

READING TEST

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

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

PART 5

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

101. Patients who wish to reschedule their _____ must give at least 24 hours advance notice.
(A) appointments
(B) positions
(C) assignments
(D) subscriptions
102. All shipments arrive at the receiving dock, where a warehouse worker checks _____ tracking labels.
(A) theirs
(B) they
(C) them
(D) their
103. Because this document contains confidential information, please keep it in a _____ location.
(A) cautious
(B) secure
(C) distinguished
(D) strict
104. Fred's superb _____ to detail is his best attribute as a graphic artist.
(A) attends
(B) attended
(C) attendant
(D) attention
105. Please indicate on the envelope whether you would prefer regular _____ deluxe photo processing for your film.
(A) so
(B) nor
(C) and
(D) or
106. The decision to hire _____ help was based largely on the concerns expressed by the employees.
(A) addition
(B) additions
(C) additional
(D) additionally
107. National Bank officials announced that they have taken the necessary steps to _____ another computer system failure.
(A) upgrade
(B) ignore
(C) prevent
(D) improve
108. All _____ to the auto production plant must register at the security checkpoint before entering.
(A) visit
(B) visitation
(C) visitors
(D) visiting

- 109.** In an effort to reduce _____, Barsom Cosmetics has halved its advertising budget.
- (A) values
(B) expenses
(C) customs
(D) refunds
- 110.** The advertising team made an _____ recovery from a late start to finish the project a week ahead of schedule.
- (A) amaze
(B) amazing
(C) amazement
(D) amazingly
- 111.** The proposal for the parking garage was due yesterday, _____ the program director has agreed to a short extension.
- (A) but
(B) beyond
(C) until
(D) that
- 112.** We will have to inform Mr. Yamamoto that _____ application cannot be accepted at this time.
- (A) he
(B) himself
(C) his
(D) him
- 113.** After the meeting with the accountant, Mr. Mitchell was _____ able to complete the budget report.
- (A) lastly
(B) at first
(C) finally
(D) meanwhile
- 114.** Critics of the recent movie with Michelle Zhao have called the plot too _____.
- (A) predicting
(B) predicted
(C) predictable
(D) predictably
- 115.** Ms. Rivera made it clear that _____ the landowner may authorize improvements to the property.
- (A) only
(B) easily
(C) simply
(D) merely
- 116.** The management of Eurosan Enterprises is in the process of _____ a new set of guidelines for customer service.
- (A) establish
(B) establishes
(C) established
(D) establishing
- 117.** If you would like to be considered for a position in our advertising division, please _____ an application to the director of human resources.
- (A) comply
(B) submit
(C) urge
(D) advise
- 118.** The plant supervisor, Mr. Lee, recently _____ a tour of the company's main production facility for our clients.
- (A) conduct
(B) conducted
(C) to conduct
(D) will conduct
- 119.** If you require additional information about our products, please do not _____ to contact the customer service department.
- (A) provide
(B) qualify
(C) hesitate
(D) compete
- 120.** Mr. Lopez travels _____ for business and uses the corporate accounts at hotels as well as car rental agencies.
- (A) regular
(B) regularly
(C) regularity
(D) regulate

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- 121.** Each month, we will select five outstanding employees to be honored _____ their exceptional contributions to the company's performance.
- (A) for
(B) at
(C) across
(D) over
- 122.** According to Star Watch magazine, singer-songwriter Kylie Norton has announced her upcoming _____ in a charity concert.
- (A) participate
(B) participated
(C) participating
(D) participation
- 123.** Customers who cannot call the service department during normal business hours may leave a message _____ our answering service.
- (A) with
(B) off
(C) from
(D) by
- 124.** Applicants for the position of store manager must have at least five years of experience in _____ sales.
- (A) retailing
(B) retailer
(C) retailed
(D) retail
- 125.** Our company believes that employees should always work hard, yet they must _____ have time for their families.
- (A) altogether
(B) also
(C) alone
(D) almost
- 126.** Our store offers a complete line of computer software packages for _____ personal and business applications.
- (A) every
(B) both
(C) either
(D) whether
- 127.** According to the commerce report released today, retail sales in apparel declined in August after a significant _____ in July.
- (A) increase
(B) impression
(C) access
(D) accent
- 128.** The president of Tennom Advertising _____ announces the cancellation of plans to open an office in Toronto.
- (A) regretful
(B) regretfully
(C) regretting
(D) regretted
- 129.** The International Society of Economists will _____ leadership to develop and launch a collection of electronic journals.
- (A) remain
(B) serve
(C) grant
(D) provide
- 130.** After the current model year, the automobile manufacturer CFG _____ three older models and introduce two new ones.
- (A) to discontinue
(B) will discontinue
(C) discontinued
(D) have discontinued

