



READING

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

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

Part 5

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

101. Two years ago, some of the athletes ----- school to pursue a professional career or the Olympics.
(A) leave
(B) left
(C) will leave
(D) was left
102. A road collapse has ----- traffic delays on the main route between Mildura and Merbein.
(A) caused
(B) departed
(C) directed
(D) operated
103. Ms. Kim asks that the marketing team e-mail the final draft to ----- before 5 p.m.
(A) her
(B) she
(C) hers
(D) herself
104. ----- her vacation, Janet traveled to Hong Kong, Taipei, and Shanghai.
(A) Behind
(B) From
(C) Between
(D) During
105. Travel expenses should be ----- no later than 30 calendar days after returning from a business trip.
(A) submit
(B) submits
(C) submitted
(D) submissions
106. Customers must contact the ----- directly for all warranty and repair issues.
(A) manufacturer
(B) manufacturing
(C) manufactures
(D) manufactured

105.



106.



- 107.** Before you can enter the building, you must show ----- your passport and your airline ticket, so have them ready.
 (A) both
 (B) either
 (C) as
 (D) if
- 108.** Our employee ----- program can boost employee morale and decrease employee turnover.
 (A) motivation
 (B) reality
 (C) prevention
 (D) consequence
- 109.** California employers should familiarize ----- with significant labor and employment laws passed by the Legislature in 2000.
 (A) they
 (B) themselves
 (C) theirs
 (D) their
- 110.** Companies ----- send out their free samples with discount coupons to encourage consumers to buy their products.
 (A) nearly
 (B) often
 (C) highly
 (D) ever
- 111.** It is common practice for a firm to seek a ----- advantage in order to maintain its position in the marketplace.
 (A) compete
 (B) competition
 (C) competitive
 (D) competitively
- 112.** Since no more information has been released, the game will probably not come out this year ----- even next year.
 (A) whether
 (B) then
 (C) through
 (D) or
- 113.** The bids must be reviewed by the engineers to make sure all engineering ----- for the project are met.
 (A) specific
 (B) to specify
 (C) specifically
 (D) specifications
- 114.** Library users must remove all ----- belongings when they leave the library for more than a half hour.
 (A) unlimited
 (B) personal
 (C) accurate
 (D) believable
- 115.** The new management recognized the importance of this business decision and ----- reorganized operational procedures.
 (A) prompt
 (B) promptness
 (C) promptly
 (D) prompter
- 116.** Please complete all the questions contained on the claim form and provide a ----- where requested.
 (A) signature
 (B) delivery
 (C) termination
 (D) completion
- 117.** The ----- has always been on ensuring a consistently high level of quality and outstanding service.
 (A) emphasized
 (B) emphatic
 (C) emphasis
 (D) emphasize
- 118.** ----- presenting a valid parking permit, employees cannot park their cars on company property.
 (A) On
 (B) Among
 (C) Without
 (D) Over

108.



118.



GO ON TO THE NEXT PAGE

Actual Test 01

119. Visible from ----- in the city, the tower stands in the very center of the Turpis territory.
(A) absolutely
(B) around
(C) entirely
(D) anywhere
120. At the current speed of production, Supreme Tech is not able to manufacture ----- products to meet the demands of our purchase orders.
(A) full
(B) quick
(C) enough
(D) overall
121. People in NY are healthier because they walk a few blocks every day since the roads are ----- crowded with cars and taxis.
(A) cleanly
(B) finely
(C) usually
(D) exactly
122. Any questions ----- our products or services may be addressed to Ms. Davis.
(A) related to
(B) through
(C) up on
(D) according to
123. At this point, Northeast suggests that we ----- the start of our road work until gas prices settle down.
(A) wait
(B) remain
(C) expire
(D) delay
124. Marc Ecko is rumored to be ----- to signing a deal with the licensing firm, Iconix.
(A) closeness
(B) closing
(C) closely
(D) close
125. One of the duties of library assistants is to shelve books returned ----- borrowers or used by readers within the library.
(A) by
(B) about
(C) at
(D) before
126. Bananas imported from the Philippines are dominating supermarket shelves ----- due to their attractive appearance.
(A) reported
(B) reportedly
(C) reporting
(D) reports
127. Mr. Brown gave a bleak view of the Christmas retail sales picture before ----- sales figures a week ago.
(A) proving
(B) announcing
(C) cooperating
(D) designing
128. Public and private investments are moving ahead rapidly as the country has shown a great ----- to stability and low inflation.
(A) assurance
(B) commitment
(C) collaboration
(D) assignment
129. One ----- outcome of the current economic recession is that the growth of merger activity will slow down.
(A) possibly
(B) possibility
(C) possibilities
(D) possible
130. Most of the companies surveyed ----- their growth to marketing and sales strategies.
(A) attributes
(B) attributed
(C) attributing
(D) attribution



131. We haven't heard from them yet ----- we sent an email for a quote of their product prices.
- (A) until
 (B) only if
 (C) nevertheless
 (D) even though

132. They can print more quality prints than most ----- printing stores, not to mention faster and better.
- (A) other
 (B) added
 (C) further
 (D) extra

133. We are pleased to announce that the ----- anticipated tablet computer brochure has now been launched on our website.
- (A) most eager
 (B) eagerness
 (C) eagerly
 (D) eager

134. Visitors to the central area are invited to visit Central Ottage, one of the few historic spots in the ----- modern town of Joplin.
- (A) however
 (B) instead
 (C) separately
 (D) otherwise

135. Pay Per Click advertising makes ----- easy to track how your advertising and marketing efforts are going.
- (A) they
 (B) one
 (C) what
 (D) it

136. The contributions made by Dr. Victor Hettigoda to the product development research were ----- by her boss.
- (A) ensured
 (B) realized
 (C) commended
 (D) incorporated

137. The design of the proposed project is one of the criteria the committee will evaluate ----- determining the recipient of the state grant.
- (A) in
 (B) and
 (C) yet
 (D) which

138. The company will ----- all its products from retailers' shelves because of allergy concerns.
- (A) undo
 (B) redeem
 (C) recall
 (D) unveil

139. By the time Mr. Greenfield returns from his business trip, the company's new policy -----.
- (A) was decided
 (B) will be deciding
 (C) had decided
 (D) will have been decided

140. There has been so much ----- in the demand for high-priced luxury cars that a few companies are introducing a wide range of price options.
- (A) invitation
 (B) irrelevance
 (C) fluctuation
 (D) repayment

136.



138.



GO ON TO THE NEXT PAGE →

Actual Test OI

Part 6

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

Questions 141-143 refer to the following e-mail.

PRICING AND ORDERING

Any of our designs can be ----- to your specific needs and tastes and will always

141. (A) presented
(B) provided
(C) specialized
(D) customized

incorporate the timeless and skillful design capabilities of our team. Michael Sean offers a ----- of highly customizable options which are unmatched in the furniture industry today.

142. (A) various
(B) variety
(C) varied
(D) vary

Our mission is to provide you with choice: design, size, materials, finish and delivery method. We can provide such ----- because each piece is individually handcrafted on

143. (A) creativity
(B) productivity
(C) flexibility
(D) punctuality

a made-to-order basis. Once the piece of furniture is approved, it usually takes approximately three to five weeks to build it.

For information on a custom order or to get a quote with your specifications, please contact our toll-free number for assistance or sketch your idea on the “Design Request Form” below and fax it back to us. It’s that simple!

141.



Questions 144-146 refer to the following advertisement.

Free workshop at Monica Arts Center

Have you ever imagined creating art out of old or discarded dishes? Now you can! Artist Jonas Mings ----- a colorful folk-art methods using broken dishes, cups, and bowls.

144. (A) to teach
(B) teaches
(C) taught
(D) will be taught

During this two-day workshop, you will learn different techniques for turning seemingly useless household items into beautiful works of art! You will have a chance to create your own masterpiece! This class is offered quarterly. This quarter, the workshop will take place at the Monica Arts Center on two ----- Mondays, starting June 6 from 10:30 A.M. to

145. (A) consecutive
(B) collective
(C) repeated
(D) following

12:30 P.M.

For a detailed class syllabus or to sign up for the class, please visit www.monicaartscenter.org/mosaics. This class is open to adults and children -----, so the

146. (A) along
(B) ahead
(C) alike
(D) around

whole family can participate together.

Hurry up and register now!

145.



GO ON TO THE NEXT PAGE

Actual Test 01

Questions 147-149 refer to the following letter.

Public Meetings on Current Good Manufacturing Practice Regulations

Dear Colleagues:

The Food and Drug Administration invites you to attend a public meeting concerning modernization of the agency's current good manufacturing practice(CGMP) regulations for food meant for human consumption.

In the almost twenty years since the food CGMPs were revised, the food industry has undergone ----- changes, and the agency believes that it is now time to revisit these

147. (A) considerate
(B) considerable
(C) consideration
(D) considering

regulations to determine whether they are ensuring a safe and ----- food supply. The FDA

148. (A) sanitary
(B) preventive
(C) continuous
(D) prevailing

believes that a good first step is to obtain input from the industry and the general public by holding a series of public meetings. To this end, the FDA has recently announced three public meetings in the Federal Register. The meetings ----- at the FDA headquarters from

149. (A) were held
(B) have been held
(C) to hold
(D) will be held

10 a.m. to 11 a.m.



Questions 150-152 refer to the following advertisement.

Security Inc. is the most trusted name in the sales and service of financial equipment and automated teller machines. Offering a degree of personal yet professional service that is unrivaled in the financial industry today, all employees at Security Inc. are ----- to

150. (A) dedicated
(B) used
(C) subject
(D) liable

customer service and your complete satisfaction.

We offer flexibility not found anywhere else in the financial services industry. Security Inc. can assemble a unique financial equipment package across multiple manufacturers' product lines or tailor a financial equipment service program to ----- your specific

151. (A) expect
(B) intend
(C) create
(D) meet

business needs.

We offer the widest array of financial equipment products, services and supplies. This diversity in product and service offerings, combined with our unrivaled knowledge in the sale and service of automated teller machines, provides a ----- edge and real value for

152. (A) competent
(B) competitive
(C) compatible
(D) commensurate

our customers.

151.



GO ON TO THE NEXT PAGE 

Actual Test 01

Part 7

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

Questions 153-154 refer to the following advertisement.

Carlo's Pizzeria

Founded in 1983, Carlo's Pizzeria, Restaurant & Caterers is a family operated establishment serving gourmet pizzas, salads, sandwiches, dinners and catered foods in New York and the surrounding areas. With nearly 25 years of satisfying customers in and around the New York area, Carlos, Sal, Sally, Maria, Estel and the entire Carlo's staff pride themselves in serving only the finest selection of Italian cuisine.

Ocean Avenue Branch
1247 Ocean Avenue
Brooklyn, NY 11230
(718) 578-1878 / (718) 578-4798

Hours of operation:

Monday - Thursday: 11 A.M. - 10 P.M.

Friday: 11 A.M. - 11 P.M.

Saturday: 11 A.M. - Midnight

Sunday: CLOSED

Visit our website for our lunch and dinner menus!

153. On what day does the business stay open longer than usual?

- (A) Monday
- (B) Thursday
- (C) Saturday
- (D) Sunday

154. What is indicated about the menu?

- (A) Menu items are different according to day of the week.
- (B) Prices are higher on Saturdays.
- (C) Discounts are available upon request.
- (D) Menu items vary according to the time of day.

Questions 155-156 refer to the following article.

A trio of bands to treat fans at Shamrocks show

Frontman, Mike Furie, says the musicians in his band "Loud Furie" and fellow Syracuse rock bands "The Fergi Project" and "Little Secret" want to help make things right for their fans who bought tickets to see them open for Brian Michaels last week at the Regional Market Block Party.

That show – and shows scheduled on subsequent Thursday nights by "Asia" and "Loverboy" – have been canceled.

The opening bands were given tickets to sell to their fans, Furie explains. So "Loud Furie", "The Fergi Project" and "Little Secret" have scheduled a show together at 4 p.m. Sunday at Shamrocks, 1459 Taft Road, Syracuse. Admission is free for anybody who holds a ticket to the canceled Michaels show, or \$10 for everybody else.

A nice touch: The band will donate the door money to Michaels' favorite charity, the American Diabetes Association. The musicians are calling it the Antidote Show.

Also, for fans of "Asia", western New York promoter Billy Pilo has his own show planned. "Asia" plays at 7 p.m. on Saturday at the Main Street Armory, 78 Main St., Rochester. Admission is free to the show as long as you bring a canned or dry food donation for Rochester food banks.

155. What event is described in the article?

- (A) A makeup concert for a canceled show
- (B) A program at a recital
- (C) A show by a band called Asia
- (D) A charity drive to support sick children

156. According to the article, what do the two shows share in common?

- (A) Performers will be invited from around the world.
- (B) Proceeds will be used to support a good cause.
- (C) Participants will be asked to donate food.
- (D) They will give out prizes to raffle winners.

GO ON TO THE NEXT PAGE

Questions 157-158 refer to the following article.

Jersey Weekly

March 28

Robert Schwartz, director of Parking and Transportation Services, has announced his decision to retire from Hudson University. His last day will be June 13, 2011.

Under Mr. Schwartz's leadership, the university's parking and transportation operations have improved significantly over the past 10 years. Mr. Schwartz was instrumental in the introduction of the New Terrytown Shuttle to help reduce the number of cars on the New Terrytown/Piscataway campuses and in the university's preparations for the Route 18 construction and road widening projects. Mr. Schwartz previously served as the assistant director for parking and transportation and worked in various capacities in the housing division.

Mr. Schwartz has done a great job establishing positive working relationships with students, deans, administrators, staff, and local communities. His leadership, loyalty to Hudson University, and tireless energy will be missed.

157. What is the purpose of the article?

- (A) To promote a new company
- (B) To announce a retirement
- (C) To advertise a job opening
- (D) To discuss a newly hired employee

158. What was Mr. Schwartz's prior position?

- (A) University spokesperson
- (B) Chief executive officer
- (C) Director
- (D) Assistant director

Questions 159 -161 refer to the following notice.

Following up its successful Sushi Workshop in July, the Japan-America Society of Greater Long Island presents sushi chef Maksui from Kenichi for an advanced sushi workshop on Sunday, October 25th at the Tri-fold Clubhouse (410 Guadalupe St.) from 1:30 p.m. to 3:30 p.m. This workshop will allow attendees of the previous workshop to build on their sushi-making skills.

This is not a free event. The cost for current JGA members is \$35. If you're a non-member, the cost is \$40 (Please bring exact change in cash). Although the cost includes all the ingredients necessary to make sushi, you will need to bring your own knife and a towel or cloth of some sort.

Please note that registration is required in order to attend this class. Space is limited. Send a registration request to jga-events@jga.org by Thursday, October 22. 48 hours' notice is required in order to cancel.

159. What is the main purpose of the notice?

- (A) To inform readers of a useful website
- (B) To describe the Japan-America Society of Greater Long Island
- (C) To teach people how to write poetry
- (D) To announce an upcoming workshop

161. According to the notice, who is the workshop tailored to?

- (A) Intermediate sushi chefs
- (B) Beginner sushi chefs
- (C) New JGA members
- (D) All JGA members

160. What information is NOT given in the notice?

- (A) The workshop instructor's name
- (B) Late registration instructions
- (C) Cancellation instructions
- (D) Things to bring to the workshop

GO ON TO THE NEXT PAGE 

Questions 162-164 refer to the following notice.

The Cooper Museum

Members enjoy unlimited free entry all year long to the Cooper Museum's exciting special exhibition, which opens on June 19, and the world-renowned permanent collection galleries. Other benefits include preview receptions, gallery talks and tours, family programs, and hands-on art workshops for adults and children. For more information on Membership levels and benefits, including discounts for older adults, educators, and artists, or to purchase a membership by phone, call the Membership Department at (718) 501-6326 or e-mail membership@coopermuseum.org.

View a printable version of the Member Events Chart for 2010-2011.

Individuals: \$55 (fully tax-deductible)

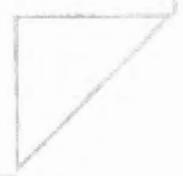
Enjoy preview receptions, discounts, and much more!

Family and Friends: \$85 (fully tax-deductible)

Receive discounts on educational offerings for adults and children!

Contributors: \$150 (\$135 tax-deductible)

Receive reciprocal privileges to 31 art museums and free tickets to
Art Facts and *Meet the Museum*.



162. What will happen as of June 19?
- (A) The cost of admission to the museum will increase.
 - (B) The museum will hold weekly gallery talks.
 - (C) A new membership discount program will be introduced.
 - (D) A new attraction will open.
163. What is NOT mentioned as a reason to call the Membership Department?
- (A) Get membership level information
 - (B) Purchase family programs
 - (C) Purchase memberships
 - (D) Price reductions for seniors

164. Which privilege is extended to Friends and Family members of the museum?
- (A) Discounts on educational family events
 - (B) Preview receptions and discounts
 - (C) Discounts at the museum restaurant
 - (D) Free tickets to *Art Facts*

 GO ON TO THE NEXT PAGE

Questions 165-169 refer to the following letter.

Apex PC Inc.
12 Garter's Way
Erving, TX 75782

To Whom It May Concern,

I am writing today to thank you for an excellent customer service experience. I recently started a new job as the administrative director for a nonprofit agency that, like most organizations and businesses, cannot function without a computer. This morning when I arrived at work, my Apex Dimension 5000 would not boot up properly. After exhausting my own fairly extensive knowledge about how to get a misbehaving computer to work properly, and consulting my agency's tech department in vain, I called Apex PC Technical Support.

Gary, the tech support professional who answered my call, spent two hours on the phone with me, walking me through processes ranging from diagnostics to rebooting in various command prompt modes. Gary was wonderful to work with. I was delighted to be on the phone with someone whose knowledge, respect, and sense of humor (particularly important, in my opinion, when dealing with potential computer disasters) made this ordeal much less challenging.

Although your automated answering system is frustrating – I got many “I’m sorry, I don’t understand” responses although I speak quite clear and articulate English, and I got cut off at one point – I very much appreciate the excellent customer service your human staff members give. As a result of the help I got today, I elected to extend our Gold Service Contract so that if I have such a problem again, I will have access to your staff.

Again, thank you.

Sincerely,

Mark Matthews

165. What is the main purpose of this letter?
- (A) To offer an award to an Apex employee
 - (B) To praise an employee of the company
 - (C) To report a problem related to a purchased product
 - (D) To order an item that is backordered

166. Why was Mr. Matthews having a problem?
- (A) He could not get in contact with an Apex employee.
 - (B) He could not understand what the automated system was saying.
 - (C) He could not extend the Gold Service Contract plan.
 - (D) He could not get his computer to start properly.

167. What did Mr. Matthews do before calling Apex?
- (A) He tried to change his computer.
 - (B) He contacted his supervisor about the problem.
 - (C) He asked his company's computer division for help.
 - (D) He contacted someone in his office about the company service plan.

168. What action was NOT taken by Gary?
- (A) He solved the problem through the automated system first.
 - (B) He ran diagnostics step by step with Mr. Matthews.
 - (C) He rebooted the computer in different modes.
 - (D) He used humor so the long call is not boring.

169. The word 'exhausting' in paragraph 1, line 5 is closest in meaning to
- (A) tiring
 - (B) failing
 - (C) making use of
 - (D) fatiguing

GO ON TO THE NEXT PAGE

Questions 170-172 refer to the following memo.



To: All employees of TWDB

From: Joseph Green

Re: Survey Results

Date: April 19

Customer Survey

In an initiative to determine the effectiveness of TWDB's programs and services, our agency regularly conducts surveys to measure customer satisfaction and rate TWDB's performance in service delivery.

You can make a difference by taking the time to complete a survey online. Results are analyzed, especially the comments section, to identify possible process improvements or areas in the agency which need increased education or marketing efforts. Program areas use the information to review and implement any necessary program/process changes that will benefit customers or save money. Previous survey results have led to significant improvements to TWDB's programs.

The Tennessee Water Development Board intends to use this information to improve its products and service delivery and to increase customer education and awareness regarding agency products and services.

Survey Results : 2010 Customer Survey

The most frequently cited suggestions for improvement included:

Increasing personal contact with customers

- Increasing interdepartmental and interagency cooperation
- Further improving the agency's websites
- Improving the scope and accuracy of information provided
- Increasing funding opportunities.

Results: In summary, customers rated TWDB highly, with 94.8% of all respondents giving the agency an excellent (52.8%) or good (42.0%) rating. Furthermore, the specific departments evaluated consistently received satisfaction ratings of at least 96%. A detailed report of the results will be posted on the company website in two weeks.

170. What is the main purpose of the survey?
- (A) To help an organization decide which agencies to use
 - (B) To improve service efficiency
 - (C) To assess how many new clients the agency gained last year
 - (D) To determine client satisfaction and agency performance

171. What is likely to happen next month at TWDB?
- (A) TWDB will make a presentation on the state of the department.
 - (B) Employees can see more survey results.
 - (C) Suggestions for changes will be implemented.
 - (D) Additional employees will be hired to improve customer satisfaction.

172. Which of the following is NOT a suggestion made by customers?
- (A) Increasing personal communication with customers
 - (B) Increasing cooperation with other agencies
 - (C) Making the company webpage better
 - (D) Quicker responses to client emails

GO ON TO THE NEXT PAGE 

Questions 173-176 refer to the following letter.

Accent Property Management

Please read this notice carefully, as it contains very important information about road work that is scheduled to be performed in your community, which may result in vehicles being towed or damaged if left in restricted areas during scheduled work periods. Any improperly parked vehicles will be towed at your expense.

San Jose Hills is excited to announce the scheduling of the asphalt repair and seal coating project for the community, which consists of the following locations:

Alison Creek Road

Glenfield Circle

Manor Hill Road

On Tuesday and Wednesday, April 20 & 21, 2011, we will be repairing streets in various locations throughout the community. Please refer to the map included with this notice, asphalt repair areas are the orange highlighted circles. United Paving will be placing barricades beginning at 6:30 a.m. and work will begin at 7:00 a.m. and continue throughout the day. The barricades will remain in place until the weather allows for adequate curing of the material, which may take up to 24 hours.

Thank you for your cooperation in this matter. We understand this is an inconvenience for everyone; however it is necessary. Once completed, the new street surface will greatly enhance the appearance of the community and extend the life of the asphalt streets. Should you have any questions regarding the work to be performed, please contact Accent Property Management.

Sincerely,

Chris Wages

Facilities Manager

905-581-4796 Ext 202 or chris@accentpm.com

173. For whom is the letter most likely intended?

(A) Residents of San Jose Hills
(B) Workers at Accent Property Management
(C) Drivers on Manor Hill Road
(D) The road construction crew

174. By what date is the work expected to finish?

(A) April 24
(B) March 26
(C) April 21
(D) April 20

175. What is indicated on the letter?

(A) San Jose Hills is being remodeled.
(B) Construction Crews will work overnight.
(C) Glenfield Circle will be expanded.
(D) The second day is reserved for curing.

176. Which is NOT stated as a possible penalty for improperly parked vehicles?

(A) The owner will be fined.
(B) The car may be towed.
(C) The car may be damaged from the construction.
(D) The owner will have to pay for any towing charges.

Questions 177-180 refer to the following news article.

If you're looking to treat someone – or yourself – with natural and organic body care products, look no farther than Ranch Bernard.

Located in the Bernardo Winery village shops, Natures Perfect Scents offers products that relax you while awakening the senses with aromatherapy-based lotions, soaps, oils, bath products and more.

Everything in the store is natural, with no plastics, dyes or artificial ingredients – ideal for those with allergies or those inclined to use chemical-free products. In addition, the store also features post- and prenatal products, including naturally made children's toys.

"It's for anybody who's looking for natural and organic products," said Bianca Smith, a Ranch Bernard resident and Mt. Bernardo High School alumnus who opened the store last December. "A lot of people are leaning toward good quality natural and organic products."

Nearly all products are from small businesses across California, Ms. Smith added. There's an organic line of lotions, body oils and scrubs from the Napa Valley company NV Organics. In addition to personal care products, the store features products for babies and their mothers, in line with Ms. Smith's business Pregnatique, a baby health and wellness boutique. Ms. Smith, who also assists new mothers as a birth and post-birth counselor, offers products for babies and infants by companies such as Bébé and Moby Wrap.

177. What is indicated about Natures Perfect Scents?

- (A) It only carries baby products.
- (B) It only makes organic personal care products intended for babies.
- (C) Its products are available only through the website.
- (D) It carries organic products in addition to baby products.

178. The word 'inclined' in paragraph 3, line 2, is closest in meaning to

- (A) leaning
- (B) tilted
- (C) unlikely
- (D) willing

179. What is suggested about Natures Perfect Scents products?

- (A) They are very popular with men.
- (B) They are mostly made outside the country.
- (C) They are only made with natural ingredients.
- (D) They are cheaper than most non-organic products.

180. What is NOT stated about Bianca Smith?

- (A) She attended a nearby high school.
- (B) She has lived in Ranch Bernard all her life.
- (C) She opened her store last year.
- (D) She also sells naturally made toys for children.

GO ON TO THE NEXT PAGE

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

Virgo America Names New VP of Marketing

Virgo America has named Portia Gales as its new vice president of marketing. In her new role, Gales will be in charge of shaping the Virgo America brand as it launches into new markets nationwide. The startup airline, which was launched in August in Chicago, is working to serve up to 10 cities through 2011, including New York, Washington, and Los Angeles. It plans to increase its service to 30 cities over the next five years, the company said.

Gales has worked in the public relations department since Virgo's launch. She takes over the VP position in January, the company said. She replaces Spence Kramdon, who left the post last year, a company spokesperson said.

The low-fare carrier uses a host of amenities designed to distinguish itself from other airlines. It offers mood-lit cabins, an in-flight entertainment system with movies, TV and online chat rooms in a First Class section with massage chairs.

To: Portia Gales
From: Adam Levitt
Date: January 10
Subject: Congratulations

Dear Portia,

Congratulations again on your promotion. You are very deserving of this opportunity and I know you will be an invaluable asset to Virgo America. Since you left, Mr. Raleigh has asked me to join the marketing team. I have not given him an answer yet, but I have every intention of accepting the position. I have wanted to be a member of the marketing team ever since I joined this firm 3 years ago as your assistant. Now that you are the new VP of marketing, my mind is set. Thank you very much for your glowing recommendation.

I look forward to working with you in the near future.

Sincerely,
Adam Levitt

181. Why was the article written?

- (A) To announce the hiring of a new executive
- (B) To publicize the results of a company expansion
- (C) To announce the retirement of a company executive
- (D) To inform readers of an up and coming airline

182. Where are the offices of Virgo America located?

- (A) Chicago
- (B) New York
- (C) Washington
- (D) Los Angeles

183. In the article, the word 'post' in paragraph 2, line 3 is the closest in meaning to

- (A) company
- (B) airline
- (C) position
- (D) chair

184. What did Ms. Gales do for Mr. Levitt?

- (A) Gave him professional advice
- (B) Taught him about marketing
- (C) Inspired him to join the marketing team
- (D) Gave him an excellent reference

185. What is implied about Mr. Levitt?

- (A) He is not good at his job.
- (B) He currently resides in Chicago.
- (C) He previously worked in the public relations department.
- (D) He has always wanted to work under Ms. Gales.

GO ON TO THE NEXT PAGE 

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

From: Terry Vargas(tvargas@ums.edu)

To: Allan Risi(arisi@ums.edu)

Date: March 18

Subject: Faculty Institute

Dear Professor Risi,

You are cordially invited to attend this year's Faculty Institute, to be held on Thursday, May 18 at the University College facilities on the University of Maryland at Auburn campus. Last year's Faculty Institute opened by considering a number of quality "elements" for teaching with technology. We broadly surveyed examples of how faculty, educational services, and technology support staff are addressing each of these standards, in addition to methods of surveying students to receive feedback. This year we will add to these elements to expand the scope of our faculty members.

University College will provide travel support for faculty attending the 2011 Faculty Institute as part of our commitment to assure quality distance education. If you will be traveling from UMPI, UMFK, or UMM, this includes hotel accommodation for the evening of May 17 in addition to the mileage reimbursement provided for faculty from all UMS campuses. As always, we encourage carpooling. Please RSVP along with any guests you plan to bring by April 2.

I hope you will be able to join us!

Terry

From: Allan Risi(arisi@ums.edu)

To: Terry Vargas(tvargas@ums.edu)

Date: March 19

Subject: RE: Faculty Institute

Dear Professor Vargas,

Thank you for your personal invitation. I couldn't have had a more enjoyable time at last year's Faculty Institute which you and your staff organized. I especially enjoyed the lectures on promoting a supportive learning environment and instituting authentic and meaningful learning activities via the Internet. My wife claimed the decorations to the Grand Hall were marvelous, the food superb, and the company second to none.

We look forward to this year's event as well.

Allan

186. Why was the first e-mail written?

- (A) To request information about a school program
- (B) To describe the details of a charitable dinner
- (C) To extend an invitation to a faculty event
- (D) To thank someone for an official invitation

187. What is suggested about Mr. Vargas?

- (A) He often gives lectures to professors.
- (B) He works at the Auburn campus.
- (C) He is a close friend of Mr. Risi.
- (D) He is one of the event organizers.

188. What does Mr. Vargas expect Mr. Risi to do?

- (A) Indicate whether he will attend the event
- (B) Confirm the number of guests
- (C) Be one of the speakers at the dinner
- (D) Lead a carpool

189. What does Mr. Risi communicate to Mr. Vargas?

- (A) Notification that the Grand Hall can be reserved for private functions
- (B) Congratulations on winning an important contract
- (C) Notification that he will be attending with one additional guest
- (D) Congratulations on last year's victory

190. What aspect of last year's Faculty Institute does Ms. Risi NOT mention in his e-mail?

- (A) Appreciation of Mr. Vargas's invitation
- (B) Ways of encouraging learning activities using the Internet
- (C) Methods of receiving feedback from students
- (D) How to promote a supportive learning environment

GO ON TO THE NEXT PAGE 

Questions 191-195 refer to the following information and e-mail.

Schedule for Stanley Erwin, VP of Pharmax Group

DATE	EVENT	LOCATION
May 10	Leave New York for scheduled meetings	
May 11	Meeting with representatives of Medic Pharmaceuticals to evaluate the satisfaction of Pharmax's new high blood pressure medication	Paris, France
May 12	Meet with representatives of the French department of health to complete deal for triglycine distribution in France	Paris, France
May 14-16	Pharmax Executive Conference Topic: Toward Greater Health Care in Germany	Berlin, Germany
May 18-20	Pharmax Executive Conference Topic: Biotechnology Advancements in the 21st Century	L.A., U.S.A
May 23	Presentation meeting with executives of Astrazinc about recent changes in Pharmax's diabetes treatment and care	Miami, U.S.A
May 25	Return to New York	

To: Stanley Erwin<serwin@pharmax.com>
From: Prestige Hotel<management@prestigehotel.com>
Date: April 3
Subject: Hotel confirmation

Dear Mr. Erwin,

Thank you for your inquiry at our hotel. This e-mail is to confirm your stay at the Prestige Hotel, from May 17 through May 21. Your confirmation number is 2742. You can check in from 4:00 P.M. on the day of your arrival, with the checkout time being noon on the day of your departure. However, a late checkout is available upon request.

When checking in, you will receive a room key card and a guest pass to the exercise facilities including our expansive indoor pool. Your room includes wireless Internet, fax, and printer, as per your request.

I've also included two printable coupons. The first is for a complimentary breakfast at any of our fine restaurants; the second is for a discount for our in-house daily car rentals.

We look forward to having you as our guest.

Thank you.

Prestige Hotel management

191. In what industry does Mr. Erwin probably work?
(A) Hospital management
(B) Technology
(C) Pharmaceuticals
(D) Diabetes research
192. What will Mr. Erwin do in Paris?
(A) Assess the effectiveness of new products
(B) Meet with new clients
(C) Observe a symposium on new drugs
(D) Develop a new diabetes treatment
193. Where is the Prestige hotel located?
(A) In Paris
(B) In Berlin
(C) In New York
(D) In Los Angeles
194. What is NOT mentioned as a feature of the Prestige Hotel?
(A) Car rental service
(B) Exercise facilities
(C) Indoor pool
(D) Conference room
195. In the e-mail, the word 'in-house' in paragraph 3, line 2 is closest meaning to
(A) home
(B) cheap
(C) internal
(D) outside

GO ON TO THE NEXT PAGE

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

Academia Scholastic

A young, growing business services/training company seeks a sales manager. Primary responsibility is overseeing a sales team of more than 10 people to increase productivity, efficiency, and overall sales. We have classes all over the country and the sales manager will need to make sure that those classes get filled among other things.

Qualifications:

- 2-3 years' experience as a sales manager a MINIMUM
- Existing contacts in the construction and utility and energy efficiency industries would be ideal
- Sales force or other sales experience required (Those without this experience need not apply)
- Experience in working in a stressful, fast-paced environment

Responsibilities:

- Creating sales materials for use by sales staff
- Managing a sales team
- Reporting to senior management
- Training new employees
- Hiring new salespeople
- Building and managing an outside sales force

To: Aaron Plabo<aplabol@academiascholastic.com>

From: Ashley Park<apark@intellearning.com>

Subject: Sales Manager

Hello Aaron:

I hope things are good with you and my former boss. I am now a human resources recruiter at Intel Learning. My work at Intel Learning is interesting. The company culture is a lot like the culture at Academia Scholastic.

I noticed your ad for a sales manager at classifiedjobs.com. We have a young intern here named Brie Claudia who will be completing her internship with us at the end of next month. I would love to be able to hire her full time, but Intel Learning currently has no openings due to budget cuts. Ms. Claudia has taken on increasing responsibilities since her arrival at Intel Learning, and she has become a reliable and trustworthy manager. I'd really like to see her find work at a company that utilizes her diverse skills.

I truly believe Ms. Claudia meets all the qualifications for the position you advertised. Let me know if you are interested in interviewing her and I will have her forward her resume.

Best regards,
Ashley Park

196. What is indicated about the position advertised?
- (A) It is an opportunity for part-time employment.
 - (B) It is advertised on the company's website.
 - (C) It is in a highly competitive field.
 - (D) It is posted on a job listing website.
197. What is the purpose of the e-mail?
- (A) To recommend a qualified candidate
 - (B) To apply for the listed job
 - (C) To request an updated resume
 - (D) To ask for more information pertaining to the job
198. According to the e-mail, where did Mr. Plabo and Ms. Park work together?
- (A) Intel Learning
 - (B) Academia Scholastic
 - (C) Classifiedjobs.com
 - (D) In a classroom setting

199. What is true about Ms. Claudia?
- (A) She has had her responsibilities increased at Academia Scholastic.
 - (B) She has contacted Ashley Park.
 - (C) She is dissatisfied with her current job.
 - (D) She has more than two to three years of experience as a sales manager.
200. Why will Intel Learning NOT offer Ms. Claudia a job?
- (A) Ms. Claudia does not meet all the required qualifications.
 - (B) Intel Learning has recently experienced budget restrictions.
 - (C) Ms. Claudia is unable to work as an intern.
 - (D) Intel Learning rarely promotes from outside the company.

READING

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

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

Part 5

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

101. Note that the hotel's pool and pool deck will be closed until ----- on them is completed later this month.
 (A) construction
 (B) constructed
 (C) constructs
 (D) constructive
102. Aster Broadcasting Group ----- yesterday that it expects the semiconductor market to enter full recovery mode next year.
 (A) announced
 (B) have announced
 (C) announcing
 (D) announce
103. Instructors wishing to place materials on reserve ----- the library should fill out a Reserve Request Form.
 (A) at
 (B) into
 (C) among
 (D) after
104. This apartment complex has an ----- exterior design and stylish interior furnishings.
 (A) attract
 (B) attractive
 (C) attracted
 (D) attraction
105. The public is invited to ----- the dinner event, with proceeds from ticket sales benefiting a BMX scholarship fund.
 (A) perform
 (B) admit
 (C) attend
 (D) participate
106. He ----- delivers keynote speeches and holds workshops on customer satisfaction strategy and the building of profitable customer relationships.
 (A) regularize
 (B) regularity
 (C) regularities
 (D) regularly

102.



105.



- 107.** Attendees will be required to work ----- alone and in groups when performing study sample analyses.
- (A) also
(B) both
(C) the same as
(D) not only
- 108.** Unfortunately, with the rise of the popularity of soft drinks, tea is not ----- popular as it used to be.
- (A) as
(B) of
(C) either
(D) like
- 109.** As demand for ----- wheat-based products falls, local producers earn less and the total income of the country declines.
- (A) they
(B) their
(C) themselves
(D) theirs
- 110.** Ottawa Police Chief Vern White has ----- Mr. McDonald for securing \$1 million for the city's drug treatment initiative.
- (A) demonstrated
(B) entrusted
(C) agreed
(D) congratulated
- 111.** Ms. James stated that ----- must work together to make sure the committee is effective.
- (A) no one
(B) someone
(C) one another
(D) everyone
- 112.** When you are buying an adjustable bed, you should consider ----- features such as bed height, size, material, and warranty.
- (A) occupied
(B) accountable
(C) qualified
(D) specific
- 113.** The company's management has a firm belief that its strategic direction is sound and will continue to exceed shareholder -----.
- (A) expect
(B) expected
(C) expectations
(D) expectedly
- 114.** Currently, there is an increasing demand for Internet access ----- the telecommunications industry.
- (A) across
(B) during
(C) onto
(D) next
- 115.** Needs assessment can help you identify areas for improvement and ultimately help you realize your goals more -----.
- (A) efficient
(B) efficiency
(C) efficiencies
(D) efficiently
- 116.** Favera Pharmaceuticals sales representatives must keep careful ----- of samples distributed and orders taken from physicians and clinics.
- (A) records
(B) qualifications
(C) guidelines
(D) behaviors
- 117.** The application process is highly ----- with only 5% of applicants ultimately selected for positions.
- (A) competition
(B) competitive
(C) competitors
(D) competitively
- 118.** The hotel installed a touchscreen computer to help guests ----- a restaurant, get weather updates, or obtain other useful information.
- (A) assist
(B) remind
(C) locate
(D) conduct

110.



113.

GO ON TO THE NEXT PAGE 

119. This waste-to-energy power plant is the ----- of a technologically-advanced process set to achieve outstanding environmental and economical performances.
- (A) product
(B) producer
(C) produced
(D) producing
120. Sales of Ferrer Industry's tractors ----- increase during the autumn harvest season.
- (A) openly
(B) rigidly
(C) approximately
(D) frequently
121. It is advisable to keep your operating system and software updated for ----- computer performance and security.
- (A) optimal
(B) optimize
(C) optimally
(D) optimization
122. After attending an ----- on traditional handicrafts at the Victoria Museum in London, a young unknown designer named Laura Ashley was inspired to make her own quilts.
- (A) exhibition
(B) guide
(C) portrait
(D) creativity
123. Mr. Henny ----- presented the argument that the pricing policy of the retailer would be the financial ruin of the company.
- (A) convinces
(B) convince
(C) convincingly
(D) convincing
124. If the employee or employer terminates the contract of employment ----- giving advance notice, they will have to pay the other party a sum equivalent which matches the employee's salary.
- (A) without
(B) almost
(C) usually
(D) already
125. All employees are entitled to have a fair and equal opportunity to be considered for ----- to management positions.
- (A) advancement
(B) opportunities
(C) transmitting
(D) openings
126. Although ----- findings are encouraging, further research is needed to determine the effectiveness of the advertising campaign.
- (A) forward
(B) ahead
(C) initial
(D) limited
127. I've read a couple of different articles on Franklin Roosevelt, who was a much ----- president than Barack Obama has been so far.
- (A) boldness
(B) bolder
(C) boldest
(D) boldly
128. The front desk staff requests photo identification ----- a visitor to the Chicago Graphics Offices is not holding a valid pass.
- (A) if
(B) which
(C) until
(D) despite



- 129.** The Textcom software from Hahn-Keller Corporation will ----- users to automate numerous repetitive tasks.
 (A) avoid
 (B) provide
 (C) show
 (D) allow
- 130.** All employees are asked to turn off the lights when ----- a vacant room to conserve electricity.
 (A) exit
 (B) exits
 (C) exited
 (D) exiting
- 131.** An ----- of monthly sales figures is essential to setting future revenue goals.
 (A) destination
 (B) variety
 (C) analysis
 (D) style
- 132.** In this ----- researched study, Good Jobs shows that Thote Ltd. has received more than \$1 billion in economic development subsidies from state and local governments across the country.
 (A) fortunately
 (B) immediately
 (C) extensively
 (D) eventually
- 133.** The Charity Classic Committee chose ----- him for all of the support he has given the Saint Joseph Medical Center throughout the years.
 (A) will honor
 (B) to honor
 (C) would honor
 (D) to be honored
- 134.** ----- 10 years of experience in the field, Carolyn Snyder is an internationally recognized merger and acquisition consultant.
 (A) Ahead of
 (B) Until now
 (C) With
 (D) Past
- 135.** Although most of the consumers surveyed said they understood the importance of the new healthcare reform policy, many were ----- with the details of that policy.
 (A) profitable
 (B) filled
 (C) unfamiliar
 (D) difficult
- 136.** Corsica is an undeniable paradise for ----- of sea and water sports, as well as for hiking.
 (A) enthusiasts
 (B) enthusiastically
 (C) enthusiastic
 (D) enthused
- 137.** Mr. Powers has asked that the board of directors ----- the issues, strategies and solutions identified in response to the NHHRC final report.
 (A) considering
 (B) considered
 (C) consider
 (D) are considering
- 138.** Additional funds are needed for one previously approved project ----- complete the construction contract.
 (A) in order to
 (B) in regard to
 (C) in light to
 (D) because
- 139.** With beautiful and panoramic views, the hotel's terrace can accommodate up to 100 people ----- the lounge can only accommodate up to 70 people.
 (A) then
 (B) what
 (C) just
 (D) whereas
- 140.** During a recent test drive around Boston, it became clear there will be a strong ----- for the car, which is manufactured by Daimler AG, the maker of Mercedes-Tote vehicles.
 (A) emission
 (B) market
 (C) revision
 (D) purchase

130.



140.



GO ON TO THE NEXT PAGE →

Part 6

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

Questions 141-143 refer to the following announcement.

Now in its eighth season, the Southern Crescent Chorale has established a ----- for
141. (A) destination
(B) reputation
(C) renewal
(D) transfer

excellence and achievement in the south metro Atlanta arts community. An auditioned community chorus, the Chorale's mission is to enrich communities and provide talented and deserving singers an opportunity to perform a variety of challenging choral literature with high performance standards. Chorale members dedicate many hours to making music and have performed before thousands of people at venues throughout the Atlanta area and Europe.

The Chorale is a ----- group that performs a variety of choral literature each season.

142. (A) vulnerable
(B) versatile
(C) susceptible
(D) considerable

Its repertoire includes master works, opera, spirituals, pop, and Broadway tunes. The Chorale is also ----- to present a concert each season to benefit children's organizations

143. (A) pleasing
(B) pleasure
(C) pleased
(D) please

in our community.

The Chorale enjoyed its first tour abroad in 2007 and received rave reviews from Italian audiences. Members of the Chorale have also performed in Austria, the Czech Republic, and Germany.

For more information about the Chorale please visit our website at
www.southerncrecentchorale.org.

141.



Questions 144-146 refer to the following letter.

Dear customers,

I am pleased to announce a new service that we hope ----- more convenient banking

- 144.** (A) is facilitated
 (B) has facilitated
 (C) had facilitated
 (D) will facilitate

for our busy customers. You may be wondering whether online banking is secure enough to be used for transactions on a regular basis. For the most part, online banking is a safe means to conduct banking ----- . However, you should be aware of some common pitfalls

- 145.** (A) advertisements
 (B) information
 (C) transactions
 (D) entertainment

and online banking scams that exist so that you can take the appropriate measures to safeguard yourself from being defrauded.

Your online banking login and password information should not be shared with anyone. You should also avoid keeping your password stored in your computer or mobile phones since these can be accessed by third parties or stolen altogether. If you feel that your personal information has been ----- , most banks now allow you to instantly change your

- 146.** (A) signified
 (B) confidential
 (C) changed
 (D) compromised

login and password information through the same online banking interface. For maximum protection against fraud, you should choose a strong alphanumeric password and make it a habit to change the password at least once every month.

144.



GO ON TO THE NEXT PAGE

Actual Test 02

41

Questions 147-149 refer to the following e-mail.

From: Mr. Jason Pak
To: Ms. Geena Caren
Subject: Lexington Hotel Reservation
Date: December 17
Dear Ms. Caren,

This morning we received your e-mail with your updated travel plans. Upon receipt of your message, we ----- the dates of your reservation with us. With regard to your inquiry about

147. (A) followed
(B) modified
(C) advised
(D) brought

ground transportation from Sanford Airport, two options exist. The Lexington Hotel is about 20 miles (about a 30-minute drive) from Sanford Airport. This is a fully staffed station with an enclosed waiting area. There is a taxi stand at the station. Rent A Car has a rental car service at this station. You will need to reserve your car in advance for this location. Call Hitz on arrival and a shuttle will pick you up from the station. -----, you can take a taxi

148. (A) Since then
(B) For example
(C) Alternatively
(D) Accordingly

to the Rent A Car office and get reimbursed up to \$22 for the taxi fare.

Please do not hesitate to contact us if you need to make any further changes to your reservation. We hope you ----- your stay with us, and we thank you for choosing

149. (A) are enjoying
(B) have enjoyed
(C) enjoyed
(D) enjoy

the Lexington Hotel.

Best regards,

Jason Pak
Director of Guest Relations
Lexington Hotel

147.



Questions 150-152 refer to the following pamphlet.

Ten minutes south of Joplin lies Nevis Botanical Gardens, a ten-acre park that is open to the public.

Open 9 a.m. to 4 p.m. Monday to Friday from November to April. Opening hours may -----

150. (A) be varied
 (B) be varying
 (C) vary
 (D) be variety

from May to October, so it is best to give them a call to make sure.

