



TOEIC Test

공식문제집

출제기관이
직접 만든
실전문제

RC

RC
TEST

1

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. *Work Power* magazine is a new trade ----- for human resource professionals.
(A) publication
(B) publishers
(C) publish
(D) is publishing
102. Ms. Murata requests that this month's sales totals be submitted ----- the end of the day.
(A) within
(B) if
(C) that
(D) by
103. A midsize design -----, Gilwood Interiors specializes in residential spaces.
(A) firm
(B) program
(C) piece
(D) industry
104. The board of directors thanked Juliana Thorne for ----- efforts in organizing the shareholders' meeting.
(A) her
(B) herself
(C) she
(D) hers
105. Ms. Rodriguez will speak about a banking conference she ----- in Lisbon last month.
(A) attends
(B) attended
(C) will attend
(D) attend
106. ----- the success of his restaurant, chef Sook Yong wrote a best-selling cookbook.
(A) Because
(B) When
(C) After
(D) Already
107. The director of the Yeon Park Clinic will deliver a speech ----- tonight's benefit dinner.
(A) except
(B) before
(C) as
(D) onto
108. The staff of the Meng Hotel will do ----- they can to make your stay as enjoyable as possible.
(A) some
(B) whatever
(C) above
(D) each

- 109.** Hype Tech's new database software has ----- search capabilities to provide more relevant results.
- (A) expansively
 (B) expanded
 (C) expands
 (D) expand
- 110.** Russet Software announced in a press release that it is planning to expand ----- India.
- (A) at
 (B) about
 (C) into
 (D) of
- 111.** Lapima Accounting Partners has ----- expenses by limiting international travel and encouraging the use of Internet conferencing.
- (A) examined
 (B) reduced
 (C) stated
 (D) qualified
- 112.** The Micaville Art Gallery features work by artists ----- offer an array of paintings, drawings, and sculptures.
- (A) both
 (B) who
 (C) besides
 (D) since
- 113.** The manufacturer's Web site cautions that glass with certain coatings may not fuse ----- with other glass.
- (A) completion
 (B) completing
 (C) completely
 (D) completes
- 114.** Mervin Financial Group offers low-interest home mortgages to first-time -----.
- (A) buys
 (B) buyer
 (C) bought
 (D) buyers
- 115.** As ----- a week has passed since the goods were shipped, we should ask the shipper for an update.
- (A) partially
 (B) immediately
 (C) nearly
 (D) thoroughly
- 116.** A new musical production is holding auditions for ----- singers next Saturday at the Grovetown Theater.
- (A) experience
 (B) to experience
 (C) experiences
 (D) experienced
- 117.** Museum members are invited to preview the historic portraits before the ----- opening of the exhibit on April 7.
- (A) constant
 (B) official
 (C) competent
 (D) natural
- 118.** Milton Flooring boasts an impressive ----- of carpets and rugs, in almost every color and type of material.
- (A) record
 (B) solution
 (C) selection
 (D) preference
- 119.** The partnership was formed ----- to help both the Tilano Group and Estin Electronics reach beyond their traditional markets.
- (A) specifying
 (B) specifically
 (C) specific
 (D) specify
- 120.** Edward's Plumbing has six company-owned vehicles, two of ----- are now in the repair shop.
- (A) whose
 (B) which
 (C) either
 (D) other

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121. The Southweil guide discusses the most ----- ways to train yourself to be a great salesperson.
- (A) effective
(B) reluctant
(C) concerned
(D) contained
122. Visitors to Kamke Manufacturing must ----- a security pass from the receptionist at the main entrance.
- (A) catch up
(B) take after
(C) pick up
(D) call on
123. ----- Ms. Lacombe has been working overtime to meet the proposal submission deadline.
- (A) Late
(B) Later
(C) Latest
(D) Lately
124. Customers who were surveyed found most of the nine color variations of Malbey purses very -----.
- (A) attractive
(B) attraction
(C) attracted
(D) attracts
125. In about one year, Elger Township will complete the final ----- of a ten-year drainage improvement project.
- (A) degree
(B) basis
(C) phase
(D) impact
126. Adults and children ----- will enjoy the activities at the Urban Forest Festival.
- (A) most
(B) alike
(C) recently
(D) very
127. Seeking new sources of income, many regional orchards ----- catering to tourists in the last few years.
- (A) will begin
(B) have begun
(C) will have begun
(D) to begin
128. Gessen Contractors guarantees customers top-quality handiwork on every job, ----- of how small.
- (A) in case
(B) regardless
(C) whether
(D) rather than
129. Mr. Rinaldi supervised the construction of the new factory and ----- operations when it opens next June.
- (A) oversaw
(B) overseeing
(C) will oversee
(D) had overseen
130. Additional details ----- the workshop will be sent to everyone who has expressed interest in attending.
- (A) pertaining to
(B) across
(C) in spite of
(D) through

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 invitation.

You are invited to Wilson Associates' third annual company picnic. The event ----- to take place **131.** on June 12 from 12:30 P.M. to 4:30 P.M. at Baker Field. ----- should consider contributing an item to **132.** be used during the sports activities. This donation can be for croquet, badminton, lawn bowling, or a similar type of activity. In addition to games, you can enjoy delicious food throughout the afternoon. ----- Please notify a manager if you have any special dietary needs ----- we can **133.** accommodate you. We look forward to seeing you on June 12! **134.**

131. (A) to schedule

- (B) was to be scheduled
- (C) has been scheduling
- (D) is scheduled

134. (A) whenever

- (B) as much as
- (C) so that
- (D) however

132. (A) Everyone

- (B) Another
- (C) Those
- (D) Others

133. (A) Volunteers should report to the venue at noon.

- (B) All the food will be supplied by Tambara Caterers.
- (C) Wilson Associates donates to charities annually.
- (D) Thanks for responding to the invitation so quickly.

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Questions 135-138 refer to the following hospital discharge card.

Thank you for choosing Greenville Community Hospital for your ----- medical needs. We strive to
provide you with the best possible ----- It was ----- pleasure to serve you.
135. **136.** **137.**

You may receive a survey in the mail. There are a number of questions to be rated on a 1-5 scale,
from very poor to very good. This survey is very important to us. **138.**

If you have any questions or comments, please contact the Director of Patient Relations at
555-0152.

- 135.** (A) latter
(B) ahead
(C) early
(D) recent
- 136.** (A) memory
(B) care
(C) opinion
(D) opportunity
- 137.** (A) our
(B) your
(C) their
(D) his
- 138.** (A) We use the results to improve our service.
(B) The hospital is the best in the region.
(C) We have doctors with high qualifications.
(D) New procedures are available at our facility.

Questions 139-142 refer to the following memo.

To: All Staff
 From: Fiona Norton, President
 Re: Adelaide branch
 Date: 2 May

To All Staff,

I am thrilled to announce that because of increased demand for our services, Farley Norton Insurance will be opening a second branch in Adelaide on 1 September. ----- 139.

We are looking to fill a number of vacancies in Adelaide. The jobs section of our Web page, www.farleynorton.com.au, will be updated as positions ----- and are filled. Staff members interested in relocating ----- Human Resources Manager Geri Thompson-Howe. Those 140. 141. approved for relocation will begin their roles in the new branch on 25 August.

We look forward to this new ----- in our company's future. 142.

Thank you,

Fiona

- | | |
|--|---|
| 139. (A) Geri Thompson-Howe can answer questions about moving costs.
(B) Some of the positions include office manager and assistant manager.
(C) Web site administrator Ashton Lee should be congratulated on a job well done.
(D) Louis Farley will be heading this new branch. | 141. (A) contacted
(B) had contacted
(C) should contact
(D) were to contact |
| 142. (A) client
(B) period
(C) service
(D) employee | |
| 140. (A) invite
(B) occupy
(C) proceed
(D) arise | |

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Questions 143-146 refer to the following announcement.

To Jettizon Printing Clients:

Last April, Jettizon management determined that it was necessary to migrate to a new e-mail system. The Jettizon team completed the transition yesterday. The decision ----- to upgrade this week to avoid disruption during our busy winter season. We expect that this change will be barely ----- to our clients. There may, however, be minor delays in response times ----- our employees become familiar with the new system. ----- Please do not hesitate to contact your Jettizon account representative with any questions or concerns. Thank you for your understanding.

- 143.** (A) makes
(B) making
(C) will be made
(D) was made

- 144.** (A) average
(B) sufficient
(C) noticeable
(D) tolerable

- 145.** (A) by
(B) as
(C) next
(D) unlike

- 146.** (A) This is recommended for established clients.
(B) The team deserves to be congratulated for this achievement.
(C) We appreciate your patience in the coming days.
(D) Take a few minutes to review the new procedures.

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 letter.

Kippler-Starr Bank
660 Century Avenue
Billings, MT 59102

March 27

Cecilia Feridino
90 Young Street
Billings, MT 59107

Re: Account #850981-591

Dear Ms. Feridino,

Thank you for your letter informing us about your new contact information. We have updated the information on your account, and all subsequent statements and correspondence will be sent to your current address.

Please note that we received your letter just today, and your most recent statement had already been mailed to your previous address. However, you may view your account details (including account balance, recent charges, and payments received) at any time by accessing your account online.

Thank you for being a valued customer.

Sincerely,
Carl Delgado
Customer Service Associate

147. What is the letter about?
- An overdue payment
 - A newly opened account
 - A change-of-address request
 - An incorrect account balance

148. What does Mr. Delgado suggest that Ms. Feridino do?
- Visit a Web site
 - Call customer service
 - Send a payment
 - Fill out a form

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TEST 1 25

Questions 149-150 refer to the following online form.

The screenshot shows a web browser window with the URL <http://www.mattressmavens.com> in the address bar. The page title is "Mattress Mavens" with the subtitle "A Leader in Quality". A message on the page reads: "Complete the information below to contact our customer service department. We will reply to your inquiry within 24 hours, seven days a week." Below this are four input fields for a message: First Name (Rishi), Surname (Khan), E-mail (rishikhan@lrxmail.net), and Subject (Snooze Comfort--Style 4508). A larger text area for the message contains the following text: "I am interested in purchasing a king-size mattress, style number 4508. Your Web site mentions that shipping charges are calculated based on the delivery destination. Could I pick up the mattress myself in order to avoid this fee? I live about one hour away from your warehouse, and I own a truck that can easily accommodate a large mattress. Thank you."

First Name: Rishi

Surname: Khan

E-mail: rishikhan@lrxmail.net

Subject: Snooze Comfort--Style 4508

Message:

I am interested in purchasing a king-size mattress, style number 4508. Your Web site mentions that shipping charges are calculated based on the delivery destination. Could I pick up the mattress myself in order to avoid this fee? I live about one hour away from your warehouse, and I own a truck that can easily accommodate a large mattress. Thank you.

149. Why did Mr. Khan complete the form?

- (A) To ask about a delivery policy
- (B) To complain about a mattress he purchased
- (C) To request a discounted price for a mattress
- (D) To find out the location of a factory

150. What does Mattress Mavens promise to do?

- (A) Reduce the shipping fee for small mattresses
- (B) Respond to messages within one day
- (C) Refer a truck-rental agency
- (D) Repair any mattress that is damaged in transit

Questions 151-152 refer to the following notice.

Deadline for Classified Advertisements

The deadline for placing classified advertisements in the *Skillington Weekly* is Tuesday morning at 11:00, for publication on Wednesday. After initial text is received, changes will not be accepted. We reserve the right to edit any text.

All ads are prepaid. Ads scheduled to run for more than one week may be canceled after the first week for future advertising credit only. Email the text of your ad to ads@skillingtonweekly.com. Discounts are available for multiple ads.

Call 555-0163 for pricing.

151. What will happen if an advertiser submits an ad on Wednesday morning?
- (A) The ad will appear the following Wednesday.
 - (B) The ad will be published later that day.
 - (C) The ad will appear only in the online edition.
 - (D) The ad will cost the advertiser more money.
152. According to the notice, when do advertisers receive credit?
- (A) When they place a full-page ad
 - (B) When they cancel an ad
 - (C) When the newspaper edits an ad
 - (D) When the newspaper misprints an ad

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TEST 1 27

<https://www.Fb.com/ToeicManhHa/>

Questions 153-154 refer to the following online chat discussion.

The screenshot shows a window titled 'Online Chat' with two participants: Cassia Cunha and Thomas Dolezych. The messages are timestamped at 10:22 A.M., 10:24 A.M., 10:25 A.M., and 10:26 A.M. The interface includes a message icon, a user icon, and standard window controls (minimize, maximize, close).

Cassia Cunha [10:22 A.M.]
Hi Thomas. Tomorrow our partners from Germany will be arriving, and I would like it if someone could greet them in German. Would you take care of that?

Thomas Dolezych [10:24 A.M.]
Certainly, but they all spoke English to me when I went there last spring.

Cassia Cunha [10:25 A.M.]
Yes, they do speak English, but it would be a nice gesture to welcome them in their own language.

Thomas Dolezych [10:26 A.M.]
No question about it. Just let me know if there is anything specific you'd like me to communicate to them.

Cassia Cunha [10:27 A.M.]
Will do. Check your e-mail in an hour or so.

153. What is indicated about Mr. Dolezych?
(A) He is Ms. Cunha's supervisor.
(B) He is an experienced translator.
(C) He regularly travels to other countries.
(D) He has already met the visiting partners.

154. At 10:26 A.M., what does Mr. Dolezych most likely mean when he writes, "No question about it"?
(A) He feels comfortable speaking German.
(B) He does not plan to ask the visitors any questions.
(C) The visitors will appreciate a warm welcome.
(D) The visitors should understand Ms. Cunha's e-mail.

Questions 155-157 refer to the following Web page.

The retail businesses listed below are committed to helping the San Remo Ecological Conservancy (SREC) achieve its mission of promoting, sustaining, and enhancing San Remo's natural charms. —[1]—. That is why they allocate 5 percent of the net sales they generate each Tuesday to the organization. —[2]—. Everyone who shares our goals and principles is encouraged to support one or more of these businesses as a customer on this day. —[3]—.

Despite our best efforts to keep this list as current and accurate as possible, oversights may occasionally occur. —[4]—.

Participation in this program provides businesses with an opportunity to show the community that they care about the environment. They may also be eligible for a reduction in their tax bills. Interested in partnering with us as a business donor? Call Gina Kaufman at 555-0133.

- 155.** On the Web page, what does the SREC ask its individual supporters to do?
- Help it attract more businesses to San Remo
 - Volunteer to clean up the local environment
 - Shop at certain stores on Tuesdays
 - Suggest changes to its mission
- 156.** According to the Web site, what is one benefit for businesses that partner with the SREC?
- Discounts on products
 - Positive publicity
 - Free nature tours for staff
 - Membership on the SREC board
- 157.** In which of the following positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "Should you notice that information is missing, please contact donors@srec.org."
- [1]
 - [2]
 - [3]
 - [4]

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TEST 1 29

<https://www.Fb.com/ToeicManhHa/>

Questions 158-160 refer to the following article.

Welcome Bags Available

The Fairmill Welcome Association (FWA) has decided on an exciting gift for new residents: a reusable shopping bag filled with information about the town of Fairmill. These cloth bags, which will have “Celebrate Fairmill” printed across the front, will be filled with community updates, coupons, and home-baked treats from association members. Local businesses interested in helping to fund this project can pay to have their logos printed on the back of the bags. Fairmill residents are encouraged to welcome their new neighbors by personally delivering these bags to each household. To sign up, please go online to visit our updated community Web site at fairmillwa.org.

158. Where would the article most likely appear?

- (A) In a design magazine
- (B) In a travel journal
- (C) In a financial newspaper
- (D) In a community newsletter

159. How can local businesses support the project?

- (A) By providing free samples
- (B) By making reusable products
- (C) By purchasing advertising space
- (D) By offering free services

160. According to the article, what are Fairmill residents asked to do?

- (A) Distribute greeting materials
- (B) Design a new town logo
- (C) Shop at local stores
- (D) Submit their favorite recipes

Questions 161-164 refer to the following article.

Growing Your Business, Part 6: Using Social Media

by Rajiv Shrestha

Everyone knows that social media is an excellent means to promote a company's brand and products. The speed of social media, as well as its relative inexpensiveness, make it an attractive option for small companies that can't rely on television or magazine advertising to reach new customers. And most sites can be managed without the help of a technology expert. —[1]—.

But even though social media offers many opportunities, you should not try to promote your business on as many outlets as possible. Managing information on several networks can quickly become a full-time job

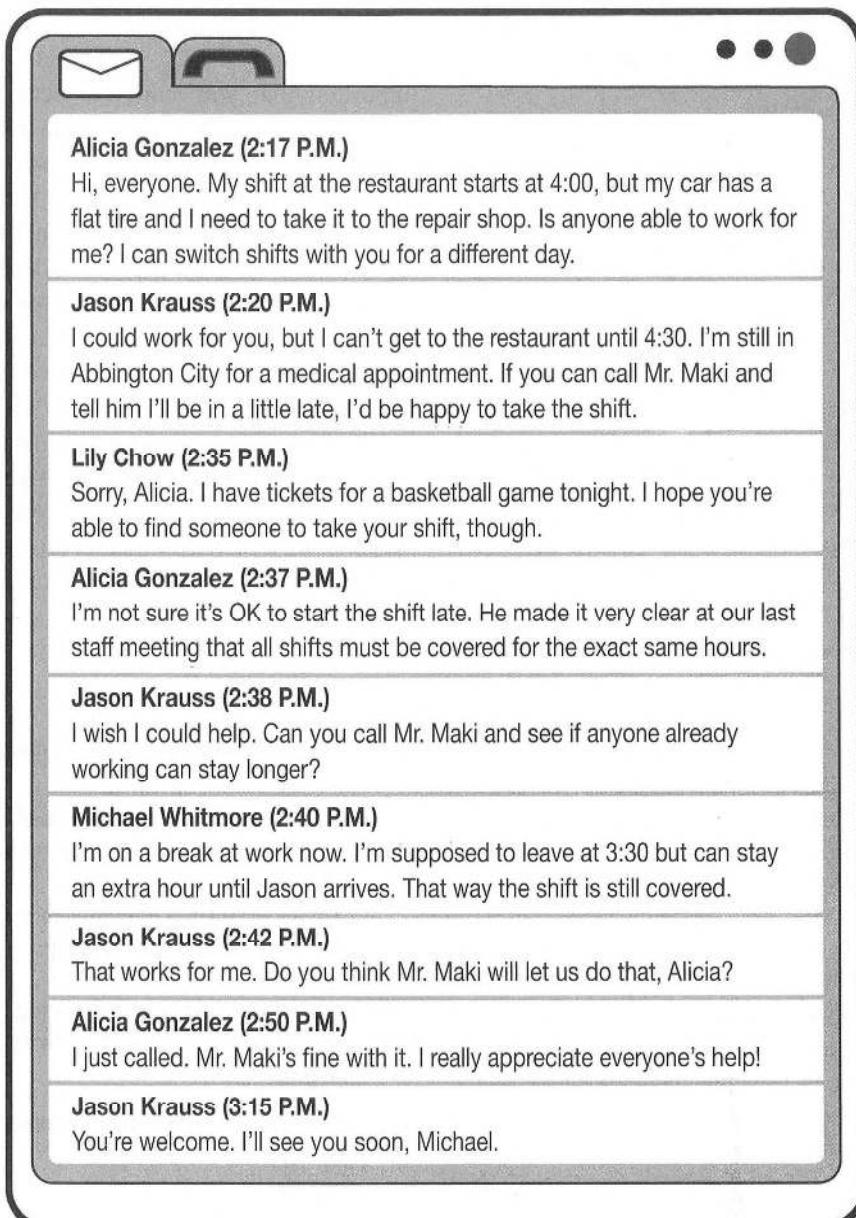
and can make it harder, not easier, to control your message. —[2]—. Therefore, it is important that you learn the benefits and limitations of each social media platform, and then decide which one or two are best suited to your target customers. —[3]—.

Different platforms focus on different kinds of content, like photos, videos, short messages, or blogs. Some platforms need to be updated frequently, with customers expecting you to post new material every day. —[4]—. Certain platforms are better for reaching larger, more general audiences, while some allow you to focus on a specific group of customers. So before you set up accounts on every available platform, think about your business needs and your customer base.

- 161.** For whom is the article most likely intended?
- A small business owner
 - A human resources manager
 - A network administrator
 - A Web site designer
- 162.** What is NOT mentioned as a benefit of using social media?
- It spreads information very quickly.
 - It allows customers to give feedback.
 - It costs less than more traditional media.
 - It requires little technical knowledge.
- 163.** What advice does the article give about using social media?
- Try as many sites as possible.
 - Hire a full-time employee to manage accounts.
 - Avoid posting personal information.
 - Select platforms carefully.
- 164.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
"Others require less maintenance."
- [1]
 - [2]
 - [3]
 - [4]

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Questions 165-168 refer to the following text-message chain.



165. Where most likely do the writers work?
(A) At a restaurant
(B) At a sporting goods store
(C) At a medical center
(D) At an auto repair shop
166. What most likely is true about all the writers?
(A) They are meeting for dinner tonight.
(B) They have the same manager.
(C) They drive to work together.
(D) They like to attend sporting events.
167. At 2:50 P.M., what does Ms. Gonzalez mean when she writes, "Mr. Maki's fine with it"?
(A) He will work her shift for her.
(B) He can drive her to an appointment.
(C) He has approved a schedule change.
(D) He has to pay a penalty.
168. Who will leave work tonight later than originally planned?
(A) Ms. Gonzalez
(B) Mr. Krauss
(C) Ms. Chow
(D) Mr. Whitmore

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TEST 1 33

<https://www.Fb.com/ToeicManhHa/>

Questions 169-171 refer to the following e-mail.

E-Mail Message

To: Arup Chandra <achandra@arvindatech.co.in>
From: announcements@iags.org.in
Subject: Information
Date: 12 January

Dear Mr. Chandra:

The Indian Academy of Geological Sciences (IAGS) wants its members to be among the first to know about our academy-sponsored online lecture series. The IAGS has partnered with some of the country's top scholars and business leaders to give online lectures on topics relevant to our field. The lectures will take place every other month and will last approximately two hours. After each lecture, attendees can participate in a 30-minute interactive question-and-answer session.

If you would like to take part in this exciting new opportunity to expand your knowledge and gain valuable industry insights, visit our Web site at www.IAGS.org.in. There you will find the dates, times, and topics for this year's six lectures. You will also find registration and payment instructions, as well as information on the technological requirements for participation.

Please note that we are seeking a lecturer for 14 December. If you are interested, please contact the series coordinator Vasu Kumar at vkumar@iags.org.in.

169. Why did Mr. Chandra receive the e-mail?

- (A) He is applying to study geology.
- (B) He is scheduled to give a lecture.
- (C) He is a member of IAGS.
- (D) He is organizing a lecture series.

170. What is indicated about the lectures?

- (A) They take place every month.
- (B) They are focused on a specific profession.
- (C) They are free of charge.
- (D) They will take place at IAGS headquarters.

171. What is NOT mentioned as something that can be found on the IAGS Web site?

- (A) The dates and times of the lectures
- (B) A list of lecture topics
- (C) Registration information
- (D) Profiles of the lecturers

Questions 172-175 refer to the following article.

Metro-Edibles Corporation Announces New Direction

May 7—Metro-Edibles Corporation has announced that it plans to develop a fast-food chain it is calling Soup and Salad Central. The new chain will be managed from Metro-Edibles' Hong Kong headquarters, and the multinational corporation hopes to eventually introduce 200 Soup and Salad Central locations throughout Asia and Europe.

"The convenience food sector has shown worldwide growth over the last decade," remarked Louis Merkey, industry analyst at BusinessTrend.com. "Metro-Edibles is wisely taking advantage of this trend."

A survey conducted by Metro-Edibles over the last year revealed that consumers are choosing to purchase more wholesome foods when eating out. Neha Ramisetty,

Metro-Edibles' top executive, noted that the industry in general is placing less emphasis on fried foods and focusing more on fresh ingredients and nutritional value.

"We are offering this approach too, at an average price of US \$7.50 for a lunch or dinner, with cheaper options for breakfast and snacks," said Ms. Ramisetty. "Furthermore, we will cater mostly to urban residents with faster-paced lifestyles. So we think that they will appreciate the convenience that our menu will offer."

Metro-Edibles Corp. is optimistic that Soup and Salad Central, its newest subsidiary, will start to turn profits by its second year of operations. The corporation still carries some long-term debt from money it borrowed to start current enterprises.

172. Who most likely is Mr. Merkey?
- A legal consultant for Metro-Edibles Corporation
 - A Hong Kong bank officer
 - A nutrition expert
 - A food industry researcher
173. What is reported about Metro-Edibles Corporation?
- It has hired a new leader.
 - It has been affected by slow industry growth.
 - It investigated people's dining preferences.
 - It is planning to relocate its headquarters.
174. What does Ms. Ramisetty NOT indicate about the meals at Soup and Salad Central?
- They will be less expensive than meals at similar restaurants.
 - They will be available throughout the day.
 - They will include healthful ingredients.
 - They will be served quickly.
175. What is suggested about Soup and Salad Central?
- It replaces an unsuccessful Metro-Edibles Corporation enterprise.
 - It will offer recipes of its menu items to customers.
 - It is not expected to be profitable immediately.
 - It will open locations primarily in small towns.

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Questions 176-180 refer to the following Web page and online form.

www.fmrg.com/about

Home	About	Register	Connect
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Turn Your Restaurant into a Great Business

Is your restaurant offering great food and service but struggling to make a profit? Join the Food Manager Resource Group (FMRG) and receive comprehensive training on how to manage the financial aspects of your restaurant! We have been helping restaurant operators nationwide achieve financial success for over a decade. Here is a quick summary of what FMRG offers.

Access to Informational Resources—View a wide variety of articles, reports, and reviews written by industry professionals and aimed at helping restaurant operators achieve long-term profitability. Resources are updated every week to provide members with the most current information available.

Downloadable Templates—Select from a large database of free downloadable worksheets, forms, and reporting templates that can be adapted to meet your unique operational requirements.

