

RC

ETS TEST

08

READING TEST

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

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

PART 5

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

101. Mr. Pierce requested that all employees meet in ----- office at noon.
(A) himself
(B) his
(C) him
(D) he
102. We greatly appreciate your ----- in preparing your office for the upcoming move.
(A) cooperates
(B) cooperated
(C) cooperation
(D) cooperate
103. Employees who ----- to contribute to the company picnic should contact Mr. Liu.
(A) require
(B) supply
(C) wish
(D) express
104. Ms. Ngo will make the awards announcement ----- the luncheon next week.
(A) up
(B) onto
(C) off
(D) at
105. As of October 1, Ms. Givens will be planning our department's travel -----.
(A) budgeted
(B) budget
(C) budgetary
(D) budgeter
106. Job applicants are ----- encouraged to submit a work portfolio and a résumé.
(A) rapidly
(B) strongly
(C) nearly
(D) tightly
107. Join us for dinner on Friday ----- Mr. Yi's promotion to Vice President of Marketing.
(A) to celebrate
(B) celebrates
(C) will celebrate
(D) celebrated
108. The ----- of 21 tools ordered will be delivered to the Abby Street warehouse this afternoon.
(A) set
(B) room
(C) fit
(D) power

109. Galaxy Health Club offers a 20 percent discount for all classes ----- November.
(A) entire
(B) during
(C) while
(D) ever
110. ----- the printer cartridge was installed correctly, it leaked some ink.
(A) Although
(B) So
(C) If
(D) However
111. Ms. Chu will explain how the factory workers can protect ----- equipment from damage.
(A) theirs
(B) them
(C) themselves
(D) their
112. Promotional ideas for violinist Zelina Ortiz will be ----- by the publicity team next month.
(A) escorted
(B) tutored
(C) discussed
(D) subscribed
113. *Giffords Global Investors Magazine* experienced its highest numbers in ----- sales in the last quarter.
(A) digits
(B) digital
(C) digit
(D) digitize
114. A new barbershop is opening ----- the neighborhood already has three others.
(A) among
(B) that
(C) prior to
(D) even though
115. Now that Rocker Guitar School is a ----- enterprise, it can afford to hire additional teachers.
(A) musical
(B) profitable
(C) compact
(D) long
116. The renovated office building did not look the way Ms. Garcia ----- it would.
(A) imagine
(B) imagining
(C) imagined
(D) imagination
117. Arsov Consulting advised us to wait until the ----- to ship the new line of sweaters.
(A) summer
(B) year
(C) hours
(D) weather
118. The heads of ----- department in the company must attend the training session in Kolkata.
(A) its
(B) each
(C) most
(D) several
119. Vurk Ltd., manufacturer of industrial sewing machines, is ----- to introduce a line of home products soon.
(A) applied
(B) expected
(C) inquired
(D) objected
120. Reception desk personnel are thoroughly trained to answer any ----- that hotel guests may have.
(A) questioner
(B) questioned
(C) questions
(D) questionable

121. Wyckshire Mobile's unlimited talk, text, and data plan is priced ----- at £50.00 per month.
- (A) promptly
(B) reasonably
(C) partially
(D) loyally
122. Khaab Staffers announced its acquisition of an international database of ----- 5,000 companies sorted by location or industry.
- (A) many
(B) beside
(C) wide
(D) over
123. The presence of several eagle nests makes Hilltop Grove a favorite site for ----- bird watchers.
- (A) enthusiastic
(B) affordable
(C) elaborate
(D) comparable
124. The general manager has implemented a system to fill online orders of costume jewelry lines more -----.
- (A) quick
(B) quickest
(C) quicker
(D) quickly
125. Quillet Motors has been working ----- the goal of reducing its factory emissions by 25 percent since last year.
- (A) after
(B) across
(C) opposite
(D) toward
126. Gribson & Kim's ----- brand identity accurately conveys the company's image and values.
- (A) powers
(B) powered
(C) powerful
(D) powerfully
127. The city council approved Remco's application to build a shopping center ----- opposition from local residents.
- (A) in spite of
(B) in order that
(C) even so
(D) on the contrary
128. Marliet Marketing can help any business ----- its products through multimedia advertising packages.
- (A) promote
(B) promoted
(C) promotable
(D) promoter
129. Local reporters sought ----- with the department manager who found old property records in the city hall basement.
- (A) permits
(B) materials
(C) conditions
(D) interviews
130. To appeal to younger consumers throughout Asia, the sportswear company is shifting its marketing tactics -----.
- (A) drama
(B) dramatic
(C) dramatically
(D) more dramatic

PART 6

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

Questions 131–134 refer to the following information.

Welcome to Dining-Ticket, the online service that delivers high-quality, delicious meals to your -----. To start ----- Dining-Ticket, simply enter your location to view your local delivery options. 131. 132. Next, filter the information by your desired price range, cuisine type, or by the restaurant name. Then, track your order as it is transported by a Dining-Ticket delivery person. ----- . To enjoy 133. your favorite restaurant fare from the ----- of your own home, try Dining-Ticket today! 134.