The entrance fee is \$8 for adults and \$4 for children. The park was founded by Joseph Murphy, a sculptor ----- who had originally wished to build himself a house and garden,

151. (A) itself
 (B) oneself
 (C) yourself
 (D) himself

but later resolved to render the park accessible ----- the public, a lucky decision for all

152. (A) for
 (B) in
 (C) to
 (D) by

you nature lovers! Stroll around eight hectares of bamboo, rose and orchid groves, have a snack or simply chill out in this haven of natural beauty.

150.



GO ON TO THE NEXT PAGE

Actual Test 02

Part 7

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

Questions 153-154 refer to the following schedule.

7:30 a.m.

DBS Studio fun bus tour

1-800-899-0051

Where: Times Square Broadway between 47th and 48th

What: One-hour tour to visit outside the DBS Studios for a live taping. You may even appear live on TV!

Free

10:00 a.m.

Empire State Building tour

212-779-3100

Where: Fifth Ave and 34th St

What: Take the amazing New York SKYRIDE flight simulator around NYC then go right upstairs on a high-speed elevator to the 86th floor observatory.

\$28.50 for both

1:30 p.m.

Radio City Music Hall

212-897-7871

Where: 6th Ave between 50th and 51st street

What: Take a behind-the-scenes tour of this famous NY landmark for one hour - Tours are available Mon-Sat 11 a.m.-3 p.m.

4:00 p.m.

Tiptop cruise of NY

212-743-3500

Where: Pier 83 West 42nd St and 12th Ave

What: 2-Hour Semi-Circle Cruise on the Hudson. Learn about the history of the

Statue of Liberty as you get to see it up close. Cruise leaves at 4 P.M. sharp!

Adults \$23, Kids \$12

Note: Cruise times vary depending on the time of season, so visit our website to plan your day. Many other cruises and times are also available if you want to customize your own itinerary.

153. What is the tourist group scheduled to do at 10 a.m.?
- (A) Visit an observation deck
 - (B) Climb to the top of the Statue of Liberty
 - (C) Appear on live TV
 - (D) Perform at Radio City Music Hall
154. When will the cruise end?
- (A) 1:30 p.m.
 - (B) 11:00 a.m.
 - (C) 4:00 p.m.
 - (D) 6:00 p.m.

GO ON TO THE NEXT PAGE 

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

Order Confirmation

Dear Jason Scotsman,

Thank you for your order. Please verify that the information below is correct. Due to our fast turnaround time, there is a short window of opportunity to modify your order.

Your Sales Order Number: 67930

Order Date: 08/30/2010

Order Total: \$71.00

Subtotal	\$71.00
Tax	\$0.00
Shipping and handling charge	\$0.00
Amount paid	\$71.00

If you need to change anything on your order, please contact us at 1-800-858-8690. Please note orders generally become available for modification 10-15 minutes after being placed online but only for a very short time.

Every order is thoroughly reviewed by our processing department to ensure that the order is accurate, the payment method is valid, and the user is authorized to use this payment method. Once the order has passed the rigorous review by our processing department, it is sent to our warehouse for shipment. Most orders are processed within minutes. However, depending on when an order is placed and the accuracy of the information supplied when the order is placed, processing can take longer. Furthermore, for security reasons, in some circumstances voice confirmation may be required before we can process your order.

You may check your order status anytime by clicking on the '[Track Your Order](#)' link, or by logging into the website and using the [My Account](#) features. From here you can also print invoices, find rebate information, manufacturer contact and warranty information, submit product reviews, and much more.

We at Directorder.com hope you enjoy your purchase and we appreciate your business.

Regards,

Carl Fontana

Customer Service Representative, Directorder.com

155. What is the purpose of this e-mail?

- (A) To modify an order
- (B) To change the delivery method
- (C) To verify an order
- (D) To verify that a shipment has been sent

156. Why is there only a short amount of time to modify an order?

- (A) Orders can be modified 5 minutes after an online order is placed.
- (B) Orders are shipped quickly.
- (C) Voice confirmation is necessary.
- (D) The payment is authorized quickly.

157. What is NOT listed as a service available through the My Account link?

- (A) Print receipts
- (B) Find manufacturer information
- (C) Track shipment status
- (D) Download the product manual

GO ON TO THE NEXT PAGE 

Questions 158-160 refer to the following information.

Public Lecture Series

The Public Lecture Series was established by President Shirley Hughes in the fall of 2001 to give Ivy Brook's faculty an opportunity to learn about the work of their colleagues in other disciplines and to share their research with the university community.

Lectures are free and open to the public. These lectures are in Hall 50 and begin at 6:30 p.m. unless otherwise noted.

Mary Nest and David Keller, with Rita R. Smith

Professor in the Department of Food Studies and Public Health at New York College; Professor of Pediatrics and Biostatistics at the University of Florida's School of Science; food writer and author, respectively

Tuesday, November 12, 2010

The Politics of Food and Health Care

Mike Talis and Josie Tate

Contributing editor, *Rolling Rock*, and U.S. managing editor, *Brook Times*, respectively

Tuesday, December 1, 2010

The Current State of the Economy

(NOTE: 8 p.m. in Hall 10)

Danny Masterson

Professor of Sociology and Public Affairs at Birmingham College

Thursday, December 10, 2010

America's War on Immigrants: Causes, Consequences, and Solutions

158. What is the main topic of the lecture at Hall 10?

- (A) To learn about other members of the university community
- (B) To explore American immigration
- (C) To investigate food and health care
- (D) To discuss economic issues

159. Who has the earliest scheduled lecture?

- (A) Shirley Hughes
- (B) Rita R. Smith
- (C) Josie Tate
- (D) Danny Masterson

160. Which topic will NOT be addressed in the lecture series?

- (A) The effect of immigrants on healthcare
- (B) The underlying causes of immigration
- (C) Current issues in the American economy
- (D) Political aspects of healthcare in the U.S.

Questions 161-162 refer to the following advertisement.

DigitalArt.com

Welcome to DigitalArt!

DigitalArt is a leading online digital photo site which uses the most advanced technology to provide a time-saving, efficient and fast photo upload, sharing and downloading platform for our clients. Whether you are a professional photographer, model, makeup artist or just having fun, you can share your work through our platform with friends and family. DigitalArt also offers more than 200 personalized photo products, ranging from photo books and playing cards to T-shirts and mouse pads – and all at unbeatable prices.

Our incredibly cheap high-quality prints use Fuji Crystal Archive photographic paper. At only nine cents each for 4x6 prints and 15 cents each for 5x7 prints, we provide both value and quality. There is no minimum order requirement to enjoy our low prices, so whether you order 1 or 500 items, you will still pay the same low price.

If you have any inquiries or you are unsure about anything, please contact us. You can contact us using the e-mail form below. We will reply to your inquiry within 24-48 hours.

Toll Free: 1-877-392-1256

Fax: 1-877-663-8489

161. Who are the main clients of DigitalArt.com?
- (A) Photographers
 - (B) Private companies
 - (C) Researchers
 - (D) Cosmetic businesses

162. What product is NOT offered by DigitalArt.com?
- (A) Photo albums
 - (B) Playing cards
 - (C) Mouse pads
 - (D) Sweaters

GO ON TO THE NEXT PAGE 

Questions 163-165 refer to the following information.

March for Kids on September 12, 2011!

When you take part in the March for Kids, you give hope to the more than half a million babies born too soon each year. The money you raise supports programs in your community that help moms have healthy, full-term pregnancies. It also funds research to find answers to problems that threaten our kids. We've been walking since 1980 and have raised an incredible \$1.5 billion to benefit all children.

March for Kids is America's favorite walking event! You'll be joining 1 million people walking with their families or co-workers in more than 900 communities. Expect to run into some old friends and make new ones.

The March Organization spends 79 cents of every dollar you raise in March for Kids to support research and programs that help babies begin healthy lives.

Join more than 20,000 companies, both big and small, which walk in March for Kids each year. From senior management to individual team members, everyone in your organization can feel good about helping babies. Participating as a company creates special connections that carry over into the workplace.

163. What is the purpose of March for Kids?

- (A) It provides food for all children.
- (B) It encourages people to walk.
- (C) It raises 79 cents from each walker.
- (D) It benefits babies born before term.

164. What is listed as a benefit of joining the walk as a company?

- (A) It helps create ties that transfer into the workplace.
- (B) Employees will receive a bonus for their participation.
- (C) It gives hope to more than half a million orphans.
- (D) People qualify to participate in other marches.

165. How long has the March Organization been in existence?

- (A) 10 years
- (B) 20 years
- (C) 30 years
- (D) 100 years

Questions 166-169 refer to the following e-mail.

Dear Mr. Avery,

I wanted to make one more attempt to follow up with you and see if you would be able to attend the Sales Career Forum this Wednesday, June 30 in Melville. If you haven't still done so, please let me know if you will be attending by replying back to this email with the time you will be attending. Right now the 9 a.m. and 10 a.m. time slots are best, but we do have the 11 a.m. time slot open still as well. Thank you for your consideration of this matter.

Long Island Sales Career Forum:

Wednesday, June 30, 2011

Location:

Hilton Long Island/Hunter's Point Hotel
878 Broad Hollow Rd (Rt. 150)
Melville, NY 11447
Phone: (631) 425-1000

Information:

Bring 15 copies of your resume.

Business suit is required.

Plan to stay a minimum of two hours. (Interviews take place between 9 a.m.-1 p.m.)

RSVP via email due to limited interview times to cdelbeck@ircdirect.com and in the subject line of the email write "Attending Long Island YOUR NAME & TIME." In the body of the email, please include your full name and the time you plan to arrive from the list of following times: 9 a.m., 10 a.m. or 11 a.m.

If you will not be attending, please email me back to let me know. We will be able to keep you in our database for future forums and related events.

Regards,

Chris Delbeck

Integrated Recruiting Consultants (IRC)

410-953-0483 Ext. 2850

Recruitment Specialist

- 166.** What can be inferred about Mr. Avery?
- He attended a presentation given by Mr. Delbeck.
 - He is seeking employees for his business.
 - He wants to become a sales recruiter.
 - He wants a job in sales.

- 167.** What is Mr. Delbeck's company organizing?
- A public presentation
 - A job fair
 - Appointments for companies
 - A social brunch

- 168.** What is Mr. Delbeck asking for?
- A commitment to accept a job
 - Extra copies of cover letters
 - Access to the company database
 - A confirmation of attendance

- 169.** The word 'limited' in paragraph 3, line 1 is closest in meaning to
- few
 - packed
 - job
 - available

GO ON TO THE NEXT PAGE

Questions 170-173 refer to the following document.

Tartan Editorial Services

365-530-9627 • info@tartan-editorial.com • www.tartan-editorial.com

Date: January 2, 2011
To: Sarah James, TWL Association
From: Kelly Bilowitz, Tartan Editorial Services
Re: Consumer resource kit

Thank you for the opportunity to present a quote for this project, which consists of the following tasks:

1. Editing the files of TWL's consumer resource kit for clarity, style, grammar/spelling, and accuracy as compared to source documents provided by TWL
2. Preparing two versions – for online and for printed (PDF) media – with relevant language, links, and repetition

Editing is to be completed by Friday, January 27, 2011. Source files will be available immediately on an FTP site for which TWL will supply password access.

Estimate

This price quote is presented as an estimate. If the files are in particularly good shape, the final charges may be less. Actual charges will not exceed this estimate by more than 15% unless you are otherwise notified.

Editing content 30.0 hours

Hourly rate \$80.00

Total project rate \$2,400.00

Terms of Agreement

Tartan Editorial Services is to be retained as an independent contractor for the duration of this project. The final product will be the sole property of TWL Association. Tartan reserves the right to display representative work done on behalf of its client as part of Tartan's portfolio unless specified otherwise. Payment is due 30 days from the date of the invoice. Unpaid balances may result in late fees.

Accepted by: _____

Date: _____

Please electronically sign this document and return it by e-mail to info@tartan-editorial.com.

170. What type of document is this?

- (A) A newspaper advertisement
- (B) A work proposal
- (C) A work schedule
- (D) A work order form

171. What type of work is being proposed?

- (A) Adding graphics
- (B) Editing resource files
- (C) Setting up a website
- (D) Editing a portfolio

172. What is NOT stated in the document?

- (A) Payment is due 30 days from the date of the invoice.
- (B) The total amount must be paid by check.
- (C) The document must be signed and returned.
- (D) The price may change.

173. The word 'retained' in paragraph 4, line 1 is closest in meaning to

- (A) held
- (B) paid
- (C) hired
- (D) contacted

GO ON TO THE NEXT PAGE 

Questions 174-176 refer to the following letter.

Dear Mr. Pesay,

AmeTech Enterprises, Inc. is pleased to offer you a job as a senior engineer. We were thoroughly impressed during your interview and believe your expertise will be invaluable to our company. We trust that your knowledge, skills and experience will be among our most valuable assets.

Should you accept this job offer, per company policy you'll be eligible to receive the following beginning on your hire date.

Salary: Annual gross starting salary of \$63,500, paid in biweekly installments by your choice of check or direct deposit

Performance Bonuses: Up to three percent of your annual gross salary, paid quarterly by your choice of check or direct deposit

Benefits: Standard AmeTech benefits for salaried employees, including the following

- * 401(k) retirement account
- * Health, dental, life and disability insurance
- * Sick leave
- * Vacation and personal days

To accept this job offer:

1. Sign and date this job offer letter where indicated below.
2. Mail all pages of the signed and dated documents listed above back to us in the enclosed business reply envelope, to arrive by Thursday, March 17, 2011. A copy of each document is enclosed for your records.
3. Attend orientation for newly hired employees on Monday, March 21, 2011 and beginning at 8:00 A.M. sharp.

To decline this job offer:

1. Sign and date this job offer letter where indicated below.
2. Mail all pages of this job offer letter back to us in the enclosed business reply envelope, to arrive by Thursday, March 17, 2011.

If you accept this job offer, your hire date will be on the day that you attend orientation. Plan to work for the remainder of the business day after orientation ends.

We at AmeTech hope that you'll accept this job offer and look forward to welcoming you aboard. Your immediate supervisor will be Jane Derry, Department Manager, Engineering. Feel free to call Jane or me if you have any questions or concerns.

Sincerely,

Pete Salowitj

Hiring Coordinator, Human Resources

174. According to the letter, what has Mr. Pesay already completed?

- (A) He has visited the department manager.
- (B) He has accepted a job offer.
- (C) He has signed a new contract.
- (D) He has interviewed with the company.

175. When would Mr. Pesay start work?

- (A) On March 1
- (B) On March 12
- (C) On March 17
- (D) On March 21

176. What is NOT indicated in the letter?

- (A) A deadline in which the signed letter must be returned
- (B) The benefits Mr. Pesay would receive if the job offer is accepted
- (C) Retirement eligibility requirements
- (D) Starting salary and bonus structure

GO ON TO THE NEXT PAGE 

Questions 177-180 refer to the following article.

Food Mart Abandoning Move to Organic?

May 21, 2010 – Last fall, Peter Roger got an order from Food Mart Stores for organic apples that was the biggest he'd ever seen. "I'm talking trailer truckloads," says the 34-year-old, eighth-generation apple farmer in Maine. Roger had heard of the giant retailer's push into organics, and he thought the order could be the beginning of a surge in demand. But that wasn't the case. While most retailers place orders with Roger Hill Orchards once a week, Food Mart never came back.

He's hardly alone. A number of organic farmers across the country say that Food Mart has backed off of aggressive plans to offer more organic foods. After placing large orders for organic apples and juices last year, the retailer is cutting back or stopping orders altogether. Wade Hirsch, president at the Florida juice producer, Lake Citrus Products, says he stopped shipping his organic orange-tangerine blend to Food Mart after a few months. "Food Mart claimed that their sales just weren't enough to justify their costs of packing and shipping," he says.

Farmers like Roger are now dealing with the fallout from Food Mart's faltering demand. He has decided to pare back his organic apple farm, from 150 acres to 120 acres. He says organics are just tough to grow. Without pesticides, insects and disease attack his McIntosh, Gala, and Honeycrisp apples. Production per acre dropped about 30% when he switched from regular farming methods 10 years ago. Now he plans to switch back. "The grocery stores want the perfect, blemish-free apple," he says, "and that's difficult to produce."

177. What is implied about Peter Roger?
- (A) Food Mart is one of his biggest clients.
 - (B) He sells many different fruits and vegetables.
 - (C) His father was an apple farmer.
 - (D) He does not enjoy shopping at Food Mart.
178. What does the author indicate about Food Mart?
- (A) They sell products a lot cheaper than other stores.
 - (B) Their profits from organic products did not cover incurred costs.
 - (C) They are not a profitable business.
 - (D) They used to be very small stores.

179. What is NOT stated in the article as difficulties in growing organic fruits?
- (A) They are vulnerable to insects.
 - (B) They are expensive to produce.
 - (C) Organic farms suffer from decreased efficiency.
 - (D) It is hard to grow organic fruits without pesticides.
180. According to the article, when did Peter Roger start producing organic apples?
- (A) When production dropped by 30%
 - (B) 2010
 - (C) 2000
 - (D) When Food Mart began selling organic fruits

GO ON TO THE NEXT PAGE

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

Announcing the Starlet Elect!

With increasing demand for environment-friendly vehicles, the Starlet car company has revealed its sticker price for their upcoming Elect extended-range electric vehicle. Similar to currently available electric vehicles, the Elect will cost more than most gas vehicles. But if a buyer is eligible for a full federal tax credit of \$7,500, the effective price would be competitive. Other state and regional tax subsidies could push the effective price even lower for some buyers, making the Elect an intriguing option for “green” consumers.

Does the Elect have mass appeal?

The long-anticipated Starlet Elect, Starlet Motors’ foremost fully electric car, will cost \$42,000, the company announced Tuesday, leaving consumers to decide whether its environmental appeal is worth the price far above that of similarly sized conventional vehicles.

Electric car technology has been around for years, but the high cost to make the vehicles has prevented automakers from producing them for the mass market.

The president of Starlet Motors has expressed optimism that automakers will be able to lower the price tag of electric vehicle technology. Earlier this month, he suggested that major reductions in battery costs, one of the primary reasons electric cars are more expensive, are on the horizon.

Starlet Motors is relying on a federal tax credit for buyers of electric vehicles to offset some of the added cost, and they’re hoping that the allure of their novel power source will make up the rest. Price is not only one potential barrier to mass adoption, however. Consumers must also get accustomed to plugging the cars in at home. It takes hours to recharge the vehicles, and in the absence of a network of public recharging stations, drivers that run out of juice may need a tow truck. It remains to be seen if the Starlet Elect will win over consumers despite its lofty price and limitations.

- 181.** According to the announcement, why is the sticker price not the final price?
- All buyers will receive a substantial tax credit.
 - The Elect is an extended-range electric vehicle.
 - The government will grant some buyers tax subsidies.
 - The final price has not been determined.
- 182.** How much will buyers who receive the federal tax cut pay for an Elect?
- \$42,000
 - \$7,500
 - \$34,500
 - \$49,500
- 183.** Why are electric cars expensive?
- They rely on a federal tax credit.
 - The power source for electric cars costs a lot to make.
 - Price is not the only barrier to mass adoption.
 - Electric cars are environmentally-friendly.

- 184.** What is implied about Starlet Motors?
- It realizes the price of the Elect is high.
 - It has produced many electric cars.
 - It makes batteries for a low cost.
 - It refunds the tax credit to buyers.
- 185.** What does the author of the article have to say about the Elect?
- It does not harm the environment.
 - Many people will buy the Elect despite its high cost.
 - It will need cheaper batteries in order to sell.
 - Buyers must overlook its high cost and drawbacks.



GO ON TO THE NEXT PAGE

Questions 186-190 refer to the following notice and billing statement.

Due Date: 02/24/2011

Invoice # 1001234

ATTN: Margaret Fitch

Invoice Description:

Service Rendered: Energy Supply

Date: 01/22/2011 thru 02/22/2011

Total Due: \$61.03

Your current invoice shows an outstanding balance of \$61.03 due on your account with National Grid.

Send payment via bank deposit, wire, or online transfer to any of the following places:

For Bay Area clients:

North Savings Bank

Account Name: National Grid

Business Account #1555-555-555

For Eastside clients:

South Savings Bank

Account Name: National Grid

Business Account #1555-300-000

Standard Money Transfer

National Grid

Business Account #888-300-000

We greatly appreciate your efforts to ensure that payment is received in a timely matter.

Please note that a \$100 reconnection customer charge may be applied if your account is suspended due to a payment delay of more than 20 days.

If you have any questions regarding your account or if you wish to pay by check, please feel free to contact us.

Best Regards,

Terry Carlson

Billing Manager

Delivery Services

Customer charge	\$2.75
Distribution Charge	\$12.54
Transmission Charge	\$2.99
Transition Charge	\$2.13
Conservation Charge	\$0.85
• Total Delivery Service	\$21.26

Supplier Services

Energy Charge	\$37.10
Renewable Energy Charge	\$0.23
• Total Energy Charge	\$37.33

Gross Earnings Tax \$2.44**Total Current Balance** \$61.03

The renewable energy charge is being collected for the purpose of acquiring a portion of Rhode Island's energy supply from renewable sources as required by Rhode Island's general laws.

186. What is NOT mentioned as a method of payment?

(A) Bank payment
 (B) Wire transfer
 (C) Paying by telephone
 (D) Paying by check

187. If Ms. Fitch makes a payment on March 22, how much must she pay in total?

(A) \$37.33
 (B) \$61.03
 (C) \$109.38
 (D) \$161.03

188. When was the meter read for the month?

(A) 02/24/2011
 (B) 01/22/2011
 (C) 02/22/2011
 (D) 01/24/2011

189. Why are there two separate energy charges for supplier services?

(A) Excessive energy use at night is subject to extra charge.
 (B) Use of renewable energy is required by law.
 (C) Payment delays will result in a disconnection.
 (D) All the charges are separated as well.

190. When must a payment be made by in order to avoid a suspended account?

(A) By April 10
 (B) By March 14
 (C) By February 24
 (D) By February 22

Questions 191-195 refer to the following e-mail and memo.

To: All Personnel <personnel@tcsconsulting.com>
From: Seth Roddick <jhoskins@tcsconsulting.com>
Date: March 2
Subject: Information Sessions

In our continuing effort to increase efficiency and transparency, the client relations department will be conducting a series of information sessions for TCS employees.

Topic	Date	Time	Location
Client Privacy	March 10	4-6 p.m.	Room 204
Employee Benefits	March 14	9 a.m.-noon	Room 207
Networking	March 15	9 a.m.-1 p.m.	Room 115
TCS View Server	March 20	10 a.m.-1 p.m.	Room 310

My assistant director, Hannah Kim, will conduct the Client Privacy and Employee Benefits sessions. Tom Felton from the IT department will conduct the Networking and TCS View Server sessions.

Please email Marilyn Louis to sign up at mlouis@tcsconsulting.com or call her at ext. 854

Thank you,
Seth Roddick

TCS Consultants

To: All Personnel
From: Donald Kravitz, VP
Date: March 4
Subject: Information Sessions

You received an e-mail from the director of client relations regarding the information sessions being held for TCS employees. I would like to remind everyone that the March 10 session is mandatory for all TCS employees. It will be an opportunity for everyone at TCS to gather in one place, from the president to the cleaning staff.

All employees from the IT and technical support departments are required to attend the March 15 sessions. We will be discussing the new security protocols installed last month, so it's crucial that all employees working with networking attend the session.

The new TCS View Server will be implemented in the beginning of April. All employees who work with clients using the client database must attend the session, as we will be discussing the differences and advantages of the new server compared to our current server.

I encourage you to register for the required sessions by March 6. Please note that all sessions are open to any TCS employee regardless of their department.

I look forward to seeing you at the information sessions.

191. What is indicated in the e-mail?

- (A) All the sessions will be held in the same month.
- (B) Seth Roddick will lead one of the sessions.
- (C) All the sessions will be held in the morning.
- (D) Employees must attend all the sessions.

192. What is Seth Roddick's job title?

- (A) Vice president
- (B) Director
- (C) Assistant director
- (D) Manager

193. What is the purpose of the memo?

- (A) To inform employees of information session requirements
- (B) To introduce recently hired employees
- (C) To explain the features of a new server
- (D) To notify employees of new security measures

194. What does the memo suggest?

- (A) One session is intended for new employees only.
- (B) Only a limited number of employees can attend the facilities session.
- (C) All company employees will receive client privacy training.
- (D) Some sessions are open only to specific departments.

195. What does Donald Kravitz ask all employees to do?

- (A) Respond to him by e-mail
- (B) Attend the networking session
- (C) Contact Marilyn Louis by March 6
- (D) Call Seth Roddick by March 8

GO ON TO THE NEXT PAGE

Questions 196-200 refer to the following news report and memo.

DETROIT - Edward Gaines says the main reason he's taking over as permanent CEO of Elite Motors Co. is to bring stability to the top of the troubled automaker.

Gaines, whose appointment was announced Monday, said although he's satisfied with the leadership team he's put in place, there's still work to do in sales and marketing, product development, purchasing and quality. Management experts say that means further changes and possibly more layoffs.

EM's board asked Gaines to stay on as CEO after seven weeks of searching for a successor from the outside. Gaines, the former CEO of Bell Inc., doesn't expect any more big shake-ups, but said he plans to rearrange management, which totals about 23,000 people, mainly in the U.S.

The decision to permanently keep Gaines was praised by Jerry Elinger, clinical professor of entrepreneurship and strategy at the University of Detroit's School of Business. He's impressed with Gaines' desire to shake up EM's culture of cumbersome committees that slowed decision making.

EM, he said, still doesn't understand where it fits into the world automotive market, what customers want and how its products relate to the competition.

"All layers of management at EM have been problematic," he said.

Memorandum from: Edward Gaines
To: All Elite Motors employees

Good afternoon. I'd like to discuss with you the state of our company. This time last year, I had nothing but problems everywhere I looked.

We suffered from angry dealers, irate suppliers, and upset customers. Employees were also concerned about keeping their job due to low sales. It was easy to see why I had reservations about taking this position.

Come to think of it, when I look around EM today, it feels eerily the same. Our dealers are angry. Our suppliers are mad. Employees are worried. And our customers are upset. However, there is a distinct difference from last year.

Today, our dealers are unhappy because of our inability to build cars, trucks and crossovers fast enough. Our suppliers are frantically trying to keep up with increasing customer demand. Employees are stressed because many had to forgo the usual

summer shutdown so we could keep up with production. There are even some customers who are upset because they don't want to wait on their new EM vehicles.

These problems are the result of our company production system and management structure. As such, an assessment regarding our production system and plans for restructuring will be the main topics of our next quarterly meeting.



196. What was the subject of the news report?
- (A) The transition of a temporary position to a permanent one
 - (B) The announcement of a new chairman of the board
 - (C) The myriad problems at Elite Motors
 - (D) Recent trends with car companies
197. Who will not be likely candidates for restructuring at the next quarterly meeting?
- (A) Upper-level managers
 - (B) Mid-level managers
 - (C) Assembly line workers
 - (D) Newly hired employees
198. What can be inferred from the memo?
- (A) The company is expanding overseas.
 - (B) EM employees are unsatisfied.
 - (C) Some employees will be fired.
 - (D) EM is selling more cars than last year.
199. Who did EM want to hire initially?
- (A) Edward Gaines
 - (B) Someone within EM that had many years of experience.
 - (C) Someone not currently employed by EM
 - (D) A former CEO
200. Why is Mr. Gaines earning praise?
- (A) He guided EM into new markets.
 - (B) He helped EM sell more cars.
 - (C) He is fixing all of EM's problems.
 - (D) He is making quick, decisive decisions.



READING

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

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

Part 5

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

101. ----- personal checks nor credit cards will be accepted as payment for the products.

(A) With
(B) Both
(C) Either
(D) Neither

102. Due to his impressive ----- and experience, Rajan was offered interviews with three of Australia's top food companies.
(A) qualified
(B) qualifies
(C) qualifications
(D) qualifying

103. Anyone who wants to ----- in the meeting is expected to send an e-mail to the following address within the next two weeks.
(A) participate
(B) complete
(C) attend
(D) release

104. The introduction of debit cards gave consumers even more ----- with their money, allowing them to withdraw cash from both ATMs and bank tellers.

(A) experiments
(B) response
(C) collection
(D) flexibility

105. His goal has always been to provide the best possible service to ----- customers.
(A) he
(B) his
(C) him
(D) himself

106. Failure to deliver your merchandise ----- the estimated delivery date will give customers the right to cancel their order without written consent.
(A) by
(B) in
(C) at
(D) to

102.



103.



- 107.** The supervisor of the marketing department, Ms. Smith, ----- all the statistics that were needed for the report.
- (A) to provide
 (B) provided
 (C) provide
 (D) providing
- 108.** It appears that Chef Roberts has succeeded in ----- a third restaurant which will match the quality of his other two locations.
- (A) opening
 (B) open
 (C) opens
 (D) opened
- 109.** ----- cold weather over the past two months has caused gas shortages as distribution networks have struggled to meet demand.
- (A) Readily
 (B) Exactly
 (C) Unusually
 (D) Urgently
- 110.** Purchase order organizer software is a flexible sales and purchase record management utility that keeps track of all business-related activities in an ----- manner.
- (A) efficiency
 (B) efficiently
 (C) efficiencies
 (D) efficient
- 111.** To avoid additional charges and the embarrassment of repacking at the airport, please make sure you weigh your luggage ----- leaving home.
- (A) before
 (B) beside
 (C) between
 (D) behind
- 112.** Derek's Sporting Goods now has over 400 stores ----- located in more than 40 states across the country.
- (A) convenience
 (B) convenient
 (C) conveniently
 (D) conveniences
- 113.** The Thoth foldable chair requires some ----- but detailed instructions are provided.
- (A) assembly
 (B) development
 (C) approval
 (D) progress
- 114.** A market study by the ARC Advisory Group predicts that the geospatial industry ----- by 50% over the next five years.
- (A) growing
 (B) be grown
 (C) will grow
 (D) has grown
- 115.** Mr. Forbes has yet to make his official school-sponsored ----- to California, though he is planning to make it the first week of September.
- (A) visiting
 (B) visit
 (C) visitor
 (D) visited
- 116.** DriveAgain is an organization ----- to helping people with injuries, disabilities or driving challenges regain their driving independence.
- (A) distributed
 (B) supportable
 (C) serious
 (D) dedicated
- 117.** The seminar ----- with discussions on research topics that need to be addressed further.
- (A) concluded
 (B) to conclude
 (C) concluding
 (D) conclusion

112.



116.

GO ON TO THE NEXT PAGE 

118. ----- the position has been filled, all the other applicants will be notified.
(A) Despite
(B) Once
(C) Whereas
(D) While
119. Most importantly, clients of Toka can use this product at the same cost ----- traditional environmentally-unfriendly materials.
(A) along
(B) as
(C) that
(D) with
120. The district rules assessment team coordinated an ----- evaluation of performance standards and emerging technologies.
(A) extent
(B) extension
(C) extensive
(D) extensively
121. The director of the planning department commended Mr. Ken Seo for how ----- he drew up the blueprints for the newly proposed power plant.
(A) hardly
(B) scarcely
(C) skillfully
(D) likely
122. We take every appropriate measure to ensure that your personal information is kept -----.
(A) secure
(B) notable
(C) imperative
(D) confident
123. Sign up to receive our free newsletter and you will ----- receive update notifications and other news via e-mail.
(A) automatically
(B) automaticity
(C) automated
(D) automatic
124. There are quite a few great shops which are all ----- walking distance.
(A) in front of
(B) across
(C) within
(D) nearby
125. Become a member of ThriftyAsia.com and be entitled to discounts ----- in Asia!
(A) alongside
(B) everywhere
(C) forward
(D) together
126. Personal information gathered about customers ----- in leasing a solar panel system is only accessible to appropriate personnel.
(A) interested
(B) interests
(C) interesting
(D) interest
127. The management ----- that revenue from online games and advertising will increase in the second quarter compared to the prior quarter.
(A) waits
(B) reduces
(C) expects
(D) prevents
128. Provisions of the new national health reform law could reduce patient ----- on emergency departments for non-urgent health problems.
(A) reliant
(B) relied
(C) relies
(D) reliance
129. There are ----- only a limited number of manufacturers able to supply TB products with sufficient guarantees of safety and efficacy.
(A) quickly
(B) shortly
(C) currently
(D) equally



- 130.** When compared with the traditional method of cleaning by wet mopping, the new method was ----- more effective in removal of microbial contamination.
 (A) signify
 (B) significant
 (C) significantly
 (D) significance
- 131.** The government will ----- new policies today to obtain information about entrepreneurs operating businesses online.
 (A) convince
 (B) achieve
 (C) perform
 (D) implement
- 132.** As Rochester's product line continued to grow, ----- did the company's space needs.
 (A) rather
 (B) so
 (C) same
 (D) either
- 133.** Our fitness staff are ----- of your interest and participation in their respective classes.
 (A) fulfilled
 (B) willing
 (C) decisive
 (D) appreciative
- 134.** The R&D department has ----- about conducting the new research because of budget cuts within the company.
 (A) reservations
 (B) specializations
 (C) reductions
 (D) indications
- 135.** ----- reserve tickets for this event, please fill in the form below and your tickets will be emailed to you.
 (A) Furthermore
 (B) In order to
 (C) As a result of
 (D) As to
- 136.** Opera's free and ----- web browser allows you to experience the web on your own terms.
 (A) frequent
 (B) estimated
 (C) innovative
 (D) reluctant
- 137.** National fertilizers provided by True Organic Food can be ----- by their green labels.
 (A) corrected
 (B) decided
 (C) distinguished
 (D) proposed
- 138.** Gardens will also be featured as a tour option ----- the conference on Friday.
 (A) although
 (B) when
 (C) during
 (D) afterward
- 139.** Before Gallux Corporation was rated as one of the best telecommunications companies in the country, it ----- expanding its operations worldwide.
 (A) had not considered
 (B) will not consider
 (C) were not considered
 (D) does not consider
- 140.** This study follows yet another which carried out numerous ----- into using a precleaner to save money on freight costs.
 (A) investigations
 (B) configurations
 (C) substitutions
 (D) modifications

132.



134.



GO ON TO THE NEXT PAGE

Part 6

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

Questions 141-143 refer to the following press release.

This year's Corrales Quilt & Wine Fair is scheduled for the weekend of August 7 and 8 on the front fields of the Corrales Recreation Center.

In its first two years, the festival was held on Mothers' Day, but organizers decided attendance would improve if the event were shifted to later in the summer. Attendance is ----- to be around 4,000.

141. (A) projected

(B) projects

(C) projecting

(D) project

Twelve wineries will offer samples and bottle sales from noon to 6 on Saturday and Sunday, while at least 18 quilters will show their handiwork.

Live music will be provided by Chava and the Society on Saturday from noon to 2, followed by Kumusha, who will play until 4, and ----- the Squash Blossom Boys play until 6 p.m.

142. (A) in fact

(B) nevertheless

(C) whenever

(D) then

Corrales wine expert Jim Hammond will give 30-minute talks on both days starting at 1 p.m., 2:30 and 4. Admission tickets to the event are \$15 each for adults; \$25 for couples; and \$5 for the youth aged 13-20.

Minors will not be admitted to the event unless accompanied by a parent, an adult, spouse or legal guardian. Pets are discouraged.

Wine sales will be by the glass, bottle or case. ----- picture identification is required to

143. (A) Validated

(B) Valid

(C) Validate

(D) Validity

purchase any alcoholic beverage.

141.



Questions 144-146 refer to the following e-mail.

Mayor Kennedy Johnson invites the public to the Mound Bayou's Mayor Awards Black Tie Banquet, which will be held at 7 p.m. on Saturday at the Community Facility Building.

This is the second year we've held this banquet. The first one was held in 2003. The public is invited to attend. Tickets are \$15 each. We only have about 30 tickets left. What -----

144. (A) made
(B) has made
(C) makes
(D) is made

this year's banquet so special is this.

As a way to show our appreciation to businesses and those individuals that have helped advance the city of Mound Bayou, this year we will showcase our city. As Mayor Johnson put it, we have people coming in from all over the country. We will have investors, developers and project managers coming in to see what Mound Bayou has to offer. These individuals are interested in investing ----- our city. I've reached out to mayors in local

145. (A) in
(B) on
(C) at
(D) for

communities and other towns ----- this is a great opportunity for them, too. These

146. (A) until
(B) when
(C) although
(D) because

investors, developers and other individuals are looking to invest money in communities to help with the area's growth.

03

145.



GO ON TO THE NEXT PAGE

Actual Test 03

71

Questions 147-149 refer to the following memo.

Construction Alert (8/4/2010)

Please be ----- there will be underground utility work which will require single lane traffic

147. (A) advise
(B) advising
(C) advised
(D) advisable

on Whitehead Road. The work is scheduled to occur between normal business hours on August 5-8 and August 14-15. Single-lane traffic will be controlled via flagmen during work hours. Two-way traffic will resume during non-business hours.

Please be aware that this work is weather dependent, and is ----- to change as a

148. (A) subjects
(B) subjected
(C) subjection
(D) subject

result of inclement weather conditions. Future construction alerts will ----- you updated

149. (A) find
(B) keep
(C) let
(D) call

with the progress of the work and/or required changes in schedule.

148.



Questions 150-152 refer to the following notice.

BPC email access has been restored and should be functioning normally now. However, as a result of our recovery efforts, many outgoing email messages ----- on Sept. 8.

150. (A) have been deleted
(B) will be deleting
(C) were deleted
(D) to delete

To make sure that your emails reach their intended recipients, I would recommend that you resend any messages you sent that day from your BPC email account.

Please note that the service disruption to BPC email was the result of a recent phishing email scheme that many of you received a few days ago, where users were asked for their BPC email username and password. Please know that BPC Technology Services never ----- your username and password in an email.

151. (A) asks for
(B) calls for
(C) stands for
(D) arranges for

----- you receive any of those types of messages, please disregard and delete them.

152. (A) Following
(B) If
(C) Moreover
(D) Except

Responding to any email with your username and password can compromise your BPC email account to spammers and can cause systemwide email disruptions like we've experienced today.

If you have any questions about a particular email you've received please contact the BPC Helpdesk at 912-583-3119, or helpdesk@bpc.edu.

151.



GO ON TO THE NEXT PAGE

Actual Test 03

Part 7

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

Questions 153-154 refer to the following receipt.

Mr. Smith,

Thank you for ordering from <http://www.shoptechnow.com>. We appreciate your business!

We've received your order as it appears below (1802409). Please take a minute to review the information and then keep a copy of this confirmation for your records.

Comments:

PAYMENT METHOD

credit xxxx-xxxx-xxxx-1003

ITEM(S) ORDERED

1 ChefKing Indoor Stove Top Grill at \$15.95/unit: \$15.95

Subtotal: \$15.95

Coupon VIP18: -\$2.87

Shipping: \$0.00 (Free: UPS)

Grand Total: \$13.08

Tracking your package: To track the status of your package, go to our website and click on your order status. Our system updates tracking information every evening.

153. How much was the discount?

- (A) \$15.95
- (B) \$3.00
- (C) \$0.00
- (D) \$2.87

154. What is stated on the receipt?

- (A) How much tax was paid
- (B) When the discount coupon expires
- (C) When the item will be shipped
- (D) When the shipping status is updated

Questions 155-156 refer to the following letter.

Ro's Hair Salon

To our loyal clients,

We would like to inform you of a change in Ro's Hair Salon's present location. Thanks to the tremendous support you have shown us, we have outgrown our present location's capacity. In order to better serve our growing number of customers and to ensure that the waiting period for each customer is less than thirty minutes at most, we plan to double the number of our staff and also enlarge the area of our shampoo station. This means that we need more space. Therefore, in a few weeks, we will be relocating to a newer and larger space.

This new space, equipped with brand-new hair perm devices and a larger and better shampoo station, will ensure that our staff members can provide you with the latest and the most fashionable hair styles, faster and more effectively than ever before. The best part of this new place is that it also has a large waiting room, where you will find the latest magazine subscriptions, product displays, and refreshments to entertain you while you are waiting.

Only a kilometer away from our present location, our new address will be

15 Mt. Elizabeth #01-06, Los Angeles CA 228518

We will continue serving clients at our current location until Friday, November 2, at 5 P.M. The new salon will be open to the public at 9 A.M. on the following Monday, November 5. In order to avoid any confusion, our telephone and fax numbers will remain the same.

TEL: 450-5578 / FAX: 450-5588

Please come and check out our brand-new hair salon!

Dennis Ro

Dennis Ro

Owner, Ro's Hair Salon

03

155. What's the purpose of the letter?
- To inform people about the store's relocation
 - To promote the new hours of operation
 - To announce a change in management
 - To advertise a new hair care product

156. What is indicated about the salon?
- It will be closed on November 3 and 4.
 - It will display perm devices for sale.
 - It has changed its telephone number.
 - It will expand its product selection.

GO ON TO THE NEXT PAGE

Questions 157-159 refer to the following information.



The 5th Annual International Web Technology Conference

Speaker Fees

A cancellation request must be made in writing & received by February 8, 2011. A \$75 processing fee will be assessed. There will be no refunds after February 8, 2011.

(NOTE: Speakers must register by February 15, 2011 – there will be no on-site speaker registration.)

- Early Bird: \$375 (by January 22, 2011)
- Regular: \$425 (after January 22, 2011)
- Late: \$450 (after February 15, 2011)

Conference Fees

A cancellation request must be made in writing & received by February 26, 2011. A \$50 processing fee will be accessed. There will be no refunds after February 26, 2011. All no-shows will be charged the full amount.

- Early Bird: \$450 (by February 10, 2011)
- Regular: \$500 (after February 10, 2011)
- Late: \$545 (after February 26, 2011 & on-site)

Student Discounts

Full-time students are offered a 50% discount code when your class schedule or letter from the registrar (showing 12 units or more) and a copy of your school ID are faxed to us at (818) 677-4850 or submitted via email to conference@webtech.net.

157. When is the deadline for conference cancellations?

- (A) January 22
- (B) February 8
- (C) February 26
- (D) February 10

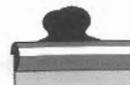
158. How much money will a speaker pay to register on February 10?

- (A) \$375
- (B) \$425
- (C) \$450
- (D) \$545

159. What restriction is placed on student discounts?

- (A) Cancellation requests must be made by February 26, 2011.
- (B) They must be registered for 12 credits or more.
- (C) They must fax in their report cards.
- (D) They must email their class schedule and a letter from the registrar.

Questions 160-161 refer to the following notice.



Notice

As of December 12, the hourly parking rate for the Starlet Public Parking Space will be subject to a slight increase due to the upgrading of its security system, including the renovation of lighting facilities and an increase in the number of security guards on duty. We've also installed automatic parking lot security gates.

These recent attempts to enhance security in the parking areas are partly in response to the growing concern about public safety in the downtown area. Because many of our parking spaces are open till late in the afternoon, many of our loyal customers have expressed their concern with security in the neighborhood. Thus, we have taken special care to ensure that this new state-of-the-art security system will make your parking experience with us more comfortable and safe than ever before.

Please see below for the updated information on our parking sites and hourly rates.

Address	Hours	Hourly rate
142 River Street	7 a.m. - 11 p.m.	*\$3.50
243 Taraval Avenue	6 a.m. - 10 p.m.	\$4.25
381 Oak Avenue	24 Hours	\$3.50
16 Sunset Blvd.	6 a.m. - 2 a.m.	*\$4.25

* Rates are set to increase by \$1.00 on Saturdays and Sundays.

03

- 160.** What is the purpose of the notice?
 (A) To recruit new security guards
 (B) To ask for additional information
 (C) To announce the new parking rates
 (D) To provide directions

- 161.** What is stated about the updated parking hours and rate?
 (A) It is open for business 24 hours a day.
 (B) New security gates will be installed on December 12.
 (C) Hourly rates are higher on Saturdays.
 (D) Its business hours have been changed recently.

GO ON TO THE NEXT PAGE

Questions 162-164 refer to the following letter.

From: Medford United Group
152 Hartford Road, Medford, New Jersey
To: Boy Scouts of America Troop 14
Sponsored by Medford United Group

November 30, 2010

Dear Scouts:

The Board of Trustees and the Members of Medford United Group would like to take this opportunity to formally express our thanks and appreciation to you for the wonderful work you did recently at our headquarters. The new roofing on Wing B and the great job you did on the walkway around the building was work that does not go unappreciated or unnoticed.

Your energy, enthusiasm, and willingness to help with these projects are truly a blessing to us. We know that, as Scouts, you take pride in your accomplishments. You are justified in feeling proud of what you have helped us accomplish. A special note of thanks also to Mr. Pat Derring for his leadership and time spent on guiding his troops.

Please continue to keep us in mind, as we are in need of assistance in other projects throughout the year as well, and would like very much to have you on board as our special helpers.

Again, many thanks for this work well done!

Sincerely,
Cathy O'Bannon, Secretary
Board of Trustees, Medford United Group

162. What is the purpose of the letter?
(A) To show appreciation for past work
(B) To ask for a sponsorship
(C) To promote a special helpers group
(D) To ask for help in an upcoming project
163. Who most likely is Mr. Derring?
(A) A Boy Scout
(B) An event organizer
(C) The CEO of the American Boy Scouts
(D) The leader of a Boy Scout troop

164. According to the letter, what kind of work did the scouts perform?
(A) They sponsored a new charity drive.
(B) They helped secure funding for a construction project.
(C) They organized a special helpers group.
(D) They performed some construction work.

Questions 165-168 refer to the following notice.

2010-2011 Tuffs University Gym Membership Update

Current Memberships Expire: June 30, 2010

Membership renewals may be purchased starting: Monday, June 14

New memberships may be purchased starting: Thursday, July 1

Summer memberships may be purchased starting: Monday, June 14

Prices: See price sheet at Athletic Facilities office, Front Desk and on the Tuffs Athletic Facilities website.