Connections to a Community—Use our online discussion forum, FMRG Connect, to share ideas and insights with thousands of members who understand the challenges of the industry.

Specialized Seminars—Participate in a variety of online classes covering strategies for controlling food costs, pricing menus, and managing overall finances. (Note: This special feature is available with premium memberships only.)

Receive immediate access to FMRG offerings now for a onetime registration of just \$99 plus a monthly membership fee of \$14 (standard) or \$21 (premium). Cancel at any time.

www.fmrg.com/register

Home	About	Register	Connect
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FMRG Inductee Information

First Name:	Albert	Street:	7710 Grover St
Last Name:	Ries	City:	Hampton
Company Name:	Lindon Bistro	State:	Virginia
Phone Number:	757-555-0111	Postal Code:	23664

E-mail Address:	albert.ries@lindonbistro.com
Create Username:	a.ries
Create Password:	*****
Verify Password:	*****

Select Payment Type: \$99 registration plus: \$14 a month \$21 a month

FMRG stands by our promise to provide you with the skills needed to achieve long-term financial success. If your restaurant's finances do not improve within the first year as an FMRG member, we will reimburse fifty percent of your membership fees.

176. What is the purpose of the Web page information?
- (A) To recruit new employees
 - (B) To explain training requirements
 - (C) To review a Web page development service
 - (D) To describe the benefits of a membership
177. What is true about FMRG?
- (A) It is based in Hampton, Virginia.
 - (B) It charges a fee for each downloadable template.
 - (C) Its services are free to restaurant owners.
 - (D) It has been in business for more than 10 years.
178. According to the Web page information, what changes weekly?
- (A) The items on FMRG's menu
 - (B) The informational resources
 - (C) The location of FMRG's seminars
 - (D) The downloadable templates
179. What is suggested about Mr. Ries?
- (A) He has forgotten his password.
 - (B) He wants to find a less expensive food supplier.
 - (C) He is interested in taking online classes.
 - (D) He plans to move his business to a new location.
180. When does FMRG provide a refund?
- (A) When business profits fail to increase
 - (B) When businesses receive the wrong product
 - (C) When a food shipment is delayed
 - (D) When a seminar is canceled

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TEST 1 37

Questions 181-185 refer to the following e-mails.

E-Mail message

To:	j.mason@tpmed.net
From:	k.ganjoo@carroltoncourier.net
Date:	March 2
Subject:	Re: Advertising in the Carrollton Courier

Dear Mr. Mason,

Thank you for your interest in the *Carrolton Courier*. Advertising with us is a great way to reach thousands of households in Carrollton and neighboring communities twice a month. Listed below, please note our standard advertisement fees. In addition, we remind advertisers of the following:

- The *Carrolton Courier* is printed entirely in black and white. Graphics should be kept simple to ensure readability.
- We will not make any changes to images. Therefore, we ask that images be proofed carefully before they are sent to us.
- Payment in full is required before advertisements can be published.

SIZE	ONE ISSUE	SIX ISSUES (three months)	TWELVE ISSUES (six months)
Quarter page	\$600	\$2,880	\$5,760
Half page	\$1,100	\$5,280	\$10,560
Full page	\$2,100	\$10,080	\$20,160

Feel free to contact me if you have any questions. We look forward to featuring your business in our publication.

Sincerely,
Kavita Ganjoo, Advertising Manager

To:	k.ganjoo@carroltoncourier.net
From:	j.mason@tpmed.net
Date:	March 5
Subject:	Re: Advertising in the Carrollton Courier
Attachment:	carrolton_courier_graphic

Dear Ms. Ganjoo,

Please find attached my advertisement for the next six issues of the *Carrolton Courier*. I would like to start out with a quarter-page size and will reevaluate before committing to a larger size or a longer term. Please let me know the best way to submit payment.

Thank you,
Jerrold Mason

181. What is the purpose of the first e-mail?
- (A) To explain the cost of ordering photographs
 - (B) To describe improvements in newspaper circulation
 - (C) To welcome a new subscriber to a publication
 - (D) To provide information to a potential client
182. What does Ms. Ganjoo indicate?
- (A) Images must be provided electronically.
 - (B) Advertisers should review images before submitting them.
 - (C) Advertisements may require editing to meet size specifications.
 - (D) Half-page advertisements are the most effective.
183. What does Mr. Mason suggest in the second e-mail?
- (A) He has just recently relocated to the Carrollton area.
 - (B) He is planning the grand opening of a new business.
 - (C) He may adjust the size of the advertisement in the future.
 - (D) He will order more advertisements if he receives a discount.
184. How much will Mr. Mason likely be charged?
- (A) \$600
 - (B) \$2,880
 - (C) \$5,280
 - (D) \$10,560
185. In the second e-mail, the word “term” in paragraph 1, line 3, is closest in meaning to
- (A) duration
 - (B) expression
 - (C) acceptance
 - (D) condition

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TEST 1 39

Questions 186-190 refer to the following article, book review, and interview transcript.

Long-Awaited Sequel Has Arrived

(June 2)—David Mendoza's eagerly anticipated sequel to the best-selling *Waking Up* is finally here. The much loved *Waking Up* chronicled the ups and downs Mendoza experienced as he moved from job to job as a youth, working as everything from dock worker and fisherman, to hotel clerk and tennis instructor.

Life Lessons in Advertising picks up where the previous book left off, with Mendoza having just arrived in New York

City. We follow his rise from mailroom clerk to the head of M&D Creative, a highly successful advertising agency. Written in the humorous, informal style that has made Mendoza's ads so successful over the years, the book shares stories of client case histories and reveals how he developed his most successful advertisements. The book is now available online and in bookstores everywhere.

Book Review: *Life Lessons in Advertising*

By Julia Turnbull

Given that it took twenty years for David Mendoza to write his second book, *Life Lessons in Advertising*, the impression the reader is left with at the end is that he forgot to edit his work. While I thoroughly enjoyed Mendoza's previous book, this sequel is made up of dull, complicated sentences that make reading a chore. There's no argument regarding his abilities as an advertising executive, yet the anecdotes about life in the advertising business are so much less engaging than those earlier stories that almost jumped off the pages. For example, nothing matches the earlier book's crystal clear descriptions of his escapades and unexpected adventures as a hotel clerk in northern Montana. This is one book you can skip.



Advertising in Motion Magazine

A minute with...

Advertising guru David Mendoza

AIMM: Why did it take you so long to write this book?**Mendoza:** It's funny. I've always considered my copywriting to be my strength. But long pieces of writing, like manuscripts, are very difficult for me, so I take my time to edit them carefully. But I'm very proud of the end result—it's easy to read and highly enjoyable, just like my first book.**AIMM:** You've held so many jobs, like fisherman and tennis instructor. Why do you think advertising stuck?**Mendoza:** I'm not so sure it did really stick, although I've been with it for a while. My philosophy is to be open to any opportunity that comes my way. Advertising came my way, but I'm rather sure it's not the last thing I'll try my hand at. And you never know, I might go back to fishing or tennis.

- 186.** In the article, the phrase "picks up" in paragraph 2, line 1, is closest in meaning to
- gets better
 - becomes faster
 - starts again
 - lifts up
- 187.** What is indicated about *Waking Up*?
- It was published twenty years ago.
 - It has been made into a movie.
 - It contains photographs.
 - It is out of print.
- 188.** In the book review, what is suggested about Mr. Mendoza's time as a hotel clerk?
- He experienced some surprising incidents.
 - He traveled throughout Montana.
 - He met several advertising executives.
 - He wrote stories in the evenings.
- 189.** On what point do Mr. Mendoza and Ms. Turnbull disagree?
- Mr. Mendoza's effectiveness as an advertising executive
 - Mr. Mendoza's attitude toward reading for pleasure
 - The reason *Waking Up* is popular
 - The quality of the writing in *Life Lessons in Advertising*
- 190.** What does Mr. Mendoza imply in the interview transcript?
- He is looking for a new publisher.
 - He has recently bought a new fishing boat.
 - He learned the most from his job as a tennis instructor.
 - He may change his profession again.

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TEST 1 41

Questions 191-195 refer to the following article, schedule, and flyer.

Chocolatier's Pavilion Mobbed

BERLIN (15 AUGUST)—The International Food Expo kicked off earlier this week, and it quickly became clear which pavilions are attracting the most interest from attendees at the weeklong event. From the moment it opened, the pavilion featuring the Brazilian chocolatier Amo-Te has been overrun with enthusiastic visitors.

"We didn't expect to be so popular," remarked company Marketing Manager Andreas Gomes, who arrived at the expo just in time to see his company's artisanal confectioners explain the chocolate-making process to eager crowds. "We drew so many

visitors that I had to fly in five more employees from our headquarters in Brazil to staff our busy display area."

Vintage products that Amo-Te no longer distributes to retailers have been released in limited quantities. One exclusively available at the Expo is the once-popular bar made from dried fruit and covered with dark chocolate. The company has reproduced this old favorite in a classic, retro-style wrapper.

"We were confident that our appeal to chocolate-lovers' sense of nostalgia would be welcome," said Mr. Gomes, "but we never expected this kind of success!"

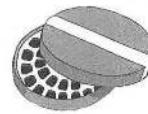
International Food Expo Calendar of Key Events



Welcome to the largest Expo of its kind, featuring products from around the world! All pavilions will be open from 10:00 A.M. to 9:00 P.M. daily throughout the week. In addition, please note the following special event.

10 August	Grand Opening Official welcome from exposition director and city mayor at 12 noon in the main hall
12 August	Demonstration Pavilions Companies share how their specialized products are created
15 August	Concert Day A variety of international music and entertainment from noon to midnight
16 August	Award Ceremony Recognizing the best new products in a variety of categories; reception to follow in the main hall

Expo Treats from Amo-Te



While at the International Food Expo this year, rest your weary feet at the Amo-Te Café pavilion and enjoy delicious desserts based on Amo-Te's products!

Better yet, visit our shop at the rear of the pavilion and purchase some of your all-time Amo-Te favorites at bargain prices! Awaiting you there is our entire range of products, including the legendary dried-fruit and dark-chocolate Carpatho. Stock up on our current best-sellers: the nutty Nascana, the coffee-infused Vienesa, or the spicy Tallinnska. You can also sample the new Malayna, a bittersweet confection with hints of coconut, debuting in retail locations early next year.

191. According to the article, what action did Mr. Gomes have to take?
- Keeping the pavilion open longer
 - Raising prices on best-selling products
 - Bringing extra workers to the event
 - Shipping additional samples to staff at the expo
192. In the article, the word "drew" in paragraph 2, line 6, is closest in meaning to
- selected
 - outlined
 - sketched
 - attracted
193. On what day did Mr. Gomes likely arrive at the expo?
- August 10
 - August 12
 - August 15
 - August 16
194. Which product was produced specifically for the expo?
- Carpatho
 - Nascana
 - Vienna
 - Tallinnska
195. What is indicated about Malayna?
- It contains many different types of nuts.
 - It is not yet available in stores.
 - It has sold well in recent months.
 - It is a traditional Brazilian treat.

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TEST 1 43

Questions 196-200 refer to the following hotel reviews, Web page, and article.

Garnett Guesthouse

Loved everything about this hotel except for its Web site. It was absolutely impossible to book our stay online. We tried to reserve a room, but the site kept crashing. We almost gave up, but decided to call the hotel and were able to make the arrangements that we wanted. The owner was very nice and gave us directions to her place. We suggested she look into a software tool that we recently bought and have had a lot of success with. Works great for us!

Anna and Mark, July 11

How can I make a reservation for this hotel? Their Web site is very difficult to use—it says every room is "unavailable." I'm trying to stay there in December, so I feel there's something wrong with the site.

Meiying, August 3

<http://reservacorp.com>

Home

Packages

Support

Contact Us

How Your Hotel Can Benefit from Reserva

You're not just renting out rooms anymore—Reserva Corporation helps you improve the customer experience.

We've all come to expect convenience from our online experiences. We assume single-click payments and instant answers to our questions. Reserva is an affordable business software solution that helps bed-and-breakfasts, guesthouses, and other small hotels provide these services efficiently.

- **Reserva creates mobile-friendly designs for guests on the go.**

Many of your guests are likely to search for a hotel room on their smartphones, which means it is crucial for your site to be as mobile-friendly as possible.

- **Reserva shows your establishment in great detail.**

High-quality photos of the facility on your Web site will make it clear what sets you apart from the competition.

- **Reserva allows rooms to be booked right from your site.**

Potential customers will abandon your site if they're not able to book rooms themselves.

Reserva offers four different plans: Package A is for skilled hoteliers who do not need programming support; Package B is for subscribers who want the convenience of our updating tools; Package C is for managers of multiple properties; Package D is a monthly subscription with unlimited programming support. To learn more about each of our packages, or to purchase one, go to the appropriate tab on this Web page.

Hotel Reservation Management Simplified

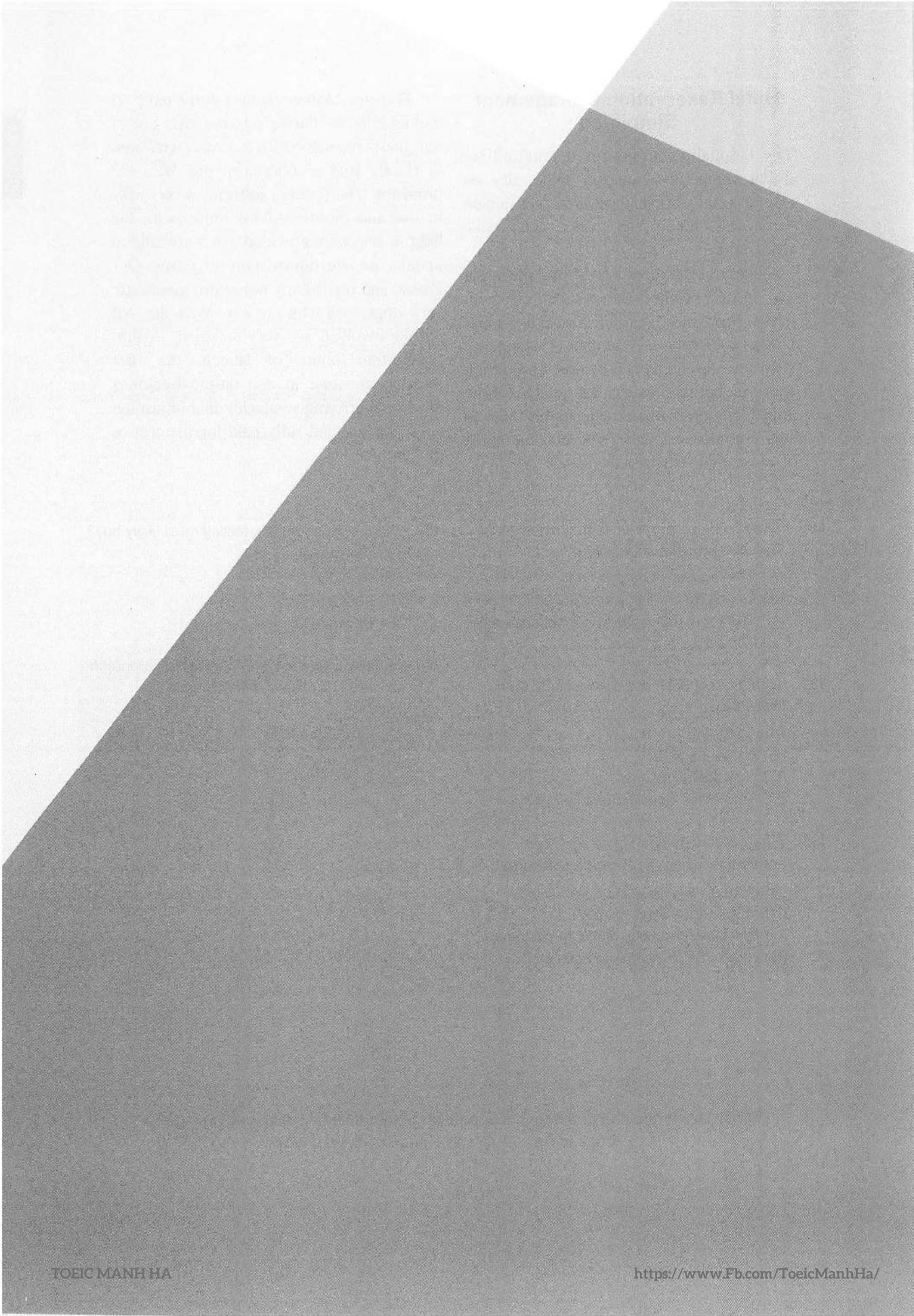
The hospitality business is a multimillion dollar competitive industry that relies on effective and efficient ways for consumers to access hotel Web sites and make reservations.

“We’re often approached by hotels that are losing business to competitors with better Web sites,” says Reserva developer Dmitri Kellerman. “A number of hospitality software developers provide Web-design services, but then expect the hoteliers to be able to program their own applications to stay competitive. This is beyond the skills of most small-business owners.”

Francine Malloy couldn’t agree more. “I looked into purchasing Reserva after one of our guests recommended it. I was so relieved to finally find a solution to our Web site problems. The Reserva software is very easy to use and intuitive. Even more, with the help of the tools provided, we were able to update the site information ourselves. Our guests, and particularly our return guests, are very impressed with our new Web site. All parties involved are very satisfied. Within twenty-four hours of launch, the first reservation came in and online bookings have been arriving so quickly that in just ten days, the site had fully paid for the cost of the upgrade.”

- 196.** What common problem do the reviewers of Carnett Guesthouse mention?
- The location is hard to find.
 - Online reservations are difficult to make.
 - The room descriptions are not accurate.
 - The prices are out-of-date.
- 197.** What type of business do Anna and Mark likely have?
- A hotel
 - A travel agency
 - An advertising firm
 - A software development company
- 198.** What is NOT mentioned as a feature enabled by using the Reserva software?
- High-quality images on Web sites
 - Mobile-friendly Web sites
 - Direct reservations made by customers
 - Real-time chatting with hotel staff
- 199.** What service did Ms. Malloy most likely buy?
- Package A
 - Package B
 - Package C
 - Package D
- 200.** In the article, the word “parties” in paragraph 3, line 11, is closest in meaning to
- groups
 - celebrations
 - companies
 - subscribers

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.



RC
T E S T

2

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. This discounted train ticket is ----- only at certain times of the day.
(A) valid
(B) validate
(C) validating
(D) validation
102. To participate in the Advantage Discount program, ----- the registration form on our Web site.
(A) reply
(B) inquire
(C) complete
(D) apply
103. Ms. Srisati is unavailable today ----- she is flying to Mumbai.
(A) because
(B) how
(C) regarding
(D) sooner
104. The contract ----- states that the tenants must renew their rental-property agreement by March 1.
(A) clear
(B) clearly
(C) clearer
(D) cleared
105. Aiko Arts plans to host a reception ----- the artist, Remco Koeman.
(A) except
(B) for
(C) off
(D) into
106. Unfortunately, replacing the copy machine will cost more than ----- had anticipated.
(A) we
(B) us
(C) our
(D) ours
107. Your Polytonics e-mail account will be set up ----- you arrive on your first day.
(A) at
(B) around
(C) until
(D) before
108. Oaza Electronics worked ----- with our team to facilitate the development of the computerized training system.
(A) hardly
(B) nearly
(C) closely
(D) relatively

109. Financial adviser Jenna Sotulo helps professionals devise a ----- for managing their finances.
- (A) prediction
(B) gesture
(C) strategy
(D) request
110. Each employee must coordinate with management so that ----- time off can be properly scheduled.
- (A) alone
(B) individual
(C) isolating
(D) separated
111. The cost of building Juniper High Towers exceeded the contractor's original ----- by over £5,000.00.
- (A) estimating
(B) estimate
(C) estimated
(D) estimator
112. At Links Fine Meats, we pride ----- on providing the highest-quality products on the market.
- (A) oneself
(B) yourselves
(C) itself
(D) ourselves
113. ----- he is usually quiet around the office, Mr. Heineman is known for his witty and engaging public speeches.
- (A) Although
(B) Otherwise
(C) Despite
(D) Instead
114. Ancient Chitimacha baskets are ----- featured in the Louisiana Museum of Archeology.
- (A) prominent
(B) prominently
(C) prominence
(D) prominences
115. ----- tea and coffee are available in the lobby for all guests of the Garrison Hotel.
- (A) Compliment
(B) To compliment
(C) Complimented
(D) Complimentary
116. ----- representatives of Light Cloud Airlines, flights are rarely overbooked.
- (A) As opposed to
(B) In addition to
(C) According to
(D) Prior to
117. Mr. Krause will reorganize the supply room ----- the cabinets are delivered.
- (A) overall
(B) due to
(C) once
(D) soon
118. By completing employee-satisfaction surveys anonymously, workers can more ----- state their concerns about the workplace.
- (A) wholly
(B) openly
(C) favorably
(D) laboriously
119. The final blueprints must ----- by Ms. Ito after the final draft is produced.
- (A) approve
(B) be approved
(C) approving
(D) to approve
120. This sewing workshop is ideal for beginner tailors ----- professionals who would like to refresh their knowledge.
- (A) but
(B) either
(C) as well as
(D) additionally

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121. All posters and flyers must be removed from the bulletin board ----- 48 hours after the event has occurred.
- (A) within
(B) among
(C) unless
(D) while
122. The ----- technology used in pots by Claypol Housewares keeps the handles from getting too hot to touch.
- (A) warm
(B) frequent
(C) unattached
(D) innovative
123. There are a number of free Web-based ----- that provide tips for locating information in historical databases.
- (A) tutorials
(B) tutoring
(C) tutored
(D) tutor
124. The person hired must be able to adapt ----- to changes in work assignments and schedules.
- (A) readies
(B) readily
(C) readiness
(D) ready
125. Organizational behavior specialist Ray Major believes a good sense of humor in a leader can increase the quality of ----- in the team.
- (A) declaration
(B) statement
(C) message
(D) communication
126. Portsmouth's agricultural industry has always found ways to ----- itself by growing different crops and finding new markets.
- (A) reinvest
(B) reuse
(C) reassess
(D) reinvent
127. While some countries have made huge investments in the Caribbean lately, others have reduced -----.
- (A) themselves
(B) theirs
(C) their
(D) they
128. The ethics committee cited the potential benefits of the research project while ----- its high cost.
- (A) acknowledging
(B) to acknowledge
(C) has acknowledged
(D) acknowledge
129. The report describes the environmental impact on lakes and rivers of using ----- energy sources.
- (A) together
(B) hopeful
(C) regulatory
(D) renewable
130. Any decorations on the ceilings or walls must be fully removed, including any material used to ----- them to the surfaces.
- (A) adhere
(B) attract
(C) construct
(D) sustain

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 article.

Bakery Gets Technological

MOMBASA (June 10)—Incredible Cravings, a nationwide bakery and pastry chain with more than 28 store locations, **131.** a new way to use technology to better serve its customers. During the last quarter, the company began using an infrared-sensor system that **132.** monitors products in the store as they are added and removed from shelves.

Personnel from each bakery can see **133.** in real time as it is analyzed and updated by the computer. **134.** For example, when many customers purchase a certain type of bread, employees who are monitoring the screen can immediately restock the popular item.

- | | |
|--|---|
| <p>131. (A) is to introduce
 (B) was introducing
 (C) has introduced
 (D) would have introduced</p> <p>132. (A) precise
 (B) precisely
 (C) precision
 (D) preciseness</p> <p>133. (A) inventory
 (B) scheduling
 (C) vendors
 (D) ingredients</p> | <p>134. (A) This system ensures that shoppers can always find what they want.
 (B) This computer sends data to store security staff.
 (C) The Mombasa store is gaining more and more customers.
 (D) The most popular item at Incredible Cravings is the chocolate croissant.</p> |
|--|---|

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Questions 135-138 refer to the following information.

Mifflin Moving Services

Frequently Asked Questions (FAQs): When is the best time to move?

There are several factors to consider as you decide when to schedule your move. It may be helpful to know that being flexible with your scheduling can often save you money. -----, moving costs **135.** are higher during the summer months when the volume of shipments being handled by your moving company tends to increase. Conversely, moving costs are relatively low during the winter months. **136.**

Moreover, regardless of the time of year that you move, being flexible about your loading and delivery dates can also be -----. For example, by giving your moving company a seven-day **137.** window to load your shipment, you ----- the chance that your goods will sit in a truck for a long **138.** period of time.

135. (A) Equally
(B) Rather
(C) In general
(D) As a result

137. (A) frustrating
(B) similar
(C) beneficial
(D) unusual

136. (A) This is true for both residential and commercial moves.
(B) Therefore, allow one to two weeks for your shipment to arrive.
(C) Most moving companies are based in large cities.
(D) Moving is stressful at any time of the year.

138. (A) reduced
(B) reduces
(C) reducing
(D) reduce

Questions 139-142 refer to the following advertisement.

The Durham Fitness and Health Expo (DFHE) is an international event that brings the fitness and health industries together for three days in one place, ----- the perfect opportunity for these 139. industries to showcase their products and services. The award-winning DFHE is now heading into its fifth year, and plans are in place to make it the largest and most diverse exposition -----, with 140. record numbers of consumers and industry professionals expected to attend.

-----. Both large and small booths in the vendor exhibition area are still available. Call 141.

1 (800) 555-0156 for more information or to reserve your 142.

139. (A) provided
(B) provides
(C) will provide
(D) providing

142. (A) vehicle
(B) space
(C) upgrade
(D) date

140. (A) late
(B) well
(C) still
(D) yet

141. (A) The event will take place August 6 to 8 at the Durham Convention Center.
(B) Changes to the schedule will be announced in the coming weeks.
(C) Most reviews of the event have been positive.
(D) It is not necessary to provide a credit card number at this time.

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Questions 143-146 refer to the following letter.

Milo Ferris
1690 Ascot Road
Kenilworth
Cape Town 7708

19 October

Dear Mr. Ferris,

This letter is to advise you that the water main in your area will be ----- between the hours of **143**.
1:00 A.M. and 6:00 A.M. on 29 and 30 October.