131. Personnel must sign the register _____ removing any confidential papers from the organization's vaults.
- (A) before
(B) until
(C) from
(D) during
132. In addition to _____ recent phone numbers, the new IF20 mobile phone shows the temperature, the time, and the user's location on a map.
- (A) displayed
(B) displaying
(C) display
(D) displays
133. Tomorrow's training is _____ for employees who have been with the company for less than one year.
- (A) based
(B) intended
(C) agreed
(D) invited
134. Tenants should call the property owner directly _____ problems with heating or plumbing are not resolved by the on-site manager.
- (A) if
(B) why
(C) due to
(D) about
135. _____ the probationary three months are completed, employees will be eligible for full company benefits.
- (A) Soon
(B) Then
(C) Later
(D) Once

136. Tappan Literature Foundation is soliciting _____ for this year's best youth novelist.
- (A) nominate
(B) nominations
(C) nominating
(D) to have nominated
137. The new graphic design software program has improved the quality of the designers' work as well as their _____.
- (A) economies
(B) harvest
(C) measures
(D) productivity
138. The names of the department heads to _____ the monthly reports should be sent are located on the last page of the manual.
- (A) whoever
(B) whom
(C) what
(D) where
139. Sinna Motors' sales figures this year were nearly _____ to those recorded in the company's most successful period five years ago.
- (A) equal
(B) uniform
(C) even
(D) fair
140. NJC Surveys recently determined that, despite advances in audio technology, it is still _____ through radio broadcasts that listeners are exposed to new music.
- (A) predominant
(B) predominantly
(C) predominating
(D) predominated

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PART 6

Directions: Read the texts that follow. A word or phrase is missing in some of the sentences. Four answer choices are given below each of the 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. Geremi,

We are very pleased that you have accepted a summer position with us as a computer technician. The work will begin on June 28 and end on August 15. The _____ will be

- 141.** (A) charge
(B) estimate
(C) cost
(D) pay

\$850 per week.

On your first day of work, please _____ to bring a valid form of identification and the

- 142.** (A) remembering
(B) to remember
(C) remember
(D) are remembered

completed tax forms we sent you earlier this month. After you have submitted these forms and your identification has been copied for our records, there will be a reception in the Wooley Building to welcome all interns. Following the reception, the specific details of your job responsibilities will be _____.

- 143.** (A) requested
(B) provided
(C) retrieved
(D) informed

We look forward to seeing you on June 28.

Warm regards,

Bill Bella
Coordinator, Summer Work Program
Chadwick Chemical Corporation

Questions 144-146 refer to the following article.

Wholesale food stores are becoming increasingly popular among thrifty shoppers. Unlike _____ supermarkets, which have always relied on marketing departments to advertise

144. (A) recent

- (B) traditional
- (C) successful
- (D) convenient

products, wholesale stores sell directly to the consumer. This distribution method can result in considerably lower prices.

Wholesale stores typically offer little personalized assistance and in the past have served only specialty shops and restaurants. However, due to a concerted effort in recent years by these stores to attract _____ shoppers, this is slowly changing. _____, many consumers are now

145. (A) individual

- (B) individualize
- (C) individually
- (D) individuals

146. (A) Because

- (B) In fact
- (C) On the other hand
- (D) Despite

quite happy to shop at wholesale stores as well as supermarkets.

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Questions 147-149 refer to the following article.