Discount periods: Purchased between: Current registered students pay:

Jul 1 - Oct 30 full price

November 1 - Feb 28 1/3 off full-year price

Mar 1 - Jun 30 2/3 off full-year price

Lockers: To keep your locker, you must renew by mid-July. All non-renewed lockers will be reassigned to new members.

Expiration Dates: Summer memberships will expire September 19, 2010

All regular memberships will expire June 30, 2011.

Building Schedule: The gym schedule is posted each term. During the summer and in between terms, the schedule is reduced somewhat. Please check the 2010-2011 building hours summary sheet, or the Tuffs Athletic Facilities website for details.

Renewal Notice: We will be sending renewal information to current members shortly by e-mail (or by regular mail if you do not have e-mail).

Note: You MUST be registered for classes in the current semester in order to be eligible for the discounted price. If your e-mail address has changed, please let us know by contacting Margaret Tulsa at 678-8656 or at mar.tulsa@tuffs.edu.

165. For whom at the Tuffs University Gym is this notice probably intended?

- (A) Instructors only
- (B) Gym members only
- (C) All students
- (D) All staff members

166. When can new members join the gym?

- (A) On June 30
- (B) On June 14
- (C) On July 1
- (D) On September 19

167. Where can you check the gym schedule?

- (A) In the gym
- (B) At the building door
- (C) By calling the gym
- (D) On the Internet

168. What will happen if a locker is not renewed by mid-July?

- (A) It will be assigned to someone else.
- (B) It will be emptied and cleaned by staff.
- (C) It will be assigned to staff members.
- (D) A warning letter will be sent.

GO ON TO THE NEXT PAGE

Questions 169-171 refer to the following memo.

2010 Javachips Annual Meeting of Shareholders General Information

Date: Wednesday, March 14, 2011

Time: 10 a.m., Doors open 8 a.m. (Pacific Time)

Location: Marilyn McGraw Hall at Becks Center

571 Mercer Street (between Second Avenue and Parks Avenue)
Washington

Seating

As always, we anticipate a large number of attendees at the Annual Meeting of Shareholders. This year, seating will be limited to McGraw Hall *only*, and we cannot guarantee seating for all shareholders.

Webcast

Shareholders may also log onto a live webcast of the meeting on March 14 by visiting the Investor Relations section of our website. The webcast will be available for replay through Wednesday, April 28, 2011.

Ticketing

Please note the Javachips Annual Meeting of Shareholders is a ticketed event. On January 26, 2011, we mailed to all our shareholders a Notice of Internet Availability of Proxy Materials (the 'Notice') containing instructions on how to access our 2011 Proxy Statement and 2010 Annual Report to Shareholders. The Notice also provides instructions on how to vote online or by telephone, and includes instructions on how to receive a paper copy of the proxy materials by mail. The Notice serves as an admission ticket for one shareholder to attend the Annual Meeting of Shareholders. Seating will be on a first-come, first-served basis.

169. What is the purpose of the memo?

- (A) To ask for contributions
- (B) To announce a webcast
- (C) To sell tickets to a meeting
- (D) To relay information about a company event

170. How can shareholders buy tickets?

- (A) They already have them.
- (B) They can pick them up in person at the company headquarters.
- (C) They can get them through the company webpage.
- (D) They can buy a Notice at the company website.

171. What topic is NOT listed?

- (A) Information about employee benefits
- (B) How to access event tickets
- (C) Where the event will take place
- (D) Alternative options to view the event

Questions 172-175 refer to the following notice.

The School of Engineering at Wenz College, MEAM Department

Many courses have prerequisites, and therefore, the sequence in which courses are taken may be important. The following sample course plans show one sequence which satisfies the prerequisites for the specified courses. However, each student must develop a complete course plan in consultation with his or her assigned academic advisor. Please note that courses in bold are required MEAM courses.

Each class runs for 2 hours and meets a minimum of twice a week. Classes are restricted to 14 students per class, so students should register as early as possible.

Freshman Year

CUs	Fall	CUs	Spring
1.5	MEAM 110/148 (Intro to Mechanics & Lab)	1.5	PHYS 151 (Prin. of Physics II & Lab)
1	MATH 105 (Calculus I)	1	MATH 114 (Calculus II)
1.5	CHEM 101/040 (Intro to Chemistry & Lab)	1	Professional Elective (i.e. MEAM 101)
1	Social Science/Humanities elective (or MEAM 101)	1	Writing Requirement
		1	Natural Science Elective

172. How often is each class held?
 (A) One day a week
 (B) Two days a week
 (C) At least three days a week
 (D) At least two days a week
173. What information is provided in the notice?
 (A) The cost of class registration
 (B) Sample course schedule for incoming transfer students
 (C) Sample schedule for incoming freshmen
 (D) Required courses for all engineering students
174. If students have questions, what does the notice suggest they do?
 (A) Visit the MEAM department website
 (B) Speak to an advisor
 (C) Visit the MEAM department in person
 (D) Contact the Admissions Office
175. What is NOT indicated about the sample schedule?
 (A) Which social science/humanities elective to take
 (B) How many hours each class lasts
 (C) Which day of the week the classes meet
 (D) Which math course should be taken

GO ON TO THE NEXT PAGE

Questions 176-180 refer to the following letter.

Ms. Natalie Chambers
601 Tarot Place, Apt. 4B
Phoenix, AZ 84562

Dear Ms. Chambers,

This letter confirms your reservation at Vineyard Vacation Homes. I have either received your credit card number and/or check which confirms your rental subject to our cancellation policy as follows:

CANCELLATION POLICY: All payments and balance(s) due are non-refundable unless the house is re-rented within one week of cancellation, (with written notice of cancellation only). Please make a special note that we do not accept check deposits or credit card deposits to hold a home. This letter confirms that you have paid the full balance in addition to any required security deposits. If we accept your credit card then you have rented one of our homes subject to the cancellation policy stated above. All cancellations must be in writing.

Please print this entire lease; fill it out completely; sign it and send it back to me via regular mail or by fax.

- A. **Note that smoking is NOT permitted in any of our homes.** Please be aware that extra charges will be subtracted from your deposit if you smoke in the home.
- B. Do not remove any cords, wires, or cables from the TV/DVD or attach other devices to them. Doing so may result in requiring Mr. Harold to repair damages to the TV or DVD player, which you will be billed for.

It is important to send back or fax (208-359-0476) all the pages of the lease to me:

Clarence Garman 171 Westbury Lane Phoenix, AZ 87455

You will find the address of the house, the phone number of the house, and the lease dates in a subsequent e-mail from me. **Please make a copy of the lease and bring it with you on your vacation. Your lease and all communication from me is your legal authority to rent the home.**

Thank you very much,

Clarence Garman

1 877 584-4851 or cell: 207 487-2132 Fax: 208-359-0476

176. Who is Ms. Chambers?

- (A) The renter of a vacation property
- (B) A resident in an apartment complex
- (C) The owner of a vacation home
- (D) The manager of a rental company

177. What can be inferred about Mr. Harold?

- (A) He is Mr. Garman's supervisor.
- (B) He helps people move into the property.
- (C) He is responsible for confirming reservations.
- (D) He is a handyman working with Mr. Garman.

178. The word 'subsequent' in paragraph 5,

line 2, is closest in meaning to

- (A) together
- (B) bigger
- (C) another
- (D) detailed

179. What has Ms. Chambers paid for?

- (A) Only rent
- (B) Only the deposit
- (C) The deposit plus rent
- (D) Nothing yet

180. Why doesn't Ms. Chambers need a separate lease?

- (A) She already paid the full balance.
- (B) The letter serves as the lease.
- (C) She will receive a separate email.
- (D) She paid a security deposit.

GO ON TO THE NEXT PAGE 

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

The screenshot shows a web browser window with a white background. At the top center, the text "Leaders Institute is an international training company." is displayed in a bold, black font. Below this, there is a large amount of text describing the company's services and expertise in leadership, public speaking, and team building. The text is in a standard black font and is well-spaced. The browser window has a dark gray border and includes standard window controls (minimize, maximize, close) at the top and bottom.

Leaders Institute is an international training company.

The newest buzz word in the industry today is, undoubtedly, leadership. For any business to run smoothly and profitably, it is important to practice excellence at the workplace, and this excellence must necessarily start all the way up and move downwards, from the CEO and senior management to mid-level managers all the way down to entry-level employees. Leaders Institute is an international public speaking training, leadership consulting, and team building company specializing in the 'soft skills' side of business. Our instructors and trainers are experts in developing strong, confident leaders throughout Fortune 500 companies and independent businesses around the world, as well as purposefully shifting and creating fun, high-energy corporate cultures for clients.

Our presentation training and public speaking courses, designed specifically for teachers and professors, help eliminate the fear of public speaking. Our team building activities help build a purposeful team culture within your organization. The Leader Institute also offers turn-key breakout sessions and world-famous keynote speakers for conventions and corporate meetings.

The screenshot shows an e-mail message in a white window. The message is addressed to "Christie Eline <celine@leadersinstitute.net>" and is from "Charlie Park <cspark@hotmail.net>". It is dated "August 5" and has a subject line of "Training sessions". The body of the message begins with "Dear Ms. Eline," followed by a paragraph of text expressing gratitude for the seminar. The message ends with "Thanks again." and "Sincerely, Charlie Park". The e-mail window has a dark gray border and includes standard window controls (minimize, maximize, close) at the top and bottom.

TO: Christie Eline <celine@leadersinstitute.net>
FROM: Charlie Park <cspark@hotmail.net>
DATE: August 5
SUBJECT: Training sessions

Dear Ms. Eline,

I just wanted to let you know that your public speaking course and presentation training seminar provided me with insight and inspiration that I have already passed on to my students. This will become one of those experiences where I'll think back every few years when my batteries need recharging and I want to relearn some timeless lessons. Your seminar helped me see that the leader's role is to serve others, helping them to make the most of their contributions to further the organization's mission, whether it's a company or a classroom.

Thanks again.

Sincerely,
Charlie Park

181. What is NOT true about Leaders Institute?

- (A) They teach how to speak publicly.
- (B) They are intended for Fortune 500 clients only.
- (C) They are designed to improve leadership skills.
- (D) They sometimes provide speakers for conventions.

182. In the advertisement, the word 'culture' in paragraph 1, line 9, is closest in meaning to

- (A) environment
- (B) office
- (C) company
- (D) convention

183. Why did Mr. Park write the e-mail?

- (A) To ask for information about a class
- (B) To register for a training seminar
- (C) To ask about public speaking
- (D) To thank a specific instructor

184. What job does Mr. Park probably have?

- (A) He is a public speech writer.
- (B) He is a business consultant.
- (C) He is a school teacher.
- (D) He is a motivational speaker.

185. Which statement is most likely true about Leaders Institute?

- (A) It is a multi-million dollar company.
- (B) It holds hundreds of seminars and classes per year.
- (C) It has trained the top public speakers in the U.S.
- (D) Its teachings can apply to settings other than a corporation.

GO ON TO THE NEXT PAGE

Questions 186-190 refer to the following article and letter.

Raina Gibson 365: No Repeats-A Year of Deliciously Different Dinners (A 30-Minute Meal Cookbook)

Even your favorite dinner can lose its appeal when it's in constant rotation, so mix it up! With her largest collection of recipes yet, Foodit Network's indefatigable cook Raina Gibson guarantees you'll be able to put something fresh and exciting on your dinner table every night for a full year.

Based on the popular 30-Minute Meal cooking classes, these recipes prove that you don't have to reinvent the wheel every night. Raina offers dozens of recipes that, once mastered, can become entirely new dishes with just a few ingredient swaps. Learn how to make a Southwestern Pasta Bake and you'll be able to make a Smoky Chipotle Chili Mac the next time. Try your hand at Spring Chicken with Peas and you're all set to turn out a delicious Rice and Chicken Soup that looks and tastes like an entirely different dish.

As a bestselling cookbook author and host of three top-rated Foodit Network shows, Raina Gibson believes that both cooking and eating should be fun. Drawing from her own favorite dishes as well as those of her family, friends, and celebrities, she covers the flavor spectrum, from Asian to Italian, and with dozens of delicious stops in between. These flavor-packed dishes will satisfy your various cravings and renew your taste for cooking. With so many delicious entrees to choose from, you'll never have an excuse for being in a cooking rut again.

Dear Ms. Gibson,

I bought this cookbook with no prior knowledge of you or your other cookbooks. The idea of 365 30-minute meals is appealing, but unfortunately many of the recipes included in the book take far more than 30 minutes if you include prep time. This is a useful cookbook for families as the yields are fairly large and it covers a variety of flavors. However, the flavors aren't always great; they are often combined in unappetizing mixtures that just don't work. The method of substituting ingredients to change up a dish is not terribly useful either. Most often, you will have to change half the recipe to get a new dish. The worst part, though, is the lack of a useful index. It's extremely difficult to find your way around the book. Just try looking for a 'chicken' dish. If you don't know the title, chances are you won't find it fast. A future edition that remedies this problem would be highly recommended.

Sincerely,

Rachael Santis

186. What is the purpose of the article?

- (A) To explain food preparation techniques
- (B) To discuss a new style of cooking
- (C) To discuss a kitchen design
- (D) To evaluate a recent publication

187. What does the article imply about Raina Gibson?

- (A) She is a restaurant chef.
- (B) She has published other cookbooks.
- (C) She is the owner of the Foodit Network.
- (D) Her new cookbook is not the best one on the market.

188. In the letter, the word 'unappetizing' in paragraph 1, line 5 is closest in meaning to

- (A) tasteless
- (B) tasty
- (C) complicated
- (D) assorted

189. What does Ms. Santis ask the author to do?

- (A) Reprint the cookbook with more recipes
- (B) Establish guidelines for future cookbooks
- (C) Refund the cost of the cookbook
- (D) Include an index in a subsequent edition

190. What is true about Ms. Santis?

- (A) She does not like the Spring Chicken with Peas dish.
- (B) She is a fan of Raina Gibson.
- (C) She is not a professional chef.
- (D) She has not seen Gibson's popular Foodit shows.

Questions 191-192 refer to the following e-mails.

To: <service@toppurchase.com>
From: Gary Sheppard <gsheppard@hotmail.com>
Date: March 10
Subject: Warranty complaint

I recently had a problem with my Samlion TV, which I purchased on January 25. The Top Purchase.com repairmen came to my place 14 days ago and told us a part had to be ordered. In the meantime we watched a TV with a buzzing sound and a terrible picture. After a week the company called and told us that the part was severely back ordered. I was then told I could get another TV but had to wait until the 9th of March because of a fourteen-day waiting period. So today, I brought the 46-inch TV back to the store to exchange it only to find out I needed a confirmation number from the warranty people. We called and spoke to a warranty supervisor while at the Top Purchase store at the new Terry Springs location but he could not help us. We still have to wait another day or two before we will see a replacement TV.

This whole experience has not left me on good terms with Top Purchase. At this time I'd like to request a refund for the price of a new TV.

Sincerely,
Gary Sheppard

To: Gary Sheppard <gsheppard@hotmail.com>
From: <allanw@toppurchase.com>
Date: March 12
Subject: RE: Warranty complaint

Dear Mr. Sheppard,

Thank you for taking the time to express your concerns to Top Purchase. My name is Allan, and I'd be happy to assist you with any questions you may have.

The person that advised you to wait fourteen days should have been clearer on how the replacement process works. This would have saved you a trip to the Top Purchase, store and the effort to carry your old TV into the store and back home. Top Purchase return policy states that if a product was purchased less than 30 days ago, it may be returned to the store for any reason as long as a receipt is presented and the product is in its original packaging. Purchases made more than 30 days ago may be returned if the product was damaged or defective through no fault of the customer. In this case, a Merchandise Return Form must be filled out, available for download at our company website. Once your replacement request is approved, you receive a phone call with a confirmation number of the approval, and that number is what the store needs to process the replacement. Original purchase price is never a consideration in what the store determines to be a comparable model, and we do require the old TV back before we can release the new TV to you.

If you are getting the new TV delivered to your home, we would pick up the old TV when we deliver the new one. But if you want to walk out of the store with your new TV, you would need to bring the old TV in with you. If your TV is approved for replacement, there is no way to get you a refund.

It is always our goal to provide world class customer care. To improve our service for you, would you please let us ask you a few questions about your shopping habits? Please make sure to fill out the enclosed form with your full name and current address, so we can send you a store coupon for 10% off your next purchase. Feel free to contact me if you have any more questions. Thanks for expressing your concern.

Allan
Community Connector
Top Purchase Corporate

03

- 191.** What problem with the product does Mr. Sheppard report?
- It contains a defective part.
 - It has problems with its color contrast.
 - It was not a good deal.
 - It was backordered for weeks.
- 192.** What most likely is a part of Allan's job?
- Contacting customers about new products
 - Training Top Purchase employees
 - Resolving customer complaints
 - Emailing customers about Top Purchase locations
- 193.** When did the repairmen go to Mr. Sheppard's home?
- On March 9
 - On March 10
 - On February 24
 - On February 10
- 194.** What additional item does Mr. Sheppard need to obtain before going to the Top Purchase store for a return?
- The item receipt
 - The original packaging
 - A confirmation number
 - A warranty tag
- 195.** How can Mr. Sheppard receive a discount on a future purchase?
- By filling out a questionnaire
 - By recommending the company to a friend
 - By signing up for a credit card
 - By placing an Internet order

GO ON TO THE NEXT PAGE 

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

From: Lila Adams <lila@softtech.net>
To: Diana Wang <dwang@fastmail.net>
Date: September 17
Subject : Development Conference

Diana,

I'm so glad we had a chance to meet and exchange numbers. I wish we had had more time to talk about your growing business. I can understand your hesitation and anxiety about hiring people to expand the business.

When we hire new employees at my department in SoftTech, we first select desirable candidates from the initial interview, and then have them come in for a second round of interviews where they are given a personality assessment test. We find the results of these tests to be helpful in determining a person's personality type, which then gives us an idea of how they would react to certain situations.

I'd like to invite you to a conference I'm attending next month. I went to their workshops last year, and they provided some valuable insight for businesses. I think you'll be able to get a good idea of how to use assessments for your company expansion if you attend the conference I'm referring to.

I look forward to seeing you there.

Best wishes,
Lila Adams, Human Resources Manager
SoftTech Inc.

The 2nd Annual Cherry Hills Business Development Conference

Cherry Hill National is pleased to announce that final additional workshops will be held as part of the 2nd Annual Cherry Hills Business Development Conference. These workshops, in addition to the original list of workshops and seminars, will require pre-registration to gain entry.

Networking: Doing Business with the City of Cherry Hill

- By Steven Kersey
- Date: Wednesday, October 6, 2010
- Time: 9:00 A.M. to 11:00 A.M.

Business Tax Seminar

- By Rina Holmes
- Date: Tuesday, October 12, 2010
- Time: 3:00 P.M. to 8:00 P.M.

Introduction to Record Keeping and Accounting for First-Year Workers

- By Debra Allans
- Date: Wednesday, October 27, 2010
- Time: 10:00 A.M. to 12:00 P.M.

Personality and Psychological Considerations in the Workplace

- By Rose McCallister
- Date: Monday, November 3, 2010
- Time: 4:00 P.M. to 6:00 P.M.

196. Why is Ms. Adams writing to Ms. Wang?
- (A) To request information about a conference
 - (B) To ask her to create a workshop
 - (C) To ask for advice about workplace issues
 - (D) To encourage her to attend a conference
197. According to the e-mail, what concern has Ms. Wang expressed?
- (A) Her company is in trouble financially.
 - (B) There are too many new research projects in her department.
 - (C) Her company needs to hire additional personnel.
 - (D) There is growing competition from other companies.
198. What is true about the workshops listed in the announcement?
- (A) They were not included in the original schedule of workshops.
 - (B) They replaced other workshops.
 - (C) Their times have been changed since last week.
 - (D) They are the only workshops scheduled for the conference.
199. What day's workshop would probably be most helpful to Ms. Wang?
- (A) October 6
 - (B) October 12
 - (C) October 27
 - (D) November 3
200. For whom is Debra Allan's presentation most likely intended?
- (A) Inexperienced accountants
 - (B) Human resources employees
 - (C) Newly hired managers
 - (D) Inexperienced business developers



READING

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

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

Part 5

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

101. The company is experiencing significant growth and is looking to add a new member to ----- staff immediately.
(A) they
(B) them
(C) their
(D) themselves
102. All of our cleaning professionals have undergone extensive ----- and are fully insured.
(A) training
(B) importance
(C) titles
(D) helping
103. Every client is personally handled by one of our experts, ensuring a unique travel plan at ----- extra cost.
(A) never
(B) none
(C) not
(D) no
104. Young travelers below 18 years of age need to be accompanied by ----- a parent or a guardian.
(A) either
(B) and
(C) neither
(D) both
105. Careful planning and ----- pave the way for a successful meeting.
(A) coordination
(B) coordinated
(C) coordinate
(D) coordinator
106. QIB will work ----- to maintain sustainable growth and expansion plans.
(A) persisted
(B) persistent
(C) persistently
(D) persistence

103.



104.



107. The employee in this position must wear steel-toed boots at ----- times while at work.
 (A) each
 (B) any
 (C) every
 (D) all
108. Automobile mechanics ----- have not kept up with these changes have left or been forced out of the industry.
 (A) themselves
 (B) who
 (C) whose
 (D) they
109. Most southbound and eastbound trains will ----- on an earlier schedule in and around Niagara Falls.
 (A) operate
 (B) meet
 (C) arrange
 (D) produce
110. Mr. Bolton would like to offer his employees a new contract as ----- as he returns from his trip overseas.
 (A) close
 (B) next
 (C) nearly
 (D) soon
111. The acquisition was completed for \$125 million, which indicates just how ----- the company's value had dropped.
 (A) sharper
 (B) sharpness
 (C) sharpest
 (D) sharply
112. This is a more ----- report of budget authority and outlays for preceding, current, and upcoming fiscal years.
 (A) retained
 (B) afforded
 (C) detailed
 (D) attached
113. A successful candidate must be ----- trainable in a fast-paced work environment, with exceptional communication and computer skills.
 (A) highly
 (B) early
 (C) after
 (D) many
114. The manual ----- covers multiple topics including safety and loss control, vehicle policy, and work hours.
 (A) ever
 (B) anymore
 (C) briefly
 (D) extremely
115. It takes one month to fix these minor problems, so unfortunately there will be a one-month ----- in the transfer of fuel.
 (A) out
 (B) long
 (C) late
 (D) delay
116. The lease agreement says the tenant of this unit is required to ----- renter's insurance.
 (A) declare
 (B) achieve
 (C) promote
 (D) obtain
117. Wholesale buyers purchase merchandise ----- from manufacturers and resell it to retail firms, commercial establishments, and other institutions.
 (A) directing
 (B) directs
 (C) directly
 (D) directed
118. The Fresh Twister energy drink is made with fresh lemon juice and red wine and tends to be a bestseller ----- the ladies.
 (A) among
 (B) plus
 (C) throughout
 (D) upon

111.



117.



GO ON TO THE NEXT PAGE

119. Guests will be able to meet Taylor Swift as she ----- to perform a free show for her fans in Central Park.
(A) prepare
(B) prepares
(C) prepared
(D) preparing
120. The information below is being provided in response to ----- requests for teleconference referrals.
(A) frequent
(B) frequented
(C) frequenting
(D) frequently
121. Mr. Kwon attributed his ----- strong performance to the company's sound risk management and stable management team.
(A) impulsively
(B) approximately
(C) consistently
(D) readily
122. There is a growing ----- of residents who oppose construction of a shopping center on Kingston and Flag avenues.
(A) town
(B) anger
(C) list
(D) rate
123. To reach Puriton House, turn right and walk ----- the building with the white columns.
(A) during
(B) past
(C) over
(D) down
124. During his 10 years with the firm, Mr. Martin ----- many financial institutions in Europe and Asia on strategy and mergers, acquisitions and alliances.
(A) was advised
(B) advises
(C) advised
(D) has advised
125. Funded by Hurricane Katrina money, the research ----- houses one million dollars worthy of lab equipment.
(A) discussion
(B) facility
(C) agreement
(D) publication
126. It is ----- to attract attention by pricing products low enough to capture the interest of customers.
(A) necessary
(B) necessarily
(C) necessitate
(D) necessities
127. Practice proper sanitation by ----- removing all infected plants as soon as possible.
(A) closely
(B) vaguely
(C) carefully
(D) possibly
128. Your generous ----- to the Global Conscience Initiative helps us further our mission to build a peace culture beyond borders.
(A) donor
(B) donates
(C) donation
(D) donated
129. ----- actively seeking a specific web design, it is important that you are crystal clear on the goal of your website.
(A) Before
(B) Yet
(C) So that
(D) Just as
130. A high sense of ----- often means individuals go well above the normal standard in various business situations.
(A) professionalism
(B) professional
(C) profession
(D) professionally

121.



124.



131. Each passenger is usually given a 20Kg allowance and any baggage exceeding the designated weight will be charged an ----- fee.

- (A) interested
- (B) unprepared
- (C) exported
- (D) additional

132. Whether you ----- many discussions or are new to leading discussions, we trust that this guide will be helpful.

- (A) has been led
- (B) have been led
- (C) has led
- (D) have led

133. We have beautifully furnished apartments that are fully ----- with the latest appliances, and the electric bill is included in the rent.

- (A) precise
- (B) equipped
- (C) assorted
- (D) estimated

134. Alternative parking areas will be provided while the parking lot -----.

- (A) is repairing
- (B) repairs
- (C) is being repaired
- (D) has repaired

135. In order to meet the needs of our ever-growing user population, we need a broad diversity of ----- in the creation of our products.

- (A) indications
- (B) perspectives
- (C) depths
- (D) images

136. In a ----- interview, *The Jamaica Observer* spoke with an anonymous manufacturer who was forced to retire.

- (A) fascinate
- (B) fascinating
- (C) fascination
- (D) fascinated

137. The TV company is also preparing to cancel foreign channels ----- advertisers agree to substantial discounts.

- (A) as if
- (B) when
- (C) unless
- (D) because

138. Make sure no one ----- you can access your computer while you are away from it!

- (A) nevertheless
- (B) since
- (C) regarding
- (D) except

139. The marketers make an ----- of products that appeal to a wide variety of potential customers.

- (A) array
- (B) alleviation
- (C) origin
- (D) extension

140. Due to ----- need, applications will be reviewed on a daily basis and candidates may be interviewed and positions filled before the closing date.

- (A) irrelevant
- (B) surplus
- (C) optional
- (D) urgent

132.



133.



GO ON TO THE NEXT PAGE

Actual Test 04

Part 6

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

Questions 141-143 refer to the following information.

Online Privacy Policy

Girls Inc. of Orange County is ----- to protecting your online privacy and providing a safe

141. (A) committing
(B) commitment
(C) commit
(D) committed

online experience for all of its users. This Privacy Policy applies to information collected online when visiting our website(www.girlsinc-oc.org) and governs online data collection and usage at the Girls Inc. of Orange County site.

Portions of our site are directed to our adult donors, friends, and supporters, ----- other

142. (A) while
(B) when
(C) during
(D) because

areas include content specifically designed for parents and girls.

Please review the information below to ----- yourself with our policies on website privacy,

143. (A) familiarize
(B) replace
(C) provide
(D) equip

and contact Girls Inc. of Orange County if you have any questions.

Visitors can visit our site without registering or providing personal information, but we do collect personal information to make certain features and options available. Please note that we only collect personal information when it is voluntarily provided.

141.



Questions 144-146 refer to the following notice.

How to make a consumer complaint

Know what your rights are!

Before you make a complaint, be ----- of your consumer rights under the law. If you have

144. (A) aware
 (B) careful
 (C) considerate
 (D) confidential

a written contract or description of the goods or services, read what it states. Your complaint will almost certainly be ----- more effective if you are aware of your rights. Remember!

145. (A) much
 (B) very
 (C) so
 (D) such

A repair, a replacement or a refund are all possible options when goods are faulty.

Deal with the issue as soon as possible!

If a product is defective, it is important that you return it as soon as possible after you -----

146. (A) look
 (B) deal with
 (C) report
 (D) notice

the fault. If you keep a faulty item for a long time, you may be considered to have accepted the item in that state. The situation is similar for services that you are unhappy with. In some cases, there are time limits for taking certain procedures (for example, if you have a complaint about a package holiday you need to complain to the tour operator within 28 days of returning from the holiday). Even where there are no time limits set down, it is easier for you and the organization to deal with recent events.



Questions 147-149 refer to the following article.

Become a donor!

Our many patrons, donors, sponsors and supporting members allow the Buenaventura Art Association to fund scholarships for college art students, as well as provide a place for ----- and established artists to exhibit art. Many of our artists volunteer in their

147. (A) emerge
(B) emerged
(C) emerging
(D) emergence

communities, providing your city with the vibrancy, energy and education that makes Ventura County a great place to live! There are many ways to support the Buenaventura Art Association. Look through our different "Famous Artist Donor Levels" and choose the one best suited to you.

Donate any amount up to \$100 and you will be acknowledged on the BAA website. Your name will also be listed in our newsletter, *Sketches*. -----, you will receive a subscription to

148. (A) In addition
(B) For example
(C) In short
(D) By comparison

the newsletter.

Your \$100 ----- entitles you to receive 10% off all purchases for one year.

149. (A) donation
(B) attendance
(C) condition
(D) enrollment

Remember, your donations are tax deductible.

ALL DONORS RECEIVE:

Acknowledgment on the BAA website

Your name listed in our newsletter

Email subscription to our newsletter

A special gift

149.



Questions 150-152 refer to the following article.

SALT LAKE CITY - Deseret Management Corporation (DMC) announced the promotion of Clark Gilbert to the newly created position of President and Chief Executive Officer of *Deseret News* on Thursday. Gilbert will continue as President and CEO of Deseret Digital Media (DDM), a DMC company. Formed in 2009, DDM ----- the website operations of

- 150.** (A) applies
 (B) reaches
 (C) oversees
 (D) supplies

DeseretNews.com, KSL.com, DeseretBook.com, MormonTimes.com, and LDSChurchNews.com. *Deseret News* is Utah's oldest continually published daily newspaper. Editor Joe Cannon and Publisher Jim Wall will continue in their current positions, reporting to Gilbert.

Mark Willes, President and CEO of DMC, stated, "Clark Gilbert brings a unique background to his expanded responsibilities. He previously served on the *Deseret News* board. He was a consultant for ----- ten years at leading newspaper organizations

- 151.** (A) partly
 (B) often
 (C) nearly
 (D) quite

including *The New York Times*, *The Boston Globe*, and *Scripps Newspapers*. He is -----

- 152.** (A) ideally
 (B) conveniently
 (C) markedly
 (D) normally

suites to help us reinvent the print version of the *Deseret News*, while at the same time accelerating the growth of DeseretNews.com."

152.



GO ON TO THE NEXT PAGE

Actual Test 04

Part 7

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

Questions 153-154 refer to the following advertisement.

Digital Photos Come to Life!

You've all seen the countless ads for digital photo albums. These albums have the advantage of allowing you to store many pictures instead of looking at the same picture all day. While these digital albums are novelty items, they do not fully utilize the technology available. That's where Dream Pictures comes in. We have developed a new digital album that not only displays pictures, but also plays video files in the most popular formats. Now you can look at pictures and short video clips that play in a loop. We have many customer service consultants waiting to take your call. We'll help you choose from our diverse line of products and styles. You can also send us your pictures and videos and simply tell us what kind of album you want. We personally guarantee that you'll be 100% satisfied or your money back!

Dream Pictures, INC.
(212) 589-8512
www.dreampictures.com

153. What is being advertised?
- (A) Digital albums that show pictures
 - (B) Novelty items
 - (C) Albums that show both pictures and videos
 - (D) Video files in popular formats

154. What kind of support will customers receive?
- (A) Directions to send files
 - (B) Advice on selecting albums
 - (C) Company information
 - (D) Refund instructions

Questions 155-156 refer to the following notice.

MEMORANDUM

To: Hannah Song
 From: Karen Wilson, Manager, Global Strategic Planning
 Subject: Nelson Insight Conference
 Date: Mon, 5/12

Dear Hannah,

As you may already be aware, next week is the scheduled conference meeting with Nelson Insight. I will be giving a presentation on behalf of my team, based on the attached proposal. Because this conference is pivotal in deciding whether to go through with the next steps of our joint venture project, our team has put a lot of time and effort into perfecting this presentation material.

Although our team members, including myself, have reviewed it many times, I wanted to make sure that the material is fully localized to the needs of the Korean market and that we have not missed any important points that need to be addressed. Can you please review the attached document and give me any critical feedback that you or your team may have? I am aware that you have extensive experience working with Korean research agencies like Nelson Insight, so I'd really appreciate it if you could give me any advice or tips. In particular, I am especially concerned about the length of our proposal. It seems a bit long and I would like to make it more concise and direct, but I am having trouble deciding on which part(s) to get rid of. Also, this is a minor issue, but can you please double-check to make sure that the Korean logo graphics included have no mistakes?

When you're done with the review, perhaps we could meet sometime this week to review it together in person. I will be flying to Korea tonight and arriving at Incheon on Tuesday at 6 a.m. I'm available to meet with you any time between 9 a.m. and 5:30 p.m. from Tuesday on. Please let me know what time is best for you, so we can set up a meeting.

I'm looking forward to seeing you soon and thanks for your assistance in advance.

Best regards,
 Karen

04

155. What is the purpose of the memo?
 (A) To decide on the next steps of a joint venture project
 (B) To confirm a business trip schedule
 (C) To offer a corrected translation
 (D) To ask for help with a presentation

156. What does Karen request that Hannah do?
 (A) Submit a proposal sometime this week
 (B) Attend a conference
 (C) Schedule an appointment with Nelson Insight
 (D) Get together with her for a meeting

GO ON TO THE NEXT PAGE 

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

From: Angela Leason <aleason@novarttspharma.com>
To: All employees <employees@ novarttspharma.com>
Date: July 10
Subject: Vacation Policy

Novartts Pharmaceutical has a new vacation policy for certain full-time employees and which will go into effect one month from today, on Monday, August 10.

This new vacation policy is designed to provide employees who have completed at least six continuous months of service a period of rest and relaxation away from work without loss of pay or benefits. Part-time employees, employees who have not completed at least six continuous months of service, temporary employees, and seasonal employees are entirely ineligible to participate in the vacation plan or to earn any vacation pay. The length of an employee's vacation will depend on how long he or she has worked as a full-time employee, and on whether the employee is paid annually or hourly.

Your immediate supervisor and/or manager must approve your vacation time before vacation benefits can be granted. To help us assure that your responsibilities are covered while you are away, you must request your vacation time in writing at least two weeks before the day you wish to leave or start vacation. This form can be downloaded from our company website at www.novarttspharma.com/ vacation form. To request a vacation, please download the form, have your supervisor/manger sign it, and return it to Miriam Wales, director of the human resources department.

Thank you in advance for your cooperation with this new policy.

157. What is the purpose of the e-mail?
- (A) To inform its employees about a new policy
 - (B) To request feedback on a new business strategy
 - (C) To introduce new human resources director
 - (D) To inform employees of a renovated company website
158. When will the change take effect?
- (A) In one week
 - (B) In two weeks
 - (C) In one month
 - (D) In two months

159. What are the employees instructed to do before taking a vacation?
- (A) Notify Angela Leason
 - (B) Sign a waiver
 - (C) Get written confirmation from their supervisor
 - (D) Consult with the human resources department

04

GO ON TO THE NEXT PAGE 

Questions 160-162 refer to the following memo.

To: All current clients
From: ewall@qmerchants.net

Dear Clients,

Thank you for your continuing business with qmerchants.net. Regrettably, I have some bad news to relay to you. Due to the increase in raw material costs, we must unfortunately raise the cost of our merchandise to you.

As you know, our company mission is to sustain long-term relationships and not be driven by profit margin. As such, we have avoided raising our prices for as long as possible, but we can no longer prolong the inevitable. These changes were deemed necessary in order for our company to stay solvent.

We have enclosed our new price list for your review which goes into effect on May 18. Any orders placed between now and May 17 will be honored at the lower prices. I would like to hold a meeting with you next week to discuss the new prices in more detail.

We wish to thank you for your valued account and know that you will understand the necessity for this price increase.

Thank you,

Erin Wall
Account Manager

160. What is the purpose of the memo?
- (A) To report the results of a study on price increases
 - (B) To request a deadline extension
 - (C) To recommend new product names
 - (D) To inform of price increases
161. What will NOT be discussed at the meeting?
- (A) Reasons for price increase
 - (B) Possible discounts
 - (C) Advertising for new accounts
 - (D) Detailed pricing information

162. According to the memo, what would have happened without the price changes?
- (A) Clients would have been lost.
 - (B) The company would go out of business.
 - (C) The company mission would change.
 - (D) A client organizational meeting would be held.

Questions 163-165 refer to the following instructions.

PUREO2 Water Filter Replacements

Your tap water might look clean, but it may still contain potentially harmful contaminants. Depending on where you live, your water can be contaminated with everything from industrial and agricultural pollutants to heavy metals, sediments and even trace levels of pharmaceuticals. Find out what might be in your drinking water and how PUREO2 can help you remove it.

With the PUREO2 Water Filter Replacement, you'll get up to 100 gallons of clean, filtered water. This is unmatched by our competitors, whose products filter only about 50 to 75 gallons per filter.

Our filter produces two months of clean water right from your faucet-filtered to remove 99% of lead and microbial cysts (cryptosporidium and giardia), and reduces many other contaminants, such as 99% of pharmaceuticals. In fact, the PUREO2 Water Filter Replacement reduces 10 times more contaminants than the leading water filter.

04

- 163.** What does the advertisement explain?
- How to use a filter cartridge effectively
 - What features to consider when choosing a water filter
 - How to install the water filter correctly
 - What contaminants are filtered out by the product
- 164.** How often should the cartridges be replaced?
- Every two months
 - Every three months
 - Every four months
 - Every five months
- 165.** According to the instructions, which factor determines what contaminates your water?
- How many gallons of water you use
 - Frequency of filter change
 - Geographic location
 - Air temperature

GO ON TO THE NEXT PAGE 

Questions 166-170 refer to the following letter.

Bloomdale Trailer Association
278 Warwick Rd Oklahoma City, OK 683090

January 21
Mr. John Cousins
Oklahoma City Mayor
City Hall
Oklahoma City, OK 683090

Dear Mr. Mayor,

I am writing on behalf of the Bloomdale Trailer Association to urge you to support legislation lifting the ban on overnight parking charges of large vehicles in our area. The number of campers and tourists who travel in trailers has increased significantly during the last year. While RV (recreational vehicle) tourism is not a significant portion of traditional tourism, it still represents a sizeable portion of the area's tourist draw. I am sure you will agree that forcing RV tourists to pay substantial overnight parking fees will compromise the city's efforts to promote tourism, and in fact discourage the traditionally enjoyed pastime of camping outdoors.

In an age where our children are attached to computers and mobile devices more than ever, we must strongly encourage outdoor activities and physical exercise. We are confident that making Bloomdale 'RV friendly' will benefit the local tourism industry and encourage our children to enjoy the outdoors more.

Jaymen Town, Teaneck Village, and Coda City recently lifted similar parking fees and have subsequently reported a strong positive response from locals and tourists alike. These nearby towns are proof that allowing RV tourists to enjoy free overnight parking can promote tourism, and in turn generate more revenue for restaurants and local shops. Lifting the parking fees have benefitted all parties involved in other places.

Another benefit of lifting the parking fees would be the additional revenue it would help create. The tourism and food service industries employ a significant portion of the workforce in our community. Currently, however, many visitors are leaving in the early evening to avoid the overpriced parking fees. Subsequently, our local businesses are losing revenue to neighboring cities. RV tourism is an essential part of hotel tourism. Fostering the industry would increase the total number of visitors to our great city.

I look forward to hearing your response, and I'm confident you'll see the benefits of lifting the parking fees.

Sincerely,

Drew Bledsoe
Vice President of Community Affairs
Bloomdale Trailer Association

166. What is the purpose of the letter?
- (A) To inquire about local tourism
 - (B) To advertise a new hotel
 - (C) To recommend a change in the city law
 - (D) To support revenue sharing with neighboring cities
167. The word 'compromise' in paragraph 1, line 6, is closest in meaning to
- (A) weaken
 - (B) match
 - (C) determine
 - (D) adjust
168. What is suggested about Coda City?
- (A) It is building a new parking facility.
 - (B) It has more parks than Bloomdale Town.
 - (C) It is far away from Oklahoma City.
 - (D) It expects to attract more visitors.

169. What is indicated about tourism in Oklahoma City?
- (A) The number of tourists has not changed at all recently.
 - (B) Local hotels are frequently empty.
 - (C) Most tourists do not like neighboring cities.
 - (D) Local restaurants rely on business from tourists.
170. Why are nearby cities mentioned in the letter?
- (A) To familiarize the reader with nearby cities
 - (B) To suggest a new location for trailer homes
 - (C) To support the writer's assertions
 - (D) To convince other cities to do the same

Questions 171-174 refer to the following memo.

The National Meal Exchange

- ✓ The National Meal Exchange is a national student-founded, youth-driven, registered charity organized to address local hunger by mobilizing the talent and passion of students. Since 1993, our programs have been run on over 50 college campuses across America and generated over \$2.4 million worth of food, or 960,000 meals to address local hunger.
- ✓ A brief overview of the National Meal Exchange:
- ✓ Our Mission: Addressing hunger through student solutions.
- ✓ Our Vision: To help eliminate the root causes of hunger and poverty by engaging tomorrow's leaders today.
- ✓ The National Meal Exchange's Approach
The National Meal Exchange is organized exclusively for charitable purposes with the aim to:
 - DONATE food to registered charitable organizations and those in need.
 - EDUCATE students about the root causes of hunger.
 - CREATE and involve students in volunteer opportunities with not-for-profit organizations that address hunger and hunger-related issues.
 - IDENTIFY and implement students' solutions to hunger.
- ✓ Meal Exchange Culture
 - Inclusion - we strive to include all students, community members and partners who are interested in food security and making an impact on local hunger. We do not seek specific types of volunteers; rather, we aim to aid individuals in realizing their full capabilities.
 - Flexibility - The National Meal Exchange acts as a vehicle for change that promotes each campus's individual creativity and innovation to ensure core programs are fulfilled in a manner that is unique to the needs of the local community.
 - Engagement - our core programs work to engage citizen leaders through opportunities that work with the strengths and capabilities of students to address local hunger issues.
 - Leadership Development - our mission fosters the development of social entrepreneurs and leaders who are working to create long-term solutions as well as awareness raising campaigns for food insecurity in America.

171. What is the memo about?
(A) Hunger in America
(B) A food drive program
(C) College campus recruitments
(D) Leadership development activities

172. Which of the following is NOT true about the meal exchange culture?
(A) It promotes programs tailored to local needs.
(B) It encourages leaders to cooperate with local students.
(C) It is highly selective in choosing individuals for its program.
(D) It supports campaigns for political changes to help hungry people.

173. Where do the programs take place?
(A) Across Canada
(B) Homeless shelters in NY
(C) Food lines in America
(D) At schools across America

174. What kind of participants do they look for?
(A) Potential social entrepreneurs
(B) Political leaders
(C) All students, community members and partners
(D) Creative teachers

04

GO ON TO THE NEXT PAGE 

Questions 175-176 refer to the following article.

Beware Travelers!

American Airlines' decision to slap a \$15 fee on the first checked bag – and United Airlines' decision to match it , announced Thursday – isn't the airline industry's first attempt to squeeze more money out of passengers through a sneaky surcharge. And it won't be its last.

"While we understand that these fees affect customers, we also believe that our pricing for the services we provide remains extremely competitive in the industry and continues to offer our customers ample choice and value," American Airlines' chief executive, Gerard Arpey, said in a prepared statement.

Reaction to the first-bag fee across the blogosphere was swift and unusually critical. Grant Martin, head of Global Travel Agency, predicted chaos this summer as a result of the new fee and compared American Airlines to Ryan Air, the Irish discount carrier that charges for anything not bolted down on its planes.

175. For whom is this article most likely intended?

- (A) Airplane pilots
- (B) Airline travelers
- (C) Airline employees
- (D) Baggage claim workers

176. Which is NOT a mentioned response?

- (A) A call to boycott the offending airlines
- (B) Claims that the surcharges are sneaky
- (C) Many problems with summer travel
- (D) Questioning of the airlines' motives

Questions 177-180 refer to the following information.



Harmin GPS Warranty Information



Harmin's non-aviation products are warranted to be free from defects – whether materials or workmanship – for one year from the date of purchase. Within this period, Harmin will, at its sole option, repair or replace any components that fail in normal use. Such repairs or replacement will be made at no charge to the customer for parts or labor, provided that the customer shall be responsible for any transportation cost. This warranty does not apply to: (i) cosmetic damage, such as scratches, nicks and dents; (ii) consumable parts, such as batteries, unless product damage has occurred due to a defect in materials or workmanship; (iii) damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; (iv) damage caused by services performed by anyone who is not an authorized service provider of Harmin.

04

Harmin's navigation products are intended to be used only as a travel aid and must not be used for any purpose requiring precise measurement of direction, distance, location or topography. Harmin makes no warranty as to the accuracy or completeness of map data.

Repairs have a 90-day warranty. If the unit sent in is still under its original warranty, then the new warranty is 90 days or to the end of the original one-year warranty, depending upon which is longer.

To obtain warranty service, contact your local authorized Harmin dealer or call Harmin Product Support for shipping instructions and an RMA tracking number. Securely pack the device and a copy of the original sales receipt, which is required as proof of purchase for warranty repairs. Write the tracking number clearly on the outside of the package. Send the device, freight charges prepaid, to any Harmin warranty service station.

