appleby@quickmail.com

Re: HR Manager Position

Attachments: Christina_Appleby_resume2007.doc

Dear Mr. Blake,

I'm not sure if you remember me. We met at the company Christmas party last year. My name is Christina Appleby, and I work in the information systems department. My manager, Chris Knowles, recently informed me of a position that is opening in the Human Resources department for an HR manager and suggested that I apply for it.

I have attached my résumé for you to look at, and I think you will find that my background is what you are looking for. As you will see, I've been working in this industry for more than twelve years, the past five of which I've been with this company. I hold an MBA from Sloan MIT. The team that I've been in charge of has consistently produced results on schedule, and I feel this demonstrates my ability to manage and motivate others.

I understand that the position would involve relocating, but this would be fine. My husband is actually considering a job in the same area as it so happens.

I'd be very pleased to meet with you to discuss my suitability for this position. Thank you for your consideration.

196. Where would this job posting most likely be seen?

- (A) In a local newspaper
- (B) On a company's intranet
- (C) On a community bulletin board
- (D) On a website for jobseekers

197. Why is the HR department hiring a new manager?

- (A) The previous manager has recently retired.
- (B) They are expanding their current location.
- (C) They are moving to a larger facility.
- (D) They have been allocated a larger budget.

198. How did Ms. Appleby find out about the job posting?

- (A) The Information Systems manager pointed it out to her.
- (B) She was browsing the company's website.
- (C) She was told about it by the HR director.
- (D) She read about it in the company newsletter.

199. How long has Ms. Appleby worked for this company?

- (A) 10 years
- (B) 12 years
- (C) 5 years
- (D) 7 years

200. Why does Ms. Appleby say she would like to relocate?

- (A) She has been unhappy in her current department.
- (B) She doesn't want to work in Wilmington anymore.
- (C) She lived in Arkansas before moving to Wilmington.
- (D) Her husband is considering moving to the same location.