The system is ----- some urgent work to accommodate the increasing demand for water use in **144**.
Kenilworth. ----- The entire project will be completed within the next three months. **145**.

We apologize for the inconvenience that the interruption in your water supply will cause. These upgrades, however, are ----- We will make every effort to complete the work as efficiently as **146**. possible.

Sincerely,

Kagiso Pillay
Operations Manager, Cape Town Water Supply and Maintenance
kpillay@ctwsm.za / (021-555-0012)

- | | |
|--|---|
| <p>143. (A) left out
(B) put down
(C) let go
(D) shut off</p> <p>144. (A) needed
(B) in need of
(C) a need for
(D) necessary</p> <p>145. (A) The total cost is still not known.
(B) The hours of operation are subject to change.
(C) Sales are expected to increase steadily.
(D) The work will be done in several stages.</p> | <p>146. (A) essential
(B) temporary
(C) expensive
(D) unexpected</p> |
|--|---|

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 advertisement.

Immediate Opening

Shagani Construction needs two general construction workers for carpentry and other work. Must have own tools. Two years plumbing experience preferred. Work guaranteed July through September. Must have valid driver's license. Send résumé to lblock@saganaw.com by June 4. No phone calls please. Qualified candidates will be contacted.

147. What is NOT a requirement for the job?

- (A) Personal tools
- (B) Carpentry skills
- (C) A driver's license
- (D) Plumbing experience

148. What is suggested about the job?

- (A) It will start on June 4.
- (B) It is a temporary position.
- (C) It takes place in an office.
- (D) It will involve training other workers.

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Questions 149-150 refer to the following form.

Kuala Lumpur International Express Service Delivery Attempt		
To: <u>Insook Park</u>	Date: <u>May 17</u>	Tracking Number: <u>KES5022</u>
We're sorry we missed you. Please see below for the status of your delivery.		
<input type="checkbox"/> You must sign for your package. Sign here: _____ Then leave this form in your mailbox.		
<input type="checkbox"/> Someone must be present for delivery and to sign for your package. We will attempt to deliver your package again tomorrow between the hours of 10 A.M. and 2 P.M.		
<input checked="" type="checkbox"/> This is our second attempt to deliver your package and obtain your signature. Please call us at 03-2522-6423 or go to www.kliexpressservice.com to schedule pickup or delivery. You will need to reference your tracking number.		

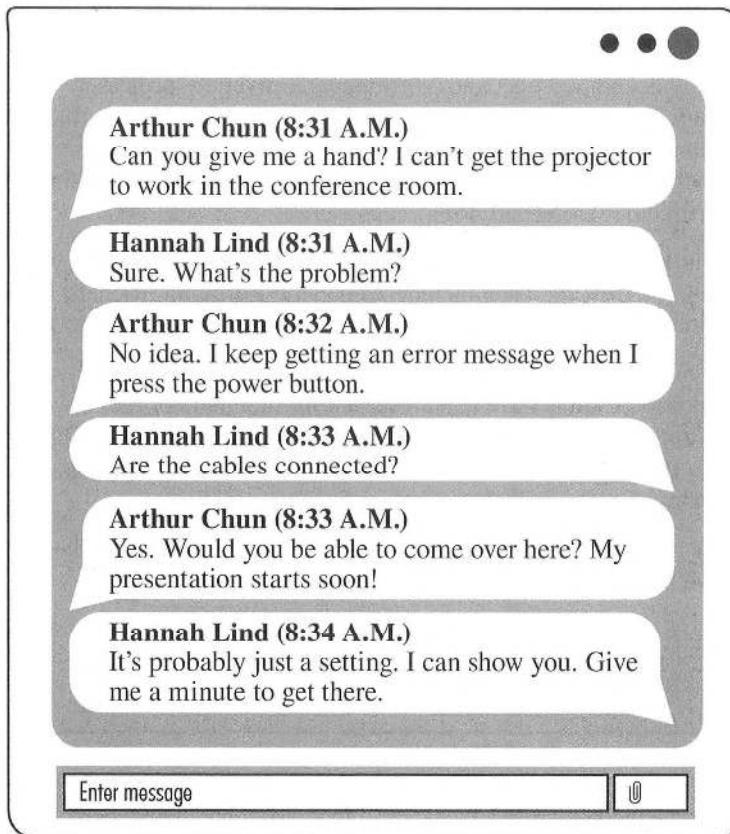
149. What is indicated about the package?

- (A) It was damaged during shipping.
- (B) It must be picked up at the post office.
- (C) It could not be delivered previously.
- (D) It does not require a signature.

150. What is Ms. Park asked to do?

- (A) Obtain a tracking number
- (B) Contact a delivery company
- (C) Leave a document in her mailbox
- (D) Pay an overnight delivery fee

Questions 151-152 refer to the following text-message chain.



151. At 8:32 A.M., what does Mr. Chun most likely mean when he writes, "No idea"?
- He does not know when the event begins.
 - He does not know whether the cables are connected.
 - He does not know where to deliver a message.
 - He does not know why the equipment is not working.

152. What will Ms. Lind most likely do next?
- Call for technical support
 - Purchase a new projector
 - Go to the conference room
 - Make a short presentation

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Questions 153-155 refer to the following notice.

Critically acclaimed poet and Northlander University professor Jeremiah Hines will give a poetry reading at the Café Metropolitan on Friday, June 16, from 7:00 P.M. to 8:30 P.M. Dr. Hines will preview five poems from his latest collection, *Book*, to be published in August by Northlander University Press.

In addition to Dr. Hines, several of his creative-writing students will also read their work. They include Annabelle Rothman, Richard Lefevre, and Dina Fernandez. All have had one or more poems published in the most recent issue of *Northlander Fiction Today*.

Two additional spots have been reserved for members of the public to read their own poetry. If you would like to be considered, e-mail one original poem (250 words or less) to Alicia Wilson at awilson@cafemetropolitan.org before 5:00 P.M. on June 1.

Tickets to the poetry reading are \$10 and can be purchased at the Café Metropolitan or through its Web site.

www.cafemetropolitan.biz
(520) 555-0177

Café Metropolitan



153. What is the purpose of the notice?
- (A) To advertise new job openings
 - (B) To publicize an upcoming event
 - (C) To confirm a change in schedule
 - (D) To announce an employee promotion
154. Who is Mr. Lefevre?
- (A) A café manager
 - (B) A writing professor
 - (C) A university student
 - (D) A professional writer
155. What are members of the public invited to do?
- (A) Submit a writing sample for consideration
 - (B) Apply for a position in person
 - (C) Enroll in a creative-writing class
 - (D) Purchase a book released in June

Questions 156-158 refer to the following Web page.

Our goal here at Really Real is to help the people of New Zealand make informed decisions about their planned purchases. —[1]—. This service features honest and unbiased consumer reviews of products available on the market. These products are currently limited to electronics and appliances. —[2]—.

We are a nonprofit service. We are not an online store, and we do not sell any of the products that are rated on our site. If you set up an account, you are welcome to share your own experience about your recent purchases. —[3]—. To register for an account, simply type your e-mail address in the box provided on our home page. We promise that you will not receive any e-mail promotions from us. Many manufacturers use our free service to gain insight into consumer trends; by sharing your views, you will be helping companies develop better offerings. —[4]—.

- 156.** What is mentioned about Really Real?
- (A) It must approve all reviews.
 - (B) It does not verify product information.
 - (C) It will not advertise by e-mail.
 - (D) It charges a fee for registration.
- 157.** What does Really Real's service allow companies to do?
- (A) Advertise new offerings
 - (B) Improve their products
 - (C) Contact consumers directly
 - (D) Host an online store
- 158.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “Beginning in January, we plan to include furniture as well.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

GO ON TO THE NEXT PAGE →

Questions 159-160 refer to the following form.

Caivano Printing Services

Level 4, 468 Wickham Street
Sydney NSW 2001



Work Order Form

Date of order: 20 September

Employee Name: Amelia Cates

Date of pickup: 1 October, between 2 P.M. and 3 P.M.

Customer Information:

Name: Johanna Garza

Organisation: Sydney Medical Research Forum

Phone: 5555-9823

Instructions:

The customer sent the graphic electronically; see e-mail of 20 September with subject line "Garza order." She asked for the image to be enlarged enough that all words and numbers can be seen clearly from about 3 metres away.

Prints:

Four standard medium posters

Special Notes:

The customer needs these items for a conference on 2 October, so she stressed that they absolutely must be ready on time. She paid in full on 20 September with her organisation's credit card.

159. What did Ms. Garza ask Caivano Printing Services to do?
- (A) Call her when an order is ready
 - (B) Use certain colors in a printing job
 - (C) Ensure that text is visible from a distance
 - (D) Reprint posters to correct a mistake that was made

160. What is true about the posters?
- (A) They are not a standard size.
 - (B) Ms. Garza still owes money for them.
 - (C) Each conference participant will receive one of them.
 - (D) Ms. Garza will pick them up the day before a conference.

Questions 161-163 refer to the following Web page.

Young Roboticists Canada

About Us Registration Instructors Courses Locations

Young Roboticists Canada lets kids experience the exciting world of robotics! Our courses motivate young learners through hands-on experiences constructing robots in laboratory settings. We offer a wide variety of options for children ages 7-15, including after-school and Saturday courses as well as summer camps.

The courses at Young Roboticists Canada are created by top-rated professors and professional roboticists from around the world. Visit the Instructors page to learn more about their research. In addition, many of our participants have received scholarships to study computer science at prestigious universities and have gone on to work for top companies.

Registering your child is easy. Higher-level courses build on information learned in our introductory courses, so read the course descriptions to ensure that your child meets all prerequisites. Then select the course that fits your child's interests and complete the online form. Seats fill up quickly, so be sure to register at least one month before the course begins.

161. What is NOT indicated about Young Roboticists Canada?
- Its participants have received university scholarships.
 - It teaches children how to build robots.
 - It prepares children for international competitions.
 - It gives young students the chance to work in a laboratory.
162. What is mentioned about the instructors?
- They provide references for their students.
 - They give tours of their laboratories.
 - They are involved in research.
 - They have written many publications.
163. What are parents asked to do?
- Complete scholarship applications
 - Check course requirements
 - Attend an information session
 - Purchase some equipment

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TEST 2 61

<https://www.Fb.com/ToeicManhHa/>

Questions 164-167 refer to the following online chat discussion.



Bradley Sento [11:14 A.M.]: Hi Cheng and Zara. We've finished painting the office walls. We'll be installing the blinds next. We need your decision on the tile pattern for the restroom floor.

Cheng Han [11:15 A.M.]: Hi Bradley. Zara's on the phone right now. Might be a while. Will get back to you.

Bradley Sento [11:15 A.M.]: OK.

Cheng Han [11:17 A.M.]: Never mind. That call took less time than I expected. Give us a few minutes to decide.

Bradley Sento [11:18 A.M.]: Take your time.

Zara Charbel [11:23 A.M.]: Hi Bradley. We'll go with the Roman mosaic floor tiles.

Bradley Sento [11:24 A.M.]: Great choice. I can have them here sometime tomorrow.

Zara Charbel [11:25 A.M.]: Will this selection cause us to go over our budget?

Bradley Sento [11:25 A.M.]: And I forgot to mention that the carpet installation has also been completed.

Cheng Han [11:26 A.M.]: Good to know. I will call Ideafinity and have them deliver the furniture.

Bradley Sento [11:27 A.M.]: OK. Let me know the delivery time so I can make space for the furniture van. About the budget, I'll check with my flooring contractor. I'll have an answer for you by the end of the day.

Zara Charbel [11:29 A.M.]: OK, thanks.

Cheng Han [11:30 A.M.]: And thanks for transforming a traditional office into a modern one.

164. What information does Mr. Sento ask for?
- (A) The floor plan of the office
 - (B) The color selection for the walls
 - (C) The quality of the blinds
 - (D) The design of the flooring materials
165. At 11:17 A.M., what does Mr. Han most likely mean when he writes, "Never mind"?
- (A) He is not concerned with the estimated cost.
 - (B) He has changed his mind about the color choice.
 - (C) Ms. Charbel is no longer talking on the phone.
 - (D) Mr. Sento does not need to install the blinds.
166. What is a promise Mr. Sento made to Ms. Charbel?
- (A) He will obtain some information for her.
 - (B) He will put her in touch with his flooring contractor.
 - (C) He will complete the work by the end of the week.
 - (D) He will take the furniture out of a delivery truck.
167. Why most likely is the work being done?
- (A) A new business is opening soon.
 - (B) An office space is going to be sold.
 - (C) A business wanted to update its work space.
 - (D) A property owner needed to remove some damaged materials.

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TEST 2 63

<https://www.Fb.com/ToeicManhHa/>

Questions 168-171 refer to the following article.

Candy-Selling Youth Finds Wallet

THURMONT (April 22)—On Tuesday a wallet containing a sizable amount of money was discovered in Thurmont by 13-year-old Tim Suderman. That morning, Tim was out selling candy bars door-to-door to earn money for the new uniforms needed by his middle school football team. “I was on the sidewalk along Fount Street when I noticed a wallet just sitting there,” Tim recounts. According to Tim, the wallet contained several large bills, two credit cards, and a family picture. The name on the credit cards was William Bradlin, but there was nothing in the wallet that provided an address.

Wanting to return the wallet to Mr. Bradlin as soon as possible, Tim walked to nearby Forest View Market to see if anyone could help him with his search.

“The first clerk I talked to immediately recognized Mr. Bradlin’s name,” said Tim. “He knew that Mr. Bradlin was the owner of Thurmont Bicycles, just around the corner from the market.”

The clerk made a quick phone call to Mr. Bradlin, who rushed over to Forest View Market.

“I must have lost my wallet walking from the market back to work,” said Mr. Bradlin, who was delighted with the return of his lost property. He was so pleased that he opened up his wallet and bought all 20 candy bars that Tim had for sale. And he gave him an extra \$50 to further boost the uniform fund.

“A good deed like that deserves a reward!” added Mr. Bradlin.

168. What is indicated about Tim?

- (A) He wants to work at a bicycle shop.
- (B) He is a member of a sports team.
- (C) He found something at the park.
- (D) His father works as a clerk.

169. What was NOT included in the wallet?

- (A) Cash
- (B) Credit cards
- (C) A photograph
- (D) A driver’s license

170. What did Tim receive as a reward?

- (A) A new bicycle
- (B) Clothes
- (C) A donation
- (D) Candy

171. The word “deed” in paragraph 6, line 1, is closest in meaning to

- (A) act
- (B) law
- (C) sale
- (D) property

Questions 172-175 refer to the following e-mail.

From:	Ellen Alves
To:	Andrew Ruzinski
Cc:	Hyun Shik Nam
Subject:	Substitute for Carla Cunha
Date:	March 23

Hello, Mr. Ruzinski,

I'll need your help on our team for the next two weeks. —[1]—. We handle Gartera Stores' finances, and with Carla Cunha on medical leave, the team is struggling to meet deadlines. —[2]—. To be specific, I would like you to finish Carla's work. She started preparing year-end financial documents for Gartera, but they need to be verified.

I have notified your team leader, Hyun Shik, who has agreed to let me borrow you for a few days. —[3]—.

Gartera's software for recording inventory and cash flow patterns differs from the program you are familiar with. —[4]—. I would be happy to meet with you to show you how to use the software to accomplish those tasks.

Best regards,

Ellen Alves

172. Who most likely is Mr. Ruzinski?
- A salesperson
 - An accountant
 - An insurance agent
 - A software designer
173. What has Ms. Alves requested?
- Permission to reassign an employee
 - Instructions for handling new clients
 - An evaluation of the team's effectiveness
 - A record of the current inventory
174. Why does Ms. Alves offer to meet with Mr. Ruzinski?
- To demonstrate a software program
 - To review his recent performance
 - To plan the hiring of new employees
 - To share tips on meeting deadlines
175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "He says your team can take over your work for the time being."
- [1]
 - [2]
 - [3]
 - [4]

GO ON TO THE NEXT PAGE 

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

The screenshot shows a web browser window with the URL <http://www.giveandtakebooks.com> in the address bar. The page title is "GIVE-AND-TAKE BOOKSTORE". Below the title are four menu buttons: "Home", "Store", "Contact Us", and "Blog". A message "Posted on 02 July" is displayed above the main content. The main content is titled "Calling All Book Collectors!" and discusses the bookstore's collection of used books at discounted prices, with 10% of proceeds donated to community projects like Delford Park restoration. It lists genres needed for donation: Historical Fiction, Poetry, How-to Guides, Science Fiction, Autobiographies, and Sports. It also mentions a merchandise credit for donations. Book pickups are available for 25 or more books within a 10-kilometre radius, with contact information provided.

Posted on 02 July

Calling All Book Collectors!

Give-and-Take Bookstore is collecting used books, in any condition, for resale at deeply discounted prices. Our £3-or-less guaranteed pricing allows us to offer affordable reading materials. Remember, 10 percent of all proceeds from our book sales are donated to projects in the community. This month's focus is the restoration of Delford Park.

We currently need books in the following genres:

o Historical Fiction o Poetry o How-to Guides

o Science Fiction o Autobiographies o Sports

Any book donation will be rewarded with a merchandise credit (based on 20 percent of the cash value of each book) for use on a one-time purchase at either our Delford or our Stratton location.

Book pickups are available to donors of 25 or more books. To schedule a book pickup within a 10-kilometre radius of our stores, please e-mail us at donations@giveandtakebooks.co.uk or call our store in Delford at 0114 496 0835.

To:	< cplum@homemail.co.uk >
From:	< donations@giveandtakebooks.co.uk >
Date:	22 July
Subject:	Re: Donation

Hello Mr. Plum,

Thank you very much for your offer to donate 100 books to our shop! I would be happy to arrange to have the books picked up at your home. For such a large number of books, we are happy to go the extra distance. To expedite the pickup process, please stack the books by genre to the best of your ability. Our driver will pack the books into boxes for you.

Our next available appointment for pickup is this Tuesday, 25 July, at 2 P.M. Let me know if this time works for you.

Thank you,

Tina Voss, Manager
Give-and-Take Bookstore

176. What is indicated about Give-and-Take Bookstore?
- (A) It has two locations in Delford.
 - (B) It supports community projects.
 - (C) It is located next to Delford Park.
 - (D) It sells both new and used books.
177. According to the Web site, what do book donors receive?
- (A) A free book
 - (B) A £3 cash payment
 - (C) A merchandise credit
 - (D) A 10 percent discount coupon
178. In the e-mail, the word “arrange” in paragraph 1, line 2, is closest in meaning to
- (A) put away
 - (B) place in order
 - (C) do a favor for
 - (D) make preparations
179. What store policy was waived for Mr. Plum?
- (A) The distance traveled to collect books
 - (B) The genres of books that are accepted for donation
 - (C) The condition of books that are given to the store
 - (D) The minimum number of books that can be picked up
180. In the e-mail, what is Mr. Plum asked to do?
- (A) Seal books in a box
 - (B) Deliver books by 2 P.M.
 - (C) Provide a list of book titles
 - (D) Organize books by category

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

To:	Greta Myers <gmyers@wingstar.com.bm>
From:	Maurice Tolliver <mtolliver@bermudascience museum.bm>
Date:	25 June
Subject:	Membership campaign
Attachment:	<input type="button" value="survey"/>

Dear Ms. Myers:

The Bermuda Science Museum's September membership campaign will soon begin. In order to serve our present members the best way we can and attract new members, we are asking for your feedback. We are interested in how we can best meet your needs and expectations and would like to know how you feel about the permanent and special museum exhibitions, our newly renovated cafés, and the parking area.

Perhaps you were one of the many visitors who enjoyed our special seafaring exhibition in April. Do you think any part of your experience visiting the replica of the eighteenth-century ship, the Betsy, could have been better?

Please help us improve our museum and its programs by completing the attached survey.

Thank you, and I look forward to seeing you again at the museum.

Maurice Tolliver
Director of Museum Services

<http://www.bermudascience museum.com>

Bermuda Science Museum

Thank you for participating in our survey. Please select the responses that best describe the experiences you have had at the Bermuda Science Museum.

Member Name: Greta Myers **Date:** 1 July

1. How often do you attend the following?

EVENT	Regularly	Occasionally	Seldom	Never
Permanent Exhibition		X		
Special Exhibitions	X			
Noontime Lectures				X

2. How would you rate the following facilities?

FACILITY	Excellent	Good	Satisfactory	Poor
Cafés		X		
Gift Shop		X		
Parking			X	

Additional Comments:

I always enjoy the special exhibitions. Walking through the Betsy was so interesting! I plan to return to the museum soon.

181. Who most likely is Ms. Myers?
(A) An exhibitor at the museum
(B) A museum services representative
(C) A first-time visitor to the museum
(D) A current museum member
182. In the e-mail, the word "meet" in paragraph 1, line 3, is closest in meaning to
(A) get together
(B) be introduced
(C) join
(D) satisfy
183. What was recently improved at the museum?
(A) Exhibition halls
(B) Dining facilities
(C) Ticketing procedures
(D) Parking
184. What activity at the museum is Ms. Myers least likely to participate in?
(A) Eating in the cafés
(B) Attending lectures
(C) Shopping for gifts
(D) Seeing the special exhibitions
185. When did Ms. Myers visit the museum?
(A) In April
(B) In June
(C) In July
(D) In September

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TEST 2 69

<https://www.Fb.com/ToeicManhHa/>

Questions 186-190 refer to the following brochure, e-mail, and policy statement.

STELLAR AUTO RENTAL



Stellar Auto Rental offers four classes of vehicle rentals at each of our worldwide locations to accommodate your travel needs.

Class	Description	Daily Rate
Economy	2-door ultracompact car for 2 passengers	\$45
Standard	4-door compact car for 4 passengers	\$55
Premium	4-door midsize car for 5 passengers	\$70
Oversize	4-door light-duty truck for 4 passengers or van for up to 12 passengers	\$120

To:	info@stellarautorental.com
From:	lmartinez@mail.com
Date:	18 September
Re:	Car rental

Dear Stellar Auto Rental:

Last month, I booked a compact car to drive from Sofia, Bulgaria, to Istanbul, Turkey, on August 27. Shortly thereafter, I learned that four colleagues would need to travel with me, so I called Stellar Auto Rental to change the reservation. A customer service representative told me, though, that a car to accommodate five adults was not available. Although I could have rented a van, I didn't want to drive such a large vehicle. Therefore, I canceled the reservation. Yesterday, however, I received my credit card statement and noticed that I have been charged \$50 by Stellar Auto Rental. Why am I being charged this amount?

Lucinda Martinez

Rental Terms and Conditions

Drivers:

- Only the driver(s) listed on the rental agreement may drive the vehicle.

Required Documents:

- You must present a valid driver's license and proof of insurance when picking up the vehicle.
- You must also present the credit card you used to prepay for your rental vehicle.

Payment:

- Payment must be made in full when the vehicle is reserved. Additional fees may be charged at the end of the rental term for length of distance driven, fuel costs, late return, and/or damages to the vehicle. Please review your rental agreement for complete details.

Cancellation of Agreement:

- Cancellations made prior to the scheduled pickup date will result in a refund of the full prepaid amount, less a \$50 administration fee.
- Cancellations made on the day of scheduled pickup will result in a refund of the full prepaid amount, less a \$100 administration fee.

186. What vehicle was Ms. Martinez unable to reserve?
- An economy vehicle
 - A standard vehicle
 - A premium vehicle
 - An oversize vehicle
187. What is the purpose of the e-mail?
- To stop a payment
 - To question a charge
 - To cancel a reservation
 - To complain about a service
188. In the e-mail, the word "Shortly" in paragraph 1, line 2, is closest in meaning to
- soon
 - still
 - rudely
 - concisely
189. What is probably true about Ms. Martinez?
- She does not have a valid driver's license.
 - She did not need to travel to Istanbul.
 - She canceled her reservation before August 27.
 - She wanted a colleague to drive the rental vehicle.
190. What is indicated about Stellar Auto Rental?
- It provides local maps at no additional cost.
 - It charges \$100 per week for auto insurance.
 - It has a membership program for frequent customers.
 - It requires a payment upon reservation of a vehicle.

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TEST 2 71

Questions 191-195 refer to the following Web page, letter to the editor, and article.

www.norviewcityfm.co.uk/programmes/candid-talk/transcript

Latest Show Past Shows Schedule Meet the Team

Mayor Says IRI Crucial for Community

Heard on *Candid Talk*, a Norview City FM original production, on 28 February.

Transcript

Noah Peavy, host: Mayor Swaraj, would you explain the reasoning behind the Infrastructure Redevelopment Initiative, also known as the IRI?

Mayor Swaraj: Sure. Over the last 25 years, Norview City's population has grown from roughly 20,000 to nearly 50,000. This has put an enormous strain on our roads and bridges. The IRI will allow us to overhaul this network to meet the increased demands. We also need a more robust and reliable communications system. To pay for these improvements, the city council has proposed increasing local taxes by 1.3 percent.

Noah Peavy: Critics argue that the funds needed to implement the IRI should be generated by budget cuts and the elimination of some government-sponsored programmes. How do you respond?

Mayor Swaraj: No other government in this city's history has done more to trim the budget and eliminate ineffectual programmes than this one. However, overuse of this strategy might disrupt vital community services.

Norview City Observer

To the Editor:

A poll conducted last week by the Centre for Civic Engagement has shown that only 19 percent of respondents approve of the IRI. Critics of the IRI are most concerned that it will be paid for by raising local taxes. This will leave residents like me with less money for food, clothing, and toiletries, which, in turn, will mean less revenue for businesses in the area. It may also encourage high-income earners to leave Norview City or spend their disposable income elsewhere. Any gains made by higher taxation would be offset by corresponding losses. The city government should look into other options to fund the project.

Manami Ishida, Norview City

Happy Days for Norview City Council

(22 July)—This week brought some welcome news for the Norview City Council. Just a few months ago, the council's proposed Infrastructure Redevelopment Initiative seemed unlikely to succeed; a poll released on 14 April by the Centre for Civic Engagement (CCE) revealed that just 19 percent of respondents backed the plan. Since then, the council has

held a series of public hearings, and a number of adjustments have been made to the proposal.