131. (A) doorstep
(B) station
(C) program
(D) market

132. (A) usage
(B) using
(C) usable
(D) users

133. (A) Additional delivery staff are being recruited now.
(B) Your order will be ready for in-store pickup within one hour.
(C) Our training is thorough and fast.
(D) It's as easy as that.

134. (A) comforted
(B) comforting
(C) comfortable
(D) comfort

Questions 135-138 refer to the following e-mail.

To: Rashida Willis <rwillis@pintaur.net>
From: Customer Accounts <accounts@stauntonnaturalgas.com>
Date: August 4
Subject: Paperless billing

Dear Ms. Willis,

Thank you for selecting the paperless billing ----- for your Staunton Natural Gas account.
135. ----- on August 20, you will receive your monthly statement electronically. To ensure receipt of
136. your bill, please add our e-mail address to your list of contacts. At any time you may
----- to traditional paper billing by selecting it in your account settings.
137. ----- . Your bill will still be due on the first of each month.
138.

Sincerely,

Staunton Natural Gas

- 135.** (A) value
(B) degree
(C) project
(D) option
- 136.** (A) Until
(B) Only
(C) Beginning
(D) Even
- 137.** (A) return
(B) returnable
(C) to return
(D) returning
- 138.** (A) The account balance is now overdue.
(B) Nothing else about your billing process
has changed.
(C) A company representative will contact
you soon.
(D) The account will be closed on the final
day of the month.

Questions 139-142 refer to the following memo.

To: Red Division Sales Team Members
From: Matias Gama, Director
Subject: Information
Date: 22 November
Attachment: Third-quarter results

Let me commend all of you on your outstanding work this past quarter! See for yourselves in the attached report, which provides all the details. -----, there's always room for growth. That's why we're launching a new ----- program. It will be provided by an outside agency that has carefully ----- our needs. Although the learning modules will be offered across the organization, they are ----- scheduled to begin in our division. ----- . In the meantime, please carry on with your good work.

139. (A) Similarly
(B) In that case
(C) Nevertheless
(D) Even if

140. (A) radio
(B) exercise
(C) training
(D) benefits

141. (A) analyzed
(B) analyzing
(C) to analyze
(D) been analyzed

142. (A) This was our best quarter ever!
(B) I will let you know the dates soon.
(C) Our clients are very pleased as well.
(D) Registration is now full.

Questions 143-146 refer to the following e-mail.

From: Joanna Markian
To: All management staff
Subject: Meeting with Adacorp leadership
Date: 11 January

Dear Credulux colleagues,

Please be advised that our Wednesday Board of Directors meeting will focus on the ----- **143.**
company merger with Adacorp Ltd. We will be joined by Adacorp's CEO and several managers
as well as members of both companies' legal teams. ----- **144.**

The purpose of this meeting is to clarify the timeline of the merger process. ----- with questions **145.**
for our Board of Directors will be given ample time to ask them. -----, I would like to request that
146. all nonurgent agenda items be saved for our management team meeting in early February.

Sincerely,

Joanna Markian

- 143.** (A) selected
(B) upcoming
(C) occasional
(D) assorted

- 144.** (A) Please plan to attend this meeting in person.
(B) Interns will report on their experience at Adacorp.
(C) Instead, we will extend the meeting by one hour.
(D) You will soon be notified of the new law.

- 145.** (A) Each other
(B) Yours
(C) Anyone
(D) Whoever

- 146.** (A) On the contrary
(B) For this reason
(C) Soon after
(D) For example

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts 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 147–148 refer to the following information.

Smith County Transportation Department Current Postings

Bridge Inspector (BI9253)—Take your career to new heights as a bridge inspector in beautiful Smith County, known for its spectacular and varied landscape! The geography of our county is large and hilly, necessitating the use of our many bridges and tunnels by residents and tourists alike. The position involves assessing the condition of existing bridges, tunnels, culverts, and related road signs as well as proposing and overseeing repairs. We offer competitive salaries with excellent benefits. For details on requirements and how to apply, please visit www.smithcounty.gov/jobs. The deadline is January 15.

- 147.** What does the information suggest about Smith County?
- (A) Its population is growing rapidly.
 - (B) Its tunnel system requires modernization.
 - (C) It is an attractive place to live and visit.
 - (D) It is currently building many new highways.
- 148.** According to the information, what is one duty of the bridge inspector?
- (A) Supervising maintenance work
 - (B) Planning new bridges
 - (C) Collecting bridge and tunnel tolls
 - (D) Designing traffic signs

Questions 149-150 refer to the following notice.

Thank you for purchasing tickets for a tour of the historic Walton Steamship. If you need to cancel or change your appointment, please be aware of our cancellation policy. Cancellations up to one day before the scheduled tour will receive a refund of 50% per ticket. Canceling on the same day or failing to appear at the time of your scheduled tour will result in no refund. All refunds will be credited to the card used to purchase the tickets.