- 177.** Who issues an RMA tracking number?
- Harmin Electronics
 - Harmin Navigation
 - Harmin Product Support
 - Harmin Warranty Support
- 178.** How long is the warranty period?
- One year
 - Two years
 - Three years
 - Four years
- 179.** Which repair is covered by the warranty?
- Product stops working after the consumer opens it up.
 - Product is dropped in a pitcher of soda.
 - Product is scratched after repeated dropping.
 - Product cannot connect to a satellite.
- 180.** How can customers prove their purchase?
- Contact a local authorized Harmin dealer
 - Send in original sales receipt and box
 - Send in a copy of the original sales receipt
 - Write tracking number on the outside of the box

GO ON TO THE NEXT PAGE

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

Pittsburgh International Airport

Dear Passenger,

In order to serve you better, we're conducting voluntary surveys to get our customers' input on how to improve our airport. Please take a moment to answer three questions about your experience at Pittsburgh International Airport.

Thank you for your time and input. Customer satisfaction is our number one goal at Pittsburgh International Airport. Please leave your questionnaire any of the boxes located at the airport's exits.

Report on Findings

Tuesday, June 7, Pittsburgh, PA

This is a summary of the results of a study conducted at Pittsburgh International Airport to better assess the needs of passengers. The surveys were collected for a period of two weeks, from May 22 to June 5. The surveys were collected from the collection boxes at 10 p.m. on June 5. A total of 1,244 passengers completed the survey, with 214 passengers leaving partially completed surveys.

In question #1, option A was selected by 84% of passengers, as expected. Options B and C made up less than 4% of total responses, while option D was selected by 7% of respondents. Of the 84% of passengers that selected option A, almost all of them were infrequent travelers that choose option A or B in question #2. Those who selected options B, C, or D were mostly

frequent travelers that choose option C or D in question #2.

This study seems to indicate that, as expected, frequent travelers who use the airport one or more times per month are used to the wait times of airplanes departing or landing, and are more concerned with services such as diversity of food options, shops, and airport customer service. A more in-depth survey that asks more detailed questions is scheduled to be conducted next month, with passenger response to this pilot study being viewed as largely successful.

04

- 181.** Where are respondents told to write any suggestions for change?
- On the back
 - Below the question itself
 - On a separate sheet of paper
 - At the bottom of the survey, after the thank-you message
- 182.** Who was surveyed?
- Airplane technicians
 - Airline travelers
 - Airport employees
 - Male flight attendants
- 183.** On what day were the surveys collected?
- On Monday
 - On Tuesday
 - On Thursday
 - On Sunday
- 184.** What did most survey respondents indicate about the airport?
- The gates are too far apart.
 - There are not enough varieties of food.
 - Customer service is inadequate.
 - Wait times are too long.
- 185.** Why are they conducting another survey?
- More individuals are needed to participate.
 - The questionnaires must be translated into more languages.
 - The surveys need to be distributed on board the airplanes.
 - They need to gather more detailed information.


GO ON TO THE NEXT PAGE

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

Stuben Associates Inc.

Ray Baron

Vice President

West End Wing
845 Lexington Ave.
New York, NY 16525
United States

Phone: 545-854-1258
E-mail: rbaron@stabenassociates.com
Website: www.stabenassociates.com

To: Ray Baron<rbaron@stabenassociates.com>
From: Debra Messenger<dmessenger@gmail.net>
Subject: Public relations
Date: April 12

Dear Mr. Baron,

Thank you for taking the time to speak to me in Paris on April 4. I enjoyed hearing about your personal experiences at a large firm. I read about Stuben Associates' excellent training programs in College Graduate magazine and know of its excellent track record in the industry. I would like to inquire about the assistant public relations director opening. I am interested in a career in public relations, and I would like to learn more about your company and possible opportunities.

I have a Bachelor of Science degree in Public Relations, as well as experience as an associate to the director of international relations. In addition, I completed two internships focusing on public relations and corporate policy. I've also studied abroad in Paris and Berlin, allowing me to become fluent in French and advanced in German. My resume, which is enclosed, contains additional information on my experience and skills. I would appreciate the opportunity to discuss the position with you and to provide further information on my candidacy. I can be reached anytime via my cell phone at 748-571-3655.

Thank you for your time and consideration. I'm planning to visit your city next month and would love to visit your office if you're available. I look forward to speaking with you about this exciting opportunity.

Sincerely,
Debra Messenger

186. Why was the e-mail written?

- (A) To follow up on a previous conversation
- (B) To recommend someone for a job
- (C) To let someone know about a job position
- (D) To inquire about a job position

187. What is indicated about Mr. Baron?

- (A) He has held positions at media companies.
- (B) He recently visited Paris.
- (C) He has never met Ms. Messenger in person.
- (D) He works in France.

188. What does Ms. Messenger express interest in doing?

- (A) Teaching at a local university
- (B) Becoming Mr. Baron's assistant
- (C) Training at a school in Paris
- (D) Working for Stuben Associates

189. What is NOT mentioned as one of Ms. Messenger's strengths?

- (A) Ability to speak several languages
- (B) Expertise in media technology
- (C) Experience in international relations
- (D) Training in public relations

190. In which country does Ms. Messenger want to meet Mr. Baron?

- (A) The United States
- (B) Germany
- (C) Switzerland
- (D) France

GO ON TO THE NEXT PAGE 

Questions 191-195 refer to the following e-mails.

To: Aaron Lee (alee@fastmail.net)
From: Stan Smith (Stan@carandroadmonthly.com)
Sub: Acknowledgement
Date: March 2

This letter is confirmation of receipt for the following article submissions scheduled to be published in the next four issues of *Car and Road Monthly*. The respective payment dates are indicated in the following chart. Payment will be sent for each article after two weeks of each publication date.

Title	Amount	Date
<i>Understanding the Road</i>	\$350	March 25
<i>Family-oriented Destination</i>	\$365	April 25
<i>Cross Country Driving</i>	\$320	May 25
<i>Green Technology and Cars</i>	\$390	June 25

I'd like to thank you for your submissions to our organization. Our publication is well respected as one of the foremost authorities in the automobile industry. Our history goes back three decades, with over 3 million subscribers all over the U.S. I really appreciate your contributions to our continued success. I'm sure these articles will be as well received as your previous submissions. I encourage you to send proposals for future articles. Your insights are always valued here at Car and Road Monthly. Please don't hesitate to call me if you have any questions.

Sincerely,
Stan Smith, Assistant Editor
Car and Road Monthly www.carandroadmonthly.com 1-800-874-6599

To: Stan Smith (Stan@carandroadmonthly.com)
From: Aaron Lee (alee@fastmail.net)
Sub: Payment

Date: May 10

Dear Stan,

It has been two weeks since your April 25 publication and I haven't received the payment for that contribution yet. Could you take a look into the delay? I called my bank today and they informed me that there were no pending payments.

Thank you.
Aaron Lee

191. What did Mr. Smith receive from Mr. Lee?

- (A) Payment receipt
- (B) Magazine
- (C) Articles
- (D) A book sketch

192. What is indicated about the *Car and Road Monthly*?

- (A) It is published in many languages.
- (B) It has been published for 30 years.
- (C) It is written for car manufacturers.
- (D) It is not accepting anymore article submissions.

193. In the first e-mail, paragraph 2, line 2, 'foremost' is closest in meaning to

- (A) only
- (B) regular
- (C) leading
- (D) original

194. What is the purpose of the second e-mail?

- (A) To offer a refund
- (B) To inquire about a delayed subscription
- (C) To ask about a price increase
- (D) To report on a missing payment

195. What amount of money does Mr. Lee request?

- (A) \$350
- (B) \$365
- (C) \$320
- (D) \$390

GO ON TO THE NEXT PAGE 

Questions 196-200 refer to the following letter and information.

Dear Ms. Levine,

Thank you for taking the time to listen to my request. Your former assistant, Dana Whitney, suggested I contact you, as she was sure you would be delighted to display one of your finest works.

I am currently planning an exhibit that will display memorable costumes from top films of the 1980s, often called the 'colorful' age in film, at the Hollywood Film Museum.

Dana is now an assistant curator at the museum and her experience working for you has made her an invaluable asset to me. She assists me with categorizing and acquiring items for the exhibition, which is tentatively planned for the end of this year.

The reason I'm contacting you is to request your permission to display a costume from the movie *Unforgettable*, which won the award for best costume design at the Woodbury Film Festival in 1986. I will send Dana to pick up and return the costume, ensure that it is displayed under sufficient security and return it to you in the same condition after a precision cleaning by a costume expert. Thank you in advance for your cooperation.

Best regards,
Kerry Anderson

Truly *Unforgettable*: Costumes from Films in the 1980s.

This costume, shown in the above photo, was worn by actress Jean LeBelle in the classic 1986 hit film *Unforgettable*, directed by Tim Whitfield. The hand-embroidered dress was made by Alexandria Levine, who was one of the most prominent costume designers for Hollywood films in the 1980s. Ms. Levine continues to work as a costume director for many leading film studios. For this costume, she handstitched sparkling white embroidery beads on a full-length dress of her design. It was as if she knew the dress worn by Jean LeBelle in the climactic reunion scene would be long remembered in the minds of moviegoers even some 25 years later.

196. Why was the letter written?

- (A) To promote a new exhibit at a museum
- (B) To describe a film from the 1980s
- (C) To inquire about an actor's availability for a film
- (D) To ask to borrow an item for an exhibition

197. Who will be helping Ms. Anderson arrange the exhibition?

- (A) Alexandra Levine
- (B) Dana Whitney
- (C) Jean LeBelle
- (D) Tim Whitfield

198. What does Ms. Anderson offer to do?

- (A) Provide additional details about the exhibition
- (B) Pay for a replicated costume
- (C) Ensure that a costume is cleaned thoroughly
- (D) Arrange Ms. Levine's trip to Hollywood

199. What is NOT indicated about the movie *Unforgettable*?

- (A) It was recently re-released in theaters.
- (B) One of its costumes will be displayed at the Hollywood Film Museum.
- (C) It was a popular film in the 1980s.
- (D) The costumes from the movie were designed by Ms. Levine.

200. What is indicated about Ms. Levine?

- (A) She has had a long career as a costume designer.
- (B) She stopped making costumes for films in the 1980s.
- (C) She became popular because of the film *Unforgettable*.
- (D) She appeared as an actress in a movie.

READING

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

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

Part 5

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

101. Travelers are advised to send ----- requests for which room they would like at the hotel as soon as possible.
 (A) themselves
 (B) they
 (C) their
 (D) them
102. For further ----- on completing a project/partner search, visit our webpage.
 (A) information
 (B) inform
 (C) informational
 (D) informed
103. Please complete and return this form ----- the enclosed envelope, along with any required documentation, by August 1.
 (A) at
 (B) to
 (C) on
 (D) in
104. Tiffany Rings offers a complimentary ----- service to keep your ring as beautiful as it was the day you received it.
 (A) clean
 (B) cleaning
 (C) cleanest
 (D) cleaned
105. Online Ticket Shop gives you the chance to buy your tickets at a ----- rate.
 (A) reduction
 (B) reduces
 (C) reduce
 (D) reduced
106. Wine sales have increased ----- the chain began featuring a specific California Chardonnay last fall.
 (A) onto
 (B) beside
 (C) along
 (D) since



107. For more information about specific requirements, see the installation guide that ----- the product.
- (A) accompanies
 (B) accompaniment
 (C) accompany
 (D) accompanying
108. Timekeepers will soon have their incentive completion reports ----- employees can check whether they have completed their required hours.
- (A) whereas
 (B) so
 (C) nor
 (D) except
109. What makes Mr. Yansen such an ----- speaker is that he is smart and self-aware.
- (A) effectiveness
 (B) effected
 (C) effective
 (D) effectively
110. By the time a machine is successfully reproduced and diffused throughout an industry, it may ----- be outdated.
- (A) rarely
 (B) already
 (C) never
 (D) less
111. ----- Friday staff meetings used to begin at 8:00 a.m., they now begin one hour later.
- (A) Instead
 (B) However
 (C) Although
 (D) Therefore
112. All you have to do is register and you are ready to ----- posting and browsing for books.
- (A) to begin
 (B) beginning
 (C) began
 (D) begin
113. Please fill out the part below so you can claim your complimentary one-year ----- to Maxim.
- (A) subscription
 (B) duration
 (C) partnership
 (D) agreement
114. If you participate in online forums or attend events -----, you will get to know other members a lot better.
- (A) regularly
 (B) regular
 (C) regulars
 (D) regularity
115. Security directors must monitor the performance of security staff, conduct performance appraisals and make recommendations for hiring ----- staff.
- (A) additionally
 (B) additions
 (C) additional
 (D) addition
116. If coming from Salt Lake City, take the Bonneville Speedway (Exit #4), ----- is the first exit west of the rest area.
- (A) what
 (B) which
 (C) where
 (D) who
117. All students interested in the seminar must sign up no later than July 23 in order to get ----- to attend it.
- (A) permissible
 (B) permission
 (C) permitted
 (D) permissive
118. Singapore Airlines will ----- an advertising campaign this year to promote its new super jet, which will fly non-stop to Australia as of early 2012.
- (A) strike
 (B) pass
 (C) launch
 (D) spend

116.



118.



GO ON TO THE NEXT PAGE

119. The price reform bill has been proceeding ----- through Congress, resulting in a substantial increase in real energy prices.
(A) steadiness
(B) steadiest
(C) steadily
(D) steadies
120. Please contact us today so that we may begin ----- candidates to interview for your available positions.
(A) participating
(B) selecting
(C) performing
(D) occurring
121. Please submit your report at once ----- we can go it over by the end of this week.
(A) some of
(B) so that
(C) such as
(D) so as
122. ----- your convenience, we have compiled a short list of examples below, all of which are related to the best employment opportunities available for someone with a BA in psychology.
(A) Of
(B) For
(C) By
(D) About
123. Prepare comprehensive, timely and ----- researched responses to consultations relating to advisory services.
(A) highly
(B) wholly
(C) thoroughly
(D) exactly
124. A ----- discount offered by a supplier may provide an opportunity for a retailer to increase its profit by selling more units at a lower price.
(A) temporary
(B) bargained
(C) factual
(D) prepared
125. Since distance learners cannot meet with their supervisors ----- due to logistical problems, so it is necessary for the educational institution to facilitate two-way communication channels.
(A) frequents
(B) frequent
(C) frequently
(D) frequency
126. Employees at L&K are asked to provide timely ----- of requirements and other pertinent information to the Director of Human Resources.
(A) estimates
(B) deposits
(C) averages
(D) finances
127. You will be informed of the results of the investigation ----- ten business days after you contact Husky Card's offices.
(A) within
(B) until
(C) now that
(D) up to
128. AT&T Wireless announced a small but ----- increase in revenue in the third quarter, largely due to its new wireless models.
(A) significant
(B) signify
(C) signifying
(D) significantly



- 129.** ----- diversify its healthcare product line, AmoPacific, Inc. has entered into a partnership with Suunto Pharma Technology.
- (A) In order to
 (B) As far as
 (C) Furthermore
 (D) Consequently
- 130.** The postmark on the parcel delivered from headquarters was not ----- enough to tell whether it was posted in the E or EC district.
- (A) fastened
 (B) distinct
 (C) approximate
 (D) certain
- 131.** Our technology solutions let customers track shipments more -----, allowing us to provide better customer service, and process shipments faster.
- (A) extremely
 (B) originally
 (C) efficiently
 (D) officially
- 132.** The presentation given by the head of judicial affairs was very long but very -----.
- (A) obligated
 (B) informative
 (C) advisory
 (D) helping
- 133.** Powershot Inc.'s new digital camera ----- clear images at every time of day whenever it is used.
- (A) creates
 (B) appears
 (C) interests
 (D) results
- 134.** After spending his childhood on a farm without electricity, he had difficulty ----- to city life.
- (A) adjusted
 (B) adjust
 (C) adjustment
 (D) adjusting
- 135.** The Department of Music features an annual ----- of musical performances by guest artists, faculty members and music students.
- (A) orchestra
 (B) theater
 (C) series
 (D) procession
- 136.** National Enzyme is pleased to announce that Richard Mihalik will ----- the title of Director of Quality Assurance.
- (A) undertake
 (B) become
 (C) assume
 (D) devote
- 137.** The goal of the Employee Assistance Program is to provide free professional and confidential counseling services to employees and ----- of their immediate family.
- (A) association
 (B) relationships
 (C) members
 (D) unity
- 138.** Scientists from York have discovered how to help crops ----- in cold climates.
- (A) will flourish
 (B) would flourish
 (C) flourish
 (D) flourished
- 139.** A commercial delegation of prospective investors from the U.S. is ----- to visit India very shortly.
- (A) likeness
 (B) like
 (C) likable
 (D) likely
- 140.** Managing project risks and developing ----- plans to keep projects on track are critical competencies for today's project managers.
- (A) suspension
 (B) prevalence
 (C) evacuation
 (D) contingency

134.



136.

GO ON TO THE NEXT PAGE 

Actual Test 05

123

Part 6

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

Questions 141-143 refer to the following letter.

Dear Mr. Rodriguez,

We are pleased to inform you that your ----- for a loan has been approved. This approval

141. (A) invoice
(B) invitation
(C) receipt
(D) application

is subject to the special conditions as set out in this letter being met. Please note that this letter does not constitute a binding contract to lend. Full terms and conditions are set out in your Loan Contract, which is ----- being processed. Your Loan Contract and all relevant

142. (A) currently
(B) highly
(C) properly
(D) usually

security and ancillary documentation will be forwarded to you shortly by our solicitor. If you are refinancing your loan, we request that you advise your existing financial institution of your intention to discharge your mortgage. This will assist First Mortgages in the -----

143. (A) time
(B) timely
(C) timing
(D) timelier

settlement of your new mortgage.

Respectfully yours,

Harold Bent
Vice President of Loan Operations
NTS Bank

141.



Questions 144-146 refer to the following e-mail.

Our January-May 2011 Segment 1 class schedules are NOW AVAILABLE! A limited Segment 2 class schedule is also now -----.

144. (A) avail
(B) available
(C) availability
(D) avails

NOTE: A few classes listed below do not have class dates yet due to instructor and space availability issues. Each class will be held during the month time frame that is indicated. After enrolling in a class, we will send you updates as soon as the information is available.

Due to circumstances beyond our control, our range practice sessions for November and December for the Kalamazoo area will now ----- at Comstock High School. We are

145. (A) be held
(B) hold
(C) holding
(D) held

sorry for any inconvenience this change may cause.

If a class is full, you may still call our office to be placed ----- the wait list. When you call,

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

we will give you all the class details and your chances of being placed on the active class roster.

The EZ Way Building is located at 126 Peekstock St, Kalamazoo, MI.

Dates and times are TENTATIVE upon final approval from the school.

05

144.



GO ON TO THE NEXT PAGE

Actual Test 05

125

Questions 147-149 refer to the following instructions.

Set up conference calls quickly, simply and at minimum cost with 3+.

In a world where bringing people together for meetings is an essential part of the decision-making process, conference calls offer a cost-effective ----- to meeting with people directly.

- 147.** (A) alternative
(B) alternation
(C) alternating
(D) alternate

When the logistics of getting everyone together in the same place and at the same time proves expensive, stressful and often impractical, a 3+ conference call can provide a simple solution.

With a range of services and unrivalled technical expertise, our professional and experienced staff ----- to ensure that every stage of your conference call runs as

- 148.** (A) aim
(B) fail
(C) allow
(D) persuade

smoothly as possible.

However, many people you want to talk to and wherever they are in the world, 3+ has a conference call solution to ----- your needs.

- 149.** (A) meet
(B) target
(C) fulfill
(D) prepare

With a 3+ Open account – our on-demand reservationless service – you can make conference calls 24 hours a day, 7 days a week. Click on the 3+ Open option below to find out more.

147.



Questions 150-152 refer to the following announcement.

Fundraising is the act of ----- donations from donors – donations that will help you carry

150. (A) soliciting
(B) providing
(C) managing
(D) occurring

out your organization's projects and programs. At many small non-profit organizations, ----- staff member is somehow involved in the fundraising process.

151. (A) all
(B) most
(C) few
(D) every

Specific staff members and departments devoted to fundraising are referred to as "development." No matter what official role you have as part of your non-profit job, it is a good idea to understand how to raise funds for a non-profit organization.

There are three major types of non-profit fundraising: individual donations, foundations and government grants, and corporate partnerships. Some organizations also have memberships or other earned income funding that is slightly different. Virtually all types of non-profit fundraising also involves special events ----- charity auctions, cocktail parties

152. (A) for
(B) such as
(C) with
(D) regarding

and athletic events like 5km or 10km races.

05

150.



GO ON TO THE NEXT PAGE

Actual Test 05

127

Part 7

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

Questions 153-154 refer to the following advertisement.

Great Wall Chinese Restaurant Specializing in Authentic Chinese Cuisine

TEL: 585-651-8569

265 Kings Highway
Lyndale, NY 11595

Hours

Mon-Thurs: 11 a.m. - 11 p.m.

Fri, Sat: 11 a.m. - 11:30 p.m.

Sun: 12 p.m. - 10:30 p.m.

Over \$10: Free can of soda

Over \$25: 10% Discount

Last delivery 30 mins. before closing

153. How can customers receive a discount?

- (A) By ordering 30 minutes before closing
- (B) By ordering more than \$25 worth of food
- (C) By ordering more than \$10 worth of food
- (D) By ordering over the phone

154. When is delivery possible?

- (A) Only during lunch hours
- (B) On Sunday at 10:30 p.m.
- (C) On Sunday at 10:30 a.m.
- (D) On Monday at 10 p.m.

Questions 155-157 refer to the following announcement.

EXHIBITION

Romance and Chess: A Tale of Two Manuscripts

Exhibition Dates

February 14 to March 14, 2010

Exhibition Opening

12:30 - 1 p.m.

February 14

Remarks by

Alice Schultz, Director of the Special Collections Center

Daisy Delos, Assistant Professor of Romance Languages and Literature

Location

Special Collections Center

Joseph Stein Library

101 E. 55th St., Chicago, IL 60637

The event and exhibition are free and open to the public.

Persons with disabilities who have any special needs should contact the Special Collections Center.

05

155. What is being announced?

- (A) A job opening
- (B) A new museum
- (C) A research project
- (D) An art exhibit

156. What will most likely happen on March 15?

- (A) An exhibition will be over.
- (B) A scholar will visit Joseph Stein Library.
- (C) A reception will be held.
- (D) A group of educators will tour Chicago.

157. What is indicated about Daisy Delos?

- (A) She manages a gallery.
- (B) She teaches at a university.
- (C) She is a member of the Special Collections Center.
- (D) She studies romantic art.

GO ON TO THE NEXT PAGE 

Questions 158-159 refer to the following article.

The Economic Times

The Treestone Store rolls out expansion plan

One of the oldest and best-known listed retail companies, Treestone Stores, better known as “The Treestone Store,” has drawn up expansion plans, following improved consumer sentiments. The Treestone Store, popular for its lifestyle items, has plans to escalate its presence from 12 outlets in 7 cities to 30 by the end of 2011.

“We are looking at major cities where our brand is well-known and people have the disposable income to purchase our goods. These cities have a closer fit with what we are all about,” said Allis Dalsim, a manager at The Treestone Store. The company, based in Orlando, Florida, aims to open six more outlets in 2010 and add twelve more outlets across the U.S. by 2011.

With more than 25% of its clientele in most stores made up of foreigners, the company also has plans to go overseas. By the end of 2011, Treestone could start looking at setting up stores in European countries such as the U.K., Germany and France and other international tourist destinations like Turkey, Egypt and South Africa.

158. What is suggested about Treestone Stores?

- (A) It has recently experienced customer's upgraded tastes.
- (B) It recently closed some of its stores.
- (C) It will start selling children's clothing.
- (D) It moved its main office to Orlando.

159. Where is The Treestone Store currently headquartered?

- (A) In South Africa
- (B) In Boston
- (C) In Florida
- (D) In Germany

Questions 160-161 refer to the following invoice.

TMI Consumer Warehouse

13 Bourne Street, Melbrook Florida 55421

Tel: 515-734-5678, Fax: 515-734-5679

Email: sales@tmiwarehouse.com

Website: www.tmiwarehouse.com

Tax Reg. No: 8765-34-987

Purchase Invoice			
Item	Unit	Price	Amount
GarNav GPS System	1	\$140	\$140
Static-free Screen Wipes	2	\$5	\$10
Sub Total		\$150	
Frequent Shopper 10% Discount		-\$15	
		Total \$135.00	
		Amount Due \$135.00	

Please make checks payable to TMI Warehouse.

If the total amount due is not paid within 30 days, a 5% late fee will be assessed.

Thank you for shopping at TMI Consumer Warehouse.

05

160. What is suggested about this buyer?

- (A) He often shops at TMI Consumer Warehouse.
- (B) He works for a delivery company.
- (C) He has a new mailing address.
- (D) He will purchase a car next month.

161. If another \$50 item is purchased, how much would the total amount be with the same discount?

- (A) \$150.00
- (B) \$140.00
- (C) \$200.00
- (D) \$180.00

GO ON TO THE NEXT PAGE 

Questions 162-164 refer to the following advertisement.

Home Office Furniture Sale January 6 through January 13

We have a wide range of home office furniture, office desks and office chairs, available to you up to 50% off their regular prices. We are always striving to offer the best value in office furniture at reasonable prices for our clients. We aim to deliver the very best goods available in the marketplace. Our diverse home office furniture inventory ranges from home office desks made of wood to genuine leather sofas. Currently, we have many office chairs and computer office desks on display at our store. Come by now and check out our wide selection that covers everything from showroom samples to overstocked items to previously owned furniture.

Mahogany conference table with 7 high-back fabric chairs – Now \$800 (originally \$1,500)

Used home office bookshelf made of wood in excellent condition – \$600 (originally \$1,000)

More reduced special prices:

Beautiful handcrafted wooden desk for \$600 apiece (originally \$900)

Top-quality leather couch for \$700 (originally \$1500)

If you are a non-profit organization, please inquire about possible added discounts. Come early for the best selection as everything is going quickly!

Manchester Home Furnishings Outlet
2500 Range Road, Summerville
515-555-4900, www.manchester_office.com
Monday-Friday 10 a.m.–5 p.m.
Saturdays 11 a.m.–6 p.m.*
Sundays 11 a.m.–3 p.m.

* Saturday hours extended during special sale. Regular Saturday hours are 11-4.

162. What is mentioned in the advertisement?
- (A) All of the products are imported from overseas.
 - (B) The store will soon go out of business.
 - (C) Free delivery service is available to non-profit organizations
 - (D) Some of the products are used.
163. What is the special price for the leather couch?
- (A) \$300
 - (B) \$500
 - (C) \$700
 - (D) \$1,500
164. What time does the store usually close on Saturdays?
- (A) 4:00 p.m.
 - (B) 5:00 p.m.
 - (C) 6:00 p.m.
 - (D) 7:00 p.m.

Questions 165-167 refer to the following notice.

Notice Regarding Wireless Internet Access

SC Medical Connections is SC Medical's wireless Internet access system for patients and visitors. It enables guests of the hospital to use their own hand-held device or laptop computer equipped with a wireless network card to access a high-speed Internet connection.

This complimentary service is available virtually everywhere throughout the Central Campus, SC West Lakes, SC College, Crocker Building and SC Sleep Center.

To access the network, you:

- Must have a wireless card (i.e. Wi-Fi,) installed on your computer or hand-held device
- Need to be located within range of a Mercy Guest access point
- Do not need an account

Like other wireless networks, information sent to and from your laptop can be captured by anyone else with a wireless device and the appropriate software. Support for the wireless network is limited to verifying whether the guest wireless network is working, which can be done by calling 643-858-3044.

05

165. What is the purpose of this notice?

- (A) To request assistance
- (B) To advertise merchandise
- (C) To publicize a service
- (D) To provide support information

166. What does the notice state about the wireless internet service?

- (A) It is available for a small fee.
- (B) It is available 24 hours a day.
- (C) It is located in the SC Sleep Center.
- (D) It is available free of charge.

167. What kind of support is provided to users?

- (A) Prevention of identity theft
- (B) Minimal support on checking if the network is functional
- (C) Information on where the service is available
- (D) Information on how to connect to the service

GO ON TO THE NEXT PAGE 

Questions 168-171 refer to the following document.

BioGene Pharmaceuticals

In consideration of being employed by BioGene Pharmaceuticals (Company), the undersigned employee hereby agrees and acknowledges:

1. That during the course of my employment there may be disclosed to me certain trade secrets of the company (consisting of but not limited to)
 - (a) Technical information: Methods, processes, compositions, systems, techniques, inventions, machines, computer programs and research projects.
 - (b) Business information: Customer lists, pricing data, sources of supply, financial data and marketing, production, or merchandising systems or plans.
2. I agree that I shall not during, or at any time after the termination of my employment with the Company, use for myself or others, or disclose or divulge to others including future employees, any trade secrets, confidential information, or any other proprietary data of the Company in violation of this agreement.
3. That upon the termination of my employment from the Company:
 - (a) I shall return to the Company all documents and property of the Company. I further agree that I shall not retain copies, notes or abstracts of the foregoing.

Signed this 23rd day of March, 2010.

Randy Whitman

Bio technician

168. What is the purpose of the document?
(A) To list the main duties for a job
(B) To describe employee incentives
(C) To specify dates of employment
(D) To detail the terms of an agreement
169. What is NOT specified as confidential?
(A) Information about pricing
(B) Information about company employees
(C) Computer programs
(D) Technical procedures
170. What is Mr. Whitman required to do when he leaves his job at BioGene Pharmaceuticals?
(A) Return company papers
(B) Submit a report with details describing his job
(C) Take an inventory of company property
(D) Destroy any technical documents
171. The word 'disclosed' in line 4 is closest in meaning to
(A) made
(B) revealed
(C) opened
(D) prioritized

Questions 172-175 refer to the following memo.



To: Overtures ASP Division Employees
 Date: June 3, 2010
 Subject: Name Change for ASP Division of Overtures

Effective immediately, the ASP Divisions of Overtures are adopting new internal names. The three divisions will be known collectively as Overtures Partner Solutions, and each division name is changing as follows.

- The ASP Insurance Division will be called Insurance Solutions.
- ASP Pharmacy Services will change its name to Pharmacy Solutions.
- Our catalog business will become Consumer Health Products.

We're making this change because, at times, the placement of ASP in our division names has caused confusion for external audiences. This change will clarify to regulators, policymakers and other businesses that we are part of Overtures and, while we serve ASP members, we do not work directly for ASI or ASP.

The name change also strengthens our ties to Overtures and helps support the Overtures brand. As Overtures embarks on company-wide initiatives to accelerate growth, we will continue to be a critical part and vital source for that success.

Please begin using the new names immediately for internal and corporate communication. More details will follow as we develop a new layout for business cards and letterhead using the Overtures logo. If you have any questions, please feel free to contact Jesse Torres at 855-541-2164.

05

172. What is stated about the ASP Division of Overtures?

- (A) They are well regarded in their field.
- (B) They manufacture insurance products.
- (C) They are an international company.
- (D) They are altering division names.

173. Why does the ASP Division have a problem?

- (A) Their advertisements are not popular.
- (B) Few of their business strategies have been effective.
- (C) The quality of their products has decreased.
- (D) Those outside the company have been confused by the name.

174. The word 'embarks' in paragraph 4, line 2 is closest in meaning to

- (A) goes up
- (B) sets out
- (C) burns out
- (D) calls out

175. What does the committee recommend ASP Division employees do?

- (A) Use the new names from here on out
- (B) Vote on the name changes
- (C) Merge with another company
- (D) Seek partnerships to strengthen ties to Overtures

GO ON TO THE NEXT PAGE

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

From: aferguson@aocraft.com
To: llee@gmail.net
Subject: All Our Crafts Submissions
Date: Sept 12

Dear Ms. Lee,

Thank you for your interest in the All Our Crafts Contest. We pride ourselves at All Our Crafts to be able to provide our monthly subscribers with a wide variety of wonderfully original designs created by a number of designers and manufacturers in the industry. If you would like to submit an original craft idea for possible publication, we ask that you send us the following:

- Photo of the item(s)
- Complete typed instructions, including the address, phone number, and any relevant information
- Your e-mail address
- Both daytime and evening phone numbers
- A self-addressed, stamped envelope for a reply to your submission

For e-mail submissions, please include instructions as well as a digital photo (.jpg). We will respond to you via e-mail. Online submissions are usually expedited compared to mail submissions.

Be sure to write your instructions in a detailed manner, as if you were teaching a class.

Please send your original designs to the address below, marking the envelope – **Attention: Submissions**. If you have any additional questions, feel free to contact Abby at ext. 231. You can also contact us using our online support form.

We look forward to working with you as a contributing designer for All Our Crafts.

Please send submissions to:

Abby Ferguson
220 Devon Ave., Suite 12
Des Plaines, IL 60018
857-687-5800 ext. 231

176. What is the purpose of the e-mail?
- (A) To publicize the All Our Crafts Contest
 - (B) To explain how to enter a contest
 - (C) To promote an art school
 - (D) To order some handmade craft items
177. Who most likely is Ms. Lee?
- (A) A tourist
 - (B) A store employee
 - (C) A musician
 - (D) A craftsperson
178. What is indicated about the All Our Crafts Company?
- (A) Their readers are mostly female.
 - (B) They print reader creations every month.
 - (C) Their products are all made by master craftsmen.
 - (D) They put out a monthly publication.

179. The word 'expedited' in paragraph 3, line 2 is closest in meaning to
- (A) rushed
 - (B) finished
 - (C) accepted
 - (D) serviced
180. What is NOT stated about the All Our Crafts Contest?
- (A) Publication decisions are posted online.
 - (B) Mail submissions must include a self-addressed envelope.
 - (C) Submissions must include detailed instructions.
 - (D) Online submissions are completed faster than regular mail submissions.

05

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

APLUS Promotional Products

APLUS Promotional Products in Westbury New York seeks full-time experienced warehouse clerks and entry-level warehouse cleaners.

Tasks associated with the warehouse cleaner position:

- Unloading and loading of trucks
- Stocking warehouse and store
- Organizing and cleaning of warehouse
- Other tasks as assigned by management

Tasks associated with the warehouse clerk position:

- Receiving merchandise
- Picking up merchandise
- Updating stock records
- Shipping (utilizing UPS Worldship Computer Software)
- Other tasks as assigned by management
- Must have 2-4 years of experience in a similar position

Interviews for these positions will begin on August 24. Hiring decisions will be finalized by September 1. If you have the qualifications stated above please respond with a resume and cover letter to Jared Witten at jwitten@aplus.com.

To: jwitten@aplus.com Subject: Job application
From: Fred Alvarez Date: August 3

Mr. Jared Witten
Hiring Manager
APLUS Promotional Products
642 East Side Drive
Westbury, NY 12548

Dear Mr. Witten:

I'm writing this letter in response to the job listing you posted on JobsUSA.com. I have over five years of experience with the duties this position calls for, such as receiving, storing, and issuing materials, equipment, and other items from stockrooms, warehouses, and storage facilities. I am also proficient at keeping records and compiling stock reports.

I'd like to meet with you to talk about what you expect from the warehouse clerks you hire. Please call me on my cell phone at 285-968-8814 should you wish to arrange an interview. Thank you for considering my application to fill this opening.

Sincerely,

Fred Alvarez

05

- 181.** When will hiring decisions be made?
- (A) By August 3
 - (B) By August 24
 - (C) By September 1
 - (D) By September 24
- 182.** If Mr. Witten is interested in Mr. Alvarez's application, how will he probably respond?
- (A) By asking Fred Alvarez to contact him
 - (B) By requesting an interview with him
 - (C) By making him a job offer
 - (D) By conducting a background check
- 183.** What qualifications does Mr. Alvarez NOT indicate in the e-mail?
- (A) He can program computers.
 - (B) He is adept at keeping records.
 - (C) He is capable of making stock reports.
 - (D) He has experience from a similar job.

- 184.** In the e-mail, the word 'duties' in paragraph 1, line 2 is closest in meaning to
- (A) jobs
 - (B) incentives
 - (C) responsibilities
 - (D) reports
- 185.** To what department is Mr. Alvarez most likely to apply?
- (A) APLUS Accounting
 - (B) APLUS Janitor Department
 - (C) Warehouse Clerk Department
 - (D) Warehouse Cleaning Department

GO ON TO THE NEXT PAGE

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

STATE OF KANSAS
VENDOR REGISTRATION APPLICATION

INSTRUCTIONS: This Vendor Registration Application provides the State of Kansas with information about you as a vendor. Please complete the form carefully, enclose a \$100.00 check for processing the application made payable to the "State of Kansas" and return to the following address: Kansas Vendor Division, State Office Building, 400 W. Jackson, Room 1522-N, Topeka, Kansas 68616.

- All vendors serving non-frozen perishables at a food stand or cart must pass an inspection by the State Inspection Board

This registration will expire two years from the date of application. No renewal notices will be sent to vendors. It is the vendor's responsibility to renew the registration in a timely manner.

Vendor Company Name	Famous Hot Dogs and Halal
Mailing Address	55 Grand Ave Topeka, Kansas 68252
Event Name	Topeka Arts & Crafts Fair
Contact Person	Maria Lopez

Applicant Certification

1. I am duly authorized to submit and certify the information requested.
2. To the best of my knowledge, the elements of information provided herein are true and accurate as of this date.
3. The vendor identified herein shall comply with all Terms and Conditions of solicitation and contractual documents, regulations and laws, of the State of Kansas.

Signature: Maria Lopez

To: Brian Lynbrook<inspectionboard@topekacity.gov>

From: Maria Lopez<mlopez@gmail.net>

Date: April 13

Re: inspection

Dear Mr. Lynbrook:

I am writing this letter to request an expedited vendor food stand inspection for the upcoming Topeka Arts & Crafts Fair from May 1st to the 18th. As there are less than three weeks before the start of the fair, I'd like to complete the inspection at least by the 23rd of April. I will be serving fresh hot dogs and halal grilled chicken, in addition to soda and other drinks. Please contact me so we can set up an appointment as soon as possible.

Thank you,

Maria Lopez

05

186. What is Ms. Lopez applying for?

- (A) A permanent vendor's license
- (B) A permit to sell food for an event
- (C) A health certificate from the city
- (D) A building permit

187. What event is mentioned on the application?

- (A) The Topeka city festival
- (B) An international art fair
- (C) An artistic exhibition
- (D) The opening of a new restaurant

188. When will the event begin?

- (A) On April 13
- (B) On April 23
- (C) On May 1
- (D) On May 18

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

- (A) To request an appointment
- (B) To give directions
- (C) To confirm attendance at an event
- (D) To request state inspection requirements

190. According to the two documents, what is true about Ms. Lopez?

- (A) She lives next door to the exhibit site.
- (B) She is a renowned cook.
- (C) She will not store her food in a freezer.
- (D) She will open an exhibit at the event.

GO ON TO THE NEXT PAGE

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

Garment One-Day Service

An Award-Winning, Eco-Friendly Dry Cleaning Delivery Service

You may just fall in love with Garment One-Day Service since our \$35 introductory offer gets you a \$70 promotional credit towards dry cleaning and laundry services, picked up and delivered directly to your door in just one day with one click of the mouse.

Garment One-Day Service's expert stain removal team can handle any sort of dry-cleaning emergency, including wine stains, daily grime, and your occasional mocha frappuccino spill.

Garment One-Day Service will pick up and deliver your garments in Manhattan, Hoboken, or Jersey City. We conduct in-person deliveries or even collect a key for convenient unattended delivery to your non-doorman building. During our special promotional week, May 10-17, all orders are delivered the next day free of charge! And as always, satisfaction is GUARANTEED with our No Customer Left Unsatisfied Guarantee, which gives you a \$10 credit for any mistakes made by us. So what are you waiting for, give us a call at 1-866-GARMENT!

TO: customerservice@garmentoneday.com

From: tim.carhartt@hotmail.com

Date: May 20

Re: order #55928

Dear Customer Service,

I registered with Garment One-Day Service on the second day of your promotional period. I received my first dry cleaning delivery yesterday morning, and I was very satisfied with your work.

Unfortunately, when I checked my credit card statement online, I saw that I was charged a \$6.99 next-day delivery charge. Last week when I opened my account, the customer service representative assured me that I would receive free delivery for any orders placed with the \$70 promotional credit.

I was also informed that under the terms of the No Customer Left Unsatisfied Guarantee Garment One-Day would provide an additional credit in case of any erroneous charges. Thus, I'm requesting that you erase the delivery charge of \$6.99 and credit my account the guarantee.

Thank you.

Tim Carhartt

191. What is being promoted in the advertisement?
- (A) Free next-day shipping on orders
 - (B) Extended warranty on dry-cleaning equipment
 - (C) A new line of cleaning products
 - (D) A price discount on all cleaning services
192. How much did Mr. Carhartt pay initially for his promotional credit?
- (A) \$6.99
 - (B) \$35
 - (C) \$70
 - (D) \$10
193. What service did Mr. Carhartt most likely buy?
- (A) Laundry service
 - (B) Next-day laundry pickup service
 - (C) Special stain cleaning
 - (D) Dry cleaning
194. According to the e-mail, when did Carhartt register with Garment One Day?
- (A) May 10
 - (B) May 11
 - (C) May 17
 - (D) May 20
195. What does Mr. Carhartt ask customer service for?
- (A) A \$70 refund
 - (B) A free service and guarantee details
 - (C) An account correction and a \$10 credit
 - (D) A refund and a service termination

GO ON TO THE NEXT PAGE

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

To: Tuan Plau <tuan.plau@ DKFinances.com>
From: Carl Kerry <ckerry@DKFinances.com>
Date: March 4
Subject: Travel advice

Hi, Tuan,

I sent your assistant all my notes regarding the Brunson deal, so she can summarize the key points before you return from your trip to Santa Domingo. I think you'll be pleased with the final results.

I also wanted your insights for a prospective business trip to the Czech Republic. I've tentatively scheduled a meeting with reps from SW Bank, but I've yet to set a firm date or plan any of the details. Terrance tells me you visited the CR a few years back, so I would welcome any suggestions you might have.

Send me an email when you get a chance.

Thanks.

Carl

To: Carl Kerry <ckerry@DDFinances.com>
From: Tuan Plau <tuan.plau@ DDFinances.com>
Date: March 5
RE: Travel advice

Carl,

I'm still enjoying the sights of Santa Domingo. We're putting the finishing touches on the contract here, and I should be on a plane headed home very shortly.

I'm ecstatic the Brunson deal is complete. I was starting to get worried with the long delay. I was so anxious about the details after your e-mail, I had my assistant send me a brief summary of the details. Carl, as usual, your insights were right on the money. Great job!

I had a phenomenal time during my visit to the Czech Republic. It's a very beautiful country. During peak tourist periods it gets pretty hectic, though. If you go in July or August, those are the months when school is out there and the number of visitors is very high. I would suggest you go in either April or October. That's when the sightseeing season is slow, and you can enjoy a peaceful atmosphere. I highly recommend setting up a quiet business meeting at a restaurant nearby Prague Castle. In the absence of lots of tourists it's an ideal atmosphere to conduct a productive meeting. When I went two years ago, it was towards the end of winter, and I took the opportunity to explore the white slopes of the Czech mountains.

It was unbelievable. I highly recommend any of the ski resorts during the winter, but be aware the temperatures are always below zero.

Call me if you have any questions, and again great work on the Brunson deal.

Tuan

196. What is the main reason for Mr. Kerry's e-mail?
- (A) To ask about business practices in the Czech Republic
 - (B) To discuss tourist attractions in Santa Domingo
 - (C) To ask a colleague about a business meeting in Asia
 - (D) To request advice about a business trip to the Czech Republic
197. What is suggested about Mr. Kerry?
- (A) He will move to another country in Europe in a few months.
 - (B) He has not visited the Czech Republic yet.
 - (C) He has visited the Czech Republic for corporate training.
 - (D) He has just been introduced to Mr. Plau.
198. Why does Mr. Plau say Mr. Kerry was right in his e-mail?
- (A) Mr. Plau was almost finished with his business trip.
 - (B) Mr. Plau was satisfied with a completed deal.
 - (C) Mr. Kerry is eager to go to the Czech Republic.
 - (D) Mr. Kerry believes the Czech Republic is a great place to visit.
199. What is NOT one of Mr. Plau's suggestions?
- (A) Explore a historic castle
 - (B) Eat at a restaurant near a castle
 - (C) Go during off-peak tourist times
 - (D) Reserve a room at a ski resort in the winter.
200. In the second e-mail, the word 'hectic' in paragraph 3, line 2 is closest in meaning to
- (A) worried
 - (B) quiet
 - (C) loud
 - (D) busy



READING

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

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

Part 5

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

101. Ms. Miriam is getting ready to go on ----- business trip to Japan.
(A) her
(B) hers
(C) herself
(D) she
102. The leadership seminar will ----- ways to promote active employee participation in company affairs.
(A) addressing
(B) be addressed
(C) addressed
(D) address
103. The annual Most Valued Employee award for this year will be presented ----- business hours in the main conference room.
(A) during
(B) for
(C) while
(D) along
104. Mannings Marketing is seeking ----- with its new customer relations promotion initiatives.
(A) assist
(B) assisted
(C) assistant
(D) assistance
105. Beijing's public bike rental program provides a less ----- alternative to driving a car.
(A) assumed
(B) expensive
(C) more
(D) wide
106. Customers often turn to magazine articles or reviews for ----- product test results when purchasing an item.
(A) relying
(B) relied
(C) reliable
(D) reliant



107. ----- this Friday, a new menu will be introduced at the cafeteria to meet the dietary requirements of vegetarian students.
- (A) Having
(B) Eating
(C) Starting
(D) Making
108. Drexel's Paints imports most of its watercolor-related products ----- from England.
- (A) directs
(B) directed
(C) direction
(D) directly
109. ----- explaining how to apply for travel expense reimbursement have been uploaded to the company website.
- (A) Attention
(B) Documents
(C) Position
(D) Repetitions
110. Ms. Gibson is reviewing a thesis that deals with the ----- of this year's marketing strategy.
- (A) effecting
(B) effectiveness
(C) most effectively
(D) least effectively
111. Drinks will be served ----- the main lobby after Mr. Shinna's speech.
- (A) in
(B) while
(C) for
(D) as
112. Don't hesitate to approach Mr. Yennings if you would like to ask ----- about the upcoming conference.
- (A) he
(B) his
(C) him
(D) himself
113. It seems like the Starlite Inn will not ----- its full capacity during this year's peak season.
- (A) reach
(B) reached
(C) reaching
(D) reaches
114. Preparations are ----- complete for the upcoming Designers' Annual Luncheon.
- (A) quickly
(B) regularly
(C) usually
(D) nearly
115. Senior management people from my company were ----- the 15 guests that were invited to speak at the 12th National Leadership Forum.
- (A) selected
(B) for
(C) among
(D) chosen
116. Since the suit Mr. Jennings bought was too tight, he ----- it to the department store.
- (A) refunded
(B) exchanged
(C) tailored
(D) returned
117. The sales force has expanded so rapidly this year that it will ----- be split into different teams next year.
- (A) inevitable
(B) inevitability
(C) inevitably
(D) inevitable that
118. ----- her superb leadership skills, Ms. Saines is the strongest candidate for the new manager position that opened up in marketing.
- (A) Thus
(B) Because of
(C) Despite
(D) Consequently

114.