A CCE poll released earlier this week shows that now 52 percent of respondents are willing to fund the programme by paying 0.5 percent more in taxes. Two more public hearings on the IRI have been scheduled. The first will be held next Wednesday, 27 July, at 7:00 P.M. at the Norview City Community Centre.

- 191.** What information about Norview City is mentioned in the interview?
- The size of its population
 - The number of its municipal employees
 - A list of its community services
 - A description of its communications network
- 192.** In the letter to the editor, the word "conducted" in paragraph 1, line 1, is closest in meaning to
- determined
 - behaved
 - administered
 - designated
- 193.** What most likely is true about the letter to the editor?
- It was written by a business owner.
 - It was discussed at July's public hearing.
 - It was read aloud on a radio program.
 - It was published in April.
- 194.** What is the purpose of the article?
- To describe a change in public opinion
 - To release information about a new community center
 - To predict the outcome of a public hearing
 - To explain the reason for a survey
- 195.** What most likely did the city council do to get more support for the IRI?
- It improved the quality of government-sponsored programs.
 - It used the media to provide more information to the public.
 - It reduced the tax rate it had initially proposed.
 - It contacted more than half of Norview City's residents.

GO ON TO THE NEXT PAGE 

Questions 196-200 refer to the following online profile, e-mail, and evaluation form.

The screenshot shows a web browser window with the URL <http://www.avanisingh.co.nz>. The page content is as follows:

Avani Singh

Having served as president of Comet Investing Group and as chief executive officer at several prestigious financial firms in New Zealand, Avani Singh now dedicates her time to public speaking. Drawing on her extensive experience, Ms. Singh provides expert guidance to help businesses become more forward thinking and achieve consistent growth in changing times.

Sampling of recent speeches

- Sustaining Imagination (Makey School of Business)
- Overcoming Financial Obstacles (Wellington Entrepreneurs Society)
- The Future of Finance (International Investment Banking Convention)
- How to Be a Dynamic Leader (NFI Foundation)

For Ms. Singh's résumé, availability and fees, please contact Julia Hays,
jhays@avanisingh.co.nz.

To:	jhays@avanisingh.co.nz
From:	landon@cbe.co.nz
Date:	19 August
Subject:	City Business Expo

Dear Ms. Hays,

I saw Avani Singh present at Makey School of Business last year and was impressed by her powerful message. I believe Ms. Singh would be an ideal keynote speaker for this year's City Business Expo, particularly since the expo theme is Corporate Creativity and Innovation.

The expo will take place from 7–10 March at the Auckland Convention Hall. We would like the keynote speaker to present on the first day of the expo; however, the schedule is fairly open, and we would be happy to have Ms. Singh give a speech at any time during the expo that suits her schedule.

Would you kindly share her availability as well as her fee for this type of keynote address?

Regards,

Landon Beaumont
Organizer, City Business Expo

City Business Expo Evaluation Form

Name, company, position (optional): Martin Katoa, Westbank Services, senior analyst

1. Why did you attend the expo?

Professional development Networking Other; please list: _____

2. Which speaker was most effective and engaging?

Opening day speaker Day 2 speaker Day 3 speaker Closing day speaker

Why?

Ms. Singh's speech was inspirational! Her use of personal anecdotes to illustrate points made the material engaging, clear, and memorable.

3. Indicate your satisfaction with the expo.

Satisfied Neutral Dissatisfied

Registration process	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Training workshops	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

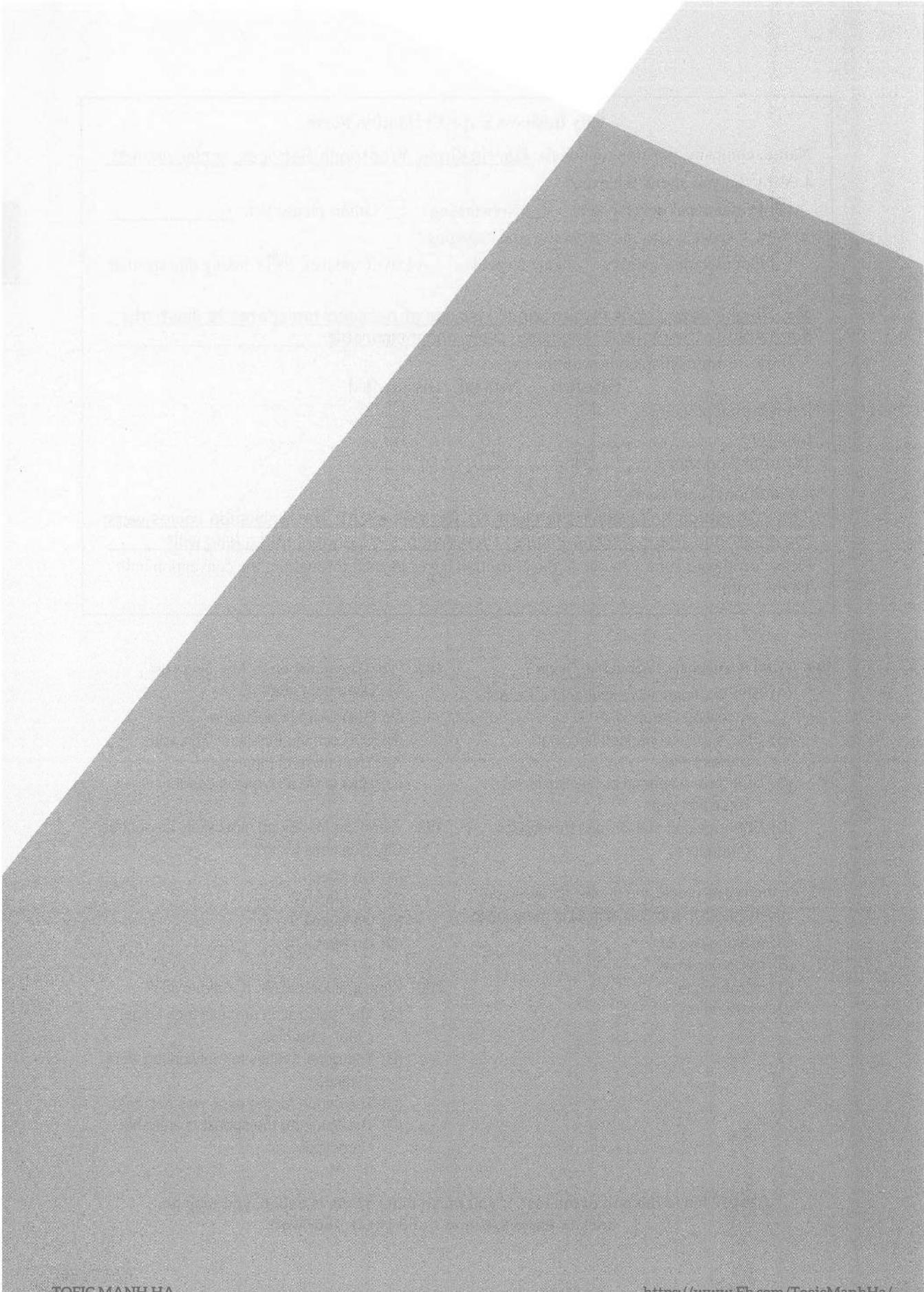
4. Additional comments:

The convention hall wasn't the right fit for this event; the workshop rooms were too small, and there weren't enough food vendors—I always had a long wait.

Please drop your survey in one of the collection boxes located throughout the convention hall.
Thank you!

196. What is suggested about Ms. Singh?
- (A) She is a financial consultant for Comet Investing Group.
 - (B) She is an experienced financial professional.
 - (C) She gave a speech at City Business Expo last year.
 - (D) She provides one-on-one training for managers.
197. In the online profile, the phrase "Drawing on" in paragraph 1, line 3, is closest in meaning to
- (A) making use of
 - (B) removing from
 - (C) attracting to
 - (D) marking up
198. What presentation by Ms. Singh did Mr. Beaumont attend?
- (A) Sustaining Imagination
 - (B) Overcoming Financial Obstacles
 - (C) The Future of Finance
 - (D) How to Be a Dynamic Leader
199. When did Ms. Singh most likely present at City Business Expo?
- (A) On March 7
 - (B) On March 8
 - (C) On March 9
 - (D) On March 10
200. What critique did Mr. Katoa provide?
- (A) The registration process took longer than expected.
 - (B) The opportunities for networking were limited.
 - (C) The venue for the expo was not ideal.
 - (D) The tips from the speakers were not practical.

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.



RC
TEST

3

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. Golden Petrochemical exports products to customers ----- the world.
(A) all
(B) many
(C) around
(D) except
102. Mr. Daoud is expected to ----- at the conference center in Dubai at 11:00 A.M.
(A) get
(B) arrive
(C) come
(D) travel
103. The software is easy to learn and ----- increases employee productivity.
(A) great
(B) greater
(C) greatly
(D) greatness
104. The budget will be made ----- on June 9 after a final audit by the finance committee.
(A) positive
(B) ultimate
(C) official
(D) responsible
105. Eun-Yi Roh ----- to assistant deputy attorney after last week's performance review.
(A) is promoting
(B) was promoted
(C) promotes
(D) to promote
106. Mr. Ling has ----- requested funding for the airport terminal improvements.
(A) ever
(B) shortly
(C) yet
(D) already
107. The ----- course on coaching is taught by Lee Wallis of the Peyton Soccer Club.
(A) introducer
(B) introduce
(C) introducing
(D) introductory
108. Most of the morning ----- will take place on the second floor, near the conference registration desk.
(A) sessions
(B) conditions
(C) requests
(D) speakers

109. Mr. Tanaka has decided to employ a payroll service because it is becoming too difficult to manage the payroll accounts -----.
- (A) him
(B) he
(C) his
(D) himself
110. Filmmakers must obtain written consent ----- use a corporate logo.
- (A) in contrast to
(B) in order to
(C) as a result
(D) as well
111. To satisfy different tastes, we strive to offer a ----- assortment of brands.
- (A) broad
(B) broadly
(C) broaden
(D) broadness
112. To avoid unexpected -----, ask the hotel desk clerk to explain which services are complimentary.
- (A) breaks
(B) returns
(C) charges
(D) departures
113. For ----- residents who use street parking, permits are available at city hall.
- (A) them
(B) those
(C) when
(D) each
114. Although they usually leave at 6:00 P.M., the employees are ----- in the store preparing for tomorrow's big event.
- (A) almost
(B) less
(C) still
(D) easily
115. Renters are most excited about the ----- kitchens in the upgraded units.
- (A) renovated
(B) renovation
(C) renovate
(D) renovating
116. While at Varner Bank, Ms. Uehara had the opportunity to work ----- many influential figures in finance.
- (A) throughout
(B) where
(C) with
(D) despite
117. Please print your airline ticket once ----- of your credit card payment has been received.
- (A) confirmation
(B) confirmed
(C) confirms
(D) confirm
118. The ----- warehouse on Front Avenue has been torn down to make room for new construction.
- (A) terminated
(B) certain
(C) destructive
(D) abandoned
119. Reviewing architectural plans ----- in advance is essential in order to maintain reasonable construction costs.
- (A) care
(B) careful
(C) carefully
(D) most careful
120. The cost of the final product nearly doubled ----- a rise in the price of the raw materials used to make it.
- (A) but
(B) because of
(C) whereas
(D) only if

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121. Most laptops are not powerful enough to run TYD's advanced gaming software, but the Inqwiri 820 is one of the ----- that can.
- (A) little
(B) small
(C) any
(D) few
122. The new workstation dividers help prevent unnecessary ----- and ensure that bank tellers stay focused.
- (A) distractions
(B) responsibilities
(C) clarifications
(D) deposits
123. A student turnout of approximately 85 percent ----- at the upcoming winter concert.
- (A) expects
(B) is expected
(C) will expect
(D) are expecting
124. We are proud to announce the opening of our newest restaurant, conveniently located on Beverly Road, ----- Summerdale Park.
- (A) opposite
(B) between
(C) onto
(D) until
125. For all expenditures over \$1,000, ----- in writing will be required.
- (A) justify
(B) justification
(C) justified
(D) justifiably
126. A market analysis shows that sales of sports utility vehicles have decreased ----- over the past twelve months.
- (A) considerably
(B) durably
(C) concisely
(D) expressively
127. Questions ----- reimbursement for travel expenses should be directed to the payroll office.
- (A) concern
(B) concerns
(C) concerned
(D) concerning
128. Sakai Trucking hired a software specialist to ----- its delivery scheduling system.
- (A) notify
(B) pronounce
(C) recruit
(D) modernize
129. Musitto, Inc., has been producing cutting-edge phones with ----- long battery run times.
- (A) has increased
(B) increases
(C) increased
(D) increasingly
130. ----- the new bylaws, all employees of Lovato Marketing are required to participate in professional development each year.
- (A) Under
(B) Into
(C) Behind
(D) Toward

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 instructions.

Periodic cleaning of the Huntington Premium Toaster Oven can greatly extend ----- useful life. **131.**

First, make sure to unplug the toaster, and let it cool off before beginning the cleaning process.

----- **132.** Then wipe the interior with a moist sponge. ----- **133.**, clean the exterior with a mild household cleaning solution. Following this process will keep your ----- **134.** looking and working like new.

131. (A) a
(B) its
(C) that
(D) another

133. (A) Finally
(B) Instead
(C) Otherwise
(D) In the meantime

132. (A) Afterwards, reassemble the toaster carefully.
(B) Next, remove the crumb tray and rinse it with warm water.
(C) Note that frozen food will take longer to heat.
(D) Look for the product number on the underside.

134. (A) tools
(B) factory
(C) fixtures
(D) appliance

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TEST 3 **81**

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

From: customerservice@liybank.org

To: jlaurens@mailsygo.com

Subject: LIY Bank Correspondence

Date: April 2

Dear Mr. Laurens,

You requested to be notified when official mail concerning your LIY Bank account is sent to you.

----- is, therefore, to inform you that a new credit card has been issued and mailed to you. It will

135. replace your current credit card that is ----- to expire on May 31. ----- When it arrives, please

136. 137.

remember to activate your card through your online account on our Web site.

-----, you can go to your nearest bank branch and have it activated there by our representative. If

138. you have any further questions, please contact our Customer Service Center at 610-555-0125.

Customer Service Team

LIY Bank

135. (A) Either
(B) What
(C) This
(D) He

138. (A) Suddenly
(B) Specifically
(C) Accordingly
(D) Alternatively

136. (A) equal
(B) true
(C) due
(D) fair

137. (A) You may spend it as you see fit.
(B) You should receive it within a week.
(C) However, deliveries have been on schedule.
(D) Please confirm receipt of this letter.

Questions 139-142 refer to the following memo.

To: All Alanaga Corporation Employees

From: Corporate Travel Office

Subject: Travel policy update

Over the past year, the Corporate Travel Office has been working hard to save the company money

139. cost-effective travel arrangements. Yesterday we 140. an agreement with the Bellaria Taxi

Company. From this point forward, when traveling on official Alanaga business, you are required to

take a Bellaria taxi. 141. Alanaga will receive a large discount from Bellaria for its services. This

arrangement will be used primarily for transportation between branch offices. 142. If you have a

suggestion to make your business travel easier, please call the Corporate Travel Office at

extension 523.

139. (A) it made
(B) by making
(C) and makes
(D) the maker of

140. (A) finalized
(B) canceled
(C) highlighted
(D) considered

141. (A) If not
(B) However
(C) Regardless
(D) In turn

142. (A) However, it may also be used for travel to
and from the airport.
(B) On the other hand, taking a train may be
more expensive.
(C) Bellaria Taxi Company has been providing
transportation for 25 years.
(D) The Corporate Travel Office has an
emergency phone number.

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Questions 143-146 refer to the following letter.

4 February

Liya Lim
1228 Dunlop Street
Singapore 23885

Dear Ms. Lim,

To show appreciation for your continued patronage with the Good Day Cable Company, we invite you to our annual Good Day at the Park event at Paya Park on 20 March. The evening ----- at 5:00 P.M. with a private reception at the Paya Clubhouse. While beverages and appetizers are -----, listen to performances from local musicians. ----- Afterward, dessert will follow in the form of an ice cream social. ----- the social, clients are also invited to participate in a raffle and trivia games. Prizes will be awarded!

Kindly RSVP by 28 February. We hope to see you there!

Sincerely,

Jet Khoo
President of Good Day Cable Company

143. (A) will have commenced
(B) will commence
(C) commenced
(D) has commenced

146. (A) During
(B) Including
(C) Inside
(D) Meanwhile

144. (A) seated
(B) dined
(C) served
(D) played
145. (A) At 6:00 P.M., head to The Firepit for a barbecue dinner.
(B) The Clubhouse had to be reserved two months ago.
(C) Please make sure your account number is written on your check.
(D) Guests may pay for their tickets at the door.

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 instructions.

How to Perform a Global Reset

Resetting your television remote-control device will delete individual settings and restore all functions to the standard manufacturer settings. To perform a global reset, follow the steps below.

Step 1

Hold the POWER button down for five seconds and release.

Step 2

Press the right ARROW button. You will hear a short beep.

Step 3

Press CLEAR. The red light at the top should turn off. If it remains lit, press the button again before proceeding to step 4.

Step 4

Enter your user code. A green light will flash. Indicating that the standard settings are restored.

If desired, you can now reprogram your remote to customize the settings.

147. What do the instructions explain?

- (A) How to turn on lights remotely
- (B) How to remove customized settings
- (C) How to order additional television channels
- (D) How to improve picture quality

148. According to the instructions, what step might need to be repeated?

- (A) Step 1
- (B) Step 2
- (C) Step 3
- (D) Step 4

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Questions 149-150 refer to the following notice.

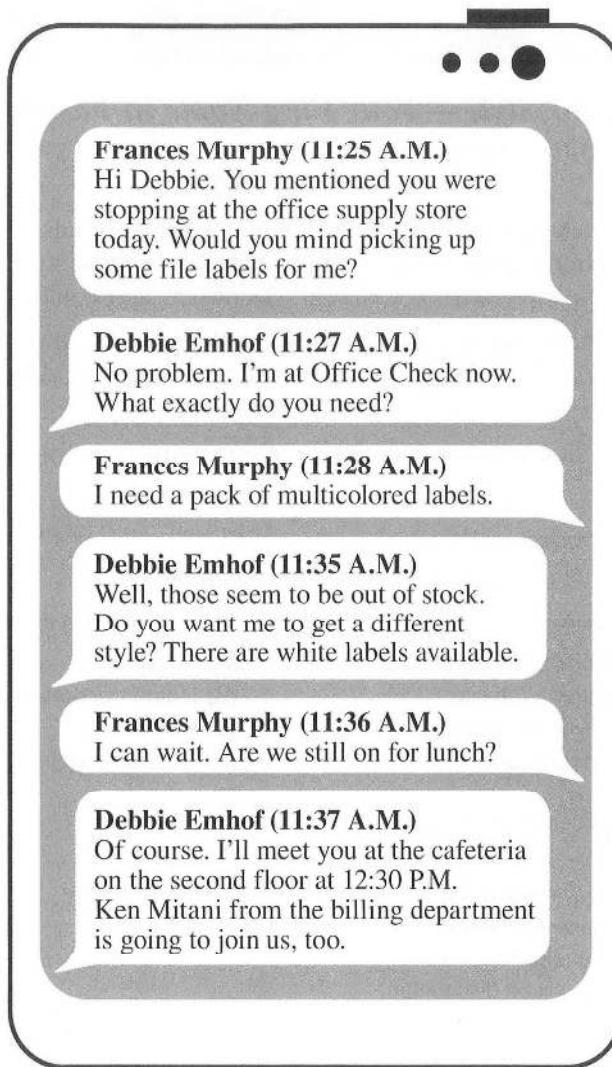


Attention All Manning & Murdoch Employees

The staff kitchen will be closed from August 15 to August 19. During this period, the kitchen will be painted and a new dishwasher and refrigerator will be installed. Please do not enter the kitchen during this time for any reason, including to make tea or coffee. A temporary beverage station will be set up for your use in the office foyer. Thank you for your cooperation.

- 149.** What is one purpose of the notice?
- (A) To advertise the opening of a company café
 - (B) To ask employees to keep the kitchen clean
 - (C) To notify employees about upcoming renovations
 - (D) To announce that a building will be closed temporarily
- 150.** What will be available in the office foyer?
- (A) A catered lunch
 - (B) A sign-up sheet
 - (C) Snacks for purchase
 - (D) Tea and coffee

Questions 151-152 refer to the following text-message chain.



151. At 11:36 A.M., what does Ms. Murphy most likely mean when she writes, "I can wait"?
- She is not very hungry.
 - She wants only colored labels.
 - She needs Ms. Emhof to find an item.
 - She can meet Mr. Mitani at a later date.

152. What is probably true about the writers?
- They work in the same building.
 - They commute to work together.
 - They manage an office supply store.
 - They are late for a business lunch.

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Questions 153-155 refer to the following advertisement.

Excelsior Style—Your First Name in Fashion!

For a short time only, receive up to 50 percent off on all purchases!
Offer valid through May 31

Excelsiorstyle.com is your go-to Web fashion hub with thousands of items of women's and children's apparel. Browse our site for the newest styles in coats and jackets, dresses, tops, skirts, swimwear, sleepwear, shoes, and accessories. Plus, we now offer fashions for your home through our brand-new line of interior decoration products! Visit Excelsiorstyle.com now to find the latest in home décor.

Take advantage of our long-standing policy of free delivery for purchases over \$75.00.

153. What is being advertised?

- (A) A department store's new name
- (B) A recently upgraded Web site
- (C) A discount on online purchases
- (D) A change to a shipping policy

155. What is available for the first time?

- (A) Footwear
- (B) Home-decorating items
- (C) Outerwear
- (D) Children's clothing

154. Based on the advertisement, what will happen on June 1?

- (A) Customers will pay regular prices.
- (B) A children's department will open.
- (C) Purchases will be eligible for a free gift.
- (D) All shipping costs will be discounted.

Questions 156-158 refer to the following article.

Warm Welcome & Special Thanks

(September 7)—*Karimun Post* readers may have noticed the addition of Mei Chandra to this newspaper's masthead. We are pleased to welcome her as our first-ever intern reporter at the paper.

Ms. Chandra recently moved to Jakarta after studying English and journalism in the United States. For her first assignment, she has researched the challenges currently faced by our country's textile industry from an international perspective. Her initial article on this topic appears in this issue.

The addition of internships is just one more way we fulfill our educational mission. For the past year and a half, the *Karimun*

Post has been sustained primarily by funding from local academic institutions. The paper is now focused not only on keeping the local community informed but also on serving career-development purposes.

A bonus of this new direction for the paper is the number of students who now contribute to the publication in multiple ways. The editor would like to thank the many students who volunteer their time each month—including those who deliver the print version of the newspaper to the doorsteps of our subscribers on time every week.

156. What is stated about the intern position?

- (A) It is new to the publication.
- (B) It requires international travel.
- (C) It is based in the United States.
- (D) It requires a degree in journalism.

157. What is suggested about Ms. Chandra?

- (A) She is an experienced translator.
- (B) She is writing a series of articles.
- (C) She will help recruit more interns.
- (D) She used to work in the textile industry.

158. What is indicated about the *Karimun Post*?

- (A) It is free to local residents.
- (B) It is distributed by volunteers.
- (C) It is printed in multiple languages.
- (D) It is funded by advertising revenue.

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TEST 3 89

<https://www.Fb.com/ToeicManhHa/>

Questions 159-160 refer to the following memo.

MEMO

From: Harumi Ohta, Kitchen Manager
To: All Staff

It is essential that all food handlers practice good personal hygiene throughout the year, but it is especially important during the upcoming cold and flu season. Viruses can be carried on hands, linger on work surfaces such as countertops and cutting boards, and find their way onto utensils and plates. Therefore, all employees who work with food must wash their hands before handling any food or utensils used in the preparation or delivery of food. Instructions on the proper method for washing your hands are posted at the entrance to the kitchen, in the restrooms, and in the meeting room next to the lobby. Please follow them diligently.

Harumi

159. What is the memo about?

- (A) Treating a common illness
- (B) Following a safety practice
- (C) Reviewing a sick-leave policy
- (D) Using new kitchen equipment

160. What items are most likely mentioned in the posted instructions?

- (A) Soap and water
- (B) Milk and cheese
- (C) Forks and plates
- (D) Ovens and refrigerators

Questions 161-163 refer to the following e-mail.

E-mail

To: Staff@holmana.co.uk
 From: Robin Ruiz, Facilities Manager
 Date: 12 October
 Subject: New Desks

Dear staff,

We will soon be replacing all employee desks with new hybrid ones that will allow you to work while either seated or standing. The new desks are due to arrive on 20 October. — [1] —. I have requested that the delivery occur early in the morning before office hours so it does not interrupt our work. — [2] —. To make the transition go faster, please move the contents of your current desk, including personal items, into a cardboard box on the 19th.

You can read more about the model we've ordered at wilsonofficefurniture.com/hybrid56. — [3] —. My research showed this one to be the most user-friendly option. The height of the desk can be changed by simply flipping a latch and pushing a button.

Many of you have been requesting hybrid desks for some time now, so I am glad we are able to make this happen. This is only one of the changes management plans to implement this year in our efforts to make Holmana a healthier and happier workplace. — [4] —.

Best regards,

Robin Ruiz

- 161.** How can employees help prepare for a delivery?
- By packing their belongings
 - By collecting cardboard boxes
 - By completing their work in the morning
 - By moving furniture out of their offices
- 162.** Why has the desk been chosen?
- It has a large storage area.
 - It is easy to adjust.
 - It can be delivered quickly.
 - It is the cheapest option available.
- 163.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
 "Any other ideas you have for us are welcome."
- [1]
 - [2]
 - [3]
 - [4]

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Questions 164-167 refer to the following online chat discussion.

Ann Novak [1:31 P.M.]