Please note that tours are conducted both inside the ship and outside on deck. Tours are rarely canceled due to weather. Please wear appropriate clothing in case we experience cold or wet weather.

- 149.** For whom is the notice most likely intended?
- (A) Current ticket holders
 - (B) Steamship crew members
 - (C) Customer service representatives
 - (D) Tour guides in training
- 150.** What does the notice recommend people do?
- (A) Update their contact information
 - (B) Print historical reference materials
 - (C) Dress to spend time outdoors
 - (D) Arrive early on the day of the tour

Questions 151-152 refer to the following e-mail.

E-Mail Message

From: support@volunix.com
To: Amrita Das <adas@myfastmail.com>
Sent: September 6
Subject: Incident 030924

Dear Valued Customer:

Thank you for contacting Volunix Ltd., the online store for medical supplies. We apologize for the technical difficulty you are experiencing with your online purchase. Your support ticket was submitted on Wednesday, September 6, at 10:12 p.m. You can track the status of your incident by using the “case status” feature. You can also use this feature to add information to the ticket at any time.

The Volunix team responds to support issues as quickly as possible. During regular business hours (8 a.m. to 6 p.m., Monday through Friday), you can expect a response within one hour. Tickets submitted after business hours and on weekends will be responded to before noon of the following business day.

Thank you,

The Volunix Web Team

◀ ▶

- 151.** What problem is Ms. Das most likely experiencing?

(A) Her firm's Web site is not accessible.
(B) Her computer needs a system update.
(C) She has not received a refund.
(D) She is unable to buy an item.

- 152.** What is indicated about a support ticket?

(A) It was submitted incorrectly.
(B) It was submitted after business hours.
(C) It was resolved in one hour.
(D) It was addressed by a Volunix supervisor.

Questions 153-155 refer to the following e-mail.

To:	Mary Lim <mlim412@mailhouz.com>
From:	George Siskos <gsiskos@crehcorp.com>
Date:	September 24
Subject:	Referral from Joe Argento
Attachment:	Information

Hello Ms. Lim,

I am George Siskos, Recruiting Manager at Crehcorp Ltd. We are currently looking to hire an accounting clerk, and Joe Argento recommended you. From what Joe told me, your background makes you a good fit for the role (posting attached). If you are interested in learning more about Crehcorp and the position, I will be happy to provide further information. Let me know when you are available to talk, and I will give you a call.

I look forward to hearing back from you!

George Siskos

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

- (A) To advertise for Crehcorp
- (B) To request a reference
- (C) To recruit an employee
- (D) To announce a promotion

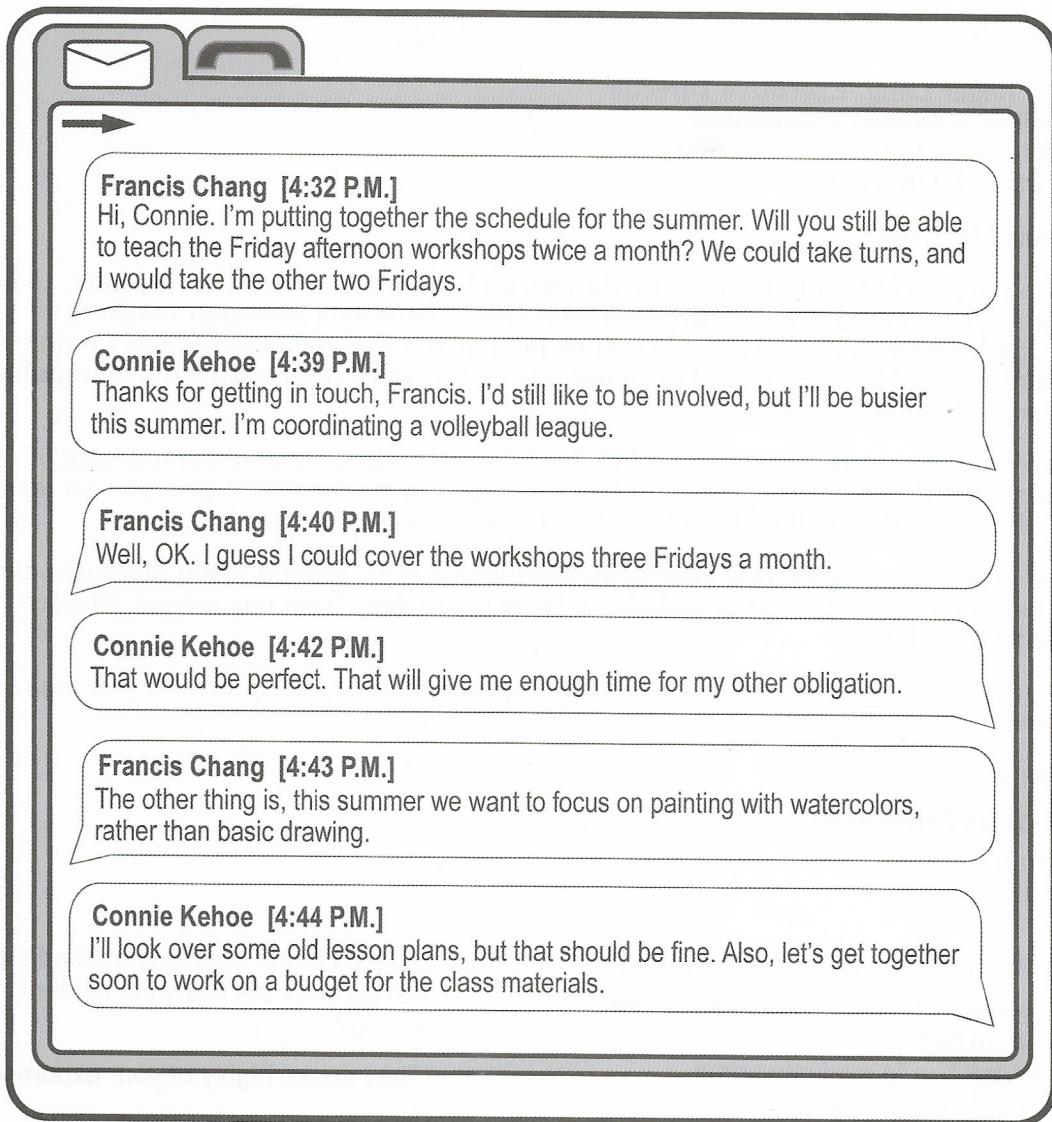
154. What does Mr. Siskos attach?