116.

GO ON TO THE NEXT PAGE 

119. After 15 years as a fashion designer, Mr. Jacobs will quit his job to pursue an ----- career in public relations.
(A) excite
(B) excited
(C) have excited
(D) exciting
120. At the Stars-N-You, you will see unique jewelry that you cannot find -----.
(A) elsewhere
(B) whereabouts
(C) whose
(D) anywhere
121. The school must obtain written consent before disclosing a student's ----- information to a third party.
(A) personal
(B) personalize
(C) personality
(D) personally
122. Nevada Jobfind Inc. is planning to host a career fair for college graduates seeking ----- in the healthcare sector.
(A) employ
(B) employment
(C) employee
(D) employing
123. ----- to the year before, Happy Bakings' sales more than tripled due to its award-winning brownies.
(A) Compared
(B) Matched
(C) Balanced
(D) Evaluated
124. The process of applying for a scholarship was ----- complicated that it led many students to complain to the school board.
(A) very
(B) well
(C) so
(D) too
125. Final ----- from the marketing director is needed before we start the new marketing campaign.
(A) confirmation
(B) commercial
(C) conference
(D) confirmed
126. The CEO of Novis Pharmaceuticals announced yesterday that he was honored to be ----- consideration for this year's Entrepreneur of the Year Award.
(A) before
(B) after
(C) aside
(D) under
127. ----- the workload is very high at the moment, all the team members are optimistic that they will be able to finish the required work on time.
(A) Even though
(B) According to
(C) As if
(D) In order for
128. Mr. Forrester's manager commended him for inputting all the sales data ----- into the new expenditure tracking system.
(A) accurate
(B) accurately
(C) accurateness
(D) accuracy
129. ----- a knee injury, the captain of the national baseball team was named the MVP for his performance during the season's final game.
(A) Even
(B) Although
(C) Except
(D) Despite



- 130.** Ms. Ganga submitted a ----- for Mr. Aaron to receive a bonus in recognition of his strong sales performance this year.
 (A) participation
 (B) development
 (C) recommendation
 (D) inspection
- 131.** After ----- performance reviews of all the interns, the HR director will make a final decision about who will be offered the full-time position.
 (A) receive
 (B) received
 (C) has received
 (D) receiving
- 132.** The application form used for submitting vacation requests will be ----- as the one used in previous years.
 (A) the same
 (B) double
 (C) fewest
 (D) repeat
- 133.** It remains to be seen ----- Kingston Smith will recover from his injury and make a successful comeback.
 (A) so that
 (B) whether
 (C) as though
 (D) whereas
- 134.** The Bamboo House brought together an unusual blend of flavors, resulting in an ----- popular cuisine.
 (A) astonish
 (B) astonished
 (C) astonishingly
 (D) astonishment
- 135.** Financial analysts predict that government-driven price reductions of vegetables will positively ----- consumer spending.
 (A) acquire
 (B) influence
 (C) declare
 (D) exchange
- 136.** This manual contains ----- instructions and notes on the operation and use of the newly purchased vending machine.
 (A) treated
 (B) prompt
 (C) spacious
 (D) detailed
- 137.** Our new manager, Jennifer Sasha, has a particularly ----- work style and brings a vibrant and exciting new perspective to our workplace.
 (A) distinctive
 (B) distinctively
 (C) distinctiveness
 (D) distinction
- 138.** I have been informed that Dr. Ikes decided that she ----- the medical conference being held in Egypt next week.
 (A) will not be attended
 (B) will not have been attending
 (C) would not be attending
 (D) would not have been attended
- 139.** All bank ----- that involve foreign currency must be reported to and controlled by the senior manager.
 (A) representatives
 (B) capacities
 (C) invitations
 (D) transactions
- 140.** In an attempt to increase the sales of soft drinks, the store manager decided to place an advertisement board ----- near cash registers.
 (A) financially
 (B) popularly
 (C) unknowingly
 (D) strategically

132.



133.



GO ON TO THE NEXT PAGE

Part 6

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

Questions 141-143 refer to the following notice.

Have fun with the Internet!

Discover endless possibilities at the Hasting Town Library's new online resource center. The library now offers an extensive online resource for students who want to learn about the exciting world of the Internet, including how to surf the Internet to find information or ----- purchases online.

141. (A) made
(B) be made
(C) make
(D) will make

There is a wide variety of classes for students of all levels. Some are for starters, while others focus on more experienced students. ----- of our classes are held in the evening

142. (A) Which
(B) Every
(C) Both
(D) All

or on weekends for your convenience.

We hope to ----- you at the center soon!

143. (A) see
(B) hire
(C) visit
(D) call

141.



Questions 144-146 refer to the following letter.

Date: July 15

Dear Ms. Kannes,

This is to confirm that we have received your order for the rental service of our furniture. Your order code is A1992. Our data indicates that you ----- 15 tables and 150 chairs to be

144. (A) requested
(B) sold
(C) disputed
(D) cancelled

rented for an event on July 28.

Thank you for sending us the deposit, which represents 10% of the total cost of your rental. The remaining amount is ----- upon receipt of the furniture.

145. (A) paying
(B) pays
(C) to be paid
(D) will be paid

Your requested items will be shipped to the site at 8:30 A.M. on July 28, as specified in your order. A person from your company will need to be ----- so that he/she can sign the

146. (A) complete
(B) immediate
(C) present
(D) notable

receipt form to confirm that you have received the goods.

Sincerely,

Fred Parkings
Parking's Furniture Rental

06

145.



GO ON TO THE NEXT PAGE

Actual Test 06

151

Questions 147-149 refer to the following email.

From: Kenneth Mizano (kmizano.com)
To: Tara Sales Associates (salestara.com)
Subject: Tara Sales Training Program
Date: June 20

Dear Sales Force,

As I mentioned earlier, this year's annual Tara Sales Training program will start soon. If you haven't done so already, I strongly advise every one of you to register. The training session will be held from July 1 to July 7 in the company's main conference hall. The training sessions will deal with interesting topics such as effective selling strategies.

----- these sessions, our top performing sales employee from last year will lead a

147. (A) Tomorrow

(B) Following

(C) Occasionally

(D) Instead

panel discussion, sharing his expertise with everyone present. Your active ----- in these

148. (A) participate

(B) participates

(C) participant

(D) participation

programs will greatly help our company by raising the morale and productivity of the sales force team. Also, our corporate finance controller, Leslie Monks, ----- on the successful

149. (A) reported

(B) was reporting

(C) will be reporting

(D) having been reporting

performance of our company this year during her presentation, which will take place on the final day of the program.

I hope to see everyone at the training session.

Sincerely,

K. Mizano

148.



Questions 150-152 refer to the following article.

May 5 – In the first quarter of ----- year, Gia Motors recorded an astonishing sales growth

150. (A) this
(B) each
(C) what
(D) that

of over 15 percent, company officials announced yesterday. Stan Lee, CEO of Gia Motors, said that this growth in sales may just be temporary and that profits will not increase indefinitely. -----, he even went on to comment that there is a possibility that profits will

151. (A) If not
(B) Even so
(C) In fact
(D) However

actually decrease in coming months.

Despite the company's success in the first quarter, Mr. Lee cautiously pointed out that the company is facing with tougher competition from the growing number of domestic companies.

There has been speculation among industry ----- that Gia Motors may try to sign an

152. (A) analyze
(B) analyzing
(C) analysts
(D) analysis

M&A with one of its domestic competitors by the end of this year.

152.



GO ON TO THE NEXT PAGE

Actual Test 06

153

Part 7

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

Questions 153-154 refer to the following announcement.

Gradel's Hardware Store

Gradel's Hardware was founded in 1919 in Brooklyn, NY. We service primarily the Brooklyn, Queens and Manhattan area. Gradel's Hardware is a 3rd- and 4th-generation family-owned business.

Over the years we have evolved from a community hardware and paints store to specializing first with marine and ship supplies before growing into a company that services the industrial trade.

- **Annual Customer Appreciation Sale**

Come and enjoy up to 30% off on select hardware and paint supplies throughout the month of April!

- **Free Home Improvement Seminars**

With increasing contractor fees, it's just more sensible to do some of the housework yourself. With our free Home Improvement Seminars, you can learn direct from the experts! Visit our website at www.grandels.net for a complete schedule of upcoming seminars!

- **New Location Opening**

Gradel's is proud to present the opening of our new location in Westchester, NY. Come visit us for our grand opening sale!

153. What is the purpose of the announcement?

- (A) To advertise a new store expansion
- (B) To recruit potential employees
- (C) To announce changes made to the store return policy
- (D) To inform customers of upcoming events

154. What is NOT mentioned as a feature of Gradel's Hardware Store?

- (A) Equipment rentals
- (B) Seminars
- (C) A second location in New York
- (D) A yearly sale event



Questions 155-156 refer the following e-mail.

To: Janine Marks <jmarks@gmail.net>
From: Mike Matukow <matu@prioritytravel.net>
Re: Flight Schedule

Dear Ms. Marks,

Thank you for contacting Priority Travel. Unfortunately, we currently have no seats available for your requested flight to Guam at 11 a.m. on May 12. However, we do have a flight leaving at 3 p.m. on May 12. Please let me know if this departure time is suitable. If it is, I will reserve your seat as soon as possible. Please note that seats are limited and its best to reserve them as quickly as possible.

Your hotel request was processed without any holdups. I have reserved your suite at the Hyatt Hotel for May 12th through the 15th. I will send you the details in a subsequent e-mail. As always, please contact me with any questions you may have. I hope you have a pleasant trip.

Thank you,
Mike Matukow
Travel Coordinator
Priority Travel

06

155. Why was the e-mail written?

- (A) To respond to a request
- (B) To report a hotel cancellation
- (C) To change a destination
- (D) To ask for a deposit

156. What is Ms. Marks asked to do?

- (A) Choose a different airline
- (B) Reserve a hotel room
- (C) Confirm a change in departure time
- (D) Select an arrival time

GO ON TO THE NEXT PAGE 

Questions 157-158 refer to the following advertisement.

CAMBRIDGE 5-STAR BEACHES

One of the world's premier hideaway cottage colony resorts, Cambridge 5-Star Beaches is located on the western tip of Bermuda on a twenty-five acre peninsula. Stunning ocean vistas, five private beaches, sandy coves, outstanding gourmet cuisine and the resort's Aquarian Baths, Solarium and Ocean Spa make for an unforgettable vacation.

The new two-tier infinity pool and dining terraces complex is a stunning addition. The main pool features a vanishing edge that drops below into a second pool, combining water features and a magnificent waterfall.

First time guests that book online before September 11 receive 15% off the standard room rate!

- 20% deposit to reserve your room
- Book online or by telephone
- No additional credit card charges
- Transfer from airport to hotel included

CAMBRIDGE 5-STAR BEACHES

Somerset, 30 KINGS PT ROAD, SANDYS, MA

157. What does the advertisement NOT suggest about Cambridge 5-Star Beaches?
- (A) They require a deposit for reservations.
 - (B) They offer more than one pool.
 - (C) There is a special online discount.
 - (D) Meeting rooms are available.

158. What does the hotel offer new guests?
- (A) A discount on room charges
 - (B) A gift certificate for twenty dollars
 - (C) Complimentary spa treatments
 - (D) Free travel planning services

Questions 159-162 refer to the following news article.

Zoom.com buys SocialDeck

Zoom.com has made another acquisition since the start of August, this time scooping up SocialDeck, a company which develops games that people can play against friends using mobile devices, or via Facepage on a PC. Most of Zoom.com's recent acquisitions have been related to social networking and games, fueling speculation that the company plans to release a new social networking service, potentially centered on games, to compete with Facepage.

SocialDeck developed a handful of games including Shake & Shake, a word game similar to Zoggle.

"We were very impressed with the team's talent as well as the technically advanced platform engaging mobile experiences they've built. We're pleased to welcome them to Zoom.com, and we think they'll be great contributors in partnership with the Zoom.com team as we continue to innovate in the mobile space," said CEO Brad Daugherty. He met with Tom Thibeau, owner of SocialDeck, in London last week to finalize the deal.

Other acquisitions this month by Zoom.com, which is based in Los Angeles, include Slidez, a social games developer; Jamol, a company that makes a platform for managing online payments for virtual goods sold on gaming and social networking sites; and Liiike.com, a visual shopping engine.

06

- 159.** What is the purpose of the news article?
- To report on the purchase of a company
 - To announce the retirement of a company CEO
 - To describe social networking techniques
 - To inform readers of changing game developers
- 160.** Who is Brad Daugherty?
- The president of SocialDeck
 - An employee of Zoggle
 - The CEO of Zoom.com
 - A famous game developer
- 161.** Where did Mr. Daugherty meet Mr. Thibeau?
- In Los Angeles
 - In London
 - In Chicago
 - In New York
- 162.** How many companies has Zoom.com acquired since August?
- One
 - Two
 - Three
 - Four

GO ON TO THE NEXT PAGE

Questions 163-165 refer to the following article.

Jay's Pizza & Grill

870 W 46th St
New York, NY 10036

Hours

Mon - Thurs, 11 A.M. - 10 P.M.
Fri - Sat, 11 A.M. - 11 P.M.
Sun, 10 A.M. - 9 P.M.

Featured Review: The best pizza in Times Square.

The Space

The bright and spacious Jay's Pizza & Grill bears little resemblance to its legendary Greenwich Village forebear. There's a sweeping staircase to the second floor tables, with a giant mural depicting the cityscape across the wall. The interior is beautifully decorated and gives a feeling of being in a cathedral. A long and much needed change in the atmosphere has taken place. Happily, the acclaimed brick-oven pizza hasn't changed. The crust is light and crispy, with a flavor all its own.

The Pizza

A tomato and cheese pie – alas, slices aren't available – will run you \$12, and each topping will add another couple of bucks to your tab, but it's more than worth it. Don't be surprised if you find yourself digging into a third, even fourth slice. There's a reason slices aren't sold. Fresh garlic, sausage and pepperoni are all wonderful toppings, but don't pile too many on – This is New York-style pizza we're talking about, not Chicago, and it has the thin, charred crust that's a Gotham trademark.

Pros: Great pizza at a reasonable price, especially considering the location.

Cons: During peak times, the wait can sometimes get crazy. You'll find yourself engulfed by throngs of Times Square tourists.

163. What time does the restaurant close on Thursdays?
(A) At 8:00 P.M.
(B) At 9:00 P.M.
(C) At 10:00 P.M.
(D) At 11 :00 P.M.

164. What is indicated about the restaurant?
(A) The service is slow in the bar area.
(B) It is closed on certain holidays.
(C) Reservations are required for large parties.
(D) It is decorated differently than its original location.

165. What is NOT stated in the article?
(A) At Jay's Pizza & Grill individual slices of pizza are not sold.
(B) Its pizza traces its roots to Chicago.
(C) Most other restaurants in the area are pricey.
(D) The restaurant gets very busy sometimes.

Questions 166-168 refer to the following letter.

PJ Home and Beyond
285 Yepps Street, Cambridge, Ontario
Tel: 485-278-6320

April 7, 2010

Dear Valued Customer:

Our records show that you have been a customer of PJ Home and Beyond Inc. since our grand opening last year. Thanks to loyal customers like you, our business has flourished. We would like to thank you for your business by inviting you to our preferred customer Spring Extravaganza this Saturday.

Saturday's sales event is by invitation only. All of our valued customers will get an opportunity to take advantage of our sales prices before the general public. All of our stock, including pajamas and bedding, will be marked down from 50-80% off.* Doors open at 9:00 A.M. sharp. Complimentary coffee and donuts will be served. Public admission will commence at noon.

In addition, please accept the enclosed \$10 gift certificate to use with your purchase of \$75 or more.

We look forward to seeing you at PJ's on Saturday. Please bring this invitation with you and present it at the door.

Please email me if you have any questions at pjhomeandbeyond@shoponline.com.

Sincerely,

Linda Loety

Linda Loety
Store Manager

- All sales are final. No exchanges.
- Enclosure: Gift Certificate #145 (not redeemable for cash)

166. Why was the letter written?

- (A) To invite a customer to join a member club
- (B) To open a new customer account
- (C) To request payment from a customer
- (D) To invite a customer to an upcoming event

167. According to the letter, what should the customer do if he/she wants more information?

- (A) Visit a PJ's location
- (B) Contact Linda Loety
- (C) Sign up for an email service
- (D) Check PJ's website

168. What is included with the letter?

- (A) A membership card
- (B) A PJ's catalogue
- (C) A magazine from PJ's
- (D) A coupon

GO ON TO THE NEXT PAGE

Questions 169-172 refer to the following e-mail.

TO: Members, Light Harbor Business Owners Association
FROM: Director, Light Harbor Summer Festival
DATE: May 8
SUBJECT: "Support"

Preparing to celebrate our 19th season from June 17 through July 10, the Light Harbor Summer Festival has invigorated the cultural life of this community for close to two decades. We bring the world to Light Harbor: innovative artists, enthusiastic audiences, eager students, curious visitors, and anyone looking to be inspired and entertained on a beautiful Michigan summer night.

I invite you to join us in 2011 as we once again gather to share a truly inclusive experience that celebrates our community, the richness of our stories, the talent of our artists, and the creativity of the human spirit. Here, national and international artists will join regional performers and local partners in transforming Light Harbor into a vibrant, creative playground, a place brimming with entertainment and artistic inspiration for 21 nights.

And if you enjoy the Light Harbor Summer Festival, I ask you to please consider making a donation to the festival today to help us maintain the high-quality programs that you have come to love. Donations totaling more than \$100 will allow you entrance into the VIP special seating section for two performances of your choosing. Your contributions help us to offer the finest arts and cultural experiences from around the world, and to support local and regional artists by providing a platform for their creative aspirations and collaborations.

This is your festival, and we greatly appreciate your support and patronage.

169. What is the topic of the e-mail?

- (A) A public celebration
- (B) A festival schedule announcement
- (C) A local community meeting
- (D) A request for support for a local event

170. According to the e-mail, what is NOT a feature of the event?

- (A) Popular artists
- (B) Guided tours
- (C) Music performances
- (D) International artists

171. Who is being offered special seating?

- (A) Hotel staff
- (B) College students
- (C) Local artists
- (D) Members of an association

172. How can someone enter the special seating area?

- (A) By making a contribution of more than \$100
- (B) By making any donation
- (C) By purchasing an admission ticket
- (D) By entering to perform at a concert

Questions 173-175 refer to the following letter.

Pinto's Trattoria

45 Bologna Ave
Tel: 451 520-4799
November 30, 2010
Jane Montague
42 Belmoro Rd.

Dear Ms. Montague,

As you are probably aware, the recent smoking ban has had a profound impact on our business. Our sales have dropped 40 percent in the last six months. Though we do not expect this to be a long-term concern for our business, we don't expect sales to return to normal until the summer, when our patio opens for the tourist season.

Due to the loss in business we regret to inform you that we are laying off all of our hosts and hostesses for the winter and spring. With business being so slow our servers can handle the task of greeting and seating customers on their own. Under the circumstances, this was determined to be the only feasible course of action.

You are entitled to two week's severance pay, which will be paid in full on your next paycheck. Please come in for any scheduled shifts next week.

Thank you for your hard work and dedication at Pinto's Trattoria. I truly hope your experience at Pinto's has been a pleasant one. Please apply again for our next summer season.

Sincerely,

Frank Bellini
Owner
pintos@italia.com

06

173. What is the purpose of the letter?
 (A) To accept an employment offer
 (B) To reschedule a job interview
 (C) To notify an employee that she will be laid off
 (D) To congratulate a manager on her recent promotion

174. Why is Ms. Montague being let go?
 (A) There is a smoking ban in effect at the restaurant.
 (B) Sales have decreased dramatically in recent months.
 (C) Ms. Montague is not an efficient hostess.
 (D) She will be rehired next summer season.

175. What does Mr. Bellini ask Ms. Montague to do?
 (A) Apply for a job as a server
 (B) Finish out her shifts in the following week
 (C) Decrease her pay rate
 (D) Work another two weeks

GO ON TO THE NEXT PAGE

Questions 176-180 refer to the following completed survey.

TK Consultants
47 Lake Drive
Detroit, MI 24685

Dear Manager of Finances at NHK,

Thank you for your inquiry to hire our firm's services. We will show you how a budget restructuring would impact NHK and your clients. In these difficult economic times, NHK must systematically evaluate every line of the budget and make tough choices on how best to move forward. According to our analysts, to fund NHK at an average matching other comprehensive institutions, an investment of an additional \$15 million to \$17 million is necessary to make NHK profitable in 2010.

Attached is a survey of proposed budget categories for 2010. Please complete this form, and mail or fax the completed survey to us, ATTN: Bob Shultz. We believe our services would allow NHK to better serve its clients, while increasing the capacity to compete with other high-performing hedge fund companies. Please send us all financial records from the previous year along with the survey, and we will contact you as soon as possible with an estimate and a plan with detailed measures to improve your business.

Sincerely,
Bob Shultz
Associate Consultant, TK Consultants Inc.

CATEGORY	EXPLANATION	PROPOSED PERCENTAGE OF TOTAL EXPENDITURES
Employee Compensation	Includes the salaries and wages of all full-time, part-time, and temporary employees. Also includes any other benefits and incentives.	35%
Contract Services	Includes outsourced services or workers, such as consultants	12%
Equipment/Supplies	Includes expenses for office supplies, copier supplies, telephone, fax, computer supplies, repair and maintenance	8%
Travel-related Expenses	Includes any air travel, out-of-town expenses, and conference travel expenses.	25%
Overhead or Indirect Costs	Includes overhead expenses (indirect costs), covering the administrative costs of day-to-day operations.	20%

176. For whom was this survey designed?

- (A) Employees at TK Consultants
- (B) Executives at hedge fund firms
- (C) Managers of property agencies
- (D) Directors of advertising agencies

177. Who is Bob Shultz?

- (A) An advisor at TK Consultants
- (B) The owner of a consulting firm
- (C) A director at the NHK
- (D) The writer of a survey

178. What costs are NOT mentioned in the survey?

- (A) Legal review of financial documents
- (B) Conference travel expenses
- (C) Administrative costs for daily operations
- (D) Employee benefits

179. What percentage of the whole costs is proposed be spent on contracting outside agencies?

- (A) 8%
- (B) 12%
- (C) 35%
- (D) 20%

180. According to the survey, what category includes costs for computer maintenance?

- (A) Contract Services
- (B) Travel-related Expenses
- (C) Equipment/Supplies
- (D) Overhead or Indirect Costs

GO ON TO THE NEXT PAGE 

Questions 181-185 refer to the following letter and chart.

Eastern Travel Inc.
165 Hutchinson Street,
Miami, FL 57415

Dear Mr. Steven Amunds,

Thank you for giving Eastern Travel the opportunity to make your travel arrangements for your upcoming trip to Palm Springs. We hope that you are pleased with the air travel and hotel accommodations we arranged for you.

In response to your inquiry about transportation from the hotel to the airport, I requested the Royal Palm Suites to send me all available options. Trains and buses both go from the airport to within one block of the hotel. The bus arrives every 30 minutes, and the train arrives every 15 minutes. Tickets for the express train can be purchased online, while bus tickets are only available in person.

I personally recommend taking the express train. Although it's slightly more expensive, it's quicker than the B23 bus and tickets can be bought easily.

The Royal Palm Suites has also informed me that they are having discussions to implement a free shuttle van service going to and from the airport to the hotel parking lot. If this service is put into effect before your vacation in September, then you won't have to worry about the train or bus.

Please know that we encourage any and all of your comments.

We hope you have an amazing vacation, and hope that you will afford us the opportunity to help you plan your next vacation or business trip.

Thank you.

Sincerely,
Barry Wesley

TRAVEL TIME	TRANSPORTATION FROM STATION TO AIRPORT	COST
1. Express Train	20 mins	\$14
2. B23 Bus	30 mins	\$8
3. Local Train	40 mins	\$12
4. B8 Bus	45 mins	\$8

181. What most likely is Mr. Wesley's job?
(A) Travel agent
(B) Business consultant
(C) Hotel manager
(D) Bus driver
182. What decision will the Royal Palm Suites make in the near future?
(A) Whether to discount rooms in September
(B) Whether to discontinue room service
(C) Whether to maintain a business relationship with Mr. Wesley
(D) Whether to begin an airport shuttle
183. According to the letter, what advantage does the train have over the bus?
(A) They run less frequently.
(B) Discounts are available.
(C) Refreshments are sold on board.
(D) Tickets can be purchased online.
184. In the letter, the word "implement" in paragraph 4, line 1, is closest in meaning to
(A) apply
(B) begin
(C) put in place
(D) increase
185. How much time would be saved by following Mr. Wesley's suggestion?
(A) 10 mins.
(B) 20 mins.
(C) 30 mins.
(D) 40 mins.

06

GO ON TO THE NEXT PAGE 

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

Fiji Island Resorts

FAMILY PACKAGE Special for the Month of August

Stay 6 / Pay 5 nights!

Receive one bonus night, when you pay a minimum of five nights in an Oceanfront Suite, Oceanfront 2-bedroom, or The Villa.

	6 nights	8 nights
Oceanfront Suite	\$1,050	\$1,300
Oceanfront 2-bedroom	\$1,280	\$1,520
The Villa	\$1,590	\$1,800

Our Family Package also includes a la carte breakfast, lunch & dinner daily, adult & children's menu, bottled drinks, daily afternoon tea, all complimentary resort activities and excursions including 3 off site excursions, and snorkeling & tennis equipment.

For citizens of NORTH & SOUTH AMERICA, and EUROPE, please call the North American Reservations Office at (455) 288-5546 or if you are in the U.S. or Canada (800) 214-8464, or contact us: customerservice@fijiresorts.com

To: Customer Service <customerservice@fijiresorts.com>

From: Karen O'Connor <koconnor@tsmail.net>

Subject: Family Package

Date: April 15

Dear Customer Service,

I'm e-mailing you for more information regarding your family package special. I'm planning a long overdue vacation with my family in Fiji, and I've heard great things about your resort. We're looking to book the Oceanfront 2-bedroom for 4 occupants, from August 28 through September 3, for 7 days and 6 nights.

My youngest is 9 years old, and I was wondering if you offer any discounts for children. I'd also like to know if the special package pricing would still apply.

Thank you, and I hope to receive your response soon.

Sincerely,

Karen O'Connor

186. According to the advertisement, when do the special rates apply?
- (A) In January
 - (B) In August
 - (C) In September
 - (D) In October
187. What is NOT included in the special package?
- (A) An airport shuttle
 - (B) Hotel lunches
 - (C) Daytime trips
 - (D) A hotel room
188. Why did Ms. O'Connor write the e-mail?
- (A) To cancel a hotel reservation
 - (B) To request a list of activities
 - (C) To make plans for an airport shuttle
 - (D) To ask if she is eligible for an offer
189. According to the e-mail, what is the purpose of Ms. O'Connor's upcoming trip?
- (A) To conduct a business meeting
 - (B) To take a long-awaited vacation
 - (C) To visit an old friend
 - (D) To take part in a college reunion
190. To which price is Ms. O'Connor referring?
- (A) \$1,050
 - (B) \$1,300
 - (C) \$1,280
 - (D) \$1,520

06

GO ON TO THE NEXT PAGE 

Questions 191-195 refer to the following e-mails.

To: customerservice@topbuys.com

From: slee@tmail.net

Date: September 14

Re: Palm X

To Customer Service,

I bought my Palm X cellphone at Top Buy July 15 and by August I realized I had dead pixels on my screen. I took it back to Top Buy and because I have the Blue Protection plan, they sent it off for repair free of charge (that was August 11). It is now September 14 and I get a call saying my phone is back and ready to go. I go to pick it up and of course look at the screen first and there's not one dead pixel but at least three now. So now they are sending it off again. No time estimate, no assurance it will be repaired or anything. Can somebody please help me out? What should I do?

Sincerely,

Samuel Lee

To: slee@tmail.net

From: customerservice@topbuys.com

Date: September 14

Re: Palm X

Dear Mr. Lee,

I apologize for the delay in repairing your phone. We have had a few other customers with the same complaint regarding the Palm X device. I was able to gain some understanding on what was happening with it. It appears your phone was sent to the manufacturer for repairs, which may have accounted for some of the extra repair time. I'm actually baffled that the phone returned with more dead pixels than it was sent in with if it was repaired at the manufacturer.

I do see that your phone is being sent to the service center again to be re-evaluated and repaired. While the store may have indicated that your phone could be out for another 30 days, this is only an estimate, and it could be a shorter timeframe as well. I suggest you contact the Palm X manufacturer SCV directly, or visit an SCV retail store in person to inquire about your phone.

That being said, I would like to keep an eye on things for you and see if there are any additional options that can be provided. Feel free to contact Top Buy Customer Service for any questions you have.

Sincerely,

Melissa Paxton

191. What is the purpose of the first e-mail?
- (A) To order a mobile phone
 - (B) To request customer service
 - (C) To respond to a customer survey
 - (D) To locate a Top Buy retailer
192. Who is Melissa Paxton?
- (A) A friend of Samuel Lee
 - (B) A Palm X salesperson
 - (C) A Top Buy employee
 - (D) A cell phone repair specialist
193. According to the second e-mail, what complaint has been made by other customers?
- (A) Problems with some screen pixels
 - (B) Broken batteries
 - (C) Inoperable cell phones
 - (D) Invalid cell phone warranties
194. What is NOT one of Ms. Paxton's suggestions?
- (A) Contacting the cell phone manufacturer directly
 - (B) Calling the Customer Service department at SCV
 - (C) Contacting Top Buy's customer service with any further questions
 - (D) Visiting the manufacturer in person
195. In the second e-mail, the word "baffled" in paragraph 1, line 5, is closest in meaning to
- (A) scared
 - (B) angry
 - (C) puzzled
 - (D) reluctant

06

GO ON TO THE NEXT PAGE 

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

To: Mr. Jerry Tompkins <jjtom2@tmail.com>
From: Larry Ewing <lewing@toraoutlet.com>
Date: Sept 11, 1:32 P.M.
Subject: Order #G21258

Dear Mr. Tompkins,

Thank you for ordering from www.toraoutlet.com. This e-mail confirms that your order G21258 was received on 09/10/10.

Item: 7075

Description: SK 16 GB USB Drive Quantity: 1 \$23.79

Item: 7153

Description: 3-pack DVD-R Discs Quantity: 1 \$14.99

Item: 7472

Description: SK Wireless Laser Mouse Quantity: 1 \$16.99

Shipping Method: Standard Ground

Item 7075 has shipped today. Unfortunately, items 7153 and 7472 are currently out of stock. We expect to receive these items in our next shipment, scheduled for 9/18/10. We will ship out your items on 9/19 or 9/20. If you do not wish to receive the delayed items, please let us know and we will issue you a refund. I apologize for any inconvenience this may cause you.

Larry Ewing

To: Larry Ewing <lewing@toraoutlet.com>
From: Jerry Tompkins <jjtom2@tmail.com>
Date: Sept 11, 3:32 P.M.
Subject: Order # G21258



Dear Mr. Ewing,

Thank you for your quick response. Tora Outlet's quick e-mail responses are one of the reasons I keep coming back. I'd like to request a refund for the DVD-R discs 3-pack.

I actually needed them to work on something this week, but the delay would make it unnecessary. I would still like to purchase the wireless mouse, though.

Please let me know when my mouse is shipped. I'm eager to try one of the new laser mouses. I read that the new SK mouses got excellent reviews.

As always, I appreciate the quick customer service.

Thanks,

Jerry Tompkins

196. What is the purpose of the first e-mail?
- (A) To notify Mr. Tompkins of a price change
 - (B) To request a shipping address for Mr. Mills
 - (C) To inform Mr. Tompkins about items that are out of stock
 - (D) To give Mr. Tompkins information about new products
197. When does Mr. Ewing expect the shipment from his supplier?
- (A) In four days
 - (B) In five days
 - (C) In one week
 - (D) In two weeks
198. Which item is NOT mentioned as part of Mr. Tompkins' original order?
- (A) USB Drive
 - (B) DVD-R Disc
 - (C) Ink cartridge
 - (D) Laser Mouse
199. How much would Mr. Tompkins be refunded?
- (A) \$12.49
 - (B) \$23.79
 - (C) \$25.00
 - (D) \$14.99
200. What is suggested about Mr. Tompkins?
- (A) He has arranged a meeting with Mr. Ewing.
 - (B) He has purchased items from Tora Outlet on more than one occasion.
 - (C) He is dissatisfied with the service he has received from Mr. Ewing.
 - (D) He wants to change his billing address.



READING

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

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

Part 5

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

101. Three weeks after Ms. Kanes was hired for the job, ----- had to move to Singapore.
(A) she
(B) hers
(C) herself
(D) her own
102. Classes at the community center are usually held either in the afternoon on weekdays ----- on the weekend.
(A) but
(B) or
(C) nor
(D) and
103. The school construction project is proceeding ----- now that the school year is over.
(A) still
(B) quickly
(C) highly
(D) rarely
104. Love Cruise has become the industry standard for ----- on cruise ships due to their famous theoretic performances.
(A) entertained
(B) to entertain
(C) entertainment
(D) entertainer
105. Ms. Jims was asked to be the keynote speaker at the grand opening ----- for the new children's hospital on Saturday.
(A) plan
(B) ceremony
(C) agenda
(D) speech
106. The discount for students ----- only to those who attend a local public school.
(A) apply
(B) applies
(C) application
(D) applications



107. Before going out, everyone should always ----- around the house and ensure that all the lights have been turned off.
- (A) view
 (B) watch
 (C) see
 (D) look
108. At the end of the fiscal year, all employees must schedule a one-on-one meeting with their ----- for their year-end review.
- (A) supervise
 (B) supervisor
 (C) supervising
 (D) supervision
109. The ingredients label must be attached either to the cardboard box or ----- to the bottle containing the sauce.
- (A) busily
 (B) nearly
 (C) questionably
 (D) directly
110. ----- is particularly great about Fouries Shopping Center is its spacious and delicious food court.
- (A) Why
 (B) What
 (C) Which
 (D) That
111. Mr. Skane is worried ----- the increasing price of vegetables since he just recently opened a sandwich shop.
- (A) of
 (B) in
 (C) through
 (D) about
112. ----- one-third of his secretary's job involves administrative tasks, such as photocopying documents and scheduling conferences.
- (A) Approximate
 (B) Approximating
 (C) Approximation
 (D) Approximately
113. In every initial session, ----- seminar participant is expected to give a short self-introductory presentation.
- (A) none
 (B) each
 (C) more
 (D) several
114. Please contact Julian Bellz if you need to get a copy of the meeting minutes from last week's ----- call.
- (A) conference
 (B) conferencing
 (C) has conference
 (D) had conference
115. The Ming Hotel now ----- customers an electronic self-checkout system that is extremely convenient and easy to use.
- (A) offer
 (B) offers
 (C) offering
 (D) offered
116. Under the new corporate mailing policy, all interoffice ----- must first be delivered to a central mailbox before being sent to each employee's desk.
- (A) corresponds
 (B) corresponding
 (C) correspondence
 (D) correspondent
117. Management at Novista Pharmaceuticals believes the automated verification system will increase everyone's work -----.
- (A) productivity
 (B) product
 (C) productive
 (D) productively
118. Please ----- the noise in the conference room while the whole building is undergoing renovations.
- (A) ask
 (B) satisfy
 (C) obey
 (D) pardon

110.



118.



GO ON TO THE NEXT PAGE

119. Of all the people who submitted a resume, Mr. Bacon has the most ----- cover letter.
(A) impress
(B) impression
(C) impressed
(D) impressive
120. According to a recent survey conducted by a travel agency, a great ----- of respondents prefer to travel to familiar destinations than to unknown places.
(A) major
(B) majored
(C) majoring
(D) majority
121. Teleconferencing allows marketing directors to hold meetings with their colleagues ----- the world.
(A) throughout
(B) into
(C) except
(D) opposite
122. Though Ms. Thames is ----- to answer inquiries about Lakeward Food's latest products, she may decide to skip the press conference and attend the board meeting instead.
(A) expects
(B) expected
(C) expecting
(D) expect
123. As the attendees of the conference were taking their respective seats, the coordinator realized that the hall was becoming ----- crowded.
(A) often
(B) much
(C) quite
(D) well
124. The new software program will allow our employees to create monthly timesheet reports by -----.
(A) their
(B) theirs
(C) them
(D) themselves
125. Without ----- from the CFO, the pending bank loan deal cannot go through.
(A) permission
(B) association
(C) identification
(D) reluctance
126. The sudden, dramatic fall of the stock price for Mcat Media yesterday was ----- unexpected.
(A) complete
(B) completed
(C) completely
(D) completing
127. ----- their first few days of training, the summer student interns at Lomeal Technology are subject to close supervision from the HR manager.
(A) As
(B) While
(C) Upon
(D) During
128. Tokyo International Airport offers a free shuttle bus service for passengers that ----- the international and domestic flight terminals.
(A) connect
(B) connects
(C) connecting
(D) connection
129. Visiting professors at Kant University can ask for a guided tour of the -----.
(A) facility
(B) seminar
(C) accessory
(D) exercise



130. In order to protect your skin from harmful UV rays, it is always a good idea to apply sunblock, ----- if the weather is cloudy.
- (A) regardless
 (B) nonetheless
 (C) the same as
 (D) even
131. Organizers of the Kent City Singing Competition are aggressively promoting their event in an effort to ----- as many contestants as possible.
- (A) attract
 (B) participate
 (C) increase
 (D) refer
132. The ultimate goal at our call center is to ----- all customer complaints in a punctual and customer-oriented manner.
- (A) resolve
 (B) is resolve
 (C) is to resolve
 (D) had resolved
133. The concert hall at the Saints Art Center is ----- for its extensive use of natural black marble.
- (A) changeable
 (B) notable
 (C) actual
 (D) particular
134. Art work by the famous Mexican folk artist Frida Kahlo will be exhibited at the Marjorie Barrik Museum ----- being posted on the Internet.
- (A) before
 (B) previous
 (C) ahead
 (D) initial
135. ----- the occasional rainfall in winter, the weather in Madrid is generally sunny.
- (A) Unless
 (B) Except for
 (C) Opposing
 (D) Even though
136. Fortunately, the last shipment of computers, which was delayed due to the storm, reached its destination a day earlier than we -----.
- (A) anticipate
 (B) had anticipated
 (C) are anticipating
 (D) were anticipated
137. All written proposals must comply ----- Wallnut Food's internal document guidelines.
- (A) by
 (B) for
 (C) to
 (D) with
138. Professionals with an engineering degree and at least five years of ----- work experience in the automobile industry are strongly encouraged to apply for this position.
- (A) relevant
 (B) potential
 (C) discovered
 (D) restricted
139. When the Starlite Hotel opens up in New York next month, it plans to hire ----- 1,000 additional employees.
- (A) such that
 (B) up to
 (C) out of
 (D) in which
140. ----- the recent economic recession, high-tech venture firms keep growing in size, hiring numerous college graduates with degrees in engineering.
- (A) Because
 (B) Despite
 (C) Although
 (D) Since

136.



137.



GO ON TO THE NEXT PAGE

Part 6

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

Questions 141-143 refer to the following letter.

Dear Warren Saints,

Thank you for your active participation in the “Save the Children Volunteering Event” that took place yesterday. More than 50 employees from various local businesses attended the event yesterday to help raise funds for the new children’s hospital, making this year’s fundraiser one of the most ----- event ever.

141. (A) numerical
(B) contributed
(C) successful
(D) relative

I’d like to also point out that your presentation on the “Volunteering Needs in Local Elementary Schools” was very well received by the board of education and school faculty members. According to a student at Smith Elementary School, you have been meeting with them ----- for several months now to research the issue.

142. (A) regular
(B) regularly
(C) regulated
(D) regularity

Everyone at Smith Elementary School was deeply moved by your earnest dedication to this wonderful cause.

Please accept the enclosed ----- in recognition for your steady and invaluable

143. (A) sum
(B) certificate
(C) plaque
(D) chapter

commitment to volunteerism in our local community.

Sincerely,

Charlotte Paqua
Community Activity Officer

142.



Questions 144-146 refer to the following e-mail.

From: Jennifer Roberts
To: Paul Kent
Subject: Artwork Program Volunteering
Date: March 5

Hello,

Thank you for showing an interest in ----- us with our annual employee artwork program.

144. (A) assist
(B) assisted
(C) assistance
(D) assisting

As you may already be aware, many employees have requested the artwork program take place in the summer this year instead of the winter. ----- meet this rather tight deadline,

145. (A) Whether
(B) If only
(C) In order to
(D) In spite of

we need as many people on the preparation team as possible. So far about 20 employees have expressed an interest in taking part in the planning committee. Before we proceed with the actual preparations, we'd like to have everyone meet and become acquainted with one another. Therefore, the date of the ----- planning committee meeting has been set for

146. (A) prior
(B) recent
(C) first
(D) other

this Thursday, March 12, at 9:30 A.M. in the company's main conference room. Karen Jesse, who has been voted as the leader of the planning committee, will lead the necessary discussion. Karen and I look forward to meeting you soon to hear your ideas and thoughts on the workshop. See you soon!

Regards,

Jennifer Roberts
Human Resources Specialist

07

145.



GO ON TO THE NEXT PAGE

Actual Test 07

177

Questions 147-149 refer to the following memo.

From: Jack Flemmings, CEO
To: All Marble automobile employees
Subject: New marketing manager
Date: June 26

I am pleased to announce that Anna Morris ----- as Marble Automobile's new marketing

147. (A) appointed
(B) will appoint
(C) to be appointed
(D) has been appointed

manager.

Ms. Morris holds a master's degree in engineering and has worked for many years in the automobile industry. Such -----, however valuable, is not the only reason why she was

148. (A) efficiency
(B) experience
(C) advice
(D) use

appointed to this role.

As shown through many of her impressive past achievements, she is an innovative leader who knows how to use her expertise to make our products ----- in this highly competitive

149. (A) skillful
(B) successful
(C) attempted
(D) expert

automobile industry.

I have no doubt that she will become an invaluable part of the Marble Automobile Company family. Please try to make Ms. Morris feel welcomed at Mable. Thank you for your cooperation.

Regards,

Jack Flemmings



Questions 150-152 refer to the following description.

Item #15345: Oak Computer Desk with Hutch

This oak computer desk with matching hutch is one of our bestselling items this summer.

The computer desk and hutch set ----- just enough space to ensure efficient storage

150. (A) occupies
(B) measures
(C) seeks
(D) features

and the practical organization of your belongings. The upper drawers have removable doors to easily accommodate large objects, while the main drawer slides open to expose a convenient keyboard tray and CPU cupboard. In addition, the lower shelves are -----,

151. (A) adjustable
(B) alternative
(C) distorted
(D) diversified

allowing them to be used for both two monitors or a monitor and a printer. Available in laminated engineered wood in aged tobacco finish, this desk and hutch set is ----- and

152. (A) assemble
(B) assembles
(C) assembled
(D) assembly

packaged for efficient shipping. All products come with a money-back guarantee.

07

151.



GO ON TO THE NEXT PAGE

Actual Test 07

179

Part 7

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

Questions 153-154 refer to the following advertisement.

Come join us for Green Design's Annual Winter Sale!

Green Design's Winter Sale offers customers savings of up to 30% off everything in our antique and contemporary Asian furniture collections. The Winter Sale starts on January 6th and only lasts for a limited time, so act now to take advantage of Green Design's largest sale of the year.

Green Design is a contemporary and antique Asian furniture retailer based in Toronto, Canada which serves many international clients. We have a wide range of kitchen cabinets, entertainment centers, kitchen islands, step chests, dining tables and many other fine pieces. To contact us, please use our toll-free number: 1-888-865-0215.

Present this ad during the week of January 6 to receive an additional 15% off one item!

153. What type of business is Green Design?

- (A) A home furnishings store
- (B) A clothing store
- (C) A sporting goods store
- (D) An Asian office supply store

154. How can customers get an additional discount?

- (A) By completing a survey
- (B) By using a Green Design credit card
- (C) By showing a flyer
- (D) By purchasing a certain number of items

Questions 155-156 refer to the following e-mail.

From: atompson@wirefee.com
To: sgoodwin@gmail.net
Subject: Workshop date
Date: Sept 12



Dear Sandra,

Thanks for your e-mail. Preparations for the workshop are challenging, and our staff has been working diligently to make it successful. We hope to emulate the success of our last workshop. Unfortunately, I'm afraid the workshop must be rescheduled, as our featured speaker cannot make the October 14 date. Please note that the workshop date has been changed to November 6 to accommodate our speaker. We are doing our best to inform all participants as soon as possible of this change. Our website has been updated accordingly, and I hope this doesn't cause any conflicts in your schedule.