Shopping for Books Online

Online bookstores have sprung up all over the Internet. One of their greatest _____ over

- 147.** (A) incomes
(B) advantages
(C) interests
(D) designs

traditional bookstores is the sheer comprehensiveness of their available stock. The marketing departments of online stores know that customers are more likely to shop in places where they can be fairly certain that _____ they are looking for will be available.

- 148.** (A) anywhere
(B) whatever
(C) however
(D) even

In addition, online stores can more easily use technology to bolster sales. For example, they can use software that remembers the purchases of individual buyers. On the basis of _____

- 149.** (A) previous
(B) valuable
(C) additional
(D) necessary

purchases, the software determines a buyer's preferences and can then make recommendations for similar items the customer might consider purchasing in the future.

Questions 150-152 refer to the following article.

Higher Gasoline Prices Are Everyone's Business

The retail price of fuel continues its steady rise for the tenth week in a row, and experts say there is no immediate end in sight.

Preston Okura, director of Henson Oil & Gas, Inc., made a _____ observation. Attributing

- 150.** (A) contrasting
(B) promising
(C) similar
(D) false

the sharp increase in fuel prices to higher crude oil prices, he expects prices to continue _____ for another month.

- 151.** (A) rise
(B) rising
(C) be rising
(D) have risen

While businesses like trucking and shipping companies are feeling the direct impact of these high prices, the _____ on the general public may be less evident. "Every item that ends up

- 152.** (A) effect
(B) effecting
(C) effected
(D) effective

in the store has a freight cost built into it," said Okura. "These transport companies have no choice but to charge higher fees and to pass on the cost to their customers."

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PART 7

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

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

From: Anya Patel <apatel@southeastind.com>
To: Tom Ramon <tramon@southeastind.com>
Subject: Ceremony for Josephine Coletti
Date: June 10

Hi Tom,

I suppose you've heard that we are planning a ceremony to honor Josephine Coletti's 25 years at Southeast Industries. I'd like to know if you could say a few words about her contributions to your department as well as present her with the award (a plaque and gift certificate). As sales director and Josephine's immediate supervisor for the past 18 years, you probably know her better than anyone else here. You will receive the official invitation with more details by the end of the week.

Please let Susan Chen, my executive assistant (extension 4092), know if you will be able to attend and if you'd be willing to give a short speech.

Thanks.
Anya Patel, Vice President

153. Who is Josephine Coletti?

- (A) Tom Ramon's immediate supervisor
- (B) A sales department employee
- (C) A worker who recently retired
- (D) A vice president at Southeast Industries

154. What is Mr. Ramon asked to do?

- (A) Attend a luncheon
- (B) Reserve a meeting room
- (C) Order food for a party
- (D) Make a presentation

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Questions 155-156 refer to the following advertisement.

Are you a lively conversationalist and an inspiring cook?

How would you like to be the host of *The Half-Hour Chef*, a new television program scheduled to start broadcasting in February?

Try your luck at VAL-TV's Studio 6 on December 5 by demonstrating your cooking in action. We have all the appliances you'll need. Just bring your own ingredients. Our program directors are not interested in your professional experience or personal portfolio. What they want to see is your on-the-air potential as a live performer. So drop by our studio at 9:00 A.M. and show us what you can do!

155. What position is being advertised?

- (A) Restaurant chef
- (B) Television show host
- (C) Program director
- (D) Cookbook editor

156. What are interested candidates asked to do?

- (A) Provide their food ingredients
- (B) Invent a new food recipe
- (C) Watch a live television program
- (D) Submit photographs of their work

Questions 157-159 refer to the following article.

Leafman Capital Purchases Josée Group

Leafman Capital, a leading Canadian investment firm, announced today that it has completed its long-anticipated acquisition of Josée Group, a Paris-based hotel company. The deal has an estimated value of 350 million euros, according to Leafman Capital executives.

The sale of the French-owned Josée Group to a Canadian firm has caused a great deal of controversy in France; the Josée Group owns 26 historic hotels in and around Paris, including the famous Hôtel Jean-Claude, which had hosted numerous prominent nineteenth-century French authors and political figures. Joseph Leafman, owner of Leafman Capital, announced that his firm would strive to retain the important historic heritage of the Hôtel Jean-Claude but

would make necessary renovations to modernize the heating and plumbing systems. In addition to the Hôtel Jean-Claude, the Josée Group owns smaller hotels across France, including the Parisian Gateway and the Hôtel Fanon, both considered among the finest examples of French architecture in the neoclassic style.