- (A) A job description
- (B) A financial report
- (C) A conference invitation
- (D) A link to driving directions

155. What is Ms. Lim asked to do?

- (A) Visit Crehcorp's Web site
- (B) Contact Mr. Argento
- (C) Mail a résumé
- (D) Respond to the e-mail

Questions 156-157 refer to the following text-message chain.



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156. At 4:42 P.M., what does Ms. Kehoe mean when she writes, "That would be perfect"?
- (A) She is looking forward to summer.
 - (B) She thinks a workshop will be popular.
 - (C) She is happy with a proposed schedule.
 - (D) She is glad that Mr. Chang will be hired.
157. What type of workshop is being planned?
- (A) Art
 - (B) Personal finance
 - (C) Travel
 - (D) Customer service

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Questions 158-160 refer to the following letter.

May 15

Mr. Roger Lang, Executive Director
Parker Solutions Foundation
40 Northside Drive, Suite 500
Portland, OR 97215

Dear Mr. Lang:

The purpose of this letter is to invite you, on behalf of the board of directors, to be the keynote speaker at the International Green Solutions Research Institute (IGSRI) Conference. — [1] —. It will be held at the Fairview Conference Center in Saint Louis, Missouri, from December 3 to 5. You were recommended by a number of my colleagues. — [2] —.

Professor Suzanne Benedetto will deliver the opening speech on the morning of December 3. A draft program will be sent to you in two weeks to give you an idea of the topics that will be highlighted at the conference.

We expect attendance this year to be the highest ever, around 2,500 delegates and 40 speakers. — [3] —. This includes a large contingent from our newest chapter in Geneva. — [4] —.

I hope to contact you in a week to follow up and answer any questions you may have.

Yours sincerely,

Brian Morgan

Brian Morgan

158. Why was the letter to Mr. Lang written?

- (A) To request a recommendation letter from him
- (B) To ask him to evaluate some conference topics
- (C) To congratulate him for receiving an award
- (D) To ask him to participate in a conference

159. In what city will the IGSRI Conference be held?

- (A) Portland
- (B) Fairview
- (C) Saint Louis
- (D) Geneva

160. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“They spoke highly of your expertise.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 161–163 refer to the following Web page.

www.sergeyparksandrec.gov/survey

Welcome!

You have been directed to this survey through a page on the Sergey Parks and Recreation Department's Web site, from one of Ecology Alive's most recent online newsletters, or from a friend's social media page. Regardless of how you got here, we appreciate your taking the time to complete it.

This survey aims to help local wildlife organizations find practical approaches to attracting a dedicated and reliable volunteer base. The survey takes about 15 minutes to complete, and your participation is completely optional. If you do not wish to answer a particular question, you can move on to the next one.

If you have any questions regarding how this survey will be used, please contact Stefan McHann at stefan_mchann@sergeyparksandrec.gov.

Survey #4123

Name: Kenshawn Odeyemi

- 161.** What is indicated about the survey?
- (A) It was recently modified.
 - (B) It can be accessed from multiple online sources.
 - (C) It requires an hour to complete.
 - (D) It is being sent only to university students.
- 162.** What is the purpose of the survey?
- (A) To find ways to recruit volunteers
 - (B) To evaluate an organization's strengths
 - (C) To assess an area's wildlife populations
 - (D) To determine important leadership traits

- 163.** What is suggested about the survey respondents?
- (A) They can skip some of the questions.
 - (B) They must subscribe to Ecology Alive.
 - (C) They will be paid for their participation.
 - (D) They will receive an additional survey from Mr. McHann.