Thanks,

Amy Thompson

155. Why was the e-mail sent?

- (A) To cancel travel arrangements
- (B) To request workshop registration forms
- (C) To congratulate a colleague
- (D) To change the date of an event

156. When will the event be held?

- (A) On August 12
- (B) On November 6
- (C) On September 12
- (D) On October 14

07

GO ON TO THE NEXT PAGE

Questions 157-158 refer to the following announcement.

Attention Hillside Residents:

The restaurant and lounge Shonuka will soon be known as “Desaki.” Because Shonuka has been such a hit, we have made the change to allow for possible expansion or even franchising. The restaurant welcomes in its new name – “Desaki” – with a private event being held this afternoon at the restaurant.

The name change is to avoid confusion with other Shonuka restaurants around the country.

Due to our recent success, there is a strong possibility we could expand in the near future. But rest assured that your experience at Desaki will stay unchanged. Just because there is an eye on expanding doesn’t mean the local experience will be any less inviting.

We are focused on perfecting this business. We’re always going to continue to strive to make it better, too.

Thank you, and we hope to see you soon.

157. According to the announcement, what is being changed about the restaurant?

- (A) Its location
- (B) The type of food served
- (C) The pricing of the food
- (D) Its name

158. What is suggested about the owner?

- (A) He plans to increase the restaurant’s seating capacity.
- (B) He plans to open other locations soon.
- (C) He used to work at Shonuka.
- (D) He has lived in the neighborhood for many years.

Questions 159-162 refer to the following letter.

Dear Ms. Monahan,

Thank you for your recent subscription with *STYLE DECOR*!

Please keep this e-mail receipt for your records. The first issue should arrive within the industry standard time of 6-10 weeks, depending on the publisher.

STYLE DECOR magazine is about the way you live today. Discover everything you need to indulge your sense of style. Showcasing the latest and hottest examples of imaginative design and international style, every issue delivers ideas, inspiration, insights and spectacular photography on architecture, home fashion and the decorative arts. Visit our website at www.styledecor.com, where you can interact with other members on our new Member's Forum section.

STYLE DECOR is also the perfect gift at the perfect price! Show your favorite interior design enthusiast how much you care with this special offer for their favorite magazine.

If you need to contact us regarding this order, simply e-mail us at cs@styledecor.com.

We truly appreciate your business.

Shawn O'Bryant

Membership Coordinator

Your order number is 542157.

Date: 10/19/2010

07

159. Why is Mr. O'Bryant writing to Ms. Monahan?
- To confirm subscription of a magazine
 - To request a payment
 - To inquire about employment opportunities
 - To explain something about interior decorating
160. Who most likely is Ms. Monahan?
- A membership coordinator
 - A magazine writer
 - A person with interests in home decorating
 - Someone interested in computer development

161. What will Ms. Monahan soon receive in the mail?
- An online password for membership
 - A magazine
 - A membership renewal form
 - An employment contract
162. What has recently been added to the *STYLE DECOR* website?
- Listings of interior designers around the world
 - Questionnaires for current members
 - Reviews of new designs
 - A forum to communicate with other members

GO ON TO THE NEXT PAGE

Questions 163-165 refer to the following notice.



**The Restoration & Renovation
of the Historic Wilmington Amtrak Station
May 2010 to February 2012**

Work has begun on restoring and renovating Wilmington Train Station, now known as the Amtrak Station. Though this historic facility is over 100 years old, it is a vital and increasingly important part of Delaware and the region's transportation infrastructure. Work includes detailed restoration and waterproofing of the building's exterior and a complete renovation of the interior of the building. Work on the platforms and tracks has begun and is expected to be completed in March 2011. The entire project will be completed in February 2012.

As this major restoration and renovation project proceeds there will be times when Amtrak and SEPTA services may be disrupted. In order to minimize any inconveniences, please be mindful of the informational outreach efforts of the two service providers.

Continued construction at the Wilmington Train Station will take track #2 out of service on October 12 at 11 p.m. until November 20 at 5 a.m. SEPTA southbound train #7207, arriving in Wilmington at 7:25 a.m., will leave Wilmington 9 minutes earlier, at 7:26 a.m., instead of 7:35 a.m. The train will depart Churchman's Crossing at 7:36 a.m. instead of 7:45 a.m. and arrive in Newark at 8:44 a.m. Please plan accordingly. The #14 shuttle bus is also available along the #2 train line. Contact DTA for more details.

163. What is the notice about?

- (A) Upgrades to a train station
- (B) A temporary disruption of a bus service
- (C) Permanent changes to a train
- (D) The construction of a new train

164. What does the notice NOT instruct passengers to do?

- (A) Use an alternate train line
- (B) Travel by shuttle bus
- (C) Direct questions to the DTA
- (D) Allow for a different commute time

165. According to the notice, what will probably happen at 7:36 a.m.?

- (A) The shuttle bus between Wilmington and Newark will stop operating.
- (B) Train service on the #2 line will be suspended.
- (C) The #2 train will depart 9 minutes earlier than regularly scheduled.
- (D) Work on the Amtrak train station will be completed.

07

GO ON TO THE NEXT PAGE

Questions 166-168 refer to the following news article.

Lucid Gallery will re-open on May 30. To commemorate this event, Lucid Gallery, in conjunction with the Red Hook Open Studio Tour, will present an exhibition of works by Lauran Scott, the Brooklyn-based artist and director of Lucid Gallery.

Exhibition Dates: May 30-June 30, 2010
Gallery Hours: Sat/Sun 1-6 and by appt. only
Open House: Saturday May 30, 6-9 P.M.

The exhibition, called "5'x5'@\$5", will run from May 30-June 30 and will feature photos taken by Lauran with her plastic camera of locations near and far, including China and Thailand. Photos taken during her recent trip to Denmark will also be featured, among others.

"My unconventional style of documenting my adventures often relies on pure luck," says Scott.

"My plastic camera with no flash or focusing lens often feels like I am not taking photos at all. Light leaks, double exposures, vignettes and odd color renditions make the photos special, unpredictable and unique, much like my personality and my new endeavor reopening Lucid Gallery."

All Lauran's artwork featured in the exhibition is 5'x5' and will be sold for \$5. Artwork will be hung with wire and clips in such a manner that all visitors can interact with the work and freely rearrange how and where they are displayed. Lauran will replenish the work as it is sold over the month, creating an ever-changing environment.

Lucid Gallery is located in Red Hook, 845 Richards Street, Brooklyn, NY 11231.

For more information, email lauran@lucidgallery.com.

166. What is indicated about Lauran Scott?

- (A) She is a painter.
- (B) She moved to New York in 1997.
- (C) She has traveled to many countries.
- (D) She renovated Lucid Gallery.

167. What country's artwork will NOT be represented in the June exhibitions?

- (A) China
- (B) Thailand
- (C) Denmark
- (D) Cambodia

168. What is indicated about the exhibition?

- (A) It will begin on the day of the opening reception.
- (B) It will be open to gallery members before the general public.
- (C) It will feature works by the gallery director.
- (D) It will be available for an additional fee.

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

From: Amy Torres <atorres@apical.com>
 To: Justin Harper <jharper@apical.com>
 Subject: Voluntary recall
 Date: May 25

Justin,

A nationwide recall of our Gourmet Blender 2000 was put into effect on April 14. While placing the cup on or off the base of the blender, the blender can be inadvertently turned on, activating the blade. This can pose a serious laceration hazard to consumers. Our firm has received 14 reports of lacerations, including 11 that required medical treatment and stitches.

Immediate action must be taken to address this matter. The recall involves almost 100,000 units. The blenders are white and have three component parts – a base containing a power button, a blade assembly, and a blending cup. Harry Turner tells me that his development team staff has redesigned the blending cup, and that it'll take at least 3 weeks to produce enough units to cover the recall. The Gourmet Blender 2000 has been pulled from shelves as of April 15, and I need you to get an estimate of how many new units require the redesigned cup.

I'll discuss the details at our next staff meeting.

Amy Torres

07

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

- (A) To inform a colleague about a competing product
- (B) To provide instructions for repairing a product
- (C) To request that an estimate be made for a product recall
- (D) To report a problem with a product in development

171. Who most likely is in charge of product development?

- (A) Amy Torres
- (B) Harry Turner
- (C) Justin Harper
- (D) Sam O'Brian

170. What is indicated about the Gourmet Blender 2000?

- (A) It requires a unique type of blade.
- (B) It is not yet available in stores.
- (C) It is no longer being manufactured.
- (D) It has already been widely distributed.

GO ON TO THE NEXT PAGE 

Questions 172-175 refer to the following letter.

The 26th Annual Integrated Global Couriers Conference

Amsterdam, Netherlands, August 16-August 21, 2010

Tyler Smith

5449 ENDEAVOUR CT

MOORPARK, CA 93021

Dear Mr. Smith,

This is to confirm your reservation for the 26th Annual Integrated Global Couriers Conference. A final confirmation will be sent to you four weeks prior to the conference. This confirmation letter must be presented upon arrival at the pre-registration desk (the 'PAID' desk) if the account has been settled or at the unsettled account desk (the 'NON-PAID' desk) if a balance is still due.

Cancellations and Refunds

Notification of cancellation and refund requests must be submitted before June 1, 2010 in writing to the Conference Secretariat, Steven McQueen. The fee for cancellations received before June 1, 2010 is \$150. For cancellations after June 1, 2010, the fee is \$275.

General Hotel Information

Reservations can be made for the major hotels in various categories. On the hotel booking form you are requested to indicate the hotel category and whether you prefer your hotel to be within walking distance from the congress centre or in the city centre. As most major hotels are fully booked during the conference, the Conference Secretariat reserves the right to book another hotel should the desired accommodation be fully booked.

Hotel Voucher

Your hotel voucher will be handed over to you upon registration at the Congress. You do not need your hotel voucher to check in at your hotel. Your hotel reservation is confirmed on your registration confirmation letter. When you check out of the hotel, the hotel deposit will be deducted from the bill upon presentation of the hotel voucher.

Registration fees

Reserved before May 15, 2010	\$750
------------------------------	-------

Reserved after May 15, 2010	\$850
-----------------------------	-------

We look forward to seeing you at the conference.

Sincerely,

Silence Respect

Conference Director

172. What is the purpose of the letter?
- (A) To invite Mr. Smith to join a professional association
 - (B) To request that Mr. Smith be a speaker at a conference
 - (C) To respond to questions about conference presentations
 - (D) To describe policies pertaining to conference attendance
173. The word ‘settled’ in paragraph 1, line 4, is closest in meaning to
- (A) sent out
 - (B) paid
 - (C) reserved
 - (D) cleared

174. How much would Mr. Smith have to pay if he were to cancel his registration before June 1?
- (A) \$275
 - (B) \$150
 - (C) \$750
 - (D) \$850
175. What is suggested about the Integrated Global Couriers Conference?
- (A) Its conferences are a yearly event.
 - (B) Its members include prominent CEOs.
 - (C) It presents awards to distinguished members each year.
 - (D) It holds a conference every two years.

07

Questions 176-180 refer to the following article.

Recycling center focuses on construction and demolition materials.

The Drake Recycling Center is the largest fully enclosed state-of-the-art construction and demolition (C&D) transfer station in the United States. Located on 11 acres in the former Army post adjacent to Ayer, the center was opened in September 2007 by Wesley residents Kurt MacManis and Jerry Benson, both of whom specialize in manufacturing.

"Each day I see a tremendous waste of construction and demolition materials," says MacManis. "I became focused on trying to divert these materials from landfills."

That trend could soon become the law in Massachusetts. According to the Environmental Protection Division (EPD), the state has already banned landfill disposal of some C&D debris such as metal, asphalt, brick, concrete, cardboard and wood. There are discussions of banning landfill disposal of carpets as well.

While the prices are similar, recycling materials is friendlier to the environment and a plus for businesses with a green thumb, says Drake's president. "Our goal is to only landfill what needs to be landfilled and re-enter materials that can be reused in the construction materials process," he added.

Fifty to seventy percent of the materials that enter the Drake facility get recycled to secondary markets. The center either transports recyclable materials to these markets or has the markets pick up the materials.

The city is also planning to build a much-needed large-scale parking facility in downtown Wesley with recycled construction materials in partnership with the Drake Center. Once completed, it would be the first public structure in Massachusetts to be made with more than 50% of recycled materials.

"It is exciting to be at the forefront of this new, emerging industry," says MacManis. "We are truly creating a new way of living. With the heightened awareness of global warming and overcrowded landfills, I am thrilled to be a part of this cultural change. Also, as the father of young children I understand the importance of preserving the environment for future generations. Each day I see the materials we prevent from entering landfills, I am proud to be playing a leading role in protecting the planet."

176. What does the article discuss?

- (A) A proposal to build two new apartment buildings
- (B) The demolition of a parking garage
- (C) Rising costs of construction materials
- (D) The trend of recycling construction materials

177. When was the article published?

- (A) Before the city council approved the Drake facility
- (B) Before Kurt MacManis hired the demolition crew
- (C) Before the landfill disposal of carpets was banned
- (D) After construction began on the parking structure

178. According to the article, what is Kurt MacManis' area of expertise?

- (A) Manufacturing
- (B) Recycling
- (C) Environmental science
- (D) Politics

179. What is NOT true about the parking facility project?

- (A) It will be built in Wesley.
- (B) It has not been built yet.
- (C) It will be the second public facility made with recycled materials.
- (D) It will be built in collaboration with the Drake facility.

180. What is indicated about Wesley?

- (A) It is a city outside of Massachusetts.
- (B) There are not enough parking spaces available there.
- (C) Several businesses recently moved away from there.
- (D) A new facility is being built there.

07

GO ON TO THE NEXT PAGE 

Questions 181-185 refer to the following note and form.

Dear Subscriber,

Having had the pleasure of mailing you *Wellness Today* every month for the past three years, we were wondering if perhaps you haven't realized that your subscription ran out last month.

We mailed you our July issue and have not yet removed your name from our subscriber's list. We thought that you may be unaware that this was your last issue.

We have enclosed our renewal subscription card for you, which provides 12 issues of *Wellness Today* at the low price of \$1 per issue, or \$4 less than the newsstand price.

If you renew your subscription before 7/31/2010, you will receive an additional 10% off the cost of a 12-month subscription, or 20% off on a 24-month subscription. As you can see, this represents a substantial savings.

If you allow your subscription to expire, you will no longer have access to the *Wellness Today* vault, which is a comprehensive archive of all past articles.

We look forward to hearing from you soon.

Wellness Today

Welcome, Mr. DeMarco!

Thank for your renewal with *Wellness Today*!

Wellness Today Online Renewal Form

Account # 28568

Date: 7/19/2009

Wellness Today

Term: 1 Year, 12 Issues

Type: Renewal

Name: Todd DeMarco

Payment: Credit Card

The August issue of the magazine subscription should arrive within 3-6 weeks.

If you need to contact us regarding this order, simply e-mail us at
customercare@wellnesstoday.com.

Thank you for your business!

181. What is the purpose of the note?
- (A) To explain the subscription renewal policy
 - (B) To offer discounts on subscriptions given as gifts
 - (C) To notify someone of changes to a website
 - (D) To request that an online survey be completed
182. In the note, the word ‘substantial’ in paragraph 4, line 3, is closest in meaning to
- (A) discount
 - (B) costly
 - (C) considerable
 - (D) expensive
183. What is indicated about *Wellness Today*?
- (A) Its editors have won several industry awards.
 - (B) Its cover price was recently changed.
 - (C) Its first issue was published less than three years ago.
 - (D) Its website contains some information that is available only to subscribers.
184. In what month will Mr. DeMarco’s renewal expire?
- (A) July
 - (B) August
 - (C) April
 - (D) September
185. How much of a discount will Mr. DeMarco receive?
- (A) 10 percent
 - (B) 15 percent
 - (C) 20 percent
 - (D) 25 percent

07

GO ON TO THE NEXT PAGE 

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

Marine & Port Expo 2010

Towards Global Competitiveness, March 3-6, 2010 at South Beach, Florida, from 8 a.m. to 7 p.m.

The Marine & Port Expo is being organized to provide insight into the expectations, challenges and opportunities for marine, shipping, ports and logistics service providers and manufacturers.

Participants will be able to take steps to become globally competitive by showcasing the latest innovations, while bridging the gap between technology providers and users.

The Marine & Port Expo will feature:

- Shipping companies presenting industry innovations
- Boat suppliers offering boat parts and supplies, and showcasing upcoming 2011 models

As in any exhibition, it is imperative to obtain a good location and an early indication from exhibitors will ensure that a good location is reserved for your participation.

Register online or by calling 575-231-5462 by February 20. Registration is free for local businesses that register by February 1. All other registrants must pay a \$500 fee.

From: Erin Brahm <ebrahm@pslogistics.com>

To: Jason Sherman <jsherman@ pslogistics.com>

Subject: New agreement

Date: January 15

Jason,

We're almost ready to finalize contracts with Perkin Boats & Crafts and the Atlanta Shipping Company. I've scheduled a final meeting with them next week where we will give them our final detailed proposal. I think these two contracts will be a turning point for our company and allow us to recover most of our losses from last year. Let me know when we can sit down to hammer out the details.

I'm also planning to attend the Marine & Port Expo on March 3. Setting up a booth there will be a great opportunity for us to make some new contacts. Plus, Mr. Turner was very happy our booth would cost us nothing to register.

Let me know.

Erin

- 186.** What is scheduled for March 3?
- (A) A recruitment fair for job seekers
 - (B) The delivery of a shipment of boat supplies
 - (C) A trade show featuring marine products and services
 - (D) The grand opening of a community center
- 187.** What is stated about the event?
- (A) Attendees must register by telephone or through the Internet.
 - (B) It is scheduled to last two days.
 - (C) Refreshments will be offered.
 - (D) It is held every year.
- 188.** What is indicated about Perkin Boats & Crafts?
- (A) It is preparing to expand internationally.
 - (B) It has just ordered new brochures.
 - (C) It operates a production plant in Florida.
 - (D) It's on the verge of signing a new contract.

- 189.** Why is Ms. Brahm planning to attend the event?
- (A) To meet representatives from other companies
 - (B) To evaluate the marketing techniques of her company's competitors
 - (C) To recruit prospective employees
 - (D) To gather information about vendors her company may work with
- 190.** Where most likely is PS Logistics based?
- (A) In New York
 - (B) In Atlanta
 - (C) In Montreal
 - (D) In Florida

07

Questions 191-195 refer to the following e-mails.

From: Jim Collins<jcollins@tmail.net>
To: Customer Service<customerservice@gmobile.com>
Subject: Incorrect overcharge
Date: August 16

Dear Customer Service,

I have been a satisfied G-mobile customer for the past year and a half. Last month I downgraded my plan from the 800-minute to the 600-minute plan, as I was barely using half of the minutes in the 800-minute plan. I received my bill yesterday, and I saw that I was charged for mobile to mobile calls, which made my bill 110 dollars, when my monthly bill should be 50 dollars. Apparently my unlimited mobile to mobile calling feature was removed for some reason when I downgraded my plan. I've had the unlimited mobile to mobile feature since I first signed up with G-mobile. My plan with this feature would have ensured that I pay a fixed amount every month. I'd like to ask you to take a look into this matter.

From: Customer Service<customerservice@gmobile.com>
To: Jim Collins<jcollins@tmail.net>
Subject: RE: Incorrect overcharge
Date: August 17

Thank you for taking the time to contact G-Mobile about your billing and charges. My name is Gene and I'm here to assist you with any questions or concerns you might have regarding your services.

I understand that you stated you've had unlimited mobile to mobile calling on your line which was not added in your downgrade and that you were overcharged for last month's bill.

I have also reviewed the account and do not see any memos showing that the feature was specifically requested to be added to the account. We would hate to lose you as a valued G-Mobile customer over such an issue, however at this time we cannot apply any credit for this issue.

What I can offer is bonus minutes or a free month of service, either of which would be applied in your next billing cycle. Please let us know if this is acceptable. I would also request that you go to our website and complete a survey on your degree of satisfaction concerning my handling of this issue.

It is always our goal to provide world-class customer care, as anything less is unacceptable. If you have any further questions or concerns please feel free to reply to this e-mail, or contact our customer care toll free at 1-800-974-8921. You can also reach us by dialing 611 from your mobile phone. We are available 24 hours a day, 7 days a week to assist you. Thank you for giving me the opportunity to assist you with your concern. G-Mobile appreciates your business.

191. What is the purpose of the first e-mail?
- (A) To request a review of information
 - (B) To correct a billing error
 - (C) To announce a change to terms of service
 - (D) To confirm a service appointment

192. What is indicated about Mr. Collins?
- (A) He has been satisfied with his phone service for the last three years.
 - (B) He has called customer service about his phone bill.
 - (C) He expects to pay the same amount for his phone service each month.
 - (D) He has signed up for an international calling plan.

193. How much money will Mr. Collins have lost if he accepts a free month of service?
- (A) \$10
 - (B) \$40
 - (C) \$50
 - (D) \$70

194. What does Gene encourage Mr. Collins to do?
- (A) Write to the accounts department
 - (B) Order an additional service online
 - (C) Sign a two-year service contract
 - (D) Visit a website to fill out questionnaire

195. What does Gene offer Mr. Collins?
- (A) Two free months of service
 - (B) A number of extra minutes
 - (C) A gift card
 - (D) A new phone

07

GO ON TO THE NEXT PAGE 

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

Mixed-Use Property For Sale: 15 Parsons Avenue

- The Neighborhood Housing Services of New York City (NHS) StoreWorks program is selling a renovated-three-story building – 2 two-bedroom apartments on each floor and 1 ground-floor storefront – located at 15 Parsons Avenue. The asking price is \$459,000. The StoreWorks program requires that buyers live in or operate a business in the building. Any businesses that serve alcohol are prohibited from this property. Use of the adjacent driveway is available for an additional fee.
- This building is located on a quiet tree-lined street only two blocks from Saratoga Park. Broadway and the J Subway are both just a short walk away and the A/C subways are nine blocks away. Price is negotiable, serious offers only please.
- The building was renovated from top to bottom under New York City's HPD StoreWorks program and features an all-new roof, kitchens, bathrooms, windows, plumbing, heating, electrical, energy star appliances, and hardwood flooring.
- For more information, contact StoreWorks at 212-658-2185 or e-mail us at commercial@storeworks.com. We'll be happy to arrange a viewing at your convenience, Mon-Fri 9 a.m. - 4 p.m.

From: henry.anderson@tmail.com
To: commercial@storeworks.com
Subject: Mixed-use property
Date: 26 September

Dear StoreWorks program,

My name is Henry Anderson, and I'm interested in opening a family restaurant at your 15 Parsons Avenue location. I've owned and operated a restaurant in the Bronx for seven years, and I'm looking to move my family to Queens. Buying the storefront and 1 two-bedroom apartment would be very appealing for my family. On your listing you only stated the price of the whole building. I would like to know what just the storefront and one apartment would cost, in addition to the driveway.

I'd also be interested to know what leasing options are available, if any. I haven't yet made the decision to buy or lease yet.

I'd like to see the property next week, on Monday at 9 a.m. If this is alright, please let me know.

Thank you,
Henry Anderson

196. What is indicated about the listed property?
- (A) It was designed by a local architect.
 - (B) It is on a bus route.
 - (C) It has recently been renovated.
 - (D) Its opening has been delayed due to renovations.
197. According to the advertisement, what is available for an extra cost?
- (A) Basement storage
 - (B) Underground parking
 - (C) A third bedroom
 - (D) Use of a driveway
198. Which type of work has NOT been done on the building?
- (A) Electrical rewiring
 - (B) Sidewalk re-pavement
 - (C) New plumbing system
 - (D) Hardwood floors

199. What is indicated about the StoreWorks program?
- (A) It is relocating Mr. Anderson from another city.
 - (B) It recently raised its fees for clients.
 - (C) It buys foreclosed homes.
 - (D) It arranges for potential buyers to view properties.
200. What part of the listed property is Mr. Anderson looking to rent?
- (A) Floors 1-2
 - (B) Floors 1-3
 - (C) Only ground-level spaces
 - (D) Only driveway

READING

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

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

Part 5

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

101. Please carefully read the ----- instructions regarding the store policy on returning items.
 (A) attach
 (B) to attach
 (C) attaches
 (D) attached
102. Telemarketers are asked to submit monthly customer call reports ----- by e-mail or in person.
 (A) nor
 (B) both
 (C) either
 (D) neither
103. The online version of the user's handbook was ----- revised after the engineering team found several errors.
 (A) equally
 (B) promptly
 (C) comparatively
 (D) randomly
104. Students must present written ----- from a parent in case he/she needs to take a day off from school.
 (A) authorize
 (B) authorizes
 (C) authorized
 (D) authorization
105. The Research & Development Team is invited to attend a ceremony ----- the new research head.
 (A) expecting
 (B) welcoming
 (C) demonstrating
 (D) learning
106. The poster for our newly launched computer product was created by Innovative Ads, Inc., an ----- advertising company.
 (A) impress
 (B) impresses
 (C) impressive
 (D) impressively

101.



104.



107. The bill for the power and electricity in our building can now be paid ----- through the Internet.
 (A) electronics
 (B) electricity
 (C) electronic
 (D) electronically
108. Employees ----- are experiencing technology-related problems may ask for help by placing a call to the IT team between 9 a.m. and 6 p.m.
 (A) who
 (B) whose
 (C) which
 (D) what
109. After Mr. Ro was appointed as the CEO of Lottee Autos, Inc., the company recorded ----- growth.
 (A) significant
 (B) approximate
 (C) correct
 (D) complete
110. If you have any inquiries about the new budget, please direct ----- to Miranda Mathers.
 (A) their
 (B) theirs
 (C) them
 (D) they
111. Ms. Ronda's ----- album will be launched across the country in May.
 (A) late
 (B) later
 (C) latest
 (D) lateness
112. On the last Tuesday of each month, we ----- tours of our laboratory for potential investors.
 (A) conduct
 (B) inspect
 (C) arrive
 (D) visit
113. The parking lot across from Sunset Studios will be closed for construction on Monday, ----- employees should make alternate parking plans accordingly.
 (A) if
 (B) so
 (C) because
 (D) except
114. Yolanda was highly praised for having renovated the company website largely on -----.
 (A) she
 (B) her
 (C) herself
 (D) her own
115. The Dawson Car Company's first convertible model has received negative ----- from many car critics.
 (A) repairs
 (B) reviews
 (C) collections
 (D) matters
116. Tourists must stay ----- the Bangkok city limits at night in order to ensure their safety.
 (A) against
 (B) into
 (C) as
 (D) within
117. Ms. Pains has given the sales manager her ----- that the new clothing line will be ready for launch by February 1.
 (A) assure
 (B) assured
 (C) assurance
 (D) assuredly
118. *Daily Business* is asking its readers to renew their subscriptions ----- for an extra discount.
 (A) early
 (B) hardly
 (C) enough
 (D) usefully

111.



113.



GO ON TO THE NEXT PAGE →

Actual Test 08

201

119. Sales representatives at Janice Pharmaceuticals must submit call reports ----- three weeks in order to report their sales activities.
- (A) most
(B) some
(C) every
(D) several
120. Once you have opened the package, please carefully look through the box to make sure that it contains ----- fifteen metal panels.
- (A) exact
(B) exacted
(C) exactly
(D) exacting
121. Because Mr. Bacons was opposed to the recent policy change at American Bank, he has ----- his accounts to Garys Bank.
- (A) closed
(B) overdrawn
(C) spent
(D) transferred
122. ----- the difficult economic crisis, LK Electronics tried to build a new customer base in emerging markets.
- (A) When
(B) Even
(C) During
(D) Of
123. On the day of the concert, tickets can only ----- at the box office.
- (A) purchasing
(B) were purchased
(C) to purchase
(D) be purchased
124. The LA-based fashion company Canari Noir hopes to expand its current ----- beyond California and to the east coast by opening a new branch in New York.
- (A) presence
(B) estimate
(C) incentive
(D) vicinity
125. The financial analyst recommended that the JC Group proceed ----- with its M & A plans due to the high risk of the project's nature.
- (A) cautious
(B) cautiously
(C) cautioned
(D) cautioning
126. ----- the sales interns have completed their training program, their personnel profiles will be updated accordingly.
- (A) Once
(B) Despite
(C) Ahead
(D) Owing to
127. Customers who purchased more than two motorcycles are eligible for service that ----- the life of the warranty for three years.
- (A) extend
(B) extended
(C) extending
(D) extends
128. Even if Dr. Goldman does lead the study, the level of his involvement in the project is ----- to be determined.
- (A) yet
(B) rarely
(C) permanently
(D) besides
129. This coming Monday, the bus service running from Manchester Park to City Hall ----- from 9:00 p.m. to midnight due to roadworks.
- (A) to suspend
(B) is suspending
(C) was suspended
(D) will be suspended
130. Apply for an online membership at Sales Mart today and receive coupons that allow you to save ----- 20 percent off many of our items.
- (A) off of
(B) except for
(C) as far as
(D) up to



- 131.** On the company's website you can download a free ----- to help you write your cover letter.
 (A) template
 (B) movement
 (C) milestone
 (D) hierarchy
- 132.** In order for us to complete the budget plan in a timely manner, clear communication between managers and the sales workforce is -----.
 (A) require
 (B) requires
 (C) requiring
 (D) required
- 133.** Mannings Electronics' newly renovated system allows customers to leave comments and questions on its Internet website, resulting in ----- calls to the company's customer care center.
 (A) smaller
 (B) fewer
 (C) least
 (D) any
- 134.** All employees at Hospice Hospital should enroll in the upcoming training session to ensure ----- with the new government guidelines regarding continuing education.
 (A) comply
 (B) complied
 (C) compliant
 (D) compliance
- 135.** We ----- see Mr. Kim in the store before 9:00 p.m. anymore, now that he has more than three stores to manage.
 (A) sparsely
 (B) elsewhere
 (C) seldom
 (D) practically
- 136.** *Travel Guide Magazine* has rated Koreana Airlines first in terms of customer-oriented service ----- five consecutive years.
 (A) by
 (B) with
 (C) for
 (D) to
- 137.** The president of Cardasian Construction Inc. said that he has no choice but to consider importing raw materials from abroad ----- domestic manufacturers improve their quality standards.
 (A) unless
 (B) regarding
 (C) in spite of
 (D) whereas
- 138.** Though this week's sales were relatively -----, the stock price of Lina's Toys continued to fall.
 (A) high
 (B) highly
 (C) height
 (D) heighten
- 139.** Because of advances in personal computers and word processing programs, typewriters have become almost ----- in most workplaces.
 (A) extracted
 (B) obsolete
 (C) insolent
 (D) contemporary
- 140.** The fast-paced advances in technology led to strong ----- for purchasing new equipment instead of fixing the older equipment.
 (A) extravagance
 (B) elimination
 (C) occurrence
 (D) justification

135.



140.



GO ON TO THE NEXT PAGE

Actual Test 08

203

Part 6

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

Questions 141-143 refer to the following letter.

Nate Demar
Manager of Human Resources
Heritz Bank
118 Oltega Avenue, San Francisco, CA 90526

Dear Mr. Demar:

I have had the pleasure of having Pamela Andis work here at Souls Securities as a senior analyst for the last two years. ----- the very beginning, she proved to be an excellent,

141. (A) Without
(B) From
(C) Along
(D) Given

resourceful and collaborative worker. In fact, she performed so well in her duties that she was promoted to the position of team leader after only seven months on the job. Needless to say, her team's performance has been very impressive.

Without a doubt, I feel ----- seeing Pamela leave Souls Securities, but I would like to

142. (A) regret
(B) disapprove
(C) apologize
(D) excuse

encourage her to take on this new opportunity and take advantage of the professional advancement that you are offering.

She ----- a truly helpful addition to our business.

143. (A) is being
(B) will be
(C) has been
(D) would have been

Regards,

Nate Monsing, CFO
Souls Securities

142.



Questions 144-146 refer to the following notice.

May 15

Dear Eric:

Thank you for allowing me to visit your office last week. I realized that just looking at a larger branch's operations can prove to be quite -----.

144. (A) repetitive
(B) worthwhile
(C) amusing
(D) relaxing

I have already communicated some of the methods that your office workers are using to my colleagues in the hopes that we can also employ them to enhance our productivity.

Please send my greetings and words of gratitude to your staff for ----- my visit. I'd like to

145. (A) organizes
(B) organized
(C) organizing
(D) to organize

extend special thanks to your assistant for assisting me with all my complicated travel arrangements.

I hope I can return the favor ----- when you visit us in Berlin. I would be more than

146. (A) soon
(B) more
(C) never
(D) lately

happy to guide you through the city!

Sincerely,

Roger Habi
Marketing Manager
Rotherm Industries-Berlin

08

145.



GO ON TO THE NEXT PAGE

Actual Test 08

205

Questions 147-149 refer to the following letter.

A Note to All Business Owners!

Charlotte Novis, a renowned business consultant and motivational speaker, will lead a panel discussion on maximizing employee ----- on June 15 at the Celuis Hotel at

147. (A) product
(B) productivity
(C) productive
(D) productively

10:00 A.M.

This discussion ----- is based on Ms. Novis' latest DVD, *Motivate with Passion*, which

148. (A) content
(B) invitation
(C) contract
(D) attendance

has been positively acclaimed by critics and readers alike.

The DVD copies of her work will be available for sale after the discussion in the front lobby of the hotel. This free two-hour event ----- by the Small Businesses Confederation.

149. (A) sponsors
(B) was sponsored
(C) will sponsor
(D) is being sponsored

To secure the best seats possible, please create an account online at
www.smallbusiness.or.id or call 152-5686.

147.



Questions 150-152 refer to the following article.

Seeking Travel Consultants

Leisure Travel is a market leader in the traveling sector. After a very successful performance in the leisure-travel market, we are now planning to expand our presence into the corporate-travel sector. Therefore, we are seeking experienced consultants who will communicate with our clients in Tokyo. These corporate-travel consultants ----- our

- 150.** (A) to assist
 (B) will be assisting
 (C) are assisted
 (D) would have assisted

corporate clients with dining arrangements, hotel reservations, and the whole travel planning process in general. This is a great chance for university graduates who are interested in working in the travel agency industry. -----, we also welcome applications

- 151.** (A) Therefore
 (B) However
 (C) As a result
 (D) For instance

from industry professionals with a few years of experience as well.

The ideal candidate must be professional, positive, punctual and hardworking. He or she must also be ----- in using MS Office programs and have excellent verbal/written

- 152.** (A) proficient
 (B) technical
 (C) favorable
 (D) operational

communication skills.

If you'd like to apply for this position, please send a resume and cover letter to
 jobs@leisuretravel.ie.

08

152.



GO ON TO THE NEXT PAGE

Actual Test 08

207

Part 7

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

Questions 153-154 refer to the following notice.

Take advantage of this offer to renew your membership!

The Norton Museum is known around the world as having one of the most remarkable collections of art ever assembled.

The Norton Museum is a gateway to learning about the world's rich artistic heritage. What's more, its special exhibitions and educational programming provide in-depth explorations of artistic movements and genres within its renowned permanent collection.

Opening March 23, the Norton Museum will be featuring a special Rembrandt collection until May 10.

The members-only preview will be held on March 21 and March 22.

Coming soon: *the Sculptures of Raul Menoz*, on June 2.



153. When can museum members first view the Rembrandt exhibition?

- (A) On March 21
- (B) On March 22
- (C) On May 10
- (D) On June 2

154. What type of art will be featured in the Raul Menoz exhibition?

- (A) Photography
- (B) Sculptures
- (C) Oil paintings
- (D) Home furnishings

Questions 155-156 refer to the following advertisement.

Go Beyond.

Celebrate life's special moments with LeBonet!

LeBonet goes beyond just cakes. We also make specialized cookies, petit fours with a design of your choice on top, brownies, cheese puffs, wedding cookies, and cream cheese mints.

Wedding cakes should be ordered through Brenda and can be done over the phone or via e-mail. Most of our brides are from out of town, so we want to make it as easy as possible for you to book a wonderful wedding cake. We prefer that you make an appointment sometime between Tuesday and Thursday, since our weekends are busy with our brides of that week.

All of our creations can be tailored to your exact specifications, and you can even send a personalized message with your order! Please allow 24-48 hours notice for your order.

155. What kind of company most likely placed the advertisement?
- (A) A party gift shop
 - (B) A greeting card store
 - (C) A wedding planning company
 - (D) A bakery

156. What is the stated advantage of the advertised products?
- (A) They are very inexpensive.
 - (B) They are made by hand.
 - (C) They can be made quickly.
 - (D) They can be personalized.

Questions 157-158 refer to the following invitation.

Office walls are now his past.
He's retiring to the sunny shores at last!

You are cordially invited to
a Retirement Party for

Charlie Edwins

on Friday, June 8, 2010
from 6:00 to 9:00 P.M.

Debut performance by the Warren Grant Band
at the Six Lakes Lodge

Six Lakes, Texas

Please RSVP by May 30
to Betty Pratt at ext. 5168
Torino Corporation

157. What is being celebrated?
(A) The opening of a new restaurant
(B) The anniversary of a band
(C) The birthday of a musician
(D) The retirement of an employee

158. What is indicated about the event?
(A) It will take place on January 8.
(B) Live entertainment will be provided.
(C) It will be held at the Torino Center.
(D) Tickets are required for entry.

Questions 159-161 refer to the following letter.

Dolphin Fitness Club
53 Cunningham Rd.
Tenafly, NJ 79453

Dear Mr. Taylor James,

Thank you for taking the time to write us about your experience with Dolphin Fitness Club. I understand on the 12th of May you lost your cellular phone during your visit to our club. I also understand that you had locked your belongings in one of our lockers, and it was broken into. I'm sorry for your loss and the inconvenience it may have caused you.

However, I regret to tell you that Dolphin Fitness Club cannot reimburse you for the cost of your device. While we believe our lockers provide a considerable amount of security, unfortunate incidents such as these cannot be avoided. As stated in the enclosed copy of the locker use agreement you signed, Dolphin Fitness Club is not responsible for any lost items in the locker room. Use of the club's lockers is always at your own risk.

We are considering installing surveillance cameras at the entrance of the locker rooms to prevent future incidents.

While we cannot reimburse you for your loss, I would like to offer you a complimentary month of membership at our club to make up for some of the inconvenience this may have caused you. Just give this letter and your membership card to our accounts desk on your next visit, and we'll add the free month to your membership.

Thank you for your continued patronage.

Sincerely,

Jean Grey

Customer Service Dept.

08

159. What is the main purpose of the letter?

- (A) To clarify an organization's policies
- (B) To announce new membership packages
- (C) To offer a free locker
- (D) To request a signature

161. What was sent with the letter?

- (A) A membership coupon
- (B) A contract
- (C) A new locker number
- (D) A refund check

160. What problem did Mr. James have?

- (A) He lost his locker use agreement form.
- (B) He could not use his membership.
- (C) He had a personal item stolen.
- (D) He forgot an appointment.

GO ON TO THE NEXT PAGE 

Questions 162-164 refer to the following e-mail.

Date: April 3, 2010
To: Brad Lohaus
From: Larry Thomas
Subject: PARTICIPATION IN TABLE-TOP JOB ANALYSIS



Dear Mr. Lohaus,

As someone with a reputation for technical expertise, a positive work attitude, and good interpersonal skills, you have been selected to participate with 12 people as a team for a Table-Top Job Analysis (TTJA) seminar, which is set to take place in Hicksville, Indiana on August 16.

This seminar is an important step toward building a top-notch training program and ensuring the accuracy of our operating procedures. The table-top approach used in this seminar has proven to be an efficient, cost-effective, and pleasant way to create a task list, as demonstrated this past March.

The list that your team develops will then serve as the foundation for training program content.

I support your uninterrupted involvement in this 3-day seminar and ask that you ensure its success by contributing your positive energy and subject matter expertise.

If you are able to participate, please contact Mitch Richards at 764-456-8242. If you have any questions about the purpose or end product of this seminar, please do not hesitate to contact me. Thank you for your cooperation.

162. What is the purpose of the e-mail??
(A) To invite someone to a workshop
(B) To provide training details
(C) To suggest transportation methods
(D) To schedule a visit to a new branch office
163. When will the seminar end?
(A) On March 16
(B) On August 16
(C) On March 18
(D) On August 18

164. What is NOT a benefit of the seminar?
(A) Increased efficiency
(B) Higher annual salary
(C) Cost efficiency
(D) Friendly work environment

Questions 165-167 refer to the following memo.

MEMORANDUM

June 5, 2010

To: All hotel employees

From: Bill Wensington

Subject: Employees Not Allowed in Public Areas After Work

Dear staff members,

This memo is in regard to the matter of employees loitering on hotel property after their shift has ended.

I have reviewed the security tapes from the past three months and have found that 70 different employees loitered on hotel property after finishing their shift. They either stayed in the back office, or remained on the premises to chat with their friends who were still on duty. Although they had removed their nameplate and hotel pin, 55 of these people were still in hotel uniform. Of the employees that stayed after their shift, 40 were from the Rooms Division, mainly the Front Office Department.

Loitering on hotel property after work has proved to be a distraction to employees on duty and disrupts their operational duties. It also gives the hotel a sloppy image.

As manager of the hotel, I have implemented a new policy effective June 10, 2010. Employees who have finished their shift will no longer be allowed to remain on hotel property.

Please take note of this change.

Sincerely,

Bill Wensington

08

165. What is the purpose of the memo?

- (A) To introduce some new hotel staff members
- (B) To review the employee dress code
- (C) To announce changes in a work policy
- (D) To inform employees of a guest's complaint

166. According to the memo, what should all employees do?

- (A) Wear their uniform to work
- (B) Greet all hotel guests pleasantly
- (C) Report their break times
- (D) Leave the premises after work

167. Who is Bill Wensington?

- (A) A business traveler
- (B) A manager
- (C) A hotel chef
- (D) A hotel clerk

GO ON TO THE NEXT PAGE

Questions 168-171 refer to the following article.

al di la

I've enjoyed al di la for as long as it's been around – and given the changes Fifth Ave. has seen, this place is practically from another era. The beef ravioli is fantastic, and I'm always happy with the wine selection. I think my favorite thing about the place, though, is that it is rather unassuming. I love taking friends from out of town there because they are always pleasantly surprised that such a low-key neighborhood joint offers such a great dining experience. I really love the food, too. Last time I was there I ordered the braised rabbit, the monk fish and a side of golden potatoes. Al di la's prix fixe menu, which includes unlimited salad and bread baked in-house, is served with a mouthwatering choice of desserts. However, the intimacy between each table was a little overwhelming, to the extent that my dining partner and I felt almost restricted in what we could say to one another. For heaven's sake the waiter couldn't even fit between the tables! Overall, however, al di la serves great meals in a quaint, romantic and relaxed environment.

- Alan Trask, restaurants.net

al di la

5519 Webster Ave.

Chicago, IL 65634

773-654-6370

Hours: Mon and Wed-Thu noon-3 p.m. and 6 .pm.-10:30 p.m.; Tue, 6 p.m.-10:30 p.m.; Fri, noon-3 p.m. and 6p.m.-11 p.m.; Sat, noon-3 p.m. and 5:30 p.m.-10:30 p.m.; Sun, noon-3 p.m. and 5 p.m.-10 p.m.

168. Who most likely is Alan Trask?

- (A) A food critic
- (B) A gourmet chef
- (C) A restaurant owner
- (D) A local caterer

169. What is indicated about al di la?

- (A) It offers free desserts.
- (B) It is open 7 days a week.
- (C) It offers free delivery service.
- (D) It is moderately priced.

170. What is NOT included with the prix fixe menu?

- (A) Dessert
- (B) Salad
- (C) Bread
- (D) A drink

171. The word ‘unassuming’ in paragraph 1, line 4, is closest in meaning to

- (A) flattering
- (B) rich
- (C) free
- (D) modest

Questions 172-176 refer to the following letter.

EasyA Moving Service

786 Bell Ave

Oakland, CA 15949

May 12

Dear Mr. Valino,

I am writing this letter to dispute the amount I was charged for the services you rendered on April 20; I contracted your company to move my furniture to my new house, and I was given an estimate of \$300 for the entire move, without regard to the amount of time. Thus, I was completely caught by surprise when I received a bill for \$450; \$300 for the first 3 hours and \$75 dollars for each additional hour. When I signed the agreement, you clearly stated that the amount of time it takes to finish the move did not factor into the estimate. Enclosed is a copy of the signed estimate.

I believe these charges are incorrect, especially when the entire move only took 4 hours in total, meaning the additional hour overcharged is also incorrect. Since speaking to your representative over the phone did not resolve the issue, I'm now writing you a letter.

While the incorrect bill is frustrating, I believe that this must be an error of some sort, as I know you have provided excellent service to two of my friends in the past who recommended you to me. So in spite of this, I am prepared to give you an additional \$50 tip because your company did provide satisfactory service with nothing damaged during the move.

I have enclosed a check for \$350. If you would like to discuss this matter further, please contact me at 465-5432.

Regards,

Sylvia Rios

172. Why was the letter written?

- (A) To ask for copies of an estimate
- (B) To complain about excess charges
- (C) To compliment an employee
- (D) To request a partial refund

173. On what date did EasyA move Ms. Rios to a new house?

- (A) May 20
- (B) May 12
- (C) April 12
- (D) April 20

174. What is indicated about the EasyA Moving Service?

- (A) They charge \$75 to move furniture.
- (B) They moved Ms. Rios in one hour.
- (C) It gives estimates before starting a job.
- (D) It is run by Sylvia Rios.

175. Why was Ms. Rios charged \$450?

- (A) The move was especially difficult.
- (B) That was the agreed upon price.
- (C) EasyA made a mistake.
- (D) The estimate was for \$450.

176. According to the letter, what is true about Ms. Rios?

- (A) She helped the movers work.
- (B) She has hired Mr. Valino's company more than once.
- (C) She does not want to pay EasyA
- (D) She had friends who recommended EasyA to her.