Hello, everyone. Last week when we met, I asked you to come up with strategies to bring attention to the community garden program. Does anyone have progress to report?

Jay Goodwin [1:32 P.M.]

I reached out to Stuart Chan of *City Wide Now*, the local newspaper. You probably know his "City Living" column.

Mike Louden [1:33 P.M.]

The one that runs on Mondays? I never miss it!

Jay Goodwin [1:34 P.M.]

He has a large online following, too. He'd like to interview me for an upcoming issue. So that's happening next week.

Ann Novak [1:34 P.M.]

Wonderful. Will you talk about the community garden in general?

Jay Goodwin [1:35 P.M.]

I explained to Stuart that we are surveying members of the garden about issues regarding access to water. So he wants to focus on that.

Mike Louden [1:36 P.M.]

Lori and I are writing up the survey results. Ann. I'm getting ready to send you a draft. As soon as you have approved it, I can post it on our Web site.

Ann Novak [1:37 P.M.]

OK. I'll look it over this afternoon.



164. What is indicated about Ms. Novak?
(A) She missed last week's meeting.
(B) She has just returned from a trip.
(C) She does not like Mr. Goodwin's idea.
(D) She gave her colleagues an assignment.

165. Who is Mr. Chan?
(A) A city official
(B) A local reporter
(C) A job candidate
(D) An expert gardener

166. At 1:33 P.M., what does Mr. Louden most likely mean when he writes, "I never miss it"?
(A) He enjoys participating in community activities.
(B) He always meets project deadlines.
(C) He subscribes to *City Wide Now*.
(D) He reads a column regularly.

167. What does Mr. Louden indicate he will do?
(A) Conduct a survey
(B) Post a document online
(C) Prepare interview questions
(D) Help improve access to water

Questions 168-171 refer to the following notice.

Associate Publicist Wanted Blackhorse Publishing House

Blackhorse Publishing House produces a variety of contemporary works including fiction, nonfiction, and poetry. Some of our fiction authors include Simon Delacorte, Peter Simkin-Hall, and Katarina Sanchez. —[1]—. Our nonfiction list focuses primarily on the areas of gardening, home design, architecture, and cooking.

We are looking for an associate publicist to join our busy team. —[2]—. The successful candidate will support senior staff as well as lead publicity campaigns for authors. He or she will also organize and oversee event bookings for authors, including national and international speaking tours and other public appearances at festivals and bookstores, among other venues.

Ideal candidates will have 1–2 years of experience in trade publishing, either in a publicity or an editorial role. —[3]—. Job applicants must have wide knowledge of social media use in publishing as well as expertise with word-processing systems, excellent language and verbal skills, and commendable attention to detail. —[4]—.

If this sounds like you, please e-mail a cover letter and your résumé no later than September 21 to efine@blackhorsepublishing.com.

168. What is the purpose of the notice?
- (A) To promote an upcoming job fair
 - (B) To notify employees about changes in senior staffing
 - (C) To encourage recent graduates to gain internship experience
 - (D) To invite qualified individuals to apply for a job
169. What do Mr. Delacorte and Ms. Sanchez have in common?
- (A) They edit architecture books.
 - (B) They have the same publisher.
 - (C) They work as event planners.
 - (D) They have given international speaking tours.
170. What is mentioned as one of the responsibilities of an associate publicist?
- (A) Arranging author appearances
 - (B) Updating word processing systems
 - (C) Interviewing prospective interns
 - (D) Attending professional conferences
171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “Two professional references from these positions are essential.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

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Questions 172-175 refer to the following e-mail.

To:	Isla Garrick <igarrick@gandgre.co.au>
From:	Owen Clement <oclement@congreveads.co.au>
Subject:	New service
Date:	January 7

Dear Ms. Garrick,

I noticed that you placed an order recently, and before we fill it, I wanted to tell you about an exciting opportunity. Congreve Advertising is now offering another way for you to reach your customers: automated text messages. We're combining our eye-catching lawn advertisements with the latest mobile phone technology to create a quick, easy method of increasing your customer base. We've already helped many property rental agents in your area, and we're giving free trials to new users.

Our automated text-messaging service involves just a few simple steps.

1. Go to our Web site, congreveads.co.au. Click on the Registration page and select New User. You will be guided through our quick and easy registration process, which will allow you to set up an account.
2. Once your account is set up, you can start entering the automated responses that you want interested renters to receive. Include the details about each property. You can also add images, audio, and videos, as well as links to Web sites.
3. Select a unique keyword for each property. This is what prospective renters will text in order to receive more information about a rental. The keyword shouldn't be too long or difficult to spell, and it should be easy for customers to remember.
4. Then wait. Apartment seekers will pass by the property and see the keyword. When they text it, they will instantly receive the message you programmed!

As part of your free trial, we'll print new rental signs for one of your properties so that your advertisements include the keyword. And, if you contact me by Friday, I'll add two more properties to the order. So, in addition to a month of our text-messaging service, you'll get updated signs for three rental units, all at no cost to you. After the trial period, you can choose from six reasonably priced packages, which include the option of sending daily updates to preferred customers.

I look forward to hearing from you!

Owen Clement

172. What is implied about Ms. Garrick?
- (A) She is interested in finding a rental property.
 - (B) She works as a property rental agent.
 - (C) She recently bought a new mobile telephone.
 - (D) She sends text messages frequently.
173. What is indicated about Congreve Advertising?
- (A) It is a newly created company.
 - (B) It fills orders quickly.
 - (C) It is providing a new service.
 - (D) It recently merged with another company.
174. What is mentioned about the automated responses?
- (A) They are different for each property.
 - (B) They can be sent to an e-mail address.
 - (C) They include pictures taken by Congreve Advertising.
 - (D) They require apartment seekers to create a password.
175. According to the e-mail, why should Ms. Garrick contact Mr. Clement by Friday?
- (A) To renew a subscription
 - (B) To talk about fees
 - (C) To schedule a property viewing
 - (D) To receive free services

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Questions 176-180 refer to the following article and review.

New This Week

After months of editing and several postponed release dates due to production delays, the documentary series *The Hidden Side of Architecture* finally hits television screens this week. The four-part program directed by Michael Moussa and Tina Erskine looks at little-known facts behind the world's most iconic buildings. Fans of actor and comedian Wesley Fleming will be happy to hear that he is the host for the series. The program was produced by Leif Bergen and will appear on the Knowledge Now channel on the dates below.

EPISODE	AIRDATE
1 "Against All Odds"	April 3
	The first part takes us to Ancient Egypt, where builders managed to solve formidable engineering problems.
2 "Building Without Modern Technology"	April 10
	How, without modern tools and technology, did medieval builders in Europe construct the great cathedrals that dominated cityscapes for nearly a thousand years?
3 "Modern Cities"	April 17
	In this episode, we admire the beauty of modern urban structures, and we learn some gripping stories behind their planning and construction.
4 "Road Ahead"	April 24
	The last part looks at ideas still in the making: new designs of ever-taller skyscrapers, bio-inspired buildings with smaller footprints, and other marvels that will one day grace our cities.

Drena Kraakevik ★★★★☆

After the first episode of *The Hidden Side of Architecture*, I can only say that I can't wait to see the remaining three parts! Fleming does a tremendous job narrating the story; he's informative yet funny. Don't miss the free downloadable booklet accompanying the series on Knowledge Now's Web site. It's a must-have if you want to learn more about the building featured on the program.

176. What is indicated about the making of the program?
(A) It was very expensive.
(B) It took longer than planned.
(C) It was financed by several sponsors.
(D) It involved a large team of producers.
177. Who appears in the program?
(A) Mr. Moussa
(B) Ms. Erskine
(C) Mr. Fleming
(D) Mr. Bergen
178. What episode focuses on urban planning?
(A) Episode 1
(B) Episode 2
(C) Episode 3
(D) Episode 4
179. When did Ms. Kraakevik most likely watch the program?
(A) On April 3
(B) On April 10
(C) On April 17
(D) On April 24
180. What does Ms. Kraakevik recommend doing?
(A) Purchasing movies that feature a particular actor
(B) Visiting the buildings shown in the program
(C) Obtaining additional materials online
(D) Watching other programs by the same director

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Questions 181-185 refer to the following e-mails.

To: Albert Nguyen<nguyen@wantamayolodge.com>
From: Janna Zhukowsky<jzhukowsky@melodias.com>
Subject: A new client
Date: April 12

Good afternoon, Mr. Nguyen:

Once again, it has been a pleasure working with you and the entire Wantamayo Lodge staff. My clients greatly enjoyed the rain forest tour. The couple who stayed in the South Bungalow commented that the room's view of the tropical garden was breathtaking.

I would now like to place a reservation for a new client, Robert Vasquez. Please make the following arrangements for Mr. Vasquez and his guest.

Arrival: May 5 (airport shuttle service requested)

Departure: May 8 (airport shuttle service requested)

Room type: Double occupancy

Tour type: Guided rain forest tour (6-hour hour)

Flight information:

AirPars Flight 178 from Buenos Aires arriving at 2:50 P.M. May 5

AirPars Flight 152 to Buenos Aires departing at 11:00 A.M. May 8

Thank you again for the high level of attention you show to my clients.

Janna Zhukowsky

Travel Associate, Melodias Travel

To: Janna Zhukowsky<jzhukowsky@melodias.com>
From: Albert Nguyen<nguyen@wantamayolodge.com>
Subject: Vasquez Reservation
Date: April 13

Ms. Zhukowsky,

Thank you for your e-mail and for sharing the positive feedback from your clients.

Here are the details regarding the reservation for Mr. Vasquez. Please note that we had limited availability. The room we reserved for him is slightly more expensive than others, but the only other rooms available were single rooms.

Check-in date: May 5

Check-out date: May 8

Room: South Bungalow

Price: \$145 USD/night Total: \$435 USD (excluding tax)

Tour type: Guided Rain Forest Tour; May 6, 8:00 A.M. to 2:00 P.M.

Tour fee: \$95 USD

Note: Transportation between the airport and the lodge has been arranged. The bill must be settled in full by May 2.

We appreciate the business relationship we have with Melodias Travel. If you have any questions or concerns, please feel free to contact me.

Albert Nguyen
Guest Services, Wantamayo Lodge

181. Why did Ms. Zhukowsky write to Mr. Nguyen?
- (A) To suggest a new tour destination
 - (B) To request flight information
 - (C) To assist a client
 - (D) To revise an itinerary
182. What is suggested about Melodias Travel?
- (A) It has done business with Wantamayo Lodge in the past.
 - (B) It specializes in rain forest destinations.
 - (C) It is located near Wantamayo Lodge.
 - (D) It is owned by Ms. Zhukowsky.
183. What does Mr. Vasquez request?
- (A) A frequent customer discount
 - (B) A confirmation of his reservation
 - (C) A meal plan
 - (D) A transportation service
184. What is indicated about Mr. Vasquez?
- (A) He has visited Wantamayo Lodge on a previous occasion.
 - (B) He will stay in a room overlooking a garden.
 - (C) He has traveled with Mr. Nguyen.
 - (D) He plans to travel alone.
185. By when does Mr. Nguyen expect payment?
- (A) April 13
 - (B) May 2
 - (C) May 5
 - (D) May 8

GO ON TO THE NEXT PAGE 

TEST 3 99

<https://www.Fb.com/ToeicManhHa/>

Questions 186-190 refer to the following Web page and e-mails.

<http://www.presnellcleaning.com>

PRESNELL CLEANING
171 Voyager Street, Minneapolis, MN 55401

About Us **Home** Testimonials Contact Us Rates

Presnell Cleaning offers comprehensive cleaning services that cater to both domestic and commercial clientele. For more than 20 years we have provided exceptional service at competitive prices.

In addition to all regular services, we also offer a specialized cleaning service that uses all-natural, odor-free cleaning techniques as well as products designed for allergen reduction.

Clients can select weekly, twice-monthly, or monthly services. Our cleaners arrive on time and finish on time. We offer a money-back guarantee if you are not completely satisfied.

Contact us to schedule a free on-site cleaning assessment and estimate. Call 1-612-555-0108 or visit our Web site at www.presnellcleaning.com. Be sure to visit our testimonials page to read what our many satisfied customers have to say.

To: customerservice@presnellcleaning.com
From: dcoe@ashbachdesign.com
Re: Cleaning service
Date: August 13

To Whom It May Concern:

I hired Presnell Cleaning to clean my company's offices. From your advertisement and especially from your customers' recommendations on your Web site, I expected to be completely satisfied with your services. Unfortunately, that was not the case. I requested your specialized service, but your cleaners did not provide that service. Clearly something went wrong. I am considering canceling the next scheduled visit.

Deborah Coe
Ashbach Design

E-Mail Message

To: dcoe@ashbachdesign.com
 From: pmedford@presnellcleaning.com
 Date: August 16
 Subject: Cleaning on August 11

Dear Ms. Coe:

We were very sorry to hear that you weren't happy with the service we provided. We are training several new cleaning staff members and they did not follow the correct cleaning plan. We promise you that we will do better to ensure that their work is properly conducted and inspected in the future.

We would like another opportunity to clean your offices on August 18, at no charge. If the cleaning doesn't meet your standards, we will honor our guarantee. Please let me know if this is acceptable.

Sincerely,

Patrick Medford
 Presnell Cleaning Customer Service Representative

- 186.** What is indicated about Presnell Cleaning?
- (A) It is a new business.
 - (B) It offers daily cleaning services.
 - (C) It provides complimentary evaluations.
 - (D) It recently added home-cleaning services.
- 187.** What is suggested about Ms. Coe?
- (A) She researched other cleaners before contacting Presnell Cleaning.
 - (B) She was referred to Presnell Cleaning by a friend.
 - (C) She is interested in applying for a position with Presnell Cleaning.
 - (D) She read online testimonials prior to hiring Presnell Cleaning.
- 188.** In the first e-mail, the word "case" in paragraph 1, line 3, is closest in meaning to
- (A) project
 - (B) example
 - (C) situation
 - (D) container
- 189.** Why did Ms. Coe write to complain?
- (A) The office floors were not waxed.
 - (B) The office kitchen was not sterilized.
 - (C) The cleaners did not shampoo the carpets.
 - (D) The cleaners did not use natural products.
- 190.** What does Mr. Medford offer to do if Ms. Coe is not satisfied after August 18?
- (A) Refund her money
 - (B) Create a new cleaning plan
 - (C) Send different cleaning staff members
 - (D) Provide a discount on future cleaning services

GO ON TO THE NEXT PAGE

Questions 191-195 refer to the following postcard, Web page, and article.

★ ★ ★ ★

Attention Loyal Green Brew Customers!

★ ★ ★ ★

Green Brew Café is redesigning our loyalty program—it's not just for coffee anymore! As a frequent customer, you're invited to participate in testing the new program. Interested? Go to greenbrew.com to read more and download the new Green Brew app. Then start accumulating points by enjoying our sandwiches, smoothies, and salads in addition to your favorite coffee drinks. When you post a review on our Web site, you will receive twenty extra points as a thank-you gift!



Green Brew Café

 <http://www.greenbrew.com.au/reviews> | ▾

FinnD188 (8 July): Why is Green Brew changing its loyalty program? With the new program, the points system has changed. I have to buy twice as many coffee drinks to get a free one now. I like using the mobile app to pay, but I don't like the points. I think the program needs some rethinking before its official launch.

Alannah08 (14 July): Bertha's Beanery still has a punch card to earn free drinks—much simpler than this new system Green Brew is testing. I'll keep going to Green Brew as long as I can keep using my punch card, but when the new program replaces the old one completely, I'll probably go to Bertha's more often.

CoffeeBea (29 July): I was excited about the app, and it does make paying for purchases very easy. But it's much easier to earn free drinks at other nearby cafés, and that's more important to me. I think Green Brew needs to make some changes before introducing the new system.

A Lesson in Loyalty
 By Hudson Aird
 27 August

.....

Maintaining customer loyalty can be difficult. Just ask Green Brew Café owner Taylah Carver. She recently began experimenting with a change to the café's loyalty program to reward her regular customers. Instead of the old punch-card system, which rewarded customers for coffee purchases only, the new program allows customers to earn points for buying food items as well. The points are tracked through the Green Brew app, which customers download to their mobile devices. The app can also be used to pay for orders.

The program was originally scheduled to be introduced to the general public in September, but after nearly 60 customers tried out the app for a month, Carver decided to defer the launch. Most users liked the fact that the app allows them to pay using their mobile devices, but there were many complaints about the new points system. It now takes twice as many purchases before customers accumulate enough points to be eligible for a free coffee drink, and that was too much, reviewers said. The lesson, says Ms. Carver: know your customers.

- 191.** Why was the postcard sent?
- (A) To encourage customers to place orders online
 - (B) To announce a change in café hours
 - (C) To introduce a new price list
 - (D) To recruit customers to test a rewards system
- 192.** What is suggested about the people who posted reviews?
- (A) They received bonus points for reviewing an app.
 - (B) They often meet friends at Green Brew Café.
 - (C) They tried some new lunch items at Green Brew Café.
 - (D) They are pleased about a reduction in prices.
- 193.** What is implied about Ms. Carver?
- (A) She runs a business that competes with Bertha's Beanery.
 - (B) She is not the original owner of Green Brew Café.
 - (C) She expects sales to increase in September.
 - (D) She decided to find a new vendor for punch cards.
- 194.** According to the article, what is a common criticism of a new loyalty program?
- (A) It is difficult to download the mobile app.
 - (B) Customers must spend more money to earn free items.
 - (C) Food purchases are not included.
 - (D) Points are not tracked accurately.
- 195.** In the article, the word "takes" in paragraph 2, line 8, is closest in meaning to
- (A) removes
 - (B) provides
 - (C) requires
 - (D) delivers

GO ON TO THE NEXT PAGE 

Questions 196-200 refer to the following Web page, letter, and schedule.

The screenshot shows a web browser window with the URL <https://www.positivohealth.com>. The page title is "Positivo Health Community". A navigation menu at the top includes "Welcome", "Membership" (which is highlighted), "Services", and "Locations". The main content area describes four types of gym memberships: Single (\$35/month), Household (\$30/month per person), Executive (\$60/month), and Student (\$25/month). Each description includes a brief overview of the benefits.

Positivo Health Community offers four types of gym memberships. All memberships include access to exercise machines, basketball and tennis courts, and group exercise classes in all five of our Davenport locations. Additionally, each new member receives one free personal-training session.

Single (\$35/month)
This membership includes basic access to our gym locations as described above.

Household (\$30/month per person)
This membership includes basic access to our gym locations at a discounted rate for families of two or more individuals who join together.

Executive (\$60/month)
In addition to basic access to our gym locations, executive membership includes access to our swimming pools and saunas.

Student (\$25/month)
This membership offers basic access to our gym locations to local Provost University students who present valid student identification.

February 28

Dear Ron Mapleton,

Thank you for making Positivo Health Community a part of your total-body health program. It was so nice to meet you and your family when I showed you around our Davenport Central location in December.

We noticed that you have not yet taken advantage of your free hour of personal training. Each person on your account is entitled to one free session, but this perk expires three months after your contract is signed. Next week, the week of March 4, is the last week you will be able to use your free sessions. Please contact us today to schedule your personal-training sessions!

As a reminder, we offer one-on-one training for power yoga, Pilates, weight training, and power lifting. If you should choose to make personal training a regular part of your fitness routine, packages start at only \$70 per month in addition to your monthly membership dues.

Your partner in health,

Janie Park

Janie Park, Membership Manager

Personal-Training Schedule for Next Week

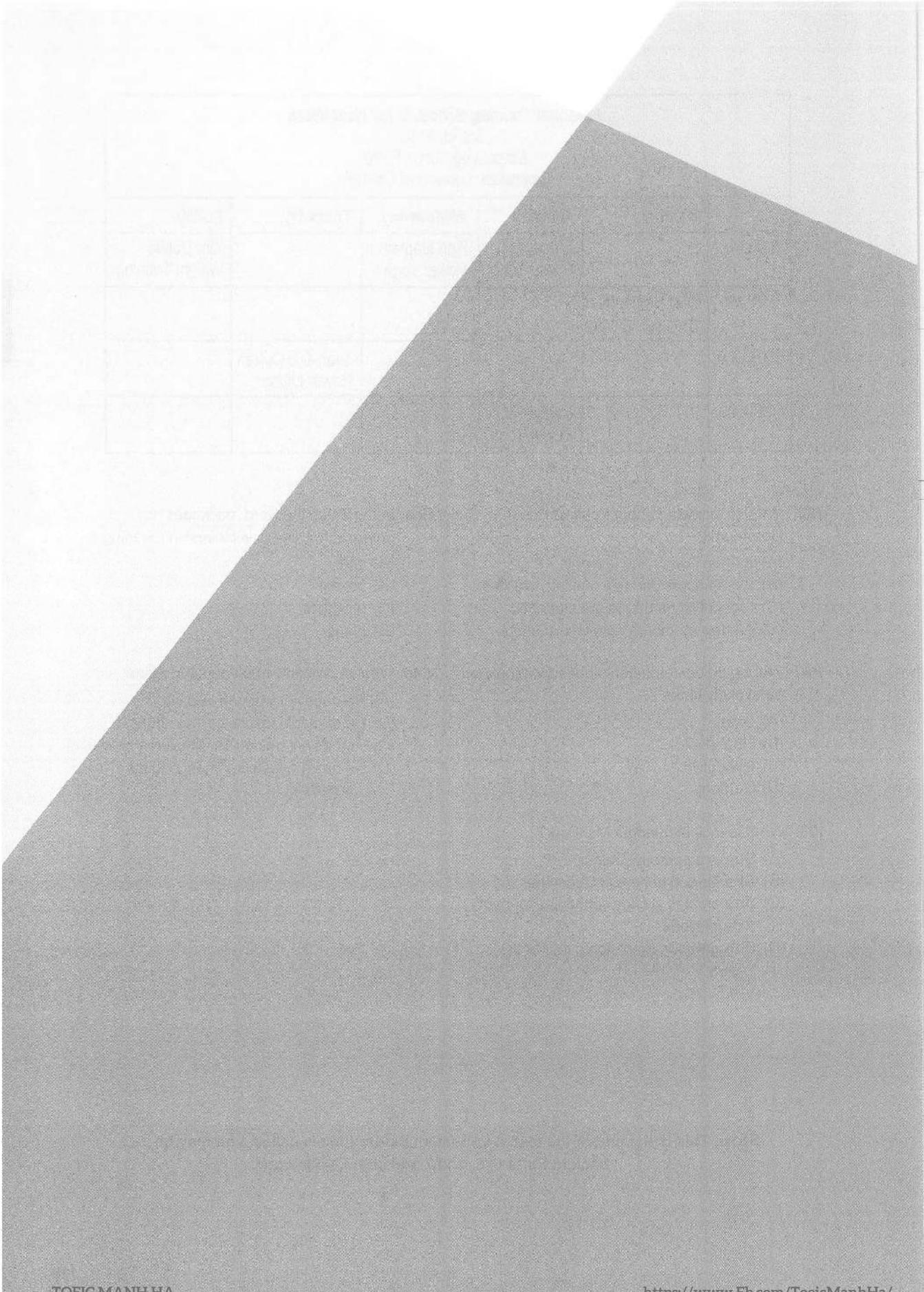
March 4–8

Employee: Kevin Pinto**Location:** Davenport Central

	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 A.M.		Stacey Lin Power Yoga	Ron Mapleton Power Yoga		Kim Dobbs Weight Training
9:00 A.M.	Pilar Hernandez Weight Training				
10:00 A.M.				Jean-Luc Curran Power Lifting	
11:00 A.M.		Jaylon Hill Power Yoga			

- 196.** What is indicated about Positivo Health Community?
- (A) It offers swimming lessons.
 - (B) Its members can use multiple facilities.
 - (C) Most of its members are students.
 - (D) All new members receive discounts.
- 197.** What type of membership does Mr. Mapleton most likely have?
- (A) Single
 - (B) Household
 - (C) Executive
 - (D) Student
- 198.** What is indicated about Ms. Park?
- (A) She is a personal trainer.
 - (B) She started her job in December.
 - (C) She creates weekly schedules for gym employees.
 - (D) She gave Mr. Mapleton a tour of the gym.
- 199.** In the letter, the word “packages” in paragraph 3, line 3, is closest in meaning to
- (A) gifts
 - (B) boxes
 - (C) products
 - (D) plans
- 200.** What is probably true about Mr. Pinto?
- (A) He does not work on Fridays.
 - (B) He primarily teaches power lifting.
 - (C) He has not trained Mr. Mapleton before.
 - (D) He has requested a change to his schedule.

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.