Questions 164-167 refer to the following notice.

December 1

Attention, All Employees:

Beginning on January 1, Barkley-Stephens Corporation (BSC) will transition to a security system that uses integrated ID badges. Until now, BSC employees have used traditional identification cards that security personnel checked at entrances to the building. They simply compared the badge photograph with the employee's appearance. The new system will be more technologically advanced, integrating ID badge information with various access points around our facility.

Integrated ID badges allow employees entry only to areas of the building that are permitted to them. Moreover, the badges create an electronic record of who has entered which areas of the building and when. In the case of temporary employees, badges will be disabled when their tenure ends.

New photographs of all staff will be taken in mid-December, when everyone will be asked to fill out a brief form to complete badge processing.

- 164.** What is the purpose of the notice?
- (A) To ask employees to submit information
 - (B) To encourage greater use of the facilities
 - (C) To discuss renovations to a building
 - (D) To announce security system changes
- 165.** The word "points" in paragraph 1, line 6, is closest in meaning to
- (A) purposes
 - (B) details
 - (C) places
 - (D) moments
- 166.** What is a stated advantage of the new ID badges?
- (A) They fit conveniently into a pocket.
 - (B) They allow access to additional areas of a building.
 - (C) They are more durable than the older ID cards.
 - (D) They can track an employee's location on-site.
- 167.** According to the notice, what feature of the current IDs will be updated?
- (A) The photo
 - (B) The company logo
 - (C) The shape
 - (D) The employee's job title

Questions 168-171 refer to the following online chat discussion.

The screenshot shows a simulated online chat window. At the top, there are three user icons. The messages are listed in a scrollable window:

- Franklin Smith (7:51 A.M.)**
Good morning, Josephine and Carl. Is either one of you at the office yet? My train is running late and I want to make sure everything is set up for our 8:30 A.M. workshop.
- Josephine Mallian (7:56 A.M.)**
I'm walking in now. What can I do to help, Franklin?
- Carl Domingo (7:57 A.M.)**
I'll be there in about ten minutes. Are you talking about the workshop in the Aster Room? Because there is another workshop taking place in Obell Hall too.
- Franklin Smith (7:59 A.M.)**
Yes, the one in the Aster Room—the Savvy Steel sales workshop. I would appreciate it if you would rearrange the seats into a circle, turn on the projector, and run through the presentation slides I sent last night, just to make sure that everything, including the audio, is working.
- Carl Domingo (8:02 A.M.)**
Got it. I actually set the chairs up last night.
- Josephine Mallian (8:04 A.M.)**
Thanks, Carl. Would you mind printing out fifteen copies of the agenda while I take care of the rest?
- Carl Domingo (8:05 A.M.)**
Sure. I'll get it done as soon as possible.
- Franklin Smith (8:07 A.M.)**
Thank you both. My train is arriving now. I think I'll make it in time.
- Josephine Mallian (8:08 A.M.)**
No problem, Franklin. We will also make sure there is plenty of coffee for you!

At the bottom of the window are scroll arrows.

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168. Why did Mr. Smith send the first message?
- (A) To extend an invitation
 - (B) To request some help
 - (C) To apologize for a mistake
 - (D) To confirm a travel reservation
169. What is suggested about the Savvy Steel meeting?
- (A) It is being moved to a different location.
 - (B) It is one of two meetings taking place on the same day.
 - (C) It will include a presentation by Ms. Mallian.
 - (D) It will start later than planned.
170. At 8:02 A.M., what does Mr. Domingo most likely mean when he writes, "Got it?"
- (A) He will check some equipment.
 - (B) He will unlock the Aster Room.
 - (C) He will bring some more chairs.
 - (D) He will revise the meeting's agenda.
171. What is Mr. Domingo asked to do?
- (A) Bring coffee to his coworkers
 - (B) Make changes to some slides
 - (C) Meet Mr. Smith at the station
 - (D) Make some copies

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Questions 172-175 refer to the following letter.

Foxtail Airlines 

July 30

Ms. Gina Carracia
General Manager
Obsidian Villa
1121 Marine Boulevard
Seattle, WA 98101

Dear Ms. Carracia:

My name is Isaac Bolton, and I am Director of Marketing at Foxtail Airlines. — [1] —. I am writing to share a marketing idea with you that would be beneficial for both our companies. Our crew members who fly into Seattle have stayed at Obsidian Villa several times in the past. They report that the rooms are consistently comfortable and clean and that the staff is friendly and efficient. — [2] —. However, there is often no vacancy at your excellent establishment, and so our crews must stay elsewhere. We have arrangements with hotels in several cities around the world in which rooms are reserved for our crews in advance. Foxtail Airlines advertises for these hotels in our in-flight magazine at a significant discount. — [3] —. We would like to develop a similar partnership with Obsidian Villa.