08

GO ON TO THE NEXT PAGE 

Questions 177-180 refer to the following article.

Temperatures may be cooling down, but rental activity levels in Manhattan continue to heat up.

As the summer rental season comes to a close, prices rose 4.6% compared with a year earlier based on rental listings as of August 15, according to the Real Estate Group's 'Manhattan Rental Report.' Monthly increases have been moderate, but rental prices have been rising each month since February, the report said.

Average prices of two-bedroom apartments in non-doormen buildings in TriBeCa climbed by 8.7%, to \$5,930, this month.

Prices of studios with doormen are also on the rise in Harlem (up 5.48%), the East Village (up 7.43%) and Chelsea (up 7.54%).

Inventory remains tight with vacancies dropping only slightly.

Inventory numbers may actually be lower than reported, says Andrew Barros, chief executive of the Real Estate Group. As the city ramps up enforcement of building codes, landlords have started to restrict the use of temporary walls, which many renters put up to share space and rents, he says.

Priced out of, say, one-bedrooms in high-end neighborhoods that renters could convert into two-bedrooms, Mr. Barrocas says renters looking for value are likely to head uptown to the Upper East Side and Harlem.

"Otherwise, renters are just going to get creative – we're already seeing people put up bookcases or mazelike partitions that technically comply with building codes," he says.

177. What is the main purpose of the article?

- (A) To analyze occupancy rates in the past 10 years
- (B) To summarize real estate trends in New York
- (C) To announce new vacancies
- (D) To describe population growth in New York

178. According to the article, why are renters interested in the Upper East Side?

- (A) Its residential occupancy rates have increased.
- (B) The price of buildings there is inexpensive.
- (C) Renewal projects have improved the area.
- (D) Its rental prices are lower.

179. In what area have rental prices increased the most this year?

- (A) TriBeCa
- (B) Upper East Side
- (C) Harlem
- (D) East Village

180. What is indicated about Manhattan?

- (A) It is becoming overcrowded.
- (B) It is developing faster than any other American city.
- (C) Its rental rates have doubled since last year.
- (D) Its building codes are becoming stricter.

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

To: Renee Schwartz<rschwartz@gmail.net>
From: Order Confirmation<order@cgelectronics.com>
Date: Jan 3, 2010
Subject: Order Summary, Order No. 21548



Hi Renee,

Thanks for shopping at CG Electronics. To help you keep track of your purchases, we're sending you this order update.

NJN Atomizers	2 pc	Item 4852
* Rechargeable 180mAh li-ion battery	2 pc	Item 135
* AC charger (US plug)	1 pc	Item 2185
* Manual (English)	1 pc	Item 5462
* Standard cartridges	5 pc	Item 2145

Your order will be shipped within 2 to 3 days. It generally takes 3 to 6 business days for domestic delivery and 12 to 15 business days for international deliveries. (Business days are Monday through Friday, excluding Holidays). Orders cannot be changed or cancelled after they have been shipped. You should receive your package shortly.

Your satisfaction is our highest priority! Feel free to contact us at anytime with any questions you may have!

Best Regards,
CG Electronics

To: Order Confirmation<order@cgelectronics.com>
From: Renee Schwartz<rschwartz@gmail.net>
Date: Jan 4, 2010.
Subject: RE: Order Summary, Order No. 21548

Thank you for such a quick order update. CG Electronics can always be relied on for prompt service. I would, however, like to change my order. I initially ordered two #4852 items, but I would like to increase that to four items.

In addition, I was hoping to order 5 extended life cartridges, but they were not available at the time I placed my order. If you happen to receive a shipment of them before my order ships out, I would like you to cancel the 5 standard cartridges and add 5 of the extended life cartridges.

Thanks,
Renee

- 181.** What is the purpose of the first e-mail?
- (A) To confirm an order
 - (B) To announce items that are sold out
 - (C) To introduce new products
 - (D) To request an updated shipping address
- 182.** What policy is mentioned in the first e-mail?
- (A) A refund policy
 - (B) A cancellation policy
 - (C) A packaging policy
 - (D) An exchange policy
- 183.** In the second e-mail, the word 'initially' in paragraph 1, line 2, is closest in meaning to
- (A) originally
 - (B) doubly
 - (C) solely
 - (D) duly
- 184.** What item does Ms. Schwartz want more of?
- (A) Batteries
 - (B) Cartridges
 - (C) Atomizers
 - (D) Manuals
- 185.** What is implied about Ms. Schwartz?
- (A) Her order has already been shipped.
 - (B) She forgot to add an item to her order.
 - (C) She tried to order longer lasting cartridges.
 - (D) She ordered her supplies online.

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

TO: Customer Service Dept.
FROM: Harvey Grant, Manager
DATE: April 2
RE: Task reassignments

Dear Staff,

Clouds has recently had the fortune of tripling our number of subscribers. This is a direct result of all your efforts in improving our company. Along with new subscribers, the large volume of customer service inquiries has necessitated a restructuring of our customer service department. We believe this breakdown of tasks will allow us to serve our customers in the most efficient manner possible. Below is a list of team members and their respective responsibilities.

Derek Carper	New subscriptions, renewals
Michael Kandi	Subscription cancellations, temporary suspension of delivery
Elisha Thompson	Delivery problems
Natalie Lee	All other inquiries

Any questions regarding the restructuring can be directed to me at ext. 8574.

Thank you.

Harvey Grant

To: customerservice@cloudsmag.com
From: Diana Park
Date: April 24
Subject: subscription



I'm writing this e-mail to stop delivery of your magazine. While I enjoy your monthly issues, my company has recently decided to send me on an extended business trip. I will be going to Shanghai, China from April 27 to the end of August. While I would like to receive your magazine in China, I know you do not yet offer international shipping. I know this is very short notice, but the decision to send me was made only a week ago. I would like to continue my subscription upon my return. As I know your monthly issues are delivered almost a month in advance, I will not be here to receive your September issue. So please send me the October issue as regularly scheduled.

Thank you,
Diana Park

186. What is *Clouds*?

- (A) A bi-weekly magazine
- (B) An international magazine
- (C) A monthly magazine
- (D) A weekly newspaper

187. In the first e-mail, the word ‘inquiries’ in paragraph 1, line 3 is closest in meaning to

- (A) complaints
- (B) calls
- (C) e-mails
- (D) subscriptions

188. What is indicated about *Clouds*?

- (A) It has recently increased its number of subscribers.
- (B) It has recently hired new customer service employees.
- (C) It will move into a new building.
- (D) It will close for four months.

189. Who will most likely address Ms. Park’s request?

- (A) Derek Carper
- (B) Michael Kandi
- (C) Elisha Thompson
- (D) Natalie Lee

190. When will Ms. Park return from China?

- (A) On April 27
- (B) On April 24
- (C) End of August
- (D) End of September

Questions 191-195 refer to the following webpage contact form and e-mail.

Topbuys.com

Contact Us:

Need assistance? Customer Care is here to help. To inquire about products and services found at Topbuys.com or in our stores, contact us by phone or e-mail and we'll gladly assist you.

E-Mail

Please complete the fields below as specifically as possible. This will help to ensure the fastest and most accurate response possible. (Name, e-mail address, and telephone number are all required.)

Name: John Sherman

Telephone: 574 754 7793

E-mail: jsherm88@rtmail.net

Country: USA

COMMENTS:

I recently purchased one of your Vizion TVs from a store in my neighborhood. Upon delivery on June 3 I discovered that there is a dead line of pixels in the middle of the screen! I called the store I bought it from and told them about it, and they said that it wasn't a problem and that they would deliver a new one in two weeks. Problem is, it's a 52-inch TV, and I paid 50 dollars for delivery. I think it's unreasonable for me to have to wait two weeks to get delivery of a new TV, especially since four days have already passed from the delivery date. At this time I'd like Topbuys to pick up the TV, or deliver a new one and take the defective TV back.

Re: Customer Comment #225, Submitted on June 7

Greetings Mr. John Sherman,

The purchase of a brand-new TV is by no means a small investment, so I can imagine how frustrated you must feel! It is never an enjoyable experience to discover that one of the critical features of an item you purchased is defective, especially if you weren't able to test that feature out in advance.

We've recently had a number of reported problems from Vizion TVs. The K32 has had problems with irregular cord plugs, the T43 has overheating problems, the T55 has problems with irregular colors, and the K52 has suffered from dead screen pixels. Of course, all of these problems are covered under the manufacturer's warranty, as long as you report them before the 1-year expiration date.

I also agree that you should not have to wait another 2 weeks to receive your TV. I've taken the

liberty of speaking with Elizabeth, a customer service representative at the store you bought your TV from. I told her about your situation, and she assured me that she will have a new TV delivered to you before the end of the week. You can reach her by calling 858-215-2522, extension 655. She's waiting for your call.

Topbuys.com is dedicated to 100% customer satisfaction. Please let me know when this problem is resolved.

Sincerely,
Brandon Wellington, Customer Relations Manager
Topbuys.com

08

- 191.** On the webpage contact form, what information is optional?
- Name
 - Telephone number
 - E-mail address
 - Country
- 192.** What does the e-mail mainly discuss?
- Changes in contact information for a store
 - The product delivery procedures in a warehouse
 - The extension of a warranty contract
 - Solutions to a customer's problem
- 193.** What Vizion model does Mr. Sherman probably have?
- K32
 - K52
 - T43
 - T55
- 194.** When did Mr. Sherman send in the webpage form?
- On May 5
 - On June 3
 - On June 7
 - On June 11
- 195.** In the e-mail, the word 'critical' in paragraph 1, line 2 is closest in meaning to
- non-vital
 - important
 - damaging
 - criticizing

GO ON TO THE NEXT PAGE 

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

Hopps Café Owner Steven Chang Gives Out Free Meals to the Unemployed

A Hopps café owner is making a difference in today's tough economy by giving away free brunches to diners who've lost their jobs. Steven Chang, owner of Hopps Café, has served up a free brunch to any unemployed person who calls ahead and asks for one since March of last year. Since then, a dozen people have taken advantage of Chang's offer for entrees such as crusty French toast or pesto omelet's at the trendy café at 8th St and Third Ave.

"A free brunch is something small, but it can make a big difference in someone's day," said Chang, 41. "It's kind of amazing how good it makes people feel."

The offer has gotten out all over Bay Ridge, mostly through his customers. Chang has not been immune from the downturn. His business is off by two-thirds since the recession hit. Even making the store's rent can be a stretch, but the emotional payback Chang gets from giving away meals is worth it.

"Seeing the relaxed looks on people's faces just makes me happy," he said. "I believe you get what you give."

Chang's acts of generosity could end up being good for his business, too. Several unemployed diners who came to Hopps for free brunches have since gotten new jobs and become paying customers. Mai Lee, 33, went for a free meal at the café after she was laid off from a job in fashion in April. She landed a new job that she likes better just a week later, and she's been a regular customer ever since. "Hopps definitely brought me good luck," said Lee, who lives in Bay Ridge. "It's a special place."

To: <staff@nynews.com>
From: Mark Bartolo <mbartolo@hotmail.com>
Date: January 10
Subject: Hopps is the greatest!

I just wanted to tell you about my experience at Hopps. My name is Mark Bartolo. I am 35 years old and from Bensonhurst. I lost my construction job last April. I took my wife, Nicole, my three children and my mother there and had a spectacular breakfast of empanadas and sangria about a week ago. I offered to pay at least half the bill, but Mr. Chang would not take any of my money.

It was a rare moment of appreciation in my life. My savings ran out five months ago and I was forced to move my family into a one-bedroom apartment last summer.

Times are tough and everyone's always looking out for themselves. It was so refreshing and inspiring to see someone help out a total stranger, just out of the kindness of his heart. I'm so glad you guys are recognizing unsung heroes in our neighborhood like Steven Chang. Keep up the good work!

196. What is the purpose of the article?
(A) To discuss a new café opening
(B) To describe a local business
(C) To explain how to run a profitable small business
(D) To report on a local instance of goodwill
197. Why did Mr. Chang give out free meals?
(A) Because his business is booming
(B) Because he needed opinions on his new dishes
(C) Because he wants to give people a bit of hope
(D) Because he believes they will get new jobs
198. In the article, the word 'immune' in paragraph 3, line 2, is closest in meaning to
(A) agreeable
(B) unaffected
(C) effected
(D) affected
199. Why did Mr. Bartolo write his letter?
(A) To ask for Mr. Chang's address
(B) To begin a newspaper subscription
(C) To request an article retraction
(D) To commend the newspaper for a job well done
200. How many months had Hopps been offering free brunch when Mr. Bartolo sent this e-mail?
(A) 4 months
(B) 8 months
(C) 9 months
(D) 11 months



READING

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

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

Part 5

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

101. The advertising company ----- next Tuesday to discuss possible models for the new campaign.
(A) came
(B) had come
(C) is coming
(D) coming
102. The chef at the new restaurant across the street has been praised for ----- unusual yet delicious recipes.
(A) he
(B) his
(C) him
(D) himself
103. The training manager gave a training session on the new packaging process at 4 p.m. ----- Tuesday afternoon.
(A) to
(B) at
(C) of
(D) on
104. Although they look ----- identical to the untrained eye, these two models of printers actually feature completely different options.
(A) near
(B) nearly
(C) nearness
(D) nearing
105. After conducting an ----- review of Dr. Kaira's proposal, the board of directors decided to provide full funding for the research project.
(A) extent
(B) extensive
(C) extensiveness
(D) extensively
106. Please visit the showroom in our store, as our catalogue only lists a fraction of the ----- that are available to our customers.
(A) residents
(B) products
(C) deposits
(D) consumers



- 107.** Due to the high ----- of the newly acquired leasing division, the total revenue of the company recorded a sharp increase.
 (A) perform
 (B) performs
 (C) performer
 (D) performance
- 108.** Visitors are not allowed to enter the conference room ----- the panels are presenting their ideas.
 (A) between
 (B) while
 (C) inside
 (D) concerning
- 109.** We should take a close look at all expenditures ----- have risen over 15 percent since last quarter.
 (A) what
 (B) which
 (C) when
 (D) who
- 110.** The corporate travel policy ----- states that each employee should be held responsible for his/her own travel expenses.
 (A) very
 (B) variably
 (C) clearly
 (D) slowly
- 111.** Over 1,000 managers and executives from the advertising industry gathered at Galaxy Hall ----- the annual advertising and PR convention.
 (A) attend
 (B) attended
 (C) to attend
 (D) are attending
- 112.** A formal ----- will be held on Saturday evening to honor this year's winners of the Sarah Walters Achievement Award.
 (A) completion
 (B) reception
 (C) establishment
 (D) accomplishment
- 113.** The ----- booklet contains information regarding services that are available through Harpers Cleaning Service.
 (A) enclose
 (B) enclosed
 (C) enclosure
 (D) enclosing
- 114.** Stock analysts ----- a fall in sales of vehicles next year due to rising gas prices.
 (A) inspect
 (B) predict
 (C) earn
 (D) hold
- 115.** Dr. Ortega regretfully informed the committee that he could not make it to the chairman's farewell party due to a scheduling -----.
 (A) conflict
 (B) conflicts
 (C) conflicted
 (D) conflicting
- 116.** Travelers getting on a connecting flight are ----- to have their passports out and ready for inspection.
 (A) registered
 (B) commanded
 (C) advised
 (D) advanced
- 117.** Shane Trading Co. has hired a team of financial consultants to ensure that a fair ----- of funding takes place across all teams.
 (A) distribute
 (B) distributed
 (C) distribution
 (D) distributional
- 118.** According to weather reports, some flights may be delayed due to ----- storms and tornadoes in the area.
 (A) severe
 (B) frequent
 (C) dedicated
 (D) appropriate

112.



115.



GO ON TO THE NEXT PAGE

119. Of the 100 potential candidates applying for the position, ----- had more relevant past work experience than Mr. Johnson.
- (A) few
(B) only
(C) every
(D) both
120. Airport security personnel handle ----- items with the highest care to ensure that nothing is damaged while shipping.
- (A) deliberate
(B) diligent
(C) cautious
(D) fragile
121. Once you land at the airport, please call your coordinator to ----- ground transportation so that you can get to the hotel without delay.
- (A) arrange
(B) communicate
(C) arrive
(D) proceed
122. After ----- reviewing blueprints for the new R & D laboratory, the construction consultant made a few adjustments in order to comply with government safety regulations.
- (A) greatly
(B) carefully
(C) exactly
(D) extremely
123. The professors retained their conservative stance, arguing that until further studies have been completed, the existing data must be interpreted very -----.
- (A) caution
(B) cautious
(C) cautiously
(D) cautionary
124. The interviewers were shocked by the candidate's obvious ----- technical experience, and wondered how he made it to the final round of interviews.
- (A) lack of
(B) least
(C) hardly any
(D) so few
125. ----- the film *Loving You* received rave reviews from critics and viewers alike, MGM Studios has been in talks about producing a sequel to the movie.
- (A) Whenever
(B) Since
(C) Before
(D) While
126. Reholm Industries reported its quarterly performance yesterday, posting a huge jump in quarterly earnings although it did not quite ----- management's expectations.
- (A) meet
(B) supply
(C) seem
(D) surface
127. Verizen's new mobile phone has proven to be the most ----- model on the market due to its numerous useful application programs.
- (A) competitive
(B) competitively
(C) competition
(D) competitor
128. According to customer research conducted last month and ----- this month, more and more customers are making purchases online.
- (A) seldom
(B) again
(C) soon
(D) yet



- 129.** Now that the final terms of the contract have been confirmed, Mr. Jackson ----- the construction project before the end of this month.
- (A) will begin
 (B) beginning
 (C) could have begun
 (D) had been beginning
- 130.** Over the past decade, Dunkin Cycles has built itself a ----- for delivering the highest customer satisfaction in the motorcycle industry.
- (A) transfer
 (B) reputation
 (C) destination
 (D) renewal
- 131.** Loris Cleaning Services informed its customers that all forms of plastic materials ----- wax-coated plastic cases will be accepted for recycling.
- (A) despite
 (B) although
 (C) however
 (D) except
- 132.** Chloe argued that it will be ----- for Kissa Finance to consider entering into the Asian market before other competitors do.
- (A) advantage
 (B) advantages
 (C) advantageous
 (D) advantaging
- 133.** Due to unforeseen -----, the Tahitian Dancing Troupe was forced to postpone its performance at the local community theater.
- (A) circumstances
 (B) classifications
 (C) instances
 (D) qualifications
- 134.** Mr. Harris always dealt with his clients' urgent requests swiftly and with great -----.
- (A) professions
 (B) professionalize
 (C) professionally
 (D) professionalism
- 135.** New safety standards that were approved last month ----- that all workers only stay within the restricted construction areas when they are wearing protective eyewear.
- (A) investigate
 (B) mandate
 (C) organize
 (D) assemble
- 136.** As the entire HR team will be going to the conference in May, they asked that the company outing ----- until June.
- (A) postponed
 (B) to postpone
 (C) be postponed
 (D) postponing
- 137.** Busy Bee Inc. introduced new carrier bags with ----- concealed pockets that can store important documents.
- (A) quietly
 (B) steadily
 (C) cleverly
 (D) directly
- 138.** Research Think Inc. specializes in gathering ----- data from various sources and analyzing it to forecast upcoming economic trends.
- (A) diligent
 (B) utmost
 (C) comprehensive
 (D) eventual
- 139.** The current online shopping mall is so disorganized that visitors can hardly find the products they want, ----- purchase them.
- (A) no less than
 (B) let alone
 (C) more or less
 (D) so much
- 140.** Since Mr. Kim has a very tight schedule this morning, he will go to this morning's conference ----- no other marketing manager is able to.
- (A) so as to
 (B) only if
 (C) rather than
 (D) in order that

139.



140.



GO ON TO THE NEXT PAGE

Actual Test 09

231

Part 6

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

Questions 141-143 refer to the following advertisement.

Fishnet Harbor Apartments Now Open

Come and see our special offer!

Fishnet Harbor Apartment Complex ----- the best scenic views in the city. Wake up

141. (A) have provided
(B) provides
(C) provided
(D) was providing

every day to stunning views of the ocean from your private balcony and enjoy a luxurious lifestyle in this brand-new apartment complex.

Two-bedroom units are still available, but you should hurry because spaces are filling up quickly. Sign a 6-month ----- by April 31 to receive a special discount on your monthly

142. (A) lease
(B) subscription
(C) license
(D) budget

rent. The special rate is only available until the end of this week.

Call James Henry at 528-765-9996 to arrange a tour ----- all the apartments are taken!

143. (A) ahead
(B) prior
(C) before
(D) earlier

142.



Questions 144-146 refer to the following article.

Firewood Sushi Hires New Chef

Firewood Sushi announced its decision to hire Jordan Yimachi, a renowned sushi chef and a former chef at the Walkerhill Hotel, as its new chef in charge of seafood.

In his role at Firewood, Mr. Yimachi ----- the overall operations of the kitchen, as well as

144. (A) was overseeing
(B) will oversee
(C) would have overseen
(D) oversaw

take part in creating new and innovative fusion dishes. When he assumes his new position on May 1, Mr. Yimachi will lead Firewood's entire seafood team, which includes two chefs and three assistant chefs. They will all report directly to Mr. Yimachi. "There was a lot of ----- for this position, so we were able to interview some very impressive candidates," said

145. (A) originality

- (B) talent
(C) interest
(D) knowledge

Ari Goldman, owner of the restaurant. "However, we are convinced that Mr. Yimachi's past experience at large hotels will be ----- as our restaurant seeks to become a top-notch

146. (A) receptive
(B) invaluable
(C) negotiable
(D) unconditional

restaurant in the city."

09

146.



GO ON TO THE NEXT PAGE

Actual Test 09

233

Questions 147-149 refer to the following instructions.

How to Use a Digital Thermometer for Cooking

When cooking food, it is always advised to use digital rather than glass thermometers. This is because the glass thermometer could break if exposed to extreme heat. Digital thermometers are safer and, therefore, can be used for both solid ----- liquid foods to

147. (A) so
(B) with
(C) and
(D) by

check the temperature.

One piece of advice is that the stainless-steel measuring probe should always be completely ----- in the liquid, when measuring liquid foods.

148. (A) immerse
(B) immersed
(C) to immerse
(D) immersion

With solid food it's even easier! Simply stick the thermometer into the item. Please keep in mind that the thermometer should always be properly ----- before and after being used.

149. (A) stored
(B) cleaned
(C) held
(D) observed

For the measuring probe, it's particularly important to boil it for one minute every once in a while to keep it sanitary.

147.



Questions 150-152 refer to the following letter.

Amanda Gordon
1515 East Town
New Brunswick, New Jersey 55268

Dear Ms. Gordon,

Thank you for subscribing to become a member of the New York City Museum of Art. Please ----- enclosed your membership certificate and a complimentary note pad.

150. (A) review
(B) find
(C) provide
(D) look

The certificate enables you to enter the museum for free for one whole year, including free admission to all special exhibits. ----- a member, you will also receive quarterly issues

151. (A) But
(B) Still
(C) For
(D) As

of the online museum newsletter, *New York Art and the City*. On top of that, you will also receive a 20 percent discount on any item purchased at the museum souvenir shop, as well as an invitation to exclusive museum events.

Your certificate ----- for any inaccurate personal information. You may contact us at

152. (A) was checked
(B) will have checked
(C) should be checked
(D) has been checked

526-8644 if you need to change or update any of your details. Thank you again for your patronage. We look forward to seeing you at the museum soon!

Best regards,

Tom Borges
Museum Director

09

151.



GO ON TO THE NEXT PAGE

Actual Test 09

235

Part 7

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

Questions 153-154 refer to the following notice.

You are cordially invited to attend the 7th Annual New York Household Electronics Expo at Terry Hill Hall, New York, NY, October 19-23. A wide range of products, from kitchen appliances to newly updated computers, will be displayed throughout the five days of the exhibition. This year there will be an entire floor dedicated to electronics devoted to utilizing the Internet, from automatic vacuums to home entertainment systems.

153. When does the event start?

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

154. What type of products will be

- emphasized?
- (A) New refrigerators
 - (B) Electronic cooking ranges
 - (C) Air conditioners
 - (D) Networked devices

Questions 155-156 refer to the following letter.

April 15
 Donnovan Mannings
 Purchasing Manager
 Ann's Enterprises
 1154 West Avenue
 San Francisco, CA 85445

Dear Mr. Mannings,

As of May 16, the headquarters of Canari Blanc, Inc. will relocate to our new office site, 2352 Sunset Blvd., San Francisco, CA 85440, following our merger with the Gilts Group. The new location was selected to accommodate the huge increase in the number of employees due to this M&A deal.

Please be reminded that only the Marketing, Sales, Human Resources, and Finance teams are subject to the change of location, since the Manufacturing and Research & Development Division will continue to remain in our current building on Sunset Avenue.

Enclosed is a brochure explaining our latest merger deal and the expansion in our product line, which you may find interesting. We promise you that our business will be stronger than ever with this latest merger and that we will continue to provide the best service to you and your company.

Sincerely,

Michelle Kellog

Michelle Kellog
 Director, Customer Relations
 Canari Blanc

09

155. What is the purpose of the letter?

- (A) To promote a special discount sale period
- (B) To introduce a new company director
- (C) To set up a business meeting
- (D) To announce a change of location

156. What is enclosed with the letter?

- (A) A contract regarding the latest M&A deal
- (B) Documentation of the manufacturing processes
- (C) Information about the company's product line
- (D) A company telephone book

GO ON TO THE NEXT PAGE

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

From: jrevock@gmail.com
To: vjenkins@jmanagments.net

Dear Mr. Jenkins,

The tenants at your building at 1530 East 46th St. have recently complained of cable service being interrupted, even after being serviced by the cable company technician. During the last two weeks the number of complaints has risen to 11. After two separate visits by DirectTV technicians, it came to light that someone has been cutting cable wiring on the roof. This e-mail is to request that surveillance cameras be installed to record activities up there overnight.

If you recall, our building had a problem with vandals defacing the building walls with graffiti last year. Unfortunately, we were not able to capture the vandals as our building does not have any surveillance cameras. This situation with the cable wiring being cut further emphasizes the need to install cameras.

The tenants at 1530 East 46th St. all feel that the presence of cameras will deter vandals from causing problems overnight. We request that you install cameras at all entrances, staircases, and hallways. We look forward to your prompt response in this matter.

Thank you,
James Revock
Tenant representative

- 157.** For whom is this message probably intended?
(A) A repair technician
(B) A building landlord
(C) An Internet subscriber
(D) A customer service representative

- 158.** What problems have tenants been experiencing?
(A) Internet disconnections
(B) High rent
(C) Cable disconnections
(D) High frequency of thieves

- 159.** What did the tenants request?
(A) Security cameras
(B) Police surveillance cameras
(C) Overnight security guards
(D) New locks

Questions 160-161 refer to the following newspaper article.

Loretting Copes with Drop in Sales

Loretting Haircolor, which launched a new line of hair coloring products last month called Innova, reported a slight but unexpected drop in sales for the first quarter of the fiscal year. Although the launch of Innova showed real promise, grabbing a 12% market share in its first month of sales, the total drop in company sales came from the drop of its sales in its original hair coloring lines, including Neutricent and Moods.

Loretting concluded that this was because of cannibalization, which refers to a reduction in sales volume, sales revenue, or market share of one product as a result of the introduction of a new product by the same producer. Consumer tendency is to buy the new and updated product rather than the competing products that have been around for a while. However, after a close analysis of the sales data to calculate the actual effect of cannibalization, Loretting concluded that this effect was only temporary and that it will actually be effective for the company in the long run, since the new product is expected to ultimately expand the hair coloring market by attracting customers who would ordinarily not buy hair coloring products. Therefore, Loretting will continue on with its aggressive promotional activities for Innova, while trying to maintain and stabilize sales for its other product lines.

- 160.** Why did Loretting's sales fall in the first quarter?
- The newly launched product line performed poorly.
 - The economy was slow.
 - Sales of its older product suffered.
 - The competitors introduced an innovative product.

- 161.** What is Loretting's marketing strategy plan?
- Discontinue production of its older products
 - Conduct market research to calculate the cannibalization effect
 - Lower the price for its slow-selling products
 - Continue with the current marketing efforts for its new product

09

GO ON TO THE NEXT PAGE

Questions 162-165 refer to the following schedule.

Portland University
Student Career Fair

Fair Schedule

10:30 A.M. -	Student Registration	<i>Student Center Rm. 102</i>
12:30 A.M.	Students scheduled for interviews must check in 1/2 hour prior to their interview time or their interview will be cancelled and assigned to another student.	
	Employer Check-In	<i>Student Center Rm. 102</i>
	(1) Employers participating in Table Talk Session should arrive no later than 10:15 a.m.	
	(2) Employers participating in interviews only should arrive no later than 12:30 p.m.	
12:30 A.M. -	Lunch (provided free of charge to all participants in the adjacent building's cafeteria)	
2:00 P.M.		
2:00 P.M. -	Table Talks	<i>Exhibit Area</i>
5:00 P.M.	Representatives from various companies will be available at booths to discuss job opportunities at their companies. An opportunity to meet and talk informally with representatives from a variety of public interest organizations and government agencies.	
5:00 P.M. -	Pre-scheduled Interviews	<i>Exhibit Area</i>
6:00 P.M.	An opportunity to interview with a variety of public interest organizations and government agencies for both paid and unpaid positions. Interviews are prescheduled.	
5:00 P.M. -	Closing Address	<i>Student Center Rm. 102</i>
6:00 P.M.	'Career Opportunities in the Academic World at Time of High Unemployment' by Student Career Center Chairman Raymond Ajesh	
All Day	Resume Counseling	<i>Student Center Rm. 102</i>
	Career counselors will be available to help students edit and improve their resumes.	

162. For whom is this event most likely intended?

- (A) Career counselors
- (B) Technology specialists
- (C) University students
- (D) Business managers

163. What is the student career center chairman scheduled to discuss?

- (A) Job opportunities in education
- (B) Changes in the unemployment rate
- (C) Applying for internships
- (D) How to edit and improve your resume

164. What will be offered in the Exhibit Area?

- (A) Free counseling about resumes
- (B) Job interviews
- (C) Snacks and light refreshments
- (D) Educational advice

165. What event will NOT take place at the student center?

- (A) Registration
- (B) Table Talk
- (C) Closing Address
- (D) Resume counseling

Questions 166-168 refer to the following e-mail.

☰ ☰ ✖

AAA Travel Agency
4/55 Aakasaka, Tokyo, 152-8821
Tel: (03) 5423-1112
Fax: (03) 5423-1118

Mr. Eddie Nelson
8 November 4/53 Robbongi, Tokyo, 152-8455

Dear Mr. Nelson,

Thank you for choosing to travel with AAA Travel Agency. As requested, your flights have all been reserved and confirmed for your upcoming business trip. Please note that we were unable to reserve direct flights, since it is the peak season and tickets can be hard to come by.

Carefully review the itinerary below and let us know by no later than November 15 if you'd like to make any additional changes. After that date, it will not be possible to change any information, and a cancellation of the tickets will incur extra fees. As previously discussed, these tickets are non-refundable after your final purchase.

Departure date: October 20

Arrival date: October 21

Departing from: Tokyo

Arrival at: London

Boarding at: 10:10 P.M.

Arrival time: 4:00 A.M.

Flight: Asian Air #153

Departure date: November 3

Arrival date: November 4

Departing from: London

Arrival at: Tokyo

Boarding at: 2:00 P.M.

Arrival time: 9:15 P.M.

Flight: Asian Air #855

If you'd like to ask me any questions or discuss the details, please don't hesitate to contact me at tyaki@aaatravel.co.jp or call me at (03) 5423-1116.

Sincerely, Toyosaka Yaki, Manager
Toyosaka Yaki, Manager AAA Travel Agency

166. What is the purpose of the letter?
- (A) To announce a change in an itinerary
 - (B) To promote a vacation package
 - (C) To refund the flight tickets
 - (D) To confirm upcoming travel plans

167. What is indicated about Mr. Nelson?
- (A) He will fly first class.
 - (B) He is traveling for business.
 - (C) He is a frequent Asian Air customer.
 - (D) He will take direct flights to Tokyo

168. When will Mr. Nelson leave Tokyo?
- (A) October 20
 - (B) October 21
 - (C) November 3
 - (D) November 4

09

GO ON TO THE NEXT PAGE 

Questions 169-171 refer to the following advertisement.

Grand Opening of Cleanbright Carpet Cleaning Service

There are many ways and methods to clean your carpets. You can certainly do it yourself. At times some people even choose to do a deep cleaning themselves. However, one cannot deny the advantages of hiring a professional carpet cleaner too.

The key to having a clean and long-lasting carpet is choosing the right London carpet cleaners. There are several choices in carpet cleaning in London, but the most reputable ones always stand out. Reputable carpet cleaning companies put customer satisfaction first by using a specific and effective carpet cleaning method. Second, they utilize efficient and proven carpet cleaning materials. Third, they seek their customers' opinion about their service afterwards.

And that is why the Cleanbright Carpet Cleaning Service is proud to announce our grand opening in London.

Here at Cleanbright Carpet Cleaning Service, we use a specific method of cleaning your carpet. This method is composed of two steps that aim to finish the cleaning job for you, leaving you satisfied afterwards.

If you entrust your carpet in the hands of our professionals, you are not just thinking of the welfare of your carpet but you are also doing the smart thing. And you will see that you have made the right decision once you see your carpet is as good as new after we're done with it. You can't help but feel great once you see your carpet is totally cleaned.

We offer free estimates, we are fully insured, and all cleaning products and equipment are included in our fees.

Our Carpet Cleaning Prices:

- Bedroom £ 22
- Lounge £ 26
- Dining Room £ 26
- Staircase £ 21
- Hallway £ 12

We offer special discount rates for weekly, biweekly, and monthly appointments.

Hurry - This special offer will soon end!

All prices include 15% VAT

A £50.00 minimum charge applies to all services. Payments can be made in cash, by money order, or by check. Sorry – we do not accept credit cards.

Telephone: (0289) 953-9999 e-mail: carpetcleaning@cleanbright.com

169. What is the purpose of the flyer?
- (A) To promote a new business
 - (B) To advertise a new cleaning product
 - (C) To inform clients about business hour changes
 - (D) To inform of changes in discount rates

170. What is said about the Cleanbright Carpet Cleaning Service?
- (A) They will give a special discount to local customers.
 - (B) They have relocated their offices to London.
 - (C) They also provide floor waxing and window cleaning services.
 - (D) There is a minimum charge of 50 pounds.

171. What form of payment is NOT accepted?
- (A) Business check
 - (B) Credit card
 - (C) Cash
 - (D) Money order

Questions 172-175 refer to the following announcement.

Nilsson Golf's annual charity event starts Thursday

The Nilsson Golf Foundation will host FinsWeekend, its largest annual charity event, from Thursday, June 3 through Saturday, June 5.

The event will feature a weekend of golf, fishing and celebrity appearances. All proceeds from FinsWeekend will benefit the Nilsson Golf Foundation in its bid to construct a new youth sports center.

“The funds that are raised during FinsWeekend are an integral part of advancing the mission of the Nilsson Golf Foundation to support the betterment of our youth,” said Tony Sparano, Nilsson Golf’s head coach. “It’s an exciting opportunity for the entire organization to come together with our fans for a great cause and make a huge impact on the community.”

The festivities will begin Thursday with the FinsWeekend Kick-Off event, the Pairings Party and Team Awards Ceremony. The ceremony honoring the recipients of the annual Nilsson Golf team awards – the Dan Shala Leadership Award, the Moore Community Service Award and the Most Valuable Player Award – will start at 7 p.m. Golfers, alumni and coaches will be in attendance.

Friday morning, Nilsson Golf foundation players and alumni will hit the tees at the Fairmont Resort & Club’s award-winning golf course for the FinsWeekend Golf Tournament. Players will tee off at 9 a.m. with a shotgun start. Later that evening, golf and fishing tournament participants will come together for the popular dance party at the Miami Beach Marina, which will feature a live auction, entertainment and the announcement of the Golf Tournament award winners.

Saturday morning, amateur and professional anglers will meet at the Miami Beach Marina for the Nilsson Golf Foundation Fishing Tournament. That evening, attendees will gather for the Fishing Awards Ceremony and Dinner to find out who walked away with the biggest catch.

Those of you that would like to attend the event may purchase tickets from Eliza Sallys in Nilsson’s community outreach office. The deadline for purchasing tickets is May 25. For more information about the weekend, please visit Nilsson Golf’s website at Nilssongolf.com.

172. What event is this article describing?

- (A) A local golf lesson
- (B) A charity event
- (C) A fishing tournament
- (D) A youth dance party

173. What project will be funded by ticket sales?

- (A) A resource center at the publishing company
- (B) A library for the community center
- (C) A music hall for the community orchestra
- (D) A new sports center for the youth

174. On what date will the fishing tournament begin?

- (A) June 3
- (B) June 4
- (C) June 5
- (D) June 6

175. What is true about Eliza Sallys?

- (A) She is the senior vice president at the Nilsson Golf Foundation.
- (B) She is selling fundraiser tickets for the event.
- (C) She is a fan of the Nilsson Golf Team.
- (D) She is Nilsson Golf's head coach.



Global/Airways Shipping

Frequently Asked Questions

1. Do you have a shipping minimum?

Yes, we do, depending on the type of service we offer. Please feel free to contact us or fill out our Request a Quote form and we can provide a quote for your order.

2. What are the service levels offered by Global/Airways?

We offer a variety of service levels based on the needs of the customer. We offer Same Day, Next Day, 2nd Day, 3-5 Day, and time definite services along with international shipping, ocean freight and exclusive truckloads. We also handle time-sensitive material.

3. Do you ship medical products/supplies?

When you require the very highest in shipping priority, Global/Airways offers access to aircraft ranging from small engine props to midrange business jets to the largest of cargo aircraft. For high-priority ground transportation, Global/Airways' options go from small courier vans to full-size tractor-trailers or flatbeds. This service will incur an extra priority shipping fee. Please call one of our customer representatives for further information.

4. How do I get a quote?

You can contact us at our toll-free number (888-412-5344) or our local number (949-699-1491), or complete our Request a Quote form online and we will contact you.

5. How is my freight shipped?

We utilize every means of air, ground, and ocean transportation available to meet your service requirements. You can trust Global/Airways with all your shipping needs whether they are standard air service or time sensitive. Our operations staff members are available 24 hours a day, 7 days a week.

6. Do you pick up and/or deliver on weekends and holidays?

Yes, please contact us for the specifics of your shipment requirements.

7. How do you track my shipment?

Our operations staff members utilize computerized tracking so that they always know where your shipment is. You can also visit the link on our website to track your shipment by using your airway bill number.

176. For whom is the information most likely intended?

- (A) Customers
- (B) Call center supervisors
- (C) Current shipping company employees
- (D) Delivery personnel

177. What is mentioned about medical products/supplies shipping?

- (A) It is not available due to its time-sensitive nature.
- (B) It is only available on weekends.
- (C) It is offered at a discount to preferred customers.
- (D) It will incur an extra cost.

178. In question 7, line 1, the word ‘tracking’ is closest in meaning to

- (A) depicting
- (B) tracing
- (C) identifying
- (D) drawing

179. What service is NOT available at Global/Airways Shipping?

- (A) Same-day delivery
- (B) 24-hour customer service support
- (C) Special discounts to local businesses
- (D) International shipping

180. What should people do if they want to get a quotation?

- (A) Request a quote online
- (B) E-mail the shipping coordinator
- (C) Visit a nearby office in person
- (D) Call a Global/Airways delivery person

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

Bengaluru Real Estate News

Starlite Hotel Enters Indian Market

Starlite Hotels & Resorts Worldwide, Inc. has announced its plans to enter the Indian market by opening up the first newly built and managed property in Bengaluru next month. According to the company press release, Starlite Bangalore Hotel at Brigade Gateway will be a 230-room property and will offer amenities to suit the needs of both business and leisure travelers, from multi-cuisine restaurants to spas.

“We are excited to be opening our first newly built and managed Starlite property in India. As a global brand, we are well equipped to understand and deliver what our patrons expect and our property will be the epitome of luxury for both corporate as well as leisure travelers,” said Martin Wales, General Manager, Starlite Bengaluru Hotel. “Thanks to everyone’s amazing efforts, we will actually be opening on April 10 – a full three weeks ahead of the original schedule,” he added. A special celebration to commemorate the opening of the hotel will take place at the hotel on April 10.

The company has arranged for a mass recruitment program in Bengaluru and is looking at hiring over 350 employees. Once on board, these associates will be trained meticulously to be brand ambassadors for the Starlite Bengaluru Hotel.

Manish Sadhu, Head of Human Resources, Starlite Bengaluru Hotel, added, “We are optimistic as we launch our brand in India. Globally, Starlite Hotels and Resorts believe that an employee coming into the Starlite family should have a combination of passion for the industry, talent and intelligence relevant to their specific field. We look for certain attributes when we interact with potential employees and a mass recruitment drive of this nature allows us to gauge the temperament of the person.”

The construction of this Starlite Hotel points to a wider trend in India. “More and more organizations are choosing to hold conferences and other gatherings in India, and this is fueling a growth in hotel construction throughout the world,” notes Francisco Garnier, a reporter for Indian Architecture magazine, adding, “Over the past two years, the number of hotels in India has grown by more than 20 percent.” Seeming to reflect these changes, two additional hotels are currently under construction in Bengaluru, both of which are scheduled to open in late August.

To: Gloria Chanes
From: Karen Bridgets
Date: April 5
Subject: Opening Ceremony Plans

Dear Ms. Chanes,

As requested, all the food and beverages necessary for the hotel’s opening next week have

been purchased. I am aware that we previously discussed about hosting the celebration outside in the courtyard. However, I've consulted with our coordinator and I'm afraid the weather might get in the way of an outside party. The weather reports say that there is more than a 70% chance of rain on the day of the party. So, I'd like to suggest that we move the party venue to the meeting area on the second floor. There's enough space there to accommodate the entire invited guest, not to mention that it is beautifully decorated in our famous Victorian style. The only concern I have is that the originally planned festivities, including the fireworks, will not be able to take place inside the hotel. I'd like to meet with you and discuss these points in depth. Please let me know when is a good time for us to hold a conference call this week.

Also, on another note, I am pleased to let you know that a local newspaper has agreed to cover the opening ceremony as their main article for the culture section. We will greatly benefit from this extra publicity!

Best regards,
Karen Bridgets
Starlite Hotel

09

181. What is the main subject of the article?

- (A) Hotel recommendations for tourists to India
- (B) Finding venues for large conferences
- (C) The building of a new hotel
- (D) An increasing rate of hotel fees

182. What is suggested by Martin Wales' comments?

- (A) Starlite Hotel is the first hotel to open in India.
- (B) The construction period for the Starlite Bengaluru Hotel was shorter than expected.
- (C) Citizens of Bengaluru are concerned about increased tourism.
- (D) The cost of building the Starlite Bengaluru Hotel was very high.

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

- (A) To inform employees of an opening ceremony
- (B) To request feedback on a business strategy
- (C) To introduce the new HR director
- (D) To schedule a conference call to discuss a new idea

184. What is being recommended in the e-mail?

- (A) Changing the location of an event
- (B) Ordering extra food and beverages for an event
- (C) Decorating the 2nd floor for an event
- (D) Creating a special menu for an event

185. What will probably NOT happen on April 10?

- (A) A Starlite Hotel will open in Bengaluru India.
- (B) A newspaper writer will cover the celebration.
- (C) Fireworks will take place.
- (D) Guests will be invited to take part in the opening ceremony.

GO ON TO THE NEXT PAGE 

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

Sherwood Foods

A full service distribution company, Sherwood Food Distributors has moved beyond the supply of meats into complete category management responsibilities for our customers. We have been in business for over 20 years, and in that time Sherwood has grown to become one of the largest independent distributors in the meat and food industry. The company currently ships 16 million pounds of food products weekly on a fleet of over 250 trucks through a network of distribution centers in Atlanta, Cleveland, Detroit, Miami and Walton, Kentucky.

Sherwood is headquartered in Detroit, Michigan and operates distribution centers totaling over one million square feet of refrigerated warehouse space with over a million cases in stock in over 50 categories. And with our cutting-edge technological capabilities, we are positioned to provide retail and wholesale customer solutions and options unrivaled in value, quality and reliability.

We are currently offering a special discount on shipping rates for new customers. To qualify for this offer, your company must ship a minimum of 500,000 pounds of food with us this year. This limited offer is only valid until the end of this month!

If you would like more information about this offer, please send an e-mail to our customer relations manager, Jane Vincent, at jvincent@sherwoodfoods.com.

To: Jane Vincent<jvincent@sherwoodfoods.com>
From: Pamela Richardson<pam_richardson@orchardsindustry.com>
Subject: Harvest Orchards
Date: February 18

Dear Ms. Vincent,

I am Pamela Richardson, CEO of Orchard Industry. We have over 15 years of experience in the fresh produce industry.

All our growers and producers are carefully selected for their quality, reliability and professional approach to growing and marketing. They are able to offer full traceability, full pesticide and residue accounting and applications. Furthermore, our shipments are regularly controlled to ensure that our terms and conditions are strictly adhered to. Our growers are also able to offer both spot and fixed prices for conventional and organic products, and we are able to offer an extensive range of products from around the world. Thanks to the solid building of trust and dedication to the fresh produce industry and to our loyal customers, our fresh produce, which mostly consists of peaches and apples,

are sold in seventeen supermarkets throughout the city of Freelane. Due to our expertise and experience, we have recently experienced a rapid growth in our business. Our current shipper, Freelane Distributors, which operates only within the Freelane area, will not be able to meet our growing distribution needs.

Although we do not qualify for your special offer for new customers at the moment, we plan to increase our production up to 40 percent by the end of next year. This would put our company's shipping needs well above the minimum shipping requirement to receive the discount. I'd like to discuss the best shipping rate that your company can offer us, given our potential to grow in the future. Can you give me a call and let me know the earliest time you can hold a meeting with us?