RC

TEST

4

READING TEST

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

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

PART 5

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

101. The Telra Corporation complies with all local and national -----.
(A) regulate
(B) regulated
(C) regulatory
(D) regulations
102. If you are not satisfied with your purchase ----- CXT Electronics, return it within 30 days for a full refund.
(A) to
(B) out
(C) from
(D) along
103. Ms. Anderson has just received her invitation, so we cannot yet confirm whether ----- will attend the end-of-year banquet.
(A) she
(B) her
(C) hers
(D) herself
104. As part of the writing workshop, participants will read their compositions ----- to the group.
(A) throughout
(B) aloud
(C) meanwhile
(D) significantly
105. Our programmers have benefited from the rigorous ----- required by the company.
(A) trainee
(B) trains
(C) training
(D) trained
106. A recent ----- of restaurants across the nation suggests that people are dining out much more frequently.
(A) collection
(B) cuisine
(C) survey
(D) supply
107. During the summer, the Clayburgh Museum ----- its hours until 10:00 P.M. on the weekend.
(A) extends
(B) extending
(C) extensions
(D) extendable
108. After reviewing the latest real-estate reports, Ms. González ----- the sale of the property.
(A) replaced
(B) invested
(C) commented
(D) authorized

109. Atlas Printing ----- can accommodate large orders within 24 hours.
- general
 - generalize
 - generalized
 - generally
110. The Kwon Group employee handbook contains ----- information about payroll, benefits, and terms of employment.
- every
 - entire
 - whole
 - complete
111. Mr. Shim has decided that he will present the figures to the board of trustees ----- rather than appoint someone else to do it.
- his
 - himself
 - him
 - he
112. ----- he arrived in Indonesia, risk analyst Hoi-Tung Lai has been assessing the spending of Jakarta's middle class.
- While
 - During
 - Since
 - For
113. Robert Lum is one of the most ----- leaders in the import-export business.
- persuasive
 - persuade
 - persuasively
 - persuades
114. Compared with other dairy products, yogurt has remained ----- inexpensive.
- thoroughly
 - relatively
 - early
 - minimally
115. Please place all orders for new office furniture ----- February 17.
- despite
 - before
 - inside
 - when
116. The Ott Institute designs successful training videos, but the process ----- to take longer than expected.
- finds
 - shows
 - works
 - tends
117. Two candidates were recently interviewed for the marketing position, and ----- were impressive.
- some
 - both
 - any
 - either
118. If Mr. Itoh is unable to attend the conference in Brasília, then Ms. Gruber will speak in his -----.
- place
 - purpose
 - concern
 - permission
119. We have simplified the bill-paying feature on our secure Web site ----- convenience.
- above all
 - with some
 - for your
 - by its
120. The rebate offered by Genton Vitamins will expire ----- six months.
- among
 - within
 - except
 - besides

GO ON TO THE NEXT PAGE 

TEST 4 109

<https://www.Fb.com/ToeicManhHa/>

121. The results of the test are only as meaningful as the quality of the specimen ----- for analysis.
- (A) submitted
(B) submittal
(C) submits
(D) submitting
122. Ms. Nguyen is assigned to oversee ----- television advertising campaigns.
- (A) indefinite
(B) deliberate
(C) compound
(D) multiple
123. Sales from the Plainlee Organics juice line ----- for less than 25 percent of the company's total revenue.
- (A) account
(B) accounts
(C) accounting
(D) accountant
124. Since Alfonso Bastian is such a great ----- to the company, he was promoted to division manager.
- (A) asset
(B) order
(C) application
(D) opportunity
125. The city ----- that all buildings pass an inspection does not apply to historic landmarks.
- (A) require
(B) requires
(C) required
(D) requirement
126. To keep an independent contracting license, Ms. Ato must ----- the correct paperwork annually.
- (A) file
(B) conduct
(C) announce
(D) transform
127. The price quoted by the movers is only an ----- cost and is subject to change.
- (A) approximately
(B) approximate
(C) approximating
(D) approximation
128. Through the years, Ontario Housewares has ----- its commitment to sell only the highest-quality kitchen appliances.
- (A) linked
(B) relieved
(C) honored
(D) attracted
129. Mr. Mehretu will discuss the ----- of the new payroll policy at the company meeting tomorrow.
- (A) specifics
(B) specifically
(C) specifies
(D) specific
130. The contract must be signed ----- the opening of formal discussions.
- (A) in order to
(B) prior to
(C) except for
(D) on top of

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 press release.

Losilly Perfumes is pleased to announce that its newest fragrance, Pink Roses, has been
 ----- Fragrance of the Year by the World Perfume Council. The council considers dozens of
131. entries every year, and the award carries a great deal of prestige in the industry. This is the first
 time ----- of Losilly's fragrances has received this honor. Pink Roses uniquely combines the
132. scent of freshly picked roses with a hint of vanilla.

The Pink Roses scent had a ----- release early this year and is still sold exclusively online.
133.

134.

- | | |
|---|--|
| 131. (A) granted
(B) supported
(C) named
(D) founded | 134. (A) The fragrance will be available in stores
next month.
(B) The previous winner was also a floral
scent.
(C) Its distinctive packaging has been
redesigned.
(D) Losilly is currently working on a
replacement product. |
| 132. (A) none
(B) each
(C) others
(D) any | |
| 133. (A) limit
(B) limited
(C) limiting
(D) limits | |

GO ON TO THE NEXT PAGE 

TEST 4 111

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

From: Felizia Wolfmeier <felizia@feliziasbakery.com>
To: Ji Hyun Park <jhpark@polysthetics.com>
Date: May 18
Subject: Your feedback

Dear Ms. Park:

Thank you for contacting Felizia's Bakery with your -----. We are ----- to inform you that your **135.** **136.** idea, cinnamon mango cupcakes, will be added to our menu next month.

We would like to thank you by offering you a complimentary half-dozen cupcakes in the flavor of your choice. To ----- your gift, simply take this message with you the next time you visit Felizia's **137.** Bakery.

----- We look forward to seeing you soon.
138.

Sincerely,

Felizia Wolfmeier, Owner
Felizia's Bakery

- 135.** (A) suggestion
(B) requirement
(C) complaint
(D) concern
- 136.** (A) delight
(B) delighted
(C) delightful
(D) delights
- 137.** (A) return
(B) exchange
(C) claim
(D) display
- 138.** (A) It is fortunate that we have the item in stock.
(B) We hope you enjoy this token of our appreciation.
(C) Please contact us with the requested information.
(D) Gift receipts do not contain prices.

Questions 139-142 refer to the following advertisement.

Timbi Construction Shelters

If you work in the construction industry, you know how frustrating _____ can be when unexpected rain forces you to halt work on a project. Not only do you risk inconveniencing your client when a deadline is missed, but you may have to postpone other planned projects as well.

Timbi Construction Shelters provide the ----- you need to continue the job! These temporary structures ----- installed directly at your work site. They remain intact for the duration of your project, enabling your crew members to work uninterrupted in rain or sunshine. They also ensure that all equipment and materials are kept dry, eliminating the risk of water and mold damage.

----- Visit www.timbishelters.com for more information!

139. (A) it
(B) one
(C) they
(D) some
140. (A) workers
(B) financing
(C) advice
(D) protection
141. (A) can be
(B) are being
(C) have been
(D) would have been
142. (A) Make sure to explain which repairs are most critical.
(B) You will never have to delay work because of rain again.
(C) We will send a professional to your facility right away.
(D) How much time a project requires is difficult to predict.

GO ON TO THE NEXT PAGE 

TEST 4 113

<https://www.Fb.com/ToeicManhHa/>

Questions 143-146 refer to the following article.

(April 15)—Starting on May 1, the city of Moreton will adopt a new recycling system. Residents will no longer have to sort recyclable materials. -----, they can put everything into the same container. **143.**

"This process is much more streamlined," says Liam Brown of Moreton Waste Management. "It will be just as easy to recycle as it is to throw things away. -----." **144.**

Skeptics say that while collection costs may be lower with the new system, processing costs will be much higher. "It may be more ----- for residents," says Moreton resident Sophia Preston, "but ----- these recyclables have to be taken to a facility to be sorted anyway. Then the city is going to have to pay high processing fees. People ----- that the old system was better." **145.** **146.**

- 143.** (A) Instead
(B) Otherwise
(C) In the meantime
(D) As a rule

- 145.** (A) urgent
(B) amusing
(C) convenient
(D) ordinary

- 144.** (A) They have undergone additional training.
(B) It has been interesting to see the results.
(C) The benefits of this are unclear.
(D) People will be more likely to comply. **146.** (A) realized
(B) will realize
(C) would have realized
(D) been realizing

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 invoice.

Sun and Moon Textiles 
 2-10-28 Ginza
 Chuo-ku, Tokyo 104-0061
 Phone: (03) 5555-0083
 E-mail: sunandmoontextiles@vendor.jp

Sold To:

Interior Designs Manhattan
 39 E 40th St.
 New York, NY 10016

Invoice #: 51001002

Invoice Date: 5 December

Delivery Type: Express Air

Ship To:

Interior Designs Manhattan Warehouse
 500 Canal Boulevard #150
 New York, NY 10013

Order Date: 3 December

Export Date: 10 December

Expected Delivery Date: 15 December

Product Description	Product Number	Quantity	Unit Cost	Total
“Slumber” Comforter	00112	30	\$65.00 USD	\$1,950.00 USD
“Slumber” Pillowcase Set (2 cases per set)	00113	30	\$25.00 USD	\$ 750.00 USD
International Shipping Invoice		Shipping	\$ 523.00 USD	
		Total	\$3,223.00 USD	

147. When is the purchase scheduled to arrive?

- (A) On December 3
- (B) On December 5
- (C) On December 10
- (D) On December 15

148. What is indicated on the invoice?

- (A) The order was placed online.
- (B) Payment will be due on delivery.
- (C) Charges have been added for shipping.
- (D) The products will be delivered to multiple locations.

GO ON TO THE NEXT PAGE 

Questions 149-150 refer to the following e-mail.

E-mail

To:	Administrative Staff
From:	Junpei Hamano
Date:	August 8
Subject:	Employee Data

As you read in yesterday's company-wide memo, the system for storing employee records has recently been updated. All employees must submit their most recent résumé to empdata@okamin.com. In addition, administrative staff will soon receive a mandatory questionnaire seeking information on technical skills, including:

- Words-per-minute keyboarding skills
- Software skills, such as spreadsheet creation, word processing, and database management

If you do not know your typing speed and need to take a timed test, please contact Amy Seidel at extension 711.

Sincerely,

Junpei Hamano
Administrative Manager
Okamin Imports Ltd.

- 149.** What is one purpose of the e-mail?
- (A) To describe the reorganization of a department
(B) To introduce new employees
(C) To announce technical training sessions
(D) To provide information about new requirements
- 150.** According to the e-mail, why should an employee contact Ms. Seidel?
- (A) To report computer problems
(B) To request a skill evaluation
(C) To inquire about job openings
(D) To make an appointment with a senior manager

Questions 151-152 refer to the following policy.

Fosberg Pharmaceutical Corporation



Fosberg Pharmaceutical Corporation covers business-related travel expenses when employees travel for the company. Lodging-arrangement requests should be submitted to the Corporate Travel Department via the online travel request form. Requests must include the employee's full name, the hotel name and contact information, the reservation dates, and the purpose for travel.

Once the Corporate Travel Department has made reservations and payment, the employee will receive a confirmation number to present to the hotel clerk upon check-in. The room will be paid for in advance, but employees should be prepared to put any additional charges incurred during the trip on a personal credit card. Requests for reimbursement of additional charges should be submitted upon return.

TEST
4

151. What is the policy about?

- (A) Enrolling in an employee benefits program
- (B) Making arrangements for corporate travel
- (C) Requesting a new job assignment
- (D) Finding accommodations for visiting clients

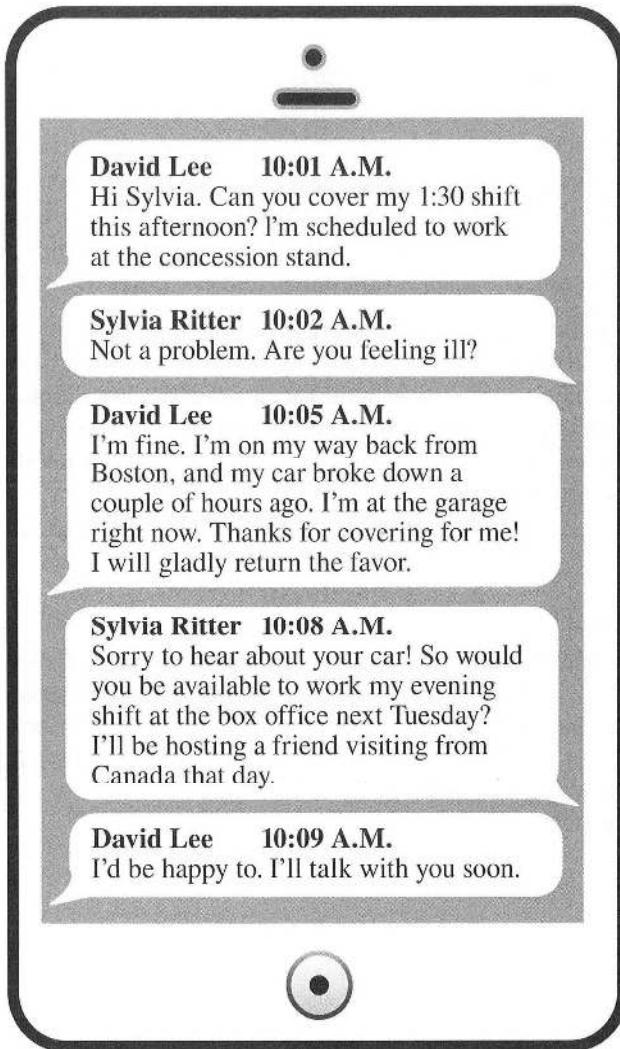
152. Why is a confirmation number needed?

- (A) To replace a credit card
- (B) To receive a discount
- (C) To avoid additional charges
- (D) To verify a reservation

GO ON TO THE NEXT PAGE

TEST 4 117

Questions 153-154 refer to the following text-message chain.



153. Where do Mr. Lee and Ms. Ritter most likely work?

- (A) At a café
- (B) At a theater
- (C) At a travel agency
- (D) At an auto repair shop

154. At 10:09 A.M., what does Mr. Lee mean when he writes, "I'd be happy to"?

- (A) He is able to take Ms. Ritter's shift.
- (B) He will pay the repair bill.
- (C) He can meet with Ms. Ritter at 1:30.
- (D) He will approve a request for time off.

Questions 155-157 refer to the following e-mail.

To:	Amalia Esparza <aesparza@mymail.com>
From:	Dinesh Gadhavi M <DGadhavi@onthehorizonsvcs.com>
Date:	15 May
Subject:	Opportunity available

Hello Ms. Esparza,

Thank you for becoming a client of On the Horizon Services. We are committed to helping you find a rewarding career. Based on the information you provided during our telephone interview, I found a promising opportunity. If you are interested in the job described below, please e-mail me today. We can then get started on writing a cover letter to submit with your résumé and application.

Job Title: Office Assistant
 Company: Prescott Medical Center
 Location: Monroe Township

Responsibilities:

- Assist with scheduling of appointments
- Prepare and mail billing statements
- Enter patient data in a digital medical records system

Sincerely,

Dinesh Gadhavi, Career Counselor
 On the Horizon Services

155. Why does Mr. Gadhavi write the e-mail?

- (A) To schedule a job interview
- (B) To welcome a new employee
- (C) To promote his company's services
- (D) To inform a client about a job opening

156. What does Mr. Gadhavi ask Ms. Esparza to do?

- (A) Update her résumé today
- (B) Contact him with a decision soon
- (C) Make an appointment with a doctor
- (D) Provide him with a list of references

157. What is NOT mentioned as a responsibility of the office assistant?

- (A) Checking patients in on arrival
- (B) Sending bills to patients
- (C) Scheduling appointments
- (D) Recording patient information

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Questions 158-160 refer to the following advertisement.

PRIVATE SALE

This 3-bedroom, 2-bathroom property sits on a 2,000-square-foot elevated site in a location overlooking the Botanical Gardens. It is convenient to the Central Business District and public transportation. The home has been fully upgraded to include modern appliances, new carpets, and air-conditioning. The property includes a detached, refurbished office. Off-street parking is available.

Property valuation (January): \$325,000

No agents, please.

Listing #: PA39384

158. What is being advertised?

- (A) A gardening center
- (B) A retail store
- (C) An office building
- (D) A private house

159. Where is the property?

- (A) Next to an industrial park
- (B) In an apartment building
- (C) Near the Botanical Gardens
- (D) In a rural area

160. What is indicated about the property?

- (A) It is currently under contract.
- (B) It has no parking garage.
- (C) It is being sold through a real estate agency.
- (D) Its price has been reduced.

Questions 161-163 refer to the following article.

Salty Sea in Rough Waters

by Sandra Lo

SINGAPORE (14 January)—Tourists in the know have been coming for years to the old pier-based seafood restaurant in the shape of a ship. —[1]—. The restaurant, Salty Sea, still stands, but the familiar wooden doors with their porthole windows are closed. All of the interior furniture was auctioned off in November, and the place is set to be demolished next month. —[2]—.

All is not as it seems, however. Salty Sea

manager Nishit Kapoor has come to a hard-won agreement with the property owner, PG Realty, to rebuild the restaurant where it stands. —[3]—. According to Mr. Kapoor, PG Realty had decided to have the building torn down because the structure itself would have required massive repairs.

—[4]—. Any new structure built on the property will follow the original concept but have a more modern appearance. This comes at the insistence of PG Realty over the objections of Mr. Kapoor.

161. What is being reported?

- (A) A restaurant has been renamed.
- (B) A building has changed ownership.
- (C) A ship is being rebuilt.
- (D) A business is planning to reopen.

162. What is suggested about Mr. Kapoor?

- (A) He insisted on keeping the original design.
- (B) He wants to leave the restaurant business.
- (C) He is looking for a new location.
- (D) He turned a ship into a restaurant.

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

"Among the objects sold was a scale model of the 150-year-old ship that inspired the restaurant's design."

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

Questions 164-167 refer to the following e-mail.

E-mail

To:	Staff <allstaff@estable.com>
From:	Joan Finkel <jfinkel@estable.com>
Date:	October 22
Re:	Photocopying

Dear Staff,

To ensure that we conserve company resources and protect the environment, we ask that you adhere to company policies when using the photocopy machine. As you know, making hard copies requires the use of paper, toner, and other materials that impact the environment. It can also be expensive. Currently, departments are charged 5 cents per page, which can add up quickly. To minimize these environmental and financial impacts, consider accessing materials electronically whenever possible.

When hard copies are truly necessary, please limit your use of the copy machine to 25 copies per batch. This machine is intended for light use, and printing large batches could result in excessive wear and added maintenance and replacement costs. If a higher number of copies is needed, please submit a request to the Printing Center, located on the fourth floor. We have discontinued the paper printing request form and now only process orders from our electronic form on the employee resources Web page. Please contact your department secretary if you need assistance with this procedure.

Thank you for your cooperation.

Regards,

Joan Finkel
Operations Supervisor

164. Why did Ms. Finkel send the e-mail?

- (A) To notify employees of increased charges for photocopying
- (B) To announce the new location of the Printing Center
- (C) To review the company's photocopying policies
- (D) To explain when the copy machine will be repaired

165. What is NOT mentioned as a reason for limiting the number of paper copies?

- (A) Reducing the environmental impact
- (B) Lowering the cost to departments
- (C) Increasing the speed of communication
- (D) Extending the life of the copy machine

166. According to the e-mail, when should orders be requested through the Printing Center?

- (A) When more than 25 copies are needed
- (B) When the copies are not needed immediately
- (C) When the department secretary is out of the office
- (D) When the copy machine needs maintenance

167. How should printing requests be submitted?

- (A) By calling the department secretary
- (B) By completing an online form
- (C) By filling out the paper request form
- (D) By visiting the Printing Center

Questions 168-171 refer to the following book review.

It is no secret that Xiaoyu Li's latest book, *Daring to Succeed in Business* (276 pages, Finn Business Publishing, \$26.95), was written specifically for recent university graduates. The book is heavily marketed to young people, and much of the book's introductory material is geared toward them. However, the concepts elucidated by Ms. Li are reflected in the experiences of many an established business executive. —[1]— The basic premise of the book is that in order to fulfill one's true potential, a person must be willing to take calculated risks. As founder and CEO of a large advertising firm, I can attest to this idea.

Taking risks was not something I learned to do overnight. —[2]— In fact, I spent the early years of my career firmly in my comfort zone, avoiding any major decisions that did not have a predictable outcome. What I eventually realized is that by doing this, I was effectively preventing my business from growing to its true potential. —[3]— It was not

until I started pursuing new opportunities strategically and stopped worrying about the occasional mistake that my company developed into the multimillion-dollar firm it is today. It was a change in mindset that made all the difference, but it took me years to figure out.

For this reason, I am particularly pleased that Ms. Li is presenting this idea to those who may become the business leaders of tomorrow. —[4]— In twelve clear and engaging chapters, Ms. Li narrates the experiences of several of today's big names in business. Each chapter closes with exercises designed to help readers assess their own level of risk aversion. The book concludes with a thought-provoking chapter on approaching risk responsibly that will be as helpful to people well along in their careers as it will be for those who are just starting out. For me, it was a welcome reminder of what I have learned over the years.

— Karsten Ward

- 168.** What does Mr. Ward imply in his review?
- He is not part of Ms. Li's intended audience.
 - He is a longtime collector of books about business.
 - He teaches at the same university that Ms. Li attended.
 - He has founded several successful businesses.
- 169.** What does Mr. Ward say is a reason for his own company's growth?
- His willingness to make risky decisions
 - His successful networking strategies
 - His focus on company reputation
 - His ability to obtain investment funds
- 170.** Why does Mr. Ward appreciate Ms. Li's book?
- It has motivated him to make a career change.
 - It has helped him set more ambitious goals.
 - It has reinforced lessons he learned through experience.
 - It has changed his opinion about how to evaluate a company's success.
- 171.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "Even worse, my inaction was also making way for more aggressive competitors to dominate the market."
- [1]
 - [2]
 - [3]
 - [4]

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Questions 172-175 refer to the following text-message chain.

Filiz Budak, 8:30 A.M.

Hello all. Once again when I opened up the shop earlier today, all the lights were on. Does anyone know how that happened?

Luke Ciccone, 8:33 A.M.

I set the timer right before locking the door yesterday afternoon. The lights should have shut off at 6 P.M.

Analia Rue, 8:35 A.M.

I drove by the store on my way home from the post office around 6:30, and the lights were off.

Filiz Budak, 8:37 A.M.

OK. Since this has happened the last three mornings, there's definitely a problem with the timer.

Jae Woo Han, 8:38 A.M.

I left with Luke at 5 and saw him set the timer.

Luke Ciccone, 8:42 A.M.

I agree. The lights are turning on before they are scheduled to. I'll call a repair service when I get to work for my shift. Rex Repair is always reliable.

Filiz Budak, 8:48 A.M.

Contact the company that did the installation. The paperwork should be in one of the filing cabinets. And until the timer can be fixed, the last person on duty will have to turn off each light before closing.

Jae Woo Han, 8:50 A.M.

Yes, I remember filing their invoice at the time of the installation.

Luke Ciccone, 8:51 A.M.

Will do.

172. What is most likely true about Ms. Budak?
- (A) She works in a post office.
 - (B) She has a part-time job.
 - (C) She lives near her workplace.
 - (D) She works the morning shift.
173. Who was the last person to see that the lights were off?
- (A) Ms. Budak
 - (B) Mr. Ciccone
 - (C) Ms. Rue
 - (D) Mr. Han
174. At 8:42 A.M., what does Mr. Ciccone most likely mean when he writes, "I agree"?
- (A) He believes that the timer needs to be fixed.
 - (B) He plans to follow Ms. Budak's instructions.
 - (C) He thinks that Rex Repair is a trusted repair service.
 - (D) He knows that Mr. Han saw him set the timer.
175. What is the first thing Mr. Ciccone will most likely do when he arrives at work?
- (A) Pay a bill
 - (B) Replace the lights
 - (C) Fill out some paperwork
 - (D) Look through some filing cabinets

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TEST 4 125

<https://www.Fb.com/ToeicManhHa/>

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

Marion Whitfield
Allman Tinplate Ltd.
28 Maylor Hill Rd.
Buckley CH7 3PL

Dear Ms. Whitfield:

The Buckley Parks and Recreation Commission is once again planning the Brighter Buckley 10K Road Race, scheduled for 17 June. Your company's support last year helped us raise £25,000, which we applied to improving the roadways in our city. We hope you will help us reach this year's goal of £28,000. We will be using the proceeds to add playground areas to Buckley's parks.

We have four sponsorship levels, or tiers, available. Tier 1 involves a contribution of £250 and gets your company logo on the back of every race T-shirt. The tier 2 sponsorship level is £500. For this we will also place your company name on the banners at the start and finish lines. For £1,000 (or tier 3), your logo will be displayed on all our flyers and local publication ads. And lastly, for £2,000 (tier 4), your company will get all three benefits noted previously plus a promotional tent at Coolidge Park, where the race begins.

Please contact me by 15 February to indicate your tier preference. For additional information on the event, visit www.buckley.gov.uk/parks/brighterbuckley. We thank you in advance for your continued support of the Buckley community.

Sincerely,
Stephen L. Sciandra

To:	Ann O'Connor
From:	Stephen Sciandra
Date:	13 February
Subject:	Race update
Attachment:	Allman Tinplate logo.jpg

Dear Ann,

I just got a response from Allman Tinplate. Please add the attached image of its logo to our T-shirt printing template. Also, Ms. Whitfield asked about the dimensions of the tent her company will have at Coolidge Park. I'm nearly certain Mr. Patel has that information. Can you find out for me?

We've heard from most of the other sponsors. I will send you the final list on 16 February. In the meantime, could you request quotes from a few printing companies? We'll need approximately ten 2-by-4 metre banners, twenty B1-sized colour posters, 200 A4-sized colour flyers, and 500 A4-sized black-and-white flyers.

Thanks,
Stephen

176. Who most likely is Mr. Sciandra?
(A) A finance professional
(B) A business owner in Buckley
(C) A manager at a printing company
(D) An employee of the city of Buckley
177. What is indicated about the race?
(A) It also took place last year.
(B) Its participants are all from Buckley.
(C) Its circuit is less than 5 kilometers.
(D) It is scheduled for February 15.
178. What tier did Ms. Whitfield most likely choose?
(A) Tier 1
(B) Tier 2
(C) Tier 3
(D) Tier 4
179. In the e-mail, the word "nearly" in paragraph 1, line 3, is closest in meaning to
(A) least
(B) almost
(C) seldom
(D) closely
180. What is one thing Ms. O'Connor is asked to do?
(A) Reserve a promotional tent
(B) Seek price estimates
(C) Order T-shirts
(D) Design banners

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Questions 181-185 refer to the following e-mails.

To: Vimatrek staff
From: Julia Tober <jtober@workstreamdynamics.com>
Date: Monday, June 13
Subject: Survey participation requested
Attachment: Survey

Dear Vimatrek employees:

Workstream Dynamics, an independent research company located here in Grovebury, has been contracted by Vimatrek to conduct a survey of its staff. The survey contains approximately twenty questions pertaining to employee satisfaction, including work atmosphere, benefits, facilities, and opportunities for advancement. Please take a few minutes to answer the attached questions and provide your honest feedback.