To give you an idea of the advertising possibilities we offer, our graphic design team has created four potential advertisements. They are enclosed with this letter. — [4] —. I hope these samples demonstrate how enthusiastic we are about promoting Obsidian Villa to the over three million passengers who fly with us every year. If you are interested in exploring this idea further, please contact me by phone at 546-555-0182 or by e-mail at i.r.bolton@foxtailairlines.com. I hope to have the opportunity to work with you.

Sincerely,

Isaac Bolton

Isaac Bolton, Director of Marketing
Foxtail Airlines

Enclosures

172. What is the purpose of the letter?
- (A) To introduce a product
 - (B) To make a reservation
 - (C) To propose a new partnership
 - (D) To announce a promotion
173. What is indicated about Obsidian Villa?
- (A) It usually has rooms available.
 - (B) It recently hired additional managers.
 - (C) It has three million customers a year.
 - (D) It provides good customer service.
174. What did Mr. Bolton send with the letter?
- (A) Sample advertisements
 - (B) An in-flight magazine
 - (C) Airline tickets
 - (D) A client's itinerary
175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "I have read numerous positive reviews that say the same."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 176-180 refer to the following schedule and e-mail.

Monthly Reading Series at the Spotted Cat Bookstore

June Schedule

- | | |
|--------------------|---|
| Saturday, June 2 | Brian Stenick, author of <i>Into the Sea: Collected Poems</i> |
| Sunday, June 3 | David Callander, author of <i>The Mastery of Comfort</i> |
| Monday, June 11 | Nina Brown, author of <i>Family Threads</i> |
| Wednesday, June 13 | Bernice Sandene, author of <i>Retroactive: A History of Athletic Wear</i> |

Readings begin at 7:00 P.M., and there is a reception with light refreshments afterward.

If you are a published writer interested in reading for our series this July, please submit a five-page example of your work as an attachment to readings@spottedcatbooks.com. With your writing sample, send a one-paragraph biography. Your bio should mention your education and artist residencies, publications, readings, and lectures, if applicable. The series welcomes both well-established and emerging writers.

From:	Jo Ann Rodcliff < jrodcliff@weeklycourier.com >
To:	David Callander < dcallander@elwyn.edu >
Date:	May 16
Subject:	Reading

Dear Professor Callander,

I heard that you and Professor Sandene are reading at the Spotted Cat in a few weeks. How exciting! I am hoping to attend both readings and am looking forward to seeing you both again.

Since graduating from Elwyn University last year, I've been working for the *Weekly Courier* as an arts and culture columnist. Mostly, I write reviews on art shows, concerts, and other cultural events around the city. I also write profiles and book reviews. I would like to ask whether I may feature you and your book in my next column. The column will be published the day before your reading.

I was fascinated by your book, and it would be my pleasure to review it in the *Weekly Courier*. Are you available for a phone call tomorrow? Of course, I would prefer to interview you in person, but I'm out of town on assignment until next week. Please let me know if you are interested.

Sincerely,

Jo Ann Rodcliff

176. What is stated about the reading series?
- (A) It is held once a month.
 - (B) It features both new and well-known writers.
 - (C) It requires a ticket to attend.
 - (D) It highlights recently published books.
177. What should writers send to the bookstore?
- (A) Information about their background
 - (B) A book they would like to read to customers
 - (C) The location at which they prefer to lecture
 - (D) A signed contract
178. Why did Ms. Rodcliff write the e-mail?
- (A) To introduce herself to a new client
 - (B) To describe her experience to a potential employer
 - (C) To arrange an interview as part of her work
 - (D) To schedule a visit to a university
179. On what date does Ms. Rodcliff hope to hear Professor Sandene read?
- (A) June 2
 - (B) June 3
 - (C) June 11
 - (D) June 13
180. What book does Ms. Rodcliff want to review in her column?
- (A) *Into the Sea: Collected Poems*
 - (B) *The Mastery of Comfort*
 - (C) *Family Threads*
 - (D) *Retroactive: A History of Athletic Wear*

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

Kerilyn Fashions—Exceptional Apparel for Your Company's Brand

Are you an apparel retailer seeking products that you can rebrand as your own? We offer shirts, pants, shoes, and fashion accessories as a business-to-business wholesaler. Shop our extensive catalog and choose products for your customer base. We will badge the products in your order with sewn-in labels carrying your company's branded logo. Your order will arrive in three to four weeks. Kerilyn Fashions saves you time in product production so that your merchandise gets to market quickly. And we offer fresh, new designs every season; sample items can be sent to you upon request.

We extend discounts on large orders. We ship anywhere in the world, with charges that are based on the weight of the order.

Merchandise is nonrefundable, and a credit will be issued for any items that arrive damaged. To get started with your first order, you are invited to set up an online account. You will be assigned an account manager who will contact you within 24 hours and facilitate your first and future orders.