Mr. Leafman said that his firm purchased the Josée Group as a means of diversifying its portfolio. He also plans to make additional purchases in Europe, which may include luxury hotels in Belgium, Germany, and Switzerland. Other assets recently purchased by Leafman Capital include high-rise apartment and office buildings in Thailand and the Philippines.

157. According to the article, why has the sale of the Josée Group been considered controversial?

- (A) It was sold for less than its estimated value.
- (B) Historic French properties were being sold to a foreign firm.
- (C) Employees of the Josée Group are expected to lose their jobs.
- (D) The sale was not made public until it had been finalized.

158. What is Leafman Capital's announced plan for the Hôtel Jean-Claude?

- (A) To operate it as an economy hotel
- (B) To build apartments on the property
- (C) To update some of its facilities
- (D) To turn it into a historical museum

159. What kind of property is NOT mentioned as a recent acquisition of Leafman Capital?

- (A) Apartments
- (B) Office buildings
- (C) Historic hotels
- (D) Retail stores

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Questions 160-162 refer to the following job announcement.

**BUFFALO METROPOLITAN UNIVERSITY
LAW SCHOOL FACULTY OPENING**

Buffalo Metropolitan University School of Law is seeking a full-time Assistant Professor to teach a course designed to introduce first-year law students to legal research, analysis, and courtroom interaction. This course is taught as a series of simulations in which students research and analyze legal concepts, prepare documents, and engage in formal and informal advocacy. Qualifications include J.D. or LL.B. degree, excellent academic record, and demonstrated teaching ability.

All law courses are taught on our West Seneca campus, which is only 10 minutes away from our Grand Island campus.

All applications must include résumé, transcript, and proof of degree from an accredited law school.

Please apply to: Professor Miriam Cho, Buffalo Metropolitan University Personnel Committee, 10 Main Street, Fort Erie, NY 98115, or e-mail to miriam.cho@mu.law.edu. Please note that incomplete applications will not be considered.

160. What is mentioned about the course to be taught?

- (A) It is for beginning law students.
- (B) It is a popular course at the university.
- (C) It includes courtroom visits.
- (D) It is currently taught by Professor Cho.

162. What is NOT listed as a requirement for the position?

- (A) Teaching experience
- (B) A law school degree
- (C) Service on faculty committees
- (D) Ability to teach full time

161. Where will the courses be held?

- (A) Buffalo
- (B) West Seneca
- (C) Grand Island
- (D) Fort Erie

Questions 163-166 refer to the following article.

K-Star Tournament to Begin

Andrew Cresson, owner of computer game company K-Star, announced today that his firm will be sponsoring a video game tournament as part of a series of promotional activities for its latest product line.

To be held in Hong Kong on May 5, the event will introduce a wide selection of new games for contestants to play, including simulated reality games, sports games, and cartoon character games. The top four contestants in each round will compete in finals shown live on a large screen. Robert Ko, a sales representative at K-Star, observed: "This may be the most anticipated product launch of the decade."

Rewards for winning the computer game tournament include free products and free plane tickets to cities like Tokyo, Seoul, and Jakarta. In addition, the first-prize winner in each category will win the opportunity to help designers create a new video game.

Interested individuals may register to participate by filling out an online application, visiting a retail outlet where K-Star products are sold, or contacting K-Star's automated phone service. Players must register in advance of the tournament. Audience tickets, however, may be purchased on-site on the day of the event.

Reporter: David Ma, Beijing, April 15

163. What is the purpose of holding the tournament?

- (A) To recruit members for a club
- (B) To attract new employees
- (C) To promote a product line
- (D) To entertain business executives

164. Who will be competing in the tournament?

- (A) Professional athletes
- (B) Animated filmmakers
- (C) Computer game players
- (D) Software designers

165. Where will the tournament take place?

- (A) In Seoul
- (B) In Beijing
- (C) In Tokyo
- (D) In Hong Kong

166. How is it NOT possible for people to sign up to compete?

- (A) By going to the event
- (B) By going to certain stores
- (C) Over the telephone
- (D) Through a Web site

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Questions 167-168 refer to the following press release.