Workstream Dynamics will not identify your responses by name, and your managers will not be able to view individual survey results. Please note, however, that the optional written comments on the final page of the survey will be collected in a single document and included in our report to Vimatrek management. If you wish to make a comment and would like to remain anonymous, please do not write anything that will identify you as an individual. Also, please do not forward the survey e-mail to a colleague, as each e-mail has a unique code to prevent multiple responses from a single person.

If you have any questions or concerns, you can reply to this e-mail.

Julia Tober
Workstream Dynamics

To: Vimatrek staff
From: Amar Karim
Date: Wednesday, September 21
Subject: Exciting News!

Yesterday, the *Grovebury Gazette* published a list entitled “Top Places to Work in Grovebury,” and Vimatrek was number 6 on the list! Two hundred companies were evaluated by a local company that looked at many businesses, and ten have been selected for the award.

We are honored to be recognized—especially since these evaluations were based on an employee survey you completed several months ago. It’s great to know that you enjoy working here, and we thank all of you for making Vimatrek such a great place to work.

As you know, we will be launching an extensive recruiting campaign in the next quarter, so the award couldn’t have come at a better time. With this recognition, we should have no problem hiring new staff members by the year’s end.

Amar Karim
Vimatrek Director of Marketing

181. Why is the survey being conducted?
- (A) To determine whether a policy change has been successful
 - (B) To help design a new marketing campaign
 - (C) To decide which products should be developed in the future
 - (D) To find out what employees think of their workplace
182. What does Ms. Tober suggest about survey comments?
- (A) They will be required of all employees.
 - (B) They will be identified by name.
 - (C) Managers can see them in the survey report.
 - (D) Responses will be mailed to individuals.
183. According to the first e-mail, what should survey recipients avoid doing?
- (A) Sending copies of the survey to other people
 - (B) Discussing survey questions with their colleagues
 - (C) Saving a copy of the survey on their personal computers
 - (D) E-mailing Ms. Tober about the survey
184. What is implied about Workstream Dynamics?
- (A) It is the largest employer in Grovebury.
 - (B) It is a newly formed organization.
 - (C) It conducts research in several cities.
 - (D) It provides ratings for many companies.
185. According to Mr. Karim, what does Vimatrek plan to do in the near future?
- (A) Acquire more clients
 - (B) Win more awards
 - (C) Hire more employees
 - (D) Conduct more surveys

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

Local Chef Wows Audience

by Luca Nesbit-Wu

VANCOUVER (16 November) — Last night at the Fête Eatery downtown, local chef Marcel Aalden gave a cooking demonstration to a rapt audience. “The event went remarkably well,” said Fête Eatery proprietor Justine Smith. “We had a sold-out show, and the customers were delighted.”

Mr. Aalden sold his own Vancouver restaurant, Marcel’s, in August and has been making guest appearances in various eateries since. “It’s a nice change from running a restaurant,” said Mr. Aalden. “I’m enjoying exploring the city and meeting new people.”

To read more about Marcel Aalden and his appearance schedule, visit his Web site: www.marcelaalden.com.

To:	Marcel Aalden < marcel@marcelaalden.com >
From:	Lydia Feinstein < lfeinstein@gmail.com >
Re:	Guest appearance
Date:	November 19

Dear Mr. Aalden,

My name is Lydia Feinstein. I own both Lydia’s Restaurant on West 16th Street and The Shaughnessy Bistro on Oak Street. I was at the Fête Eatery this past week and was very impressed, to say the least. I am writing to inquire whether you might be available to make an appearance at The Shaughnessy Bistro in January or February.

My sister Adelaide runs an advertising agency, so I could assure you good exposure and an eager clientele. Our dates are flexible. Please let me know if you are interested.

Thank you.

Lydia Feinstein
[\(lfeinstein@gmail.com\)](mailto:lfeinstein@gmail.com) / (604)-555-0147

E-mail

To:	Lydia Feinstein <lfeinstein@hmail.com>
From:	Marcel Aalden <marcel@marcelaalden.com>
Re:	RE: Guest appearance
Date:	November 20

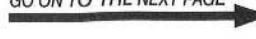
Dear Lydia,

Thank you for your e-mail. I am fully booked for January and February, but I do have an opening on December 15 due to a recent cancellation. Please let me know if the date works for you. We can then talk about the specifics of what you have in mind.

Regards,

Marcel Aalden

- 186.** Who is Ms. Smith?
- (A) A local reporter
 - (B) A guest chef
 - (C) A restaurant owner
 - (D) An advertising executive
- 187.** What is the purpose of Ms. Feinstein's e-mail to Mr. Aalden?
- (A) To apply for a job opening
 - (B) To recommend a restaurant
 - (C) To answer a question
 - (D) To issue an invitation
- 188.** According to the first e-mail, how did Ms. Feinstein learn about Mr. Aalden's skills?
- (A) She saw one of his demonstrations.
 - (B) She dined at his restaurant.
 - (C) She read an article about him.
 - (D) She saw an advertisement in the newspaper.
- 189.** Why does Ms. Feinstein mention her sister Adelaide?
- (A) To offer praise for Mr. Aalden's restaurant
 - (B) To suggest that her sister's expertise might be beneficial
 - (C) To identify the buyer of Mr. Aalden's business in Vancouver
 - (D) To imply that her sister's article has provided excellent publicity
- 190.** Where might Mr. Aalden appear on December 15?
- (A) Marcel's
 - (B) The Fête Eatery
 - (C) Lydia's Restaurant
 - (D) The Shaughnessy Bistro

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Questions 191-195 refer to the following e-mail, survey, and class schedule.

From:	Genevieve Farhat
To:	Marketing Team, Kiernan Culinary Academy
Date:	14 January
Subject:	Meeting recap

Team,

Here's a summary of our discussion at yesterday's meeting:

- Student numbers in our professional cooking program continue to grow. Data on student addresses indicate that our effort to extend marketing reach to a broader geographical area has paid off. Over 35 percent of new students live 20 or more miles from campus. That's a 15 percent increase from last year.
- On the recreational cooking side, enrollments have declined over the last several months. Natasha is developing an electronic survey to send to past participants. Once we understand how these students' interests have changed, we will be able to update our course offerings to suit them.

Our next team meeting is scheduled for 2:00 P.M. next Monday.

Genevieve

SURVEY

Provide your contact information below to be entered into a drawing for a free cooking class:

Name: Rachel Yakoby

E-mail address: ryakoby@dymail.net

For each question, please check the option that BEST matches your interests:

1. What are you interested in learning from a cooking class?

- Basic cooking techniques/tools/skills
- Cooking foods associated with specific cultures
- Preparation and use of specific ingredients

2. What would convince you to register for a class at Kiernan Academy this year?

- Reduction in class pricing
- Online delivery of class
- More convenient on-site scheduling



Home

Institute for
Professional Chefs

**Recreational
Cooking Classes**

Contact Us

Spring Course Schedule

Kitchen Techniques

Are you a home cook with little experience? This beginner class is for you! Hands-on training will help you improve your knife skills; master roasting, stir-frying, and grilling; and gain the confidence to create tasty meals at home.

April 2-6, 9:30 A.M.–3:30 P.M. \$600

NEW! Seafood with Barbara Nakamura

Dive into the wonderful world of seafood with legendary chef Barbara Nakamura. Learn seafood-specific techniques and flavor combinations that work well together. All levels welcome

April 9-10, 9:30 A.M.–3:30 P.M. \$350

A Taste of Asia

Spend a day exploring the cuisine of China, Japan, Korea, Thailand, and Vietnam. Our instructors will show you how to prepare authentic dishes and add Asian inspiration to your standards. Intermediate to advanced students only.

April 16, 9:30 A.M.–2:00 P.M. \$150

NEW! The Versatile Egg

Eggs aren't just for breakfast anymore! Eggs are important source of protein with significant health benefits. Incorporating ideas from around the world, this course will introduce diverse meals with eggs in a starring role.

Online only, available April 18. \$100

191. According to the e-mail, what is indicated about the academy's professional program?
- It recently moved to a new location.
 - It will offer more online courses.
 - Student enrollment has increased.
 - It will soon develop its first marketing strategy.
192. In the e-mail, the word "suit" in paragraph 3, line 4, is closest in meaning to
- contact
 - dress
 - satisfy
 - flatter
193. What is suggested about Ms. Yakoby?
- She is interested in becoming a professional chef.
 - She has previously taken a class at the school.
 - She won a drawing for a free recreational class.
 - She lives more than 20 miles from the school.
194. What spring course would Ms. Yakoby most likely be interested in taking?
- Kitchen Techniques
 - Seafood with Barbara Nakamura
 - A Taste of Asia
 - The Versatile Egg
195. What is NOT true about the spring class schedule?
- Classes are for experienced chefs only.
 - Some classes will be longer than others.
 - Some classes are being offered for the first time.
 - A famous chef will be teaching a class.

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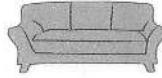
TEST 4 133

Questions 196-200 refer to the following Web page, online form, and online review.

http://www.woodburyupholstery.com/buyers_guide

Home **Buyer's Guide** Place Order Project Tips

Woodbury Upholstery Supply



Woodbury Upholstery Supply has a large stock of upholstery foam with a broad range of characteristics and price points. This handy buyer's guide describing our four most popular products will help you choose the one that best meets your needs.

- Q15—Extra soft. Very comfortable, but will flatten and change shape a bit over time. Best for infrequent use.
- Q25—Soft. Cost-effective, but not as long-lasting as the firmer products. Will become even softer over time.
- Q35—Medium firm. Our bestseller. Slightly costlier than the other options, but comfortable, durable, and holds up to years of heavy use.
- Q45—Extra firm. Best for dining chairs and other seating that requires stiffer padding.

Warning: These polyurethane products will burn if exposed to a flame of any kind.

Special shapes: All foam comes in standard-sized sheets. However, cutting sheets to your own specifications is easy to master. Please view the how-to video on our “Project Tips” tab.

Customer Inquiry Form		
Name: Alexa Telkes	E-mail: a_telkes@bitweb.net	Phone: 973-555-0183
Message: I am restoring an old couch and need new foam to replace the cushions. I need help deciding which kind of foam to purchase. I don't want the cushions to be too hard, but I don't want them to be too soft, either. Something in the middle would be perfect. Price is not a huge issue. Since I plan to use the couch a lot, the most important thing to me is that my cushions last as long as possible. Could you please advise me on what to choose? Thank you!		

"I'll be going to Woodbury from now on."



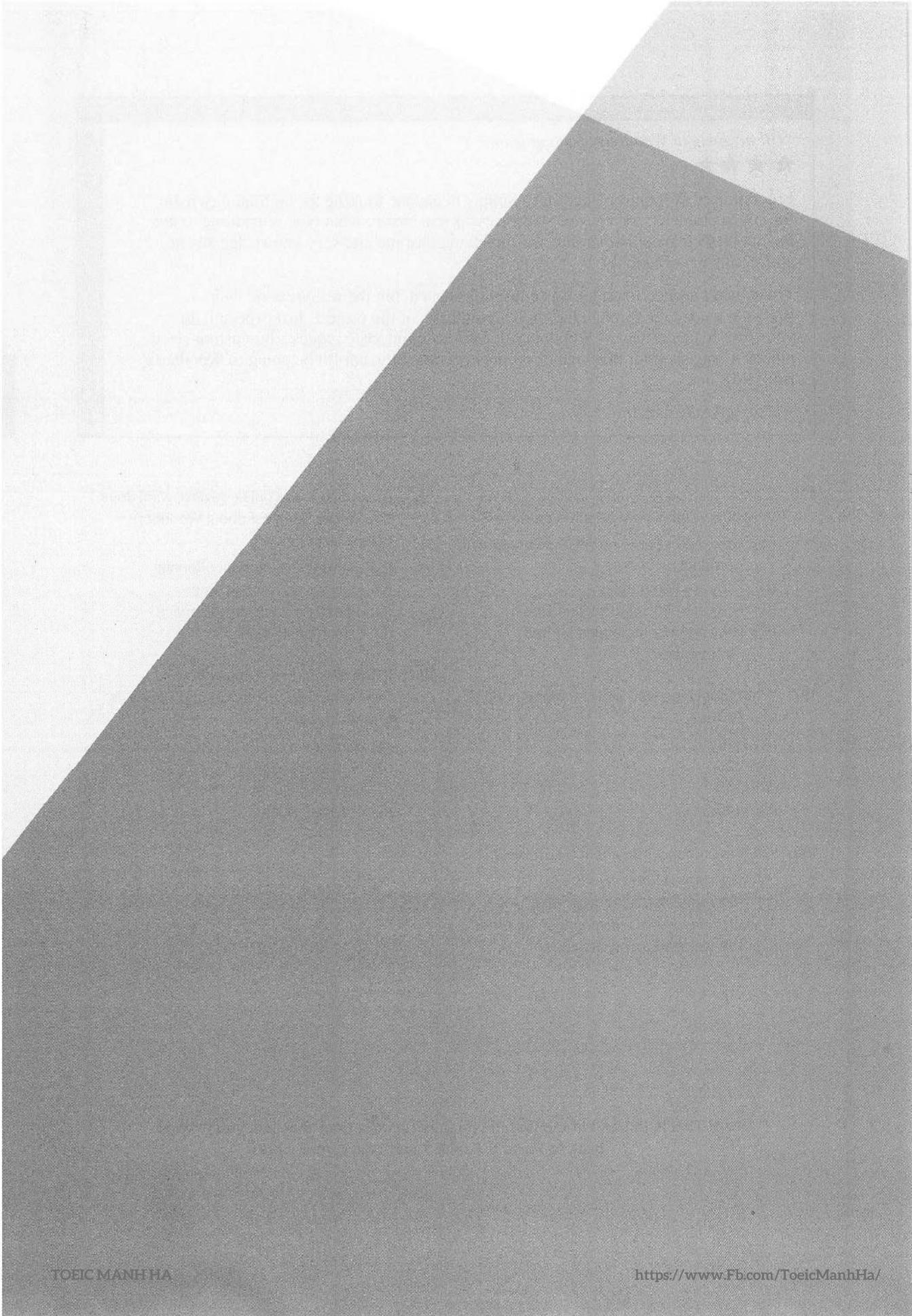
I recommend Woodbury Upholstery Supply to anyone looking for high-quality foam for couch cushions. As a novice seamstress, I was unsure what type of padding to use for my project. Woodbury's staff was quick to assist me and very knowledgeable in addressing my questions.

The couch I needed foam for was unusually shaped, but the resources on their Web site guided me through the challenging parts of the project. Just expect to do your own foam cutting, as Woodbury doesn't accommodate requests for custom-sized pieces. I only shop for this kind of product occasionally, but I'll be going to Woodbury from now on.

Alexa Telkes (Chatham)

196. On the Web page, what is indicated about Woodbury Upholstery Supply's products?
- They are of better quality than competing products.
 - They are flammable.
 - They are difficult to keep in stock.
 - They are recommended for bed mattresses.
197. What foam type was likely recommended to Ms. Telkes?
- Q15
 - Q25
 - Q35
 - Q45
198. What is probably true about Ms. Telkes?
- She owns a furniture store.
 - She requested a foam sample.
 - She will receive a discount on an order.
 - She watched an online video.
199. According to the online review, what does Ms. Telkes like most about Woodbury Upholstery Supply?
- Its extensive product offerings
 - Its quick delivery service
 - Its excellent customer service
 - Its competitive prices
200. In the online review, the word "accommodate" in paragraph 2, line 3, is closest in meaning to
- agree to
 - make space for
 - give a refund for
 - provide lodging to

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.



RC
T E S T

5

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. Participants arriving late are asked to enter the training seminar -----.
(A) quiet
(B) quieting
(C) quieter
(D) quietly
102. Our staff will accept grant proposals ----- March 3 to April 3.
(A) past
(B) from
(C) sometime
(D) in
103. Randall Lee is a demanding critic, but even ----- is impressed with Schiff's Artisan Vanilla ice cream.
(A) he
(B) him
(C) himself
(D) his
104. Please provide as many ----- as possible when leaving a message for the technical-support team.
(A) items
(B) details
(C) programs
(D) individuals
105. You can look at your electricity usage ----- logging on to your online service account.
(A) for
(B) at
(C) over
(D) by
106. This month, Mr. Choi has excelled at ----- processing incoming orders.
(A) typically
(B) tightly
(C) quickly
(D) lately
107. The university's vision is to increase graduates' ----- in the global workplace.
(A) succeed
(B) successful
(C) successfully
(D) success
108. Former seasonal employees seeking to be rehired must ----- a new application.
(A) observe
(B) submit
(C) familiarize
(D) inform

109. The inspector will ensure that all newly ----- commercial buildings comply with applicable codes and regulations.
- (A) constructing
 (B) construct
 (C) constructed
 (D) constructive
110. Ms. Drew was able to attend the popular summer marketing seminar in Lisbon ----- she bought her tickets early.
- (A) unless
 (B) finally
 (C) because
 (D) although
111. At Reyo Foods, we know that a healthy diet is ----- important to consumers.
- (A) increase
 (B) increases
 (C) increased
 (D) increasingly
112. Ms. Chang was promoted to section chief ----- only six months on the job.
- (A) besides
 (B) after
 (C) until
 (D) about
113. Poland Cell Tel is beginning a multibillion-euro process to ----- its network.
- (A) expanding
 (B) expand
 (C) be expanded
 (D) have expanded
114. While the closure of Park Street's southbound lane is not -----, it will not reopen this year.
- (A) developed
 (B) apparent
 (C) established
 (D) permanent
115. Ding's Café in Hong Kong ----- to serve the freshest possible seafood.
- (A) aims
 (B) catches
 (C) provides
 (D) produces
116. Dr. Abraham Lowery raised his national visibility with his ----- on last year's Medical Association panel.
- (A) participated
 (B) participate
 (C) participation
 (D) participatory
117. ----- all the nominations for board members have been received, a complete list will be posted.
- (A) Daily
 (B) Afterward
 (C) Once
 (D) Instead
118. Tsutomu Motohashi holds the company record for the highest sales figures in a ----- year.
- (A) single
 (B) singled
 (C) singles
 (D) singling
119. Building public awareness of environmental issues is the primary ----- of the Florida Conservancy Group.
- (A) mission
 (B) reason
 (C) arrangement
 (D) reference
120. Karl Byquist's compelling presentation ----- the management of Parkland Press to hire his company.
- (A) convince
 (B) convincing
 (C) convinced
 (D) convincingly

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TEST 5 139

<https://www.Fb.com/ToeicManhHa/>

121. The switch to the specialized database is ----- scheduled for May 18, but it may need to be postponed.
- (A) formerly
(B) especially
(C) regularly
(D) tentatively
122. Today, in place of spokesperson Hiro Ueda, President Akiko Nomura ----- will speak with reporters.
- (A) she
(B) her
(C) hers
(D) herself
123. The proposed location for the bank branch is ----- the most convenient for our customers, but also the most cost effective.
- (A) even though
(B) in case
(C) not only
(D) whether or not
124. The Voz 900, ----- for consumers who want a large-screen television at a small-screen price, is now available in stores.
- (A) perfect
(B) perfectly
(C) perfects
(D) perfecting
125. Research shows that, ----- eating healthily, exercise is the most important factor in determining adult health.
- (A) alongside
(B) indeed
(C) within
(D) primarily
126. Among her many ----- achievements, Dr. Ahn wrote sixteen books and served as editor for three major journals.
- (A) remarkable
(B) remarkably
(C) remarked
(D) remarking
127. Performing the steps in the proper sequence is ----- if the project is to succeed.
- (A) chronological
(B) imperative
(C) singular
(D) orderly
128. Product ----- on the purchase order should contain the dimensions of the new office furniture.
- (A) specify
(B) specifications
(C) specifically
(D) specific
129. For the past five years, Bolting Technology Ltd. has been a creative ----- in the communications industry.
- (A) motion
(B) fashion
(C) code
(D) force
130. *Trees Across the World*, a documentary film ----- forest diversity, won a top prize at the arts festival.
- (A) depiction
(B) depicts
(C) depicting
(D) depicted

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 e-mail.

From: Hobbs, Nigel
 To: All Employees
 Sent: Tuesday, June 02 8:52 A.M.
 Subject: Maintenance update

I would like to remind everyone that repairs to the building's air-conditioning system will begin tomorrow. ----- They will do their best not ----- office operations. In turn, please allow them to 131. 132. do their jobs and refer any questions or concerns to me.

Members of my team will be touring the building ----- the day on Wednesday to ensure that the 133. work is being carried out properly. I ask that everyone be patient until the repairs have been completed.

Thank you in advance for your ----- in this matter. 134.

Nigel Hobbs, Maintenance Supervisor

- | | |
|--|---|
| <p>131. (A) The maintenance department will begin repairs a week from Wednesday.
 (B) There will be contractors working in various parts of the building.
 (C) We will request cost estimates for a new air-conditioning system.
 (D) Your manager will supply you with further information.</p> | <p>133. (A) since
 (B) concerning
 (C) against
 (D) during</p> |
| | <p>134. (A) guidance
 (B) cooperation
 (C) interest
 (D) choice</p> |
| <p>132. (A) disturbed
 (B) having disturbed
 (C) to disturb
 (D) disturbs</p> | |

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TEST 5 141

<https://www.Fb.com/ToeicManhHa/>

Questions 135-138 refer to the following letter.

17 July

Hanna Morrison
12 Hecuba Road
St. John's
Antigua and Barbuda

Dear Ms. Morrison,

Thank you for applying for a business loan with MUN Bank of Antigua & Barbuda. You were able to demonstrate your eligibility for MUN Bank's loan-assistance program. ----- was greatly in your favor as your application was being considered. We can now report our decision to ----- your loan application.

MUN Bank is pleased to offer you a loan of \$50,000 under the terms and conditions set forth in the enclosure. Please let me know by 1 August ----- you intend to accept the offer. -----.

137.

138.

Feel free to contact me with any questions. I look forward to speaking with you soon.

Sincerely,

Joanne Yearwood
Loan Officer, MUN Bank of Antigua & Barbuda

Enclosure

135. (A) Whichever
(B) This
(C) Each
(D) Many

136. (A) track
(B) download
(C) modify
(D) approve

137. (A) before
(B) still
(C) whether
(D) why

138. (A) The process for examining loan applications is very rigorous.
(B) We have been offering loans to small businesses for 40 years.
(C) Our rates are very competitive compared with other banks.
(D) We cannot guarantee the same loan terms after that date.

Questions 139-142 refer to the following article.

For the first time ever, riders in the Cloerville Bicycle Race ----- to use the city's main streets. On **139**, Tuesday, the city council engaged in a heated debate. ----- As a result, the council finally voted in favor of allowing the race, now scheduled for September 9, to run right ----- the center of **140**. Cloerville before it proceeds across the Munn River Bridge. In recent years, some riders have complained that the course was too short. -----, this year's course has been lengthened slightly **141**. **142**, by including the Munn River Bridge crossing as part of the route.

- 139.** (A) to be permitted
(B) that would permit
(C) will be permitted
(D) is to permit
- 140.** (A) Longtime opponent Tim Howard was persuaded to change his mind.
(B) The new course will include rest stops where riders can receive refreshments.
(C) The first race in Cloerville was approved by council members eight years ago.
(D) The old course made a detour around the downtown area.
- 141.** (A) on
(B) next
(C) through
(D) off
- 142.** (A) Consequently
(B) While
(C) Nevertheless
(D) Similarly

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TEST 5 **143**

<https://www.Fb.com/ToeicManhHa/>

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

To: janvasquez@rolcorp.com
From: george.moller@vmail.com
Subject: Requests
Date: August 15

Dear Ms. Vasquez,

Thank you for ----- me to the team yesterday morning. It was helpful to connect with everyone
143.
before starting in my new role next week.

In preparation, I would like to look over the employee policies manual. Though I did receive a
----- from Elena Rabin, I want to review these policies in detail. ----- But please do provide
144. **145.**
any other information that might be relevant.

I was instructed to obtain an identification badge before next Monday, my start date. Since I need
to have the badge -----, please notify me as soon as it is available.
146.

Thanks again,

George Moller

- 143.** (A) recommending
(B) introducing
(C) suggesting
(D) meeting

- 146.** (A) found out
(B) ahead of
(C) by then
(D) in addition

- 144.** (A) ticket
(B) signature
(C) summary
(D) promotion

- 145.** (A) This may be the only document that I am
missing.
(B) I am scheduled to return on Monday.
(C) At this time, I would like to accept your
offer.
(D) There are some revisions that need to be
made.

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 form.

WILPONT ASSOCIATES, INC.
Product Return Form

Dear Customer:

Wilpont Associates, Inc., produces our games and puzzles with the utmost care. However, if a product is damaged, or you are not satisfied for any reason, please return the item with the receipt and this completed form. A replacement will be shipped to you from the factory free of charge, or your account will be credited.

Name: George P. Silva

Address: 2038 Water Street, Lowry, MO 64763

Problem description: Parts of the item are missing.

Action requested: Replacement Credit account

147. What product did Mr. Silva most likely buy?

- (A) An accounting book
- (B) A piece of clothing
- (C) A bicycle
- (D) A game

148. What problem is Mr. Silva reporting?

- (A) Some pieces were not included.
- (B) Some instructions are incorrect.
- (C) The wrong product was delivered.
- (D) The product was damaged during shipping.

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Questions 149-150 refer to the following text message.



149. What is the purpose of the text message?

- (A) To provide notification about a bill
- (B) To give password information
- (C) To correct a billing error
- (D) To announce a change in the electric rate

150. What is the recipient of the text message asked to do?

- (A) Place an order
- (B) Access an online account
- (C) Create a username
- (D) Update a credit card number

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

TEST 5

E-mail

To: jtan@brookcent.org
From: nicoled@wsboa.org
Date: July 2
Re: Request

Dear Mr. Tan,

The Westerville Small Business Owners Association (WSBOA) is exploring the possibility of booking a meeting space at the Brookhill Community Center. The event has been scheduled for August 12 from 8 to 11 A.M.