To:	Terrence Anderson <tanderson@kerilynfashions.com>
From:	Sandeep Baliga <sbaliga@baligadesigns.in>
Date:	15 August
Subject:	Enquiry for new order

Dear Mr. Anderson,

Thank you very kindly for so effectively facilitating our very first order last month from Kerilyn Fashions—the cotton blend T-shirts. They were well made, and our customers liked them so much that we sold out in two weeks. We would like to request the same items, but we anticipate needing a larger quantity. What order amount is required for us to receive discount pricing? Thank you in advance for a speedy response.

Kind regards,

Mr. Sandeep Baliga

- 181.** What is indicated about Kerilyn Fashions?
- (A) It is a family-run company.
 - (B) It offers overnight shipping.
 - (C) Its prices are competitive.
 - (D) Its product selection is updated regularly.
- 182.** What is NOT a stated advantage of Kerilyn Fashions' service?
- (A) It can provide sample products to examine in advance of ordering.
 - (B) Shipping charges are waived on large orders.
 - (C) Merchandise arrives at a client's business prelabeled.
 - (D) It assigns special managers to assist new clients.
- 183.** Who most likely is Mr. Anderson?
- (A) A fashion model
 - (B) A fashion designer
 - (C) An account manager
 - (D) An office supervisor
- 184.** In the e-mail, the word "anticipate" in paragraph 1, line 4, is closest in meaning to
- (A) expect
 - (B) prevent
 - (C) look forward to
 - (D) depend on
- 185.** What is mentioned by Mr. Baliga?
- (A) His firm is planning to open branch locations.
 - (B) His stock of T-shirts was too large.
 - (C) He ordered T-shirts in several colors.
 - (D) He believes Kerilyn Fashions' goods are of high quality.

Questions 186-190 refer to the following sign, receipt, and e-mail.

BETH'S SECONDHAND FURNITURE Hold Rules

1. Purchased merchandise can be held for 7 days.
2. Merchandise unclaimed after 7 days will be returned to inventory and resold.
3. We are not responsible for damage to items that are awaiting collection.
4. We will provide delivery services for large furniture on request.
Large furniture is considered 25 kg or heavier.
5. All sales are final.

RECEIPT BETH'S SECONDHAND FURNITURE

Item Number: 39235

Receipt Number: 47712

Weight: 18 kg

Date of Purchase: 8 August

Customer Name: Edward Hasegawa

Total: \$135.00

Payment Method: Credit Card

Note: Please hold for pickup.

To:	Customer Service <customerservice@bethssecondhand.ca>
From:	Edward Hasegawa <e.hasegawa@abodeemail.com>
Subject:	Furniture pickup
Date:	10 August

My name is Edward Hasegawa. On Tuesday, 8 August, I bought a desk from your store. I planned to borrow my coworker's truck to pick up the desk, but today I learned that his truck will be in the repair shop for the next two weeks. I'd like to ask whether the hold time can be extended because of these unforeseen circumstances. I have been a long-time customer of your store and have purchased sofas, shelving, a kitchen table, and other items.

Sincerely,

Edward

186. According to the sign, what happens to unclaimed furniture?
- (A) It is made available for sale again.
 - (B) It is donated to a local charity.
 - (C) It is promptly disposed of.
 - (D) It is moved to long-term storage.
187. What is suggested about Beth's Secondhand Furniture?
- (A) It is under new management.
 - (B) It does not accept returns.
 - (C) It is a nonprofit business.
 - (D) It is opening another location.
188. What is indicated about Mr. Hasegawa's purchase?
- (A) It cost less than \$100.
 - (B) It must be picked up within two days.
 - (C) It had a reduced price because of damage.
 - (D) It is not considered large furniture.
189. What most likely is item number 39235 ?
- (A) A couch
 - (B) A desk
 - (C) A shelving unit
 - (D) A table
190. What is the purpose of the e-mail?
- (A) To schedule a delivery time
 - (B) To confirm a purchase amount
 - (C) To request an extension for a hold
 - (D) To ask about making an item exchange

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

The screenshot shows a web browser window with the URL <http://www.lelandskilledstaffing.com> in the address bar. The main content area contains the following text:

Do you need skilled residential or commercial plumbers for your next job? Many businesses are having difficulty finding the licensed plumbers they need. According to a recent survey, the demand for licensed plumbers will increase by 20 percent in the next ten years.

Leland Skilled Staffing can help you find a certified plumber, saving you time and money in recruitment. Whether your project is long-term or you need workers to handle an emergency plumbing situation, we provide on-demand skilled workers with a range of expertise. We confirm the background and experience of the workers, so you can focus on your business.

Contact us today so we can help meet your staffing needs.

At the bottom of the browser window, there are standard navigation buttons for back, forward, and search.

LICENSED PLUMBER
Huang Services
Job Title: Residential Plumber

Position Summary: Full-time position available at newest location in Springfield. Perform work in both new construction and existing homes, which includes servicing, repairing, and replacing plumbing, fixtures, and gas pipes.

Position Requirements: Plumbing license; 3 years' experience; driver's license; ability to use modern technology.

Pay Scale: \$50,000-\$90,000, depending on experience. Paid time off.