Thank you in advance for your time. I look forward to hearing from you soon.

Best regards,
Pamela Richardson

- 186.** What is NOT indicated about Sherwood Foods?
 (A) It has been in business for more than 20 years.
 (B) It offers discounts to new customers.
 (C) Its headquarters are located in Detroit.
 (D) It specializes in frozen foods.
- 187.** Why does Ms. Richardson write to Ms. Vincent?
 (A) To invite her to a special ceremony
 (B) To discuss the possibility of doing business with Sherwood Foods
 (C) To suggest that she apply for a position at Orchard Industry
 (D) To recommend a reliable delivery service company
- 188.** What is indicated about Orchard Industry's products?
 (A) They are produced in the south of Freelane.
 (B) They are sold at a special discount.
 (C) They are used mainly for salads.
 (D) They are sold to supermarkets.
- 189.** What can be inferred about Freelane Distributors?
 (A) It delivers fruits to fewer locations than Sherwood Foods.
 (B) It offers higher shipping rates than Sherwood Foods.
 (C) It has been in business longer than Sherwood Foods.
 (D) It offers faster shipping than Sherwood Foods.
- 190.** What does Ms. Richardson indicate that her company will do in the future?
 (A) It will purchase ten additional types of fruit.
 (B) It will hire a new marketing director.
 (C) It will produce more fruits next year.
 (D) It will begin producing vegetables in addition to fruit.

Questions 191-195 refer to the following form and e-mail.

Special Subscription Rate of \$28.25

- that's 75% off the newsstand price of \$112.90!

Contact Information

Name: Juan Perez
Mailing Address: Apt. 2945 Easton Ave. Apt
New Brunswick, NJ
E-mail address: jperez@rutgers.edu

Payment Information

Credit Card
Card number
Full Payment Enclosed
Check Number 1252

Single & Fab addresses high style and runway trends for the American sophisticate. Beauty and fashion trends, lifestyles and personalities – and all with an international flair.

With your subscription to *Single & Fab* magazine, you will also receive your choice of two free gift items (select from the list below.)

Item name	Item Code	Quantity requested
Cotton T-shirt (with the magazine B45 logo) Please select T-shirt Size (s): <input type="checkbox"/> Small <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Large <input type="checkbox"/> Extra Large	B45	1
Luxury skincare set for anti-aging	S14	
Travel Carry-on Bag (with the magazine logo)	G12	
Silk winter scarf	V76	1

Please enter additional comments here: I know it says that I can only get two items for free, but I was wondering if I could purchase a third one. I would really like to get G12 as a gift for my cousin, as she is going on a trip to Europe very soon. Can you let me know if that is possible and if so, how much the price would be?

To: Juan Perez <jperez@rutgers.edu>
From: Henry Greene <hgreene@singe_fab.com>
Subject: *Single & Fab* magazine Subscription

Dear Ms. Perez,

Thank you for your subscription of *Single & Fab* magazine. You should receive your first issue of our magazine in approximately two weeks.

We are sorry to inform you that one of the free gift items you requested, item V76, is currently out of stock due to high customer demand. But don't worry – we will send you

the item as soon as it becomes available. We are expecting about a one-week delay at most. We apologize for any inconvenience this may cause you. The other free item you requested, item B45, will be sent along with the first issue of the magazine.

Also, to answer your question regarding purchasing a third item, you are certainly able to buy any items from the list if you'd like. Attached is the price list for the items. Please send us an e-mail stating the items you'd like to purchase and the payment method you would like to use.

Thank you and please let me know if you have any further questions.

Sincerely,

Henry Greene
Customer Service Manager
Single & Fab Magazine



191. Why did Ms. Perez submit the form?
- To update her contact information
 - To complain about the late delivery of a free gift
 - To purchase a monthly subscription
 - To request a refund for her subscription
192. How much did Ms. Perez pay for her order?
- \$18.25
 - \$28.25
 - \$100.90
 - \$112.90
193. What does Ms. Perez indicate in her comments?
- She would like to buy a gift for a relative.
 - She wants to change her gift item order.
 - She was overcharged for her order.
 - She plans to return a winter scarf.
194. According to the e-mail, which item is currently unavailable?
- A scarf
 - A T-shirt
 - A skincare set
 - A travel bag
195. What information is included in Mr. Greene's response to Ms. Perez?
- Information about canceling a subscription
 - An explanation concerning a billing error
 - Details about the company's refund policy
 - Instructions for purchasing an item

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

The Bellings Hotel
1523 Bellings Street
Winters City, FL 52660
Tel: 885-543-7514
Email: manager@bellingshotel.com

Guest name: Juliana Ro

Dates of stay: May 11-15

Thank you for staying with us. Please find below an itemized list of the expenses you incurred during your stay with us. Thank you for your payment. We look forward to serving you again on your next visit.

Double room charge: 4 nights (\$110 per night)	\$440.00
Hotel restaurant: 4 suppers	\$125.00
Telephone: 3 international calls and 1 domestic call	\$51.00
Private pick-up service: airport-hotel round trip	\$100.00
Total	\$716.00

To: manager@bellingshotel.com
From: Juliana Ro <jro@hotmail.com>
Date: May 19
Subject: Error in Hotel Bill

To whom it may concern:

As indicated in your e-mail, I stayed at the Bellings Hotel from May 11 to 15 to attend the New York Fashion and Merchandizing Conference. Because it was a huge event with more than 100 participants, check-out was quite hectic during the last day of the conference. Many of us, including myself, were in a hurry to get to the airport on time. As a result, I didn't have a chance to closely look at the bill until I got home.

However, upon reviewing the hotel bill, I found that I was charged the regular double room charge of 110 dollars per night. According to the reservation confirmation e-mail with your customer representative, I was supposed to receive a special rate that was available to conference participants. I would like to ask for a refund of the overcharged amount back to my credit card.

Other than this minor mistake with the billing, I was satisfied with the hotel's overall service during my stay. As someone who has stayed at the Bellings Hotel on many occasions, I have always been pleased with the courtesy extended to me there.

I am sure that this matter will be resolved in a timely fashion.

Sincerely,
Juliana Ro

196. What is the charge with which Ms. Ro doesn't agree?
(A) \$440
(B) \$125
(C) \$51
(D) \$100
197. What is Ms. Ro not charged for on the itemized bill?
(A) Telephone calls
(B) Transportation
(C) Laundry service
(D) Food
198. What does Ms. Ro request in her e-mail?
(A) A free night's stay at the hotel
(B) An official letter of apology
(C) A complimentary meal
(D) A refund
199. What is implied about Ms. Ro?
(A) She could not attend the last presentation at the conference.
(B) She has stayed at the Bellings Hotel on more than one occasion.
(C) She missed her flight home from the conference.
(D) She was not satisfied with the service she received at the Bellings Hotel.
200. What is implied about the Bellings Hotel?
(A) It has recently renovated its restaurant.
(B) It is located very far from the airport.
(C) It offered a special discount to conference participants.
(D) It had only double rooms available in May.



READING

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

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

Part 5

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

101. You can find whatever office ----- you need in the storage area on the basement floor.
(A) supply
(B) supplies
(C) supplied
(D) supplier
102. For your own -----, you are strongly advised to put on earplugs while inside this vehicle.
(A) protection
(B) completion
(C) difficulty
(D) quality
103. Because most of his colleagues were away on a company picnic, Mr. Ro had to complete the client research report by ----- over the weekend.
(A) he
(B) his own
(C) himself
(D) him
104. For the successful completion of this project, active interaction with resources ----- inside and outside the firm will be needed.
(A) both
(B) either
(C) nor
(D) in case
105. Nelson Data Research announced that it ----- 60 researchers to meet the new sales target.
(A) recruit
(B) is recruiting
(C) to recruit
(D) was recruited
106. All computers produced by Cell Electronics have failed to meet the government's minimum standards ----- energy efficiency.
(A) as
(B) at
(C) to
(D) for

102.



106.



107. The bricks have to be ----- by Friday in order to finish the project on time.
 (A) order
 (B) orders
 (C) ordered
 (D) ordering
108. For those of you who have ----- submitted the application form for the employee training session, please disregard the attached notice.
 (A) already
 (B) soon
 (C) then
 (D) during
109. Due to the restaurant's seating policy, diners waiting at Salsa's Seafood Restaurant can only be seated ----- the entire party has arrived.
 (A) also
 (B) first
 (C) just
 (D) once
110. All employees are required to take a safety training session ----- operating this equipment.
 (A) only
 (B) before
 (C) since
 (D) because
111. Ms. Lanes, one of our company's most skilled negotiators, was ----- in closing the deal with Shane Entertainment Inc.
 (A) instrument
 (B) instrumental
 (C) instrumentation
 (D) instrumentally
112. After ----- five long months of construction, the Oldtown train station will finally open to the public next week.
 (A) seldom
 (B) again
 (C) almost
 (D) rarely
113. A newly renovated bridge will ----- the current bridge that connects Sanrio and Lorisville over the Madison River.
 (A) change
 (B) replace
 (C) build
 (D) transform
114. According to the corporate employee handbook, appropriate attire is required at all ----- when inside the office.
 (A) time
 (B) times
 (C) timing
 (D) timely
115. Many recruiters will be attending this year's ----- job fair, which is being held at the Marshall Center.
 (A) week
 (B) weeks
 (C) weekly
 (D) weeklong
116. Please carefully go over the Lanvin Inc. employment contract and sign it ----- coming in to work next week.
 (A) over
 (B) except
 (C) before
 (D) through
117. Readers who contribute ----- to the *Daily Voice* opinion section will be listed as guest columnists.
 (A) regular
 (B) regulars
 (C) regularly
 (D) regularity
118. Cisco Systems has been ----- a contract by Rotherm Industries for a project to improve productivity of their corporate electronic reimbursement system.
 (A) awarded
 (B) approved
 (C) accepted
 (D) acknowledged

109.



113.



GO ON TO THE NEXT PAGE

119. All potential candidates applying for this position must have at least six years of ----- experience in the automobile industry.
(A) apply
(B) applies
(C) applicable
(D) applicability
120. Please pull up to the front gate once you arrive, where our guest relations manager will ----- escort you to your room.
(A) glad
(B) gladly
(C) be glad
(D) be gladdened
121. To know more about our seasonal job -----, visit our corporate website now!
(A) machines
(B) signals
(C) statements
(D) opportunities
122. All journalists have a responsibility to double-check any facts presented in their articles to the ----- extent possible.
(A) fuller
(B) more fully
(C) most fully
(D) fullest
123. Please keep in mind that all purchases must stay within the team budget ----- ordering new equipment.
(A) of
(B) to
(C) when
(D) not
124. Thanks to the successful launch of its latest model, Alberto Camera's year-end ----- is projected to be the highest it has been in ten years.
(A) profit
(B) profited
(C) profitable
(D) profitably
125. A new schedule has been proposed as an ----- to the existing one in order to meet the deadline.
(A) alternative
(B) alternatives
(C) alternatively
(D) alternateness
126. To return a product, customers must ----- mark the authorization code on the product return document before shipping it to the store.
(A) clearing
(B) clears
(C) cleared
(D) clearly
127. The newly appointed technical manager will be held responsible for ----- the company's entire software program.
(A) inspecting
(B) assisting
(C) depending
(D) enduring
128. Emily Watson will be ----- proposals submitted by the finance team before approving the final budget.
(A) adjoining
(B) reviewing
(C) proving
(D) experiencing
129. In order to boost sales, T-store has now started to sell its books, posters and other ----- on its website.
(A) merchandise
(B) selection
(C) promoter
(D) extension
130. Because the problem with the corporate electronic payroll system has not been fixed, access to the program will not be available until further -----.
(A) opinion
(B) attention
(C) notice
(D) status

119.



127.



- 131.** Consultants from JNB argued that online ----- will be the most cost-effective way for The Bath Shop to attract younger customers.
 (A) market
 (B) marketed
 (C) marketing
 (D) marketable
- 132.** ----- her contract with Savv Entertainment is over, actress Nicole Milano is free to appear in any films she chooses.
 (A) Only if
 (B) In case
 (C) According to
 (D) Now that
- 133.** All respondents who answered the corporate service survey rated the new cafeteria to be “good” or “very good” without any -----.
 (A) exception
 (B) transgression
 (C) separation
 (D) medication
- 134.** ----- the deadline to be met, engineers will have to put in at least fifteen additional hours over the next week.
 (A) Because
 (B) In order for
 (C) In terms on
 (D) Rather
- 135.** The trainer presented many exciting and innovative marketing strategies for the new product, which left the management team feeling -----.
 (A) intricate
 (B) invigorated
 (C) unchanged
 (D) uneventful
- 136.** Sheridan Fashions, now ----- throughout Japan, first began as a small tailor shop in Yukita twenty years ago.
 (A) operates
 (B) have been operating
 (C) could have operated
 (D) operating
- 137.** ----- snowfall will continue across the country this whole week, possibly leading to canceled flights and traffic jams.
 (A) Steep
 (B) Deep
 (C) Loaded
 (D) Heavy
- 138.** ----- the additional costs of maintaining the GrandMix oven, Forrester’s was able to keep its expenditures lower than last year.
 (A) Furthermore
 (B) While
 (C) Such
 (D) Despite
- 139.** To ----- the increasing number of tourists who visit the museum, the National Arts Museum has decided to build a bigger parking lot by next month.
 (A) accommodate
 (B) encounter
 (C) justify
 (D) exchange
- 140.** Kenneth Johnson and Nelly Hung are both gifted singers, so this musical is bound to be a huge success ----- who gets the leading role.
 (A) even though
 (B) as same as
 (C) regardless of
 (D) far from

132.



139.



GO ON TO THE NEXT PAGE

Part 6

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

Questions 141-143 refer to the following memo.

From: John Smith, President, Active Uniforms
To: All Active Uniforms employees
Subject: Free basketball game tickets
Date: Thursday, June 20

Attention all employees! A limited number of free tickets to watch an NBA league game will be handed out to Active Uniforms employees. As you may know, Numero Uno Athletics, the company that sponsors the NBA, is one of our most important -----.

141. (A) patterns
(B) performances
(C) clients
(D) guests

We recently pulled through a rushed order of uniforms for them upon their urgent request. In order to show their appreciation for our service, they have generously offered to provide us with thirty sets of tickets to an NBA league game this Sunday at 1:00 P.M. These tickets ----- on a first-come, first-served basis to our employees.

142. (A) distribute
(B) are distributing
(C) will be distributed
(D) have been distributed to

----- you would like more information, please contact Asha Gupta in human resources.

143. (A) Whether
(B) Although
(C) Unless
(D) If

Because there are only a limited number of tickets, only one pair of tickets is allowed per person. We expect the tickets to run out fast so hurry!

143.



Questions 144-146 refer to the following advertisement.

Economist(@theeconomist, @facebook) - Economist.com is the premier online source for the analysis of world business and current affairs. For the last 30 years, Economist.com ----- authoritative insight and opinion on international news, world politics, business,

- 144.** (A) has been provided
 (B) had provided
 (C) will provide
 (D) has been providing

finance, science and technology, as well as overviews of cultural trends and regular industry, business and country special reports.

With its reputation for the analysis of world business and current affairs, *The Economist* is ----- reading for business leaders as well as future market leaders.

- 145.** (A) requirements
 (B) required
 (C) require
 (D) requirement

Economist.com is part of *The Economist* Group(www.economistgroup. com) and is responsible for content of *The Economist* on the Internet. A one-year subscription comes with online access to world stock market reports updated daily at www.wbm.com. To obtain three free trial -----, call 800-523-5622.

- 146.** (A) tickets
 (B) rights
 (C) issues
 (D) entries

10

144.



GO ON TO THE NEXT PAGE

Actual Test 10

263

Questions 147-149 refer to the following letter.

Dear Mr. Harrison,

Thank you for providing me a chance to volunteer as a docent at Paris Studio. I really enjoyed my experience at the studio. In fact, my only complaint would be that the time I spent here was not longer! Needless to say, I ----- greatly from the last four weeks

147. (A) benefit
(B) have benefitted
(C) was benefitted
(D) would benefit

working in Ms. Ellenor's studio. ----- Ms. Ellenor has more than 20 years' experience

148. (A) Given that
(B) As long as
(C) Even though
(D) Furthermore

working as a professional painter, I have learned a great deal while assisting her. It has been a true honor for ----- to have been selected to work and participate in the Florida

149. (A) you
(B) her
(C) me
(D) him

Arts Youth Volunteer Program.

Thank you again for this valuable opportunity.

Yours truly,

Samantha Johnson

147.



Questions 150-152 refer to the following letter.

I am pleased to congratulate you on joining the Health Nutrition Research Faculty. As you are probably aware, our group has recently expanded its activities ----- Asia to truly

150. (A) beside

(B) among

(C) except

(D) beyond

become a multinational organization. As the faculty director, I would like to strongly encourage you to attend our upcoming conference being held at the Best Suites Hotel in San Francisco, California in November. This conference ----- participants to take part

151. (A) allowed

(B) will allow

(C) to allow

(D) would have allowed

in many interesting and stimulating discussions with their research peers. I hope that this opportunity ----- to be helpful for your professional interests. Hope to see you at the

152. (A) proves

(B) helps

(C) turns

(D) cannot

conference!

10

150.



GO ON TO THE NEXT PAGE

Actual Test 10

265

Part 7

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

Questions 153-154 refer to the following notice.

Story Submission Guidelines to Ebooks.net

How To Submit Your Book or Story

Here's where we try to help you make the best possible submission. Follow these guidelines to increase the chances of getting your book published.

All works must be completely finished manuscripts. Do a very careful check of your spelling and grammar. Do not send email inquiries about the status of your submission. Due to the high volume of requests, we cannot answer all emails. We will only contact you if your work is published on the site. E-mail is the only way to submit stories and art. If your story is illustrated, you must scan the artwork and send it via e-mail.

Send a Microsoft Word document with all the chapters of your book in one document. Attach your Word file and graphics files to the e-mail message and enter "Short Story Submission" in the subject line of the e-mail message. That's the only thing your subject line should say. If you do not use this subject line, your work will not be looked at.

Your e-mail must include a single paragraph synopsis of your story.

Thank you.

153. What does the notice contain?

- (A) Advice for writing a book
- (B) How to complete a manuscript
- (C) Instructions for sending in stories
- (D) Instructions for submitting website content

154. What does the notice suggest about

- Ebooks.net?
- (A) It receives many status inquiries from entrants.
 - (B) It publicizes submission events once a year.
 - (C) It pays a lot for published stories.
 - (D) It has many websites.

Questions 155-156 refer to the following advertisement.



Food for Thought

The third edition of *The Travelers' Guide to Japan* is just a few steps away from being published and many of our readers can't wait. This bestselling guidebook on Japan is renowned for its expansive information covering all the famous local attractions and tourist sites. However, this year our publishers have decided to add a dining section to the guide, which will be dedicated to introducing famous local restaurants and dining establishments for our readers to visit.

If you are interested in having a review of your restaurant published in our book, please contact us. We have a special panel of restaurant reviewers who will pay you a visit to sample your food. If your business qualifies to be featured in our book, your restaurant review will be included in our book with a small advertising charge. This is a great PR opportunity for your business and is provided at a relatively low cost. With a small additional charge, you can even include a photograph of the restaurant. If you are curious about how your restaurant review will look in our guide book, you can view a sample review on our website at www.travelersguidetojapan.com. Don't hesitate to contact us if you have any further questions.

- 155.** For whom is this advertisement intended?
- Book publishers
 - Restaurants owners
 - Tourists
 - Hotel managers

- 156.** According to the advertisement, what can be added to the guide for a nominal fee?
- Owner's profile
 - Menu samples
 - Pictures
 - Directions

Questions 157-159 refer to the following telephone messages.

For: Jay Schmolts

While you were away, you received a call from:

1. Mr./Mrs.: Toyosaka

- Of: Coopers Industries
- Telephone number: (401) 525-1039
- Message: Wants to cancel the meeting scheduled this week, and set up another meeting for next week to discuss several financial issues relating to his business, including the schedule of the upcoming financial audit process.

2. Mr./Mrs.: Winters

- Of: Personal
- Telephone number: 525-4204
- Message: Wanted confirmation that we had received her e-mail containing her cover letter and resume for her application for the accounting assistant's position because she hadn't heard anything from you for two weeks. Please check your e-mail and let her know if you did not receive anything from her. She also sent hard copies of her documents to our office just to be safe.

3. Mr./Mrs.: Anna

- Of: Dr. Cheng's office
- Telephone number: 525-1942
- Message: Your annual physical has been rescheduled for this afternoon at 3:30 p.m. instead of 9:30 a.m. tomorrow due to an emergency surgery scheduled for Dr. Cheng at the hospital. Please call back if the new time doesn't work for you. Also, don't forget to bring the questionnaire regarding your previous medical history records when you come for the check-up.

4. Mr./Mrs.: Jones

- Of: Jones Computers
- Telephone number: 525-0165
- Message: Your computer has been fixed and can be picked up anytime Friday. A bill detailing the cost of the repairs has already been sent to you via e-mail. Please give them a call before dropping by to make sure that the office is open.

157. Why did Ms. Winters contact Mr. Schmolts?
- (A) To give a job offer
 - (B) To arrange a job interview
 - (C) To inform about her new e-mail address
 - (D) To ask if materials were received
158. What does Mr. Schmolts need to do today?
- (A) Call his accountant
 - (B) Send a resume
 - (C) Visit the doctor's office
 - (D) Meet with Mr. Toyosaka

159. In what area does Mr. Schmolts probably work?
- (A) Hospital management
 - (B) Finance
 - (C) Administrative support
 - (D) Architecture

10

GO ON TO THE NEXT PAGE 

Questions 160-162 refer to the following advertisement.

The Waverly Center at Waterbury

The Waverly Center at Waterbury is conveniently situated at the intersection of Route 8 and I-84. Experience our brand-new bistro, which provides healthy offerings in the morning at a small fee for hotel guests, plus dinner service in the evening. Plus, you are sure to love our new and stylishly designed guest rooms. Planning an event? With over 10,000 square feet of meeting space, our recently renovated ballrooms and professional catering staff make the Courtyard Waterbury hotel the perfect place to hold meetings, special events and weddings!

Meeting Space Highlights

- 6 meeting rooms
- 10,000 sq. ft. of total meeting space
- Largest meeting room is the Grand Ballroom, with maximum meeting space of 3,744 sq. ft. and maximum seating capacity of 400.

When every detail must be perfect, you can count on our advanced facilities and expert meeting professionals to deliver a productive and successful outcome. Come visit our new website at www.waverlycenter.com for room details or directions. To make a reservation, please feel free to call the front desk at 852-989-2125.

160. What is indicated about the Waverly Center?

- (A) It is located in the center of the city.
- (B) It can accommodate groups of all sizes.
- (C) It provides a personal spa service.
- (D) It has a hotel restaurant on site.

161. What is available for an additional charge?

- (A) Transportation from the airport
- (B) Breakfast for guests
- (C) Use of the exercise facilities
- (D) Catering for weddings

162. According to the advertisement, how can directions to the Waverly Center be attained?

- (A) By visiting the center's website
- (B) By calling the front desk
- (C) By consulting a map
- (D) By e-mailing the manager

Questions 163-164 refer to the following letter.

Reading is Fun!

Dear Friends of Fulmont,

We are about to complete our first and very successful year of Reading Is Fun at Fulmont Academy. Many children who have never received a brand-new book of their choice were given this opportunity. Others who are fortunate to have books of their own were excited and grateful about choosing a new book. The volunteers for this program have done an outstanding job in motivating these young readers. They are very excited about beginning a new year with RIF.

The enclosed information is about RIF and the bookplate that we used this past school year. I will be contacting you to see if you will be able to help us with this endeavor. If you have any questions, I encourage you to call me at 485-215-6598.

Any contributions can be made out to:

Reading is Fun at Fulmont Academy

Thank you for your support!

Sincerely yours,

Janice James

Marketing Director

163. What is the purpose of the letter?

- (A) To request a donation
- (B) To talk about the success of Fulmont Academy
- (C) To advertise a special offer
- (D) To thank people for their support

164. What are readers encouraged to do?

- (A) Get financial support from parents and supporters
- (B) Motivate students to read more books
- (C) Contact Janice James for more information
- (D) Volunteer for the Reading is Fun program

10

GO ON TO THE NEXT PAGE

Questions 165-168 refer to the following information.

Green Roof Inn
Wind River Mountains, Wyoming
Bed & Breakfast Information

Welcome to the Green Roof Inn in the Wind River Mountains, where guests delight in our food and are amazed by the stunning views of mountains that are situated just across the river.

At the Crescent Water Gourmet restaurant, breakfasts often feature our famous sourdough bread, a blue-ribbon winner at the County Fair. Sample from Wyoming's best selection of single malt Scotch whiskies, too. Lunch and dinner menus feature a wide variety of tasty local dishes, from steak to fish. And to end your meal on the perfect note, indulge in our pastry chef's daily special.

Our highly respected chefs include the occasional famous guest chef, each of whom always prepares a wide variety of sumptuous dishes that range from traditional dishes to more unusual fare. There is something special for everyone. Also, our talented chefs are willing to meet your specific dietary requests. So if you have any special requests regarding your meal, just let us know and we can prepare a special menu to comply with your dietary restrictions. Breakfast is served from 7:00 a.m. to 9:00 a.m. and lunch from 11:30 a.m. to 2:00 p.m., 7 days a week. Dinner is served from 5:00 p.m. to 10:00 p.m., six days a week, and until 7:00 p.m. on Sundays.

We can accommodate sixteen adult guests in three rooms and five cabins. From May through September your stay must be for at least two nights, except on the second Saturday of each month, when we take one-night guests who attend our single malt Scotch whisky tastings.

See Wyoming through the eyes of Fremont County artists at Miss Ellen's Gallery, which is conveniently located right across the street from our inn. Our setting fosters discourse for people who use imagination and feeling to create. Join us as we gaze at a gazillion stars every night. Explore, curl up with a great book, and hear yourself think.

Room service

Guests can enjoy breakfast in bed, lunch on their verandah, and dinner in a cozy armchair. Because we offer room service 24 hours a day, we can satisfy your sudden cravings for a snack at any time of the day. Please see our special room service menu for choices and prices. The kitchen can be contacted at extension 1555.

165. For whom is the information most likely intended?

- (A) Room service chefs
- (B) Wind River Mountains hotel managers
- (C) Guests at the Green Roof Inn
- (D) Waiters at the Crescent Water restaurant

166. According to the information, what happens every day?

- (A) Fresh fruit is served.
- (B) The pastry chef prepares a special dessert.
- (C) Famous guest chefs prepare dinner.
- (D) The restaurant closes at 7 p.m.

167. What is stated about the room service?

- (A) The menu changes weekly.
- (B) Guests can submit an order at any time of the day.
- (C) The menu is identical to the one in the restaurant.
- (D) Guests should order by calling the front desk.

168. The word ‘meet’ in paragraph 3, line 4 is closest in meaning to

- (A) introduce
- (B) announce
- (C) fulfill
- (D) assemble

Questions 169-171 refer to the following advertisement.

Starting from Monday, January 12, the Riverville Independent will publish a special section dedicated to the topic of careers, specifically focusing on occupations in the health care industry. This new section of the newspaper will include advertisements from local hospitals, clients, and schools in the Riverville Valley region that are hiring health care professionals. It will also feature articles on the current recruitment climate and also feature interviews with local professionals in the health care field that deal with recruitment needs and the healthcare industry, while providing other useful interview tips. The section will be available online on Sunday, January 11. We believe that this new section will be a helpful stepping stone for both recruiters and job seekers in a time of high unemployment.

For those of you that would like to run a recruiting advertisement in our paper, please reserve ad space today and ensure the widest possible audience for your organization's employment opportunities. As you know, the Riverville Independent is one of the biggest local newspapers in town, both in terms of circulation and the number of reporters, with more than 60 years of experience. We attract a wide range of readers, from fresh-out-of-college graduates to experienced senior managers. The deadline for applying for the advertisement space is Thursday, January 8. Call Jennifer Hitch at 1-800-225-1685, ext. 1 for more information, or send an e-mail to careers@RivervilleIndependent.net.

- 169.** What will the newspaper's special section deal with?

- (A) Newly opened health care facilities
- (B) Careers in the health care industry
- (C) Books and resources on health care
- (D) Online medical courses

- 171.** By when should the advertising space be reserved by at the latest?

- (A) January 8
- (B) January 11
- (C) January 12
- (D) January 15

- 170.** What will NOT be covered in the special section?

- (A) Information about scholarships for medical education
- (B) Interviews about the healthcare industry
- (C) Job postings for various medical-related positions
- (D) Advertisements placed by health care facilities

Questions 172-175 refer to the following article.

Manila, March 30 – On September 24 the Manila City Council approved new regulations regarding street vendors. This was largely due to complaints the government received from Manila restaurant and small business owners. Manila restaurant owners have been complaining about new competition from street vendors selling gourmet goodies and have been demanding that City Council take legal action.

As the number of tourists has rapidly increased in recent years, the number of street vendors has increased accordingly, widening the items they sell to everything from ice cream to sunglasses. A boom in gourmet street food in Manila also led vendors to feature a variety of different ethnic cuisines as well as fancy deserts, including high-end cupcakes and crème brûlée, so that they have now become a direct threat to many local pastry and bakery shops.

The new regulations will limit the number of street vendors permitted to operate within each business district and establish rules about where street vendors can set up their carts. Under this new law, food carts in Manila must have a permit. Street vendors will be required to purchase a three-month permit that will allow them to sell their goods only within a certain area of the city. The number of permits in each district will be closely monitored by the City Council. The permits will cost \$500 and must be clearly on display on each cart. Applications for vendor permits must be made in person at the city safety office on Luella Street between December 1 and December 15.

The regulations will require street vendors to keep a minimum distance of 5 meters from each other. The new regulations will take effect on January 30 of the coming year.

172. The word ‘certain’ in paragraph 3, line 5 is closest in meaning to

- (A) objective
- (B) accurate
- (C) dependable
- (D) specific

173. What is NOT said about the new permits?

- (A) They cost \$500.
- (B) The permits must be on display.
- (C) They are effective for three months.
- (D) They will be available immediately.

174. What is the new minimum distance between vendor carts?

- (A) 5 meters
- (B) 10 meters
- (C) 15 meters
- (D) 20 meters

175. What can be inferred from the article?

- (A) Only a few vendors are expected to apply for the permits.
- (B) There was no limit on the number of street vendors in the past.
- (C) Under current regulations, street vendors are not allowed to sell food.
- (D) Applications for permits can only be submitted by mail.

10

GO ON TO THE NEXT PAGE

Questions 176-180 refer to the following press release.

Media Contact: Aromade Pepper
+66 2 555 9276

Westend Research Opens New Office Broadening the Scope of the Company

Tokyo, Japan, January 9: Westend, the global leader in online healthcare research and data collection, announced today the opening of its Tokyo office. With the addition of its Tokyo office, Westend now boasts a network of eight worldwide locations, offering localized support across the globe.

Westend first established its Asian headquarters in Hong Kong. With the opening of its Tokyo office, Westend will now further accelerate panel development in Japan, which is a highly specialized market. Japan is the world's second largest healthcare market and is home to one of the largest pharmaceutical industries outside of the U.S. and Europe. Earlier this year, Westend also announced the opening of its Latin American headquarters in São Paulo, Brazil, one of the world's top seven emerging markets for pharmaceuticals.

"We can now proudly say that the sun never sets on Westend," stated Kirk Gillenhall, Westend's CEO. "This year alone we have expanded our footprint into two key healthcare markets, Brazil and Japan."

As a leader in technological innovations, Japan also has one of the most advanced medical systems. Westend Tokyo will be directed by Katsuhiko Soko and Takahito Asano, who combined have over 25 years of experience working within Japan's unique healthcare system.

"Soko and Asano bring to Westend invaluable insight into Japan's complex medical industry," Kirk explained. "Utilizing their established relationships with many key opinion leaders, hospitals, and pharmacies, we can expedite the development of our Asian resources to meet increased demand in the region."

Westend is a market leader in global healthcare fieldwork, with regional offices in New York, London, Hong Kong, Tokyo and São Paulo. Specializing in healthcare data collection for leading market research organizations, consulting firms, and corporations, Westend's client portfolio includes the world's top healthcare agencies and brands.

For more information, contact Aromade Pepper, head of media relations, at +66 2 555 9276.

- 176.** What is the main purpose of the press release?
- To inform about the company's expansion overseas
 - To hire more employees
 - To describe the research services it offers
 - To promote its newest line of products
- 177.** What is indicated about the new office?
- It will be the company's second office in Tokyo.
 - It will become the company's new international headquarters.
 - It is scheduled to open in January.
 - It will be the first office in Asia to open.
- 178.** According to press release, how will the new directors of the office contribute to Westend Research?
- They will make use of their expertise and insight into the local market.
 - They will oversee the opening of several new offices.
 - They will offer research data on several different countries.
 - They will mainly be serving clients from the European market.

- 179.** What should readers do if they would like more information?
- Contact the media representative
 - Go to the company website
 - Visit the new office
 - Make an appointment with Mr. Gillenhall
- 180.** The word 'utilizing' in paragraph 5, line 2 is the closest meaning to?
- originating
 - using
 - developing
 - acquiring

Questions 181-185 refer to the following letter and form.

Bridgewater Culture Museum
14 Bridgewater Rd. San Francisco CA 90112

Mr. Michael Bottell
145 7TH St. Apt. 5553
San Francisco, CA 90111

November 2

Dear Mr. Bottell,

It's almost the end of the year now, and you know what that means – it is time to consider renewing your membership at the Bridgewater Culture Museum! With this simple renewal process that will take just a few minutes, you can renew your membership with us here at the Bridgewater Culture Museum. Once you renew, you'll be able to use your membership immediately to shop at the Bridgewater Online Store. Then, all year long, you'll receive free admission to Bridgewater's exhibitions, special exhibition previews, and discounts of 15% at the Bridgewater Gift Shop. If you renew before November 17, you will receive an even more reduced renewal rate. Please see the membership rates listed below for further information.

	Regular rate	Before November 17
Student	\$25	\$15
Individual	\$40	\$30
Family	\$80	\$60
Premier	\$130	\$110

We have a special exhibit opening in January. The exhibition, titled "Grandfather's House," is a completely immersive exhibit, allowing visitors to step back in time to life in rural Korea during the 1930s.

Visitors are invited to try on traditional Korean clothing while exploring the exhibit. Members are invited to a preview on January 16.

We have also been sending e-mail updates to our members, informing them about updates on events and special exhibitions held at the museum throughout the year. Please let us know your e-mail address on the enclosed form, if you are not already on our mailing list.

Also, do not forget to pay a visit to our recently remodeled restaurant, located on the 5th floor, during your next visit to the museum. Enclosed is a 5% discount coupon for the restaurant, valid for use until the end of this year. Please enjoy!

I invite you to join us for another year of fun and exciting cultural wonders.

Sincerely

Greg Nathan

Membership Coordinator

Name: Michael Bottell
 Membership No.: Ty2889
 Address: 145 Cuba St. Apt. 213
 San Francisco, CA 90013
 Phone Number: 1-415-445-3134
 E-mail Address: mbottell@starbright.net

Payment: \$35

Please indicate one of the following:

- Yes, I'll attend the special members' preview of "The Grandfather's House."
- No, I will not attend the preview.

181. What is NOT mentioned as a benefit of membership?
 (A) Free entrance to certain exhibits
 (B) Monthly newsletters
 (C) Price discounts at the souvenir store
 (D) Invitations to previews
182. What do members receive through e-mails?
 (A) Information on upcoming exhibits
 (B) An application form for membership renewal
 (C) Discount coupons
 (D) A list of museum members
183. What is indicated about the museum?
 (A) It holds one special exhibit annually.
 (B) It will open in January.
 (C) It is closed on Mondays.
 (D) It has recently renovated its restaurant.

184. What can be inferred about Mr. Bottell?
 (A) He is a family member of a museum employee.
 (B) He was not a member before, and is joining for the first time.
 (C) He is already on the museum's list.
 (D) He renewed his membership before November 17.

185. On what date will Mr. Bottel see 'The Grandfather's House'?
 (A) On November 2
 (B) On November 15
 (C) On January 16
 (D) On May 23

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

Pricehouse Center for Innovation in Technology
Annual Inventors Forum

Dec. 10, Ridgefield Hall

Yanes Keeves, Program coordinator

9:00 a.m.	Lightweight Bass Guitar	Janet Shikre
10:00 a.m.	Portable Movie-Playing Devices	Yang Tong
11:00 a.m.	Remote Sensor Networks for Traffic Monitoring	Neil Jameson
Noon	Lunch Break	
1:00 p.m.	Social Networking Service (SNS) Application	Pracha Shiriata
2:00 p.m.	Personal Digital Device for Navigation	James Mormon
3:00 p.m.	Presenters available to discuss their prototypes with interested companies	All Participants
4:00 p.m.	Brief Concluding Remarks	Yanes Keeves

To: Neil Jameson
From: Mary Bergen
Date: December 11
Subject: Interest in Product

Dear Mr. Jameson,

First of all, I would like to tell you that I really enjoyed our meeting at the Inventors Forum. As I mentioned during the conference, my company, SmartTron Technologies, is interested in purchasing the rights to your product. Your product seems to have the latest technology built in, with an innovative edge that will surely stand out among many other competitors in the market. I see huge potential in your product, and would like to help you bring that product to a successful launch.

I would like to get on with the process as soon as possible, so I was hoping to set up a meeting with you in the next two weeks. One thing to note is that starting January 6, I will be going on an international business trip. Therefore, I will not be in the country for a little over

a month. Hence, I'd like to get the initial discussion started before my business trip, just to keep the momentum going.

I assure you that I hold a very high level of interest in your product and I am excited about the kind of synergy effect your product and our massive sales & distribution channels can bring about.

I look forward to hearing from you soon.

Mary Bergen
Vice President, SmartTron Technologies

186. For whom is the conference most likely intended?

- (A) Guitarists
- (B) Engineering professors
- (C) Security guard
- (D) Electronic inventors

187. Who is in charge of the conference?

- (A) Yanes Keeves
- (B) Mary Bergen
- (C) James Mormon
- (D) Neil Jameson

188. What is NOT true about the presentations?

- (A) Each one has a distinctive topic.
- (B) Each one lasts approximately an hour or less.
- (C) They all take place at different locations.
- (D) They all take place on the same day.

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

- (A) To arrange a meeting
- (B) To report about a new product
- (C) To hire a new employee
- (D) To plan a business trip

190. In what product is Ms. Bergen interested?

- (A) Personal navigation system
- (B) Lightweight Bass
- (C) Security system
- (D) Traffic sensors

Questions 191-195 refer to the following e-mail and itinerary.



Easy Travel Inc.

Dear. Mr. Borges,

Please find attached a temporary itinerary of your business trip to Korea. As we discussed earlier over the phone, I was able to separate your journey into two connecting flights, so you will fly to Tokyo and then get a connecting flight to Seoul. On your way back, you will have a layover in Bangkok.

However, since this was a last-minute change and the tickets are going fast, the only flight available to Tokyo from Paris was the one that departs late at night. I know that you previously requested that you do not want an overnight flight, but this is the best I could do with within the price range that you requested.

To make up for the late departure time, I was able to replace the connecting flight from Tokyo to Seoul from Air Asia 215 to an earlier flight, so that it is scheduled only an hour apart from your previous flight. Therefore, you will not have to wait too long at the airport. I also successfully scheduled your return flight on June 10 so that you will not have to fly at night on your way back to Paris.

As for your hotel accommodations, I made a reservation for you under your name at the Unison Hotel in Seoul. The cost per night in the business suite is approximately \$200. This hotel is adjacent to Myeongdong, one of the best shopping areas in Seoul, as well as many other famous tourist spots. Also, the hotel operates hourly shuttles to and from the airport free of charge for its guests. As a result, there is no need for you to arrange for transportation to the hotel from the airport. As requested, I've arranged a non-smoking room for your stay, and the hotel offers complimentary breakfast buffet and free Internet access. This hotel was recently renovated, so you will find your stay at the hotel comfortable and convenient.

I think this covers all your flight information and the hotel accommodations. Please let me know if this itinerary is to your satisfaction so that I can book the flights. For your information, you have to confirm these flights by no later than tomorrow at 6 P.M. or we stand to lose the flight reservations. The airline tickets are nonrefundable upon confirmation. Please let me know if you have any questions or comments regarding this e-mail.

Sincerely yours,

Rose Hernandez

Itinerary for Mr. George Borges

Fri June 1

Depart: 12:25 A.M.

Arrive: 5:10 A.M.

Air Asia 152

Paris

Tokyo

Fri June 1

Depart: 6:10 A.M.

Arrive: 8:25 A.M.

Air Asia 456

Tokyo

Seoul

Sun June 10

Depart: 9:00 A.M.

Arrive: 12:15 P.M.

Air Asia 682

Seoul

Bangkok

Sun June 10

Depart: 2:00 P.M.

Arrive: 5:45 A.M.

Air Asia 453

Bangkok

Paris

N.B. all times are local.

Total: 752 GBP

- 191.** What is the purpose of the letter?
- To confirm Mr. Borges' travel arrangements
 - To inform Easy Travel's supervisor of some travel plans
 - To confirm the mileage points for flight reservations
 - To request a hotel reservation for a trip to Seoul
- 192.** In the e-mail, the word 'separate' in paragraph 1, line 2 is closest in meaning to
- finish
 - divide
 - rest
 - defeat
- 193.** What did Mr. Borges request?
- A reservation for a family tour
 - A tour of Bangkok
 - A hotel reservation in Paris
 - A daytime flight

- 194.** What is NOT mentioned as a free service provided by Unison Hotel?
- Internet access
 - Airport transportation
 - A shopping tour of the area
 - Buffet breakfast
- 195.** What flight will replace Air Asia Airlines flight 215?
- Flight 152
 - Flight 456
 - Flight 682
 - Flight 453

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

Iowa Bath and Kitchen Shop is a full-service, independently owned and operated wholesale distributor of everything and anything related to bathroom materials, including heating, cooling, water softeners, sewer & water, well & pump supplies and more. We are centrally located in Marshalltown, Iowa. At Iowa Wholesale Supply/Bath and Kitchen Shop we pride ourselves in offering the very best products at competitive prices with unbeatable service and delivery.

We also pride ourselves in long-term relationships with many of our manufacturers. This results in quality service to you and quick solutions to any product or installation issues. In addition, we work with major master distributors in the U.S. for those "hard to find" items. Totally personalized service, delivery to the job-site, evening/weekend appointments, an ability to talk to the owner and general manager at any time - these are all reasons why you should do business with one of central Iowa's largest wholesale distributors.

We are currently featuring discounts of 20-50% on large orders of kitchen and bathroom items.

Our showroom (The Bath and Kitchen Shop) is open to the public, and we welcome customers sent in by contractors. Our professional showroom staff will spend as much time as necessary assisting customers through the selection process, whether it is for new construction or remodeling. We're happy to arrange for private, after-hours appointments as well. Contact us for information on these special discounted prices or request a complete catalog of our building materials.

Iowa Bath & Kitchen Shop
999 Marshalltown IA, 50158
Tel: 555-1111 / Fax: 555-1112
Jean Marques
sales Manager
E-mail: Sales@ibk.com

Iowa Bath and Kitchen Shop's most popular discounted items include:

Fitting	Fixtures
Faucets	Porcelain bathtubs
Drains	Stainless steel sinks
Pipes	Stone countertops
Showerheads	Stainless steel counters

Note: Sinks and bathtubs made of materials other than those mentioned above are also available at discounted prices. However, these special orders may take four to six weeks to fill. Contact our sales manager for more information.

To: Jean Marques<sales@ibk.com>
From: Arthur Najie<arthurnajie@ahc.com>
Date: January 2
Subject: Request for price information

Dear Jean:

I am the CEO of Abe Housing Construction (AHC). Based in Iowa, AHC has been a long-term associate and partner of Iowa Land Development Corporation, and at the end of last year we

signed a contract with them to build 100 new housing units in Iowa by October 31 of this year. Therefore, we will need massive fittings and fixtures before the end of August.

As you might have already heard, we are a fast growing company that has been responsible for many big construction projects in recent months, including construction of the Iowa Shopping Mall Center and the Square Garden Hotel. We have many more large-scale projects lined up in the future, and we will surely be in need of many more building materials. Therefore, we believe that a partnership with your company can be mutually beneficial to both of us.

To start off, we would like to place an order for fittings and fixtures for the Iowa Land Development Corporation. As I mentioned, the order must be completed before the end of August to meet the deadline. Please provide an itemized price list, including delivery costs, for the following items:

80 showerheads	80 porcelain bathtubs
80 acrylic bathroom sinks	80 stainless steel kitchen sinks
80 stone countertops	

We look forward to establishing a long-term relationship with your company, and trust that you will give us the best possible quotations for our first order.

Sincerely,
Arthur Najie

196. What is the purpose of the brochure?
- To promote a particular company
 - To teach readers on how to build a house
 - To promote a new housing unit that is being sold
 - To specify the type of building materials needed
197. What is NOT mentioned about Iowa Bath & Kitchen Shop?
- The company is located in Iowa.
 - It has a product showroom for display.
 - Some products are being offered at a discounted rate.
 - They offer free delivery to first-time customers.
198. Why does Mr. Najie want to place an order by the end of August?
- He has to go on a business trip.
 - He is afraid that the materials he ordered might not be available after that date.
 - The prices for materials will go up after that date.
 - He has to finish a construction project by that time.
199. What does Mr. Najie ask Mr. Marques to do?
- Start the construction work as indicated in the contract
 - Indicate the cost of the selected items
 - Contact the Iowa Land Development Corporation
 - Advise him on what building construction materials to select
200. What items requested by Mr. Najie are most likely to require a special order?
- Metal kitchen sinks
 - Porcelain bathtubs
 - Acrylic bath sinks
 - Stone countertops