In addition to chairs and tables for 50 to 80 members, we will need a laptop, a projector, and a screen. We are also considering hiring a catering company to provide coffee, pastries, and fruit for the event. Would we be expected to contract with the Center's own catering service, or could we arrange to provide our own?

Please be so kind as to provide me with the requested information by Friday afternoon.

Thank you,

Nicole Durand
Event Manager, WSBOA

151. Why did Ms. Durand write the e-mail?
(A) To inquire about renting a facility
(B) To suggest a new date for a meeting
(C) To propose changes to a rental policy
(D) To inform members of a special event

152. What is indicated about the WSBOA meeting?
(A) It is held once a year.
(B) It includes refreshments.
(C) It requires a registration fee.
(D) It takes place in the afternoon.

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Questions 153-155 refer to the following press release.

FOR IMMEDIATE RELEASE

October 15

www.barnetinvestments.com

CHARLOTTE, NC—Barnet Investments held a ceremony today to inaugurate its new office building at 186 South Chowan Street. The company began in Cork, Ireland, ten years ago. Since then, it has expanded to offices throughout Europe, and last year, it opened its African headquarters in Johannesburg. The new headquarters in Charlotte marks the first North American location for the company.

Barnet Investments, a leading investment firm specializing in technology and electronics start-ups, includes Arno Technological Services and Karlon Electronics Superstores in its client list, along with other prominent businesses.

The headquarters will serve all clients in both North and South America. More than 500 employees have been hired to staff the location. Barnet Investments vice president Liam O'Malley will lead the new office during its first year before returning to Cork.

For further information, contact Maxine Wilton in Public Relations at 980-555-0184 or at mwilton@barnetinvestments.com.

- 153.** What event took place at 186 South Chowan Street?
(A) A financial seminar
(B) An electronics show
(C) An opening celebration
(D) A hiring fair
- 154.** What is mentioned about Barnet Investments?
(A) It serves clients on more than one continent.
(B) It is considered a leader in personal banking.
(C) Its Charlotte office was designed by a leading architectural firm.
(D) Its Charlotte office building is ten years old.
- 155.** What is indicated about Mr. O'Malley?
(A) He was formerly the president of Arno Technological Services.
(B) He is working in Charlotte temporarily.
(C) He is one of 500 newly hired workers.
(D) He began his career at a retail store.

Questions 156–157 refer to the following instant-message discussion.

The screenshot shows a window with two messages. The first message is from "Laura Kalama (9:34 A.M.)" and says, "We received another package that's meant for you." The second message is from "Taro Murase (9:35 A.M.)" and says, "Not again! I don't understand why this keeps happening." Below these, "Laura Kalama (9:36 A.M.)" responds, "I think it's the company Web site. The department addresses are listed in a chart, and accounting is right above administration." Taro replies at 9:37 A.M., "So that could explain why my mail has my name on it but the Accounting Department's address." Laura responds at 9:38 A.M., "Exactly. I'm heading to your building for a meeting with the Legal Department. I'll drop your package off then." Taro replies at 9:39 A.M., "Thanks! I'll e-mail information technology and ask if they can update the Web site to make the chart clearer."

156. At 9:35 A.M., what does Mr. Murase most likely mean when he writes "Not again"?
- (A) Someone returned a package he sent.
 - (B) He does not think Ms. Kalama needs to return to his office.
 - (C) His mail is often delivered to the wrong office.
 - (D) He does not want Ms. Kalama to send an e-mail.
157. What area does Mr. Murase work in?
- (A) Accounting
 - (B) Administration
 - (C) Information Technology
 - (D) Legal

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Construction to Add to Traffic

GREYHAVEN (12 May)—With the construction of several new office complexes under way in the downtown business district, the city's already problematic traffic is only expected to get worse. City officials are discussing a number of solutions, such as creating a new underground motorway or widening Highway 92 to accommodate more lanes of traffic. No decisions have been finalized, however.

"We simply don't have the infrastructure to support all these cars, and it is clear that something needs to be done," said Carla Radwanski, spokesperson for the highway commission. —[1]—.

"Any major construction project will take years to complete, so whatever we decide will just add to road congestion in the short term," Ms. Radwanski added. "That's

the main reason we haven't committed to anything yet. The more time we spend developing a solid plan, the better managed the project will hopefully be once we begin."

While the city is considering its options, office workers are becoming increasingly agitated. —[2]—.

"My commute to work is becoming unbearable," said Paul Hodgkin, a lawyer who works downtown. "The distance from my house to the office is only about 11 kilometers, but it takes me over an hour. —[3]—."

To help alleviate traffic issues in the meantime, office managers are starting to take matters into their own hands. Some are encouraging employees to ride together or are offering incentives to employees who ride bicycles to work. —[4]—.

158. The word "solutions" in paragraph 1, line 6, is closest in meaning to

(A) targets
(B) answers
(C) appeals
(D) mixtures

159. According to Ms. Radwanski, why is the highway commission hesitant to begin a construction project?

(A) It is waiting for additional funding.
(B) It cannot find a qualified project manager.
(C) It does not want to intensify traffic problems.
(D) It has received many complaints from citizens.

160. What is indicated about Mr. Hodgkin?

(A) He objects to a new driving law.
(B) He disagrees with a city proposal.
(C) He is seeking a new job downtown.
(D) He is frustrated with his drive to work.

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

"Others are letting their employees work from home on certain days."

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

Questions 162-165 refer to the following online chat discussion.



Kathleen Vern



Kathleen Vern (10:12 A.M.)

Our Australian partners have requested a video call to review the tile designs.

Mateus Ribero (10:14 A.M.)

OK. Do we have a plan yet?

Kathleen Vern (10:16 A.M.)

I'm setting it up for 7 P.M. tomorrow, our time, in room 2C. The late start is because of the time difference between Perth and Winnipeg.

Natalia Kovac (10:17 A.M.)

Could we call in to the meeting from home?

Kathleen Vern (10:19 A.M.)

I'm afraid not. The security policy states that we can't take anything out of the building, and our partners are counting on seeing the tile designs.

Natalia Kovac (10:20 A.M.)

OK. That makes sense. Now we just need approval from Ms. Feld to be here after hours.

Mateus Ribero (10:22 A.M.)

Let's check with her now. Ms. Feld, we would like to have a conference call with our partners in Perth tomorrow. Is it all right if we stay late to show them the new designs? We will be using room 2C since it has the audiovisual equipment.

Janice Feld (10:24 A.M.)

Yes, that's fine. I'll tell security so they won't lock the building until you've finished.

Kathleen Vern (10:25 A.M.)

Thanks, Mr. Ribero, for reaching out to Ms. Feld.

162. What is the online chat discussion about?

- (A) Making a tile purchase
- (B) Planning a business trip
- (C) Arranging a meeting
- (D) Extending a deadline

163. At 10:20 A.M., what does Ms. Kovac most likely mean when she writes, "That makes sense"?

- (A) She knows about the time difference.
- (B) She agrees that building security has improved.
- (C) She realizes that she will be working late.
- (D) She understands why they must work at the office.

164. What does Ms. Feld offer to do?

- (A) Create a video of the tile designs
- (B) Contact some colleagues in Perth
- (C) Make sure that the office remains open
- (D) Leave an extra set of keys in the office

165. Why does Ms. Vern thank Mr. Ribero?

- (A) For obtaining approval
- (B) For attending a conference
- (C) For setting up some equipment
- (D) For agreeing to lock the building

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THIS OFFICE CLOSED FOR RENOVATIONS

Please be advised that the Shinjuku branch office of *Tokyo English Newspaper*(TEN) is closed for the summer as we undergo substantial improvements to our publishing offices. The Shinjuku office of TEN will re-open on 1 September.

Note that TEN's Summer Journalism Internship program is being held at our Yoyogi Park branch and runs from 1 July to 1 September. This program offers internship sessions of one week, two weeks, and four weeks for those interested in writing articles and editorials. Our Yoyogi Park branch is located across the street from the Yoyogi Park metro station on the Chiyoda line.

TEN enjoys a circulation of more than 10,000 readers, a number that continues to grow. For the past three years, *Tokyo English Newspaper* has been voted Top English Newspaper in Japan by the editors of *Global Travel Guide* magazine. For more information, visit www.tokyoenglishnewspaper.or.jp or call 03-5521-5935.

166. Where would this notice likely be seen?

- (A) In a listing of job openings
- (B) On a university bulletin board
- (C) In the lobby of a travel center
- (D) On the door of a newspaper office

168. What is NOT indicated about TEN?

- (A) It is available only online.
- (B) It has more than one office.
- (C) It has been praised in a magazine.
- (D) It recruits summer interns.

167. Why has the Shinjuku branch of TEN closed?

- (A) The building has been sold.
- (B) The workplace is being remodeled.
- (C) The branch is moving to a new location.
- (D) The establishment has gone out of business.

Questions 169-171 refer to the following job advertisement.

Wanted: Pottery Assistants

Potter's Lair, a pottery production studio based in Bradford, England, is seeking two full-time assistants. —[1]— Qualified candidates must have a solid understanding of ceramic production and be comfortable learning a process and then replicating it many times throughout the day. Consistency is crucial.— [2]— Candidates will be observed closely at first by the artist and must be able to handle constructive criticism so that they can improve the quality of their work. Tasks involve preparing clay for the artist, sanding final pieces, mixing and applying glazes, and cleaning the studio at the end of each work day. Payment is £8–£12 per hour, depending on experience. —[3]—.

To apply, send your résumé and cover letter to yesenia@potterslair.com. Applicants will first be screened through a short phone conversation, then a select few will be invited to participate individually in a working interview. —[4]— Once selected, assistants will be asked to sign a 90-day contract. During this trial period, assistants will be evaluated by the artist to determine if they have the skills necessary to be brought on as permanent employees.

169. What is implied about the work?
- (A) It involves a lot of repetition.
 - (B) It allows for a flexible schedule.
 - (C) It does not require prior experience.
 - (D) It does not involve artist supervision.
170. What is mentioned about successful candidates for the pottery assistant job?
- (A) They will work some overtime hours.
 - (B) They are initially hired on a temporary basis.
 - (C) They are interviewed as a group to save time.
 - (D) They will be responsible for bringing their own tools.
171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “This will allow them to show off their skills in person.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

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Questions 172-175 refer to the following e-mail.

E-mail

To:	Employee List
From:	Sophie Jang
Date:	31 March
Re:	Second-quarter updates

First of all, I want to thank everyone for a successful first quarter. To help ensure success in the next quarter, let me give you some updates about adjustments to personnel that have been instituted recently.

I am pleased to announce that Christine Moreau has been promoted to accounting supervisor. I have asked Xun Wong and his team to ensure that the responsibilities of Ms. Moreau's previous role as our budget specialist are covered while we work with human resources to recruit a permanent replacement.

As you know, Samir Abbas retired a few weeks ago after more than twenty years with the company. Taking his place as credit analyst is Claudia Sandoval. Ms. Sandoval has more than seven years of experience with New Zealand Credit Bank and should have no trouble acclimating to her new position here at Anbaum. Please take a moment to stop by her office in room 128 and introduce yourself.

Sincerely,

Sophie Jang, Finance Manager
Anbaum Company

172. Why did Ms. Jang send the e-mail?
- (A) To encourage employees to apply for a promotion
 - (B) To summarize recent changes in staff assignments
 - (C) To welcome several new employees to the company
 - (D) To announce changes in the company's hiring policy
173. According to the e-mail, what position is currently open?
- (A) Accounting supervisor
 - (B) Budget specialist
 - (C) Credit analyst
 - (D) Finance manager
174. Who no longer works at Anbaum Company?
- (A) Ms. Jang
 - (B) Ms. Moreau
 - (C) Mr. Wong
 - (D) Mr. Abbas
175. What is mentioned about Ms. Sandoval?
- (A) She holds a degree in finance.
 - (B) She moved to New Zealand seven years ago.
 - (C) She was recently hired.
 - (D) She will supervise the accounting department.

Questions 176-180 refer to the following e-mails.

E-mail

From:	Adam Petrovich <petrovich@skyviewplazaone.com>
To:	Gayan De Soysa <gdesoysa56@btmailgroup.com>
Date:	Wednesday, October 11, 11:06 A.M.
Subject:	Service request

Dear Mr. De Soysa:

I received the service request you submitted on October 9 concerning the flickering hallway light and the broken dishwasher in your apartment. Normally, I try to resolve minor service issues within a day or two of receiving an e-mail request. I am sorry it has taken me so long to reply to you. I was busy all day yesterday because of a broken water pipe on the third floor.

If you would like, I will have my electrician come by and repair your light and dishwasher this week. I can schedule him to visit on October 12 between the hours of 3 P.M. and 5 P.M., or on October 13 between the hours of 9 A.M. and 11 A.M. Please let me know as soon as possible which of these times is most convenient for you. If you will not be at home during these times, let me know if you would like me to let the electrician in, since I have access to your apartment.

Regards,

Adam Petrovich

From:	Gayan De Soysa <gdesoysa56@btmailgroup.com>
To:	Adam Petrovich <petrovich@skyviewplazaone.com>
Date:	Wednesday, October 11, 4:05 P.M.
Subject:	RE: Service request

Dear Mr. Petrovich:

I had heard about the plumbing issue on the third floor from another tenant, so I was not surprised that it took some time for you to respond. As it turns out, I managed to replace the lightbulb in the hallway on the same day I put in my request, and the light is working fine now. The dishwasher still needs to be repaired, however. I would prefer that the electrician come on Thursday, October 12, since I am planning to fly to Vancouver for a conference the next day and wish to be present during the repair work. Thursday is quite convenient for me, as I will be working from home that day. Please let me know if the electrician is still available that afternoon. Thank you for your attention to this matter.

Sincerely,

Gayan De Soysa
Apartment #250

176. Who most likely is Mr. Petrovich?
(A) An electrician
(B) The manager of a residential building
(C) A computer-repair technician
(D) The supervisor of a plumbing business
177. According to the first e-mail, why was Mr. Petrovich's response to Mr. De Soysa delayed?
(A) Mr. Petrovich was out of town.
(B) Mr. Petrovich needed to have his computer fixed.
(C) One of Mr. Petrovich's employees did not report for work.
(D) Another job needed Mr. Petrovich's immediate attention.
178. Why does Mr. Petrovich need information from Mr. De Soysa?
(A) To schedule a repair
(B) To deliver a package
(C) To process a refund
(D) To access an account
179. When did Mr. De Soysa resolve the problem with his light?
(A) On October 9
(B) On October 10
(C) On October 11
(D) On October 12
180. According to the second e-mail, what is Mr. De Soysa planning to do on October 12?
(A) Return home from Vancouver
(B) Attend a conference
(C) Work at home
(D) Send an e-mail

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TEST 5 157

<https://www.Fb.com/ToeicManhHa/>

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

VILLAGE BISTRO WEEKLY SCHEDULE

June 3-9

	Head Chef	Assistant Chef	Host	Servers	
Monday		Restaurant Closed			
Tuesday	Melanie	Yukiko	Luis	Enzo John	
Wednesday	William	Ravi	Luis	Enzo Adam	
Thursday	Melanie	Yukiko	Luis	Tania Adam	
Friday	Ricardo	Ravi	Aisha	Tania Adam	
Saturday	Ricardo	Yukiko	Aisha	John Meiying	
Sunday	Melanie	Ravi	Aisha	Tania Meiying	

From: Melanie <melanie.villagebistro@swiftpmail.com>

To: All Staff <staff.villagebistro@swiftpmail.com>

Subject: Centerville Food Festival

Date: May 30

Hello everyone,

The Centerville Food Festival will be held next week from June 4-9. Chef Julian Heeley from Forest Inn Restaurant is no longer able to attend and provide cooking demonstrations at the event. I have been asked to take his place. Yukiko and Adam will come along as my assistants. Ricardo has graciously volunteered to cover my shifts here at the restaurant next week, and Ravi will be filling in for Yukiko. Meiying has volunteered to work in place of Adam on Wednesday, June 5. However, Adam's shifts on Thursday and Friday are still not covered. Would someone be able to help out with this? Please let me know as soon as possible.

We are excited about participating in the festival this year. It will give us a chance to show the expected thousands of attendees what Village Bistro has to offer. It will be a busy week for all of us, but it will be well worth the effort.

Many thanks!

Melanie

181. Why was the e-mail sent?
- (A) To encourage attendance at an event
 - (B) To report a change to a restaurant's business hours
 - (C) To announce the retirement of a head chef
 - (D) To ask employees to work extra hours
182. What is indicated about the Centerville Food Festival?
- (A) It takes place for the first time in June.
 - (B) It will likely be well attended.
 - (C) It takes place over two days.
 - (D) It is held at Forest Inn Restaurant.
183. According to the e-mail, what benefit does participating in the festival bring to Village Bistro staff members?
- (A) They can get new menu ideas.
 - (B) They will be able to promote the restaurant.
 - (C) They can get a discount on restaurant supplies.
 - (D) They can learn new cooking techniques.
184. Which group will NOT be affected by a change in working hours?
- (A) Head chefs
 - (B) Assistant chefs
 - (C) Hosts
 - (D) Servers
185. Which day will Ricardo have off during the week of June 3–9?
- (A) Tuesday
 - (B) Wednesday
 - (C) Thursday
 - (D) Friday

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

From: Alton Gilman
To: Myeong Kwan
Date: July 21
Subject: Follow-up

Dear Mr. Kwan:

We spoke briefly after your session at the spring World Pipelines Conference about your company, Krestarr Group, organizing a training session for my engineering team at DQR Corporation. We had talked about two potential sessions, one on regulations for pipeline engineers regarding land use and one on the impact of pipelines on the environment. I would really like to make this happen when you are in Alberta for the fall conference.

The Krestarr Group Web site states that your company's consulting fees are \$500 for sessions with up to 10 participants, \$750 for sessions with up to 15 participants, \$1,000 for sessions with up to 20 participants, and \$1,250 for sessions with more than 20 participants. Is this information correct? I am looking forward to your prompt reply.

Sincerely,

Alton Gilman

From: Myeong Kwan
To: Alton Gilman
Date: July 22
Subject: RE: Follow-up

Dear Mr. Gilman:

I would be happy to give a session on land-use regulations to your team. My colleague, Aisha Wright, who handles environmental-impact training for our consulting firm, is also available. We will be at the conference on September 27 and 28. There's no guarantee that conference sessions would end early enough for us to give an evening workshop on those days. So it would probably be easiest for us to arrange for a session either right before or immediately after the conference.

I am available to give the training on the 26th, or Ms. Wright, who is staying in Alberta for a few days after I leave, could present her training session on the 29th. The training fees listed in your e-mail are correct. In the future you may be interested in additional seminars we offer on other topics of interest to environmental engineers, such as maintaining environmental sustainability and how to construct buildings that are energy efficient.

Please confirm which date and training session would be best for your company. I look forward to hearing from you soon.

Best,

Myeong Kwan

Training Session Schedule	
Session Presenter:	Myeong Kwan
Date:	September 26
Time:	9:00 A.M.– 4:30 P.M. (lunch break 12:00 P.M.–1:00 P.M.)
Location:	Keats Conference Centre Conference Room 26B
Number of Participants:	Eighteen engineers

186. What is the purpose of the first e-mail?
 (A) To confirm conference attendance
 (B) To inquire about scheduling a workshop
 (C) To cancel a presentation
 (D) To request that a Web site be updated
187. What is suggested about DQR Corporation?
 (A) It employs hundreds of engineers.
 (B) It hires outside consultants for training.
 (C) It is sponsoring an international conference.
 (D) It is located in Alberta.
188. What will be the fee for Krestarr Group's training session in Alberta?
 (A) \$500
 (B) \$750
 (C) \$1,000
 (D) \$1,250
189. In the second e-mail, the word "guarantee" in paragraph 1, line 4, is closest in meaning to
 (A) permission
 (B) warranty
 (C) notice
 (D) assurance
190. According to the schedule, which training session was chosen?
 (A) Land-use regulations
 (B) Environmental impact
 (C) Sustainability
 (D) Energy-efficient building

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Questions 191-195 refer to the following Web pages and letter.

<http://www.saltoalliance.com/membership>

Current Promotions for Salto Alliance Members

From 1 July to 31 December, earn points when staying at any of the following Salto Alliance hotels.

Egidio Hotel, Florence, Italy— Earn 40 points when you reserve a single room.	Halinski Hotel, London, England— Earn 60 points when you reserve a double room.
Celova Inn, Siena, Italy— Opens 3 March! Earn 70 points when you reserve a single room.	Neves Pousada, Lisbon, Portugal— Earn 60 points when you reserve a double room.

Plus:

- Members receive free shuttle service to select local attractions and the main airport. Check with the front desk for scheduling.
- Members who rent a car from Avini Rentals receive a 10 percent discount on car rentals.

Ready to use your points?

- 500 points: Get 50 percent off a meal of up to €100 at any Salto Alliance hotel restaurant.
- 600 points: Receive a room upgrade.
- 1,000 points: Enjoy a free overnight stay at any participating Salto Alliance hotel.

For details on promotions and points, go to www.saltoalliance.com/member_rewards.



3 August

Elsa Dolanski
238 Rose Hill
BECKLEY OX3 25E
England

Dear Ms. Dolanski,

Thank you for staying at a Salto Alliance hotel. Enclosed you will find the Salto Alliance membership card that you requested during your recent stay in Florence. We have already applied the 40 points that you earned during your one-night visit, but you will need to activate your card to keep accruing points. To do so, go to our Web site at www.saltoalliance.com, click "My Account," and follow the instructions provided.

We look forward to hosting you again in the near future.

Regards,
The Guest Relations Team
Salto Alliance

Ms. Dolanski, thank you for completing the survey regarding your stay at Celova Inn, 4-5 October. To show our appreciation, we have added 20 bonus point to your account!

Salto Alliance Membership Card: 2378273

Total Accrued Points: 510

To redeem your points, visit www.saltoalliance.com/member_rewards.

191. What is mentioned about Salto Alliance hotels?
- (A) They have three room sizes to choose from.
 - (B) They prepare free breakfasts for guests.
 - (C) They provide coupons for nearby attractions.
 - (D) They offer members free transportation to local sites.
192. At what hotel did Ms. Dolanski request a membership card?
- (A) Egidio Hotel
 - (B) Halinski Hotel
 - (C) Celova Inn
 - (D) Neves Pousada
193. In the letter, the word "keep" in paragraph 1, line 4, is closest in meaning to
- (A) place
 - (B) continue
 - (C) delay
 - (D) hold
194. What is probably true about Ms. Dolanski?
- (A) She stayed at a new hotel.
 - (B) She rented a car from Avini Rentals.
 - (C) She was unable to activate her card.
 - (D) She lost her membership card.
195. Why did Ms. Dolanski receive bonus points?
- (A) For recommending a shuttle service
 - (B) For filling out a survey
 - (C) For extending her hotel stay
 - (D) For checking out early

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

From:	Marjorie Greer <mgreer@permiasystems.com>
To:	Antonio Lippert <alippert@lkodsn.com>
Subject:	Meeting
Date:	January 10

Dear Mr. Lippert,

Here are a few points I'd like to cover at our upcoming meeting. The lease on our current building expires this year, so we will need to begin moving into the Walden Street location as soon as the construction is completed. Although our budget for this project is extremely tight, we are committed to an aesthetically pleasing design. Also, the local community board needs assurance that this project will be contained in terms of construction dirt and noise, which could be disruptive to those who live and work in the neighborhood.

Our team was impressed with the work they saw on the tour of LKO Design's past projects in the city, and we hope we will be able to come to an agreement.

Sincerely,

Marjorie Greer, President
Permia Systems

January 12

MEETING NOTES

Attending

LKO Design: Antonio Lippert, Bjarte Nielsen
Permia Systems: Marjorie Greer, Lisa Ming

Purpose

Determine next steps for Walden Street construction project

Decisions

- LKO will evaluate whether it is possible to build onto the existing structure and will draw up an initial budget.
- If the project is determined to be too expensive to undertake, Permia Systems will pay for the assessment; otherwise, it will be complimentary.
- The entire project must be finished by the first week in December to ensure adequate time for Permia Systems to move all staff into their new headquarters before the end of the year.

Amazing Transformation

(November 28)—Those who remember the vacant Quinn Office Services building on Walden Street may find it hard to believe that most of that squat, dull building still stands. That's because the old building is hidden beneath the stunning new national headquarters of Permia Systems, which is now nearly complete. LKO Design was able to use the old building's foundation and some of its existing structure.

"This was important because the client wanted to avoid disturbance to the community by minimizing the noise and dust," said Bjarte Nielsen, design engineer for LKO Design. "The first thing we did was assess the structure. Our preliminary research indicated that we would be able to save the foundation and the main support walls, which helped us attain the client's goal." — By Juno Pelletier

- 196.** In the e-mail, the word "cover" in paragraph 1, line 1, is closest in meaning to
 (A) request
 (B) discuss
 (C) pay for
 (D) conceal
- 197.** According to the e-mail, why is Ms. Greer interested in working with LKO Design?
 (A) LKO Design is committed to environmentally friendly construction.
 (B) Permia Systems has worked with LKO Design in the past.
 (C) Ms. Greer would prefer to support a company from the local area.
 (D) Ms. Greer's staff likes the buildings LKO Design has built for other companies.
- 198.** What is suggested about the president of Permia Systems?
 (A) She will move into a new office building in December.
 (B) She serves on the community board.
 (C) She lives in the Walden Street neighborhood.
 (D) She has previous experience with building renovation.
- 199.** What is implied about Permia Systems?
 (A) It will not pay an evaluation fee.
 (B) It is a locally owned company.
 (C) It overspent its budget on the building project.
 (D) It recently changed its name from Quinn Office Services.
- 200.** According to Mr. Nielsen, why were parts of the Walden Street building's original structure retained?
 (A) To preserve a historically valuable structure
 (B) To comply with a safety requirement
 (C) To reduce disruption to the neighborhood
 (D) To achieve an aesthetically pleasing design

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.