Work Hours: Vary according to seasonal needs. Some evening work required.

Send résumé to s.huang@huangservices.com. We will contact those who pass a thorough background check to schedule an interview.

To:	info@lelandskilledstaffing.com
From:	s.huang@huangservices.com
Date:	April 15
Subject:	Staff needed

To Whom It May Concern,

I am writing because I am seeking a residential plumber for my business. I have had a job advertisement posted for a while now but have not had success in finding the right candidate. We require that the candidate have a plumbing license and will accept two years of experience. The candidate will also need a driver's license and be available to occasionally work evening hours. Could you please send me a list of people who would be able to start on Monday, May 5? My business will begin installing the plumbing in a new housing development in the area on that day.

Regards,

Stephanie Huang

191. According to the Web page, what is expected to increase?
- (A) The time for training
 - (B) The price of equipment
 - (C) The cost of labor
 - (D) The need for skilled plumbers
192. What does the advertisement suggest about Huang Services?
- (A) It has been in business for three years.
 - (B) It is closed during certain seasons.
 - (C) It has only part-time work available.
 - (D) It has more than one location.
193. What do Leland Skilled Staffing and Huang Services have in common?
- (A) They were both founded by Ms. Huang.
 - (B) They are located in Springfield.
 - (C) They verify workers' qualifications.
 - (D) They specialize in commercial plumbing.
194. What does Ms. Huang mention about a job posting?
- (A) It was not successful.
 - (B) It will soon be deleted.
 - (C) It did not contain the correct information.
 - (D) It was posted on a popular Web site.
195. What has changed about the position at Huang Services?
- (A) The starting salary
 - (B) The number of licenses needed
 - (C) The work hours
 - (D) The required years of experience

Questions 196-200 refer to the following article, schedule, and e-mail.

New Conference Scholarships from Wenford Technologies

(Jan. 2)—Wenford Technologies, an industry leader in Internet services, has announced that it will offer six scholarships to qualified candidates to attend the Breakthroughs in Computer Science Conference in Newark, New Jersey, from April 21 to 23. To encourage a greater global perspective among conference participants, two individuals each from Latin America, Africa, and Asia will be selected as scholarship recipients.

“We believe that a variety of perspectives is what helps our industry grow and thrive,” explained Wenford Technologies’ CEO Dale Kelvin. “To this end, we would like to extend this opportunity to professionals from certain geographic regions.”

Applicants must be employed full-time in computer science for a period of between one and five years in order to be eligible. For more information about the scholarships, visit wenfordtech.com/scholarships.

Breakthroughs in Computer Science Conference

Preliminary Schedule, April 21–23

Below is an outline of activities for the conference. Each day will follow the same format. A final schedule with speakers’ names and their affiliations will be available two months prior to the event.

8:30 A.M.–9:00 A.M.	Continental breakfast—Food will be available in the reception hall.
9:00 A.M.–9:30 A.M.	Announcements
9:40 A.M.–Noon	Presentations
Noon–1:00 P.M.	Lunch break—Conference attendees will be on their own. There are many reasonably priced dining establishments within walking distance of the conference venue.
1:00 P.M.–4:00 P.M.	Workshops
4:00 P.M.–5:15 P.M.	Panel discussions and session evaluations

E-mail

To:	Cindy Connelly <cconnelly@wenfordtech.com>
From:	Adamu Adebayo <aadebayo@spmail.co.za>
Date:	3 February
Subject:	Scholarship thanks

Dear Ms. Connelly,

Sincere thanks to Wenford Technologies for supporting my attendance at the Breakthroughs conference. It is an exciting opportunity for me, and I am really looking forward to learning from others in the same field who work in different parts of the world.

I would like to mention that I lead a daily client conference call at 2:30 P.M. (the time in Johannesburg) that I am unable to cancel. This task would start at 9:30 A.M. in Newark, and it will require my attention for 30 minutes or so. Otherwise, I hope to participate fully in all conference proceedings. Please let me know if there is any information you might still need from me.

Best regards,

Adamu Adebayo

- 196.** What does Wenford Technologies want to promote with the scholarships?
- Rapid growth
 - Collaborative work
 - Diverse perspectives
 - Innovative problem-solving
- 197.** According to the article, what is expected of scholarship applicants?
- They must respond to an online survey.
 - They should propose workshop topics.
 - They must select conference sessions in advance.
 - They should be at an early stage of their careers.
- 198.** What does the schedule suggest about the conference?
- It will provide a catered lunch each day.
 - It is still finalizing some details.
 - It relies on volunteers to lead discussions.
 - It will vary in format each day.
- 199.** What can be concluded about Mr. Adebayo?
- He works in the field of computer science.
 - He received a job offer from Wenford Technologies.
 - He hopes to acquire some international clients.
 - He completed his professional training in Newark.
- 200.** During which part of the conference will Mr. Adebayo be absent each day?
- Breakfast
 - Announcements
 - Presentations
 - Panel discussions

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.