New Database to Facilitate Tracking of Archaeological Finds

Sectorsys, Ltd., is pleased to announce that it will soon team up with museums and archaeological societies worldwide to create an extensive database of artifacts discovered at archaeological sites. Says Eric Johannessen, CEO of Sectorsys, “Much of the information about treasures of the ancient world is not well documented and is not readily available. We plan on organizing an electronic database that will enable museums and professionals working in the field to access complete descriptions of artifacts.” The database will initially contain information on 300,000 objects, and will be updated continually.

- 167. What product will Sectorsys offer?**
- (A) Supplies for archaeological digs
 - (B) Antitheft alarm systems for museums
 - (C) Software that holds information about artifacts
 - (D) Equipment for detecting fake artifacts
- 168. According to the press release, who will use the product?**
- (A) Dealers who buy and sell old objects
 - (B) Security guards at museums
 - (C) Companies that publish books on archaeology
 - (D) Museum employees and archaeologists

Questions 169-171 refer to the following letter.

214 Ryland Avenue
Miami, Florida 00432

May 30

Dear Ms. Kovin

Our records show that the June issue of *Today's Trends* will be your last and that you have not yet renewed your subscription. To encourage you to renew, we would like to offer you *Today's Trends* at a reduced price. You are currently paying \$3.00 per issue. We will offer you the magazine for six months at only \$2.25 per monthly issue. That means that you will save a total of \$4.50 from July to December if you renew your subscription.

Please contact our business office at 888-555-3214 Monday through Friday from 9 A.M. to 5 P.M. or on Saturday from 10 A.M. to 3 P.M. The business office is closed on Sundays. We look forward to continuing to serve you in the future.

Sincerely,

Marsha Cleminns

Marsha Cleminns
Director of Sales

169. What is the purpose of the letter?

- (A) To explain an increase in fees
- (B) To confirm that a payment was received
- (C) To request that a bill be paid
- (D) To offer a discount to a customer

170. When will Ms. Kovin's current subscription end?

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

171. What is Ms. Kovin currently paying for her subscription per month?

- (A) \$2.25
- (B) \$3.00
- (C) \$4.50
- (D) \$6.00

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Questions 172-175 refer to the following announcement.

Roger Wilkinson to Join Pace and Brown Architects, Inc.

At Friday's company-wide meeting, president and CEO Cynthia Hu announced that, following a lengthy search, Pace and Brown has selected Roger H. Wilkinson as the new director of restoration projects. Beginning May 1 Mr. Wilkinson will succeed Keira Powells, who retired on January 3. Mr. Wilkinson is coming to Pace and Brown from his position as senior project designer at Bershire Blakeburns in London, where he has lived for the last ten years.

Mr. Wilkinson will be responsible for representing the firm externally and ensuring that the firm has a clear strategic direction as it expands its work in restoration and historic preservation. He brings with him many diverse talents and more than 25 years of design and project management experience. He is probably best known for his restoration work on the historic 32-story Starsham Hotel in Melbourne, for which he was awarded the Schills Medal, Australia's most prestigious design award.

172. Where would this announcement most likely appear?

- (A) In a newspaper advertisement
- (B) In a business textbook
- (C) In a telephone directory
- (D) In a company newsletter

174. How long has Roger Wilkinson lived in London?

- (A) For 10 years
- (B) For 15 years
- (C) For 25 years
- (D) For 32 years

173. Who is Keira Powells?

- (A) A past president of a business
- (B) A former director of a business
- (C) A successful clothing designer
- (D) A well-known historian

175. According to the announcement, what is Roger Wilkinson known for?

- (A) Directing restoration projects at Pace and Brown
- (B) Being Bershire Blakeburns' longest-serving director
- (C) Renovating a historic building in Melbourne
- (D) Winning a major design award in London

Questions 176-180 refer to the following interview from a sports magazine.

Flexer Magazine

Spotlight on Athletes

Reporter: Matt Nickel

This month's Spotlight on Athletes features the force behind the championship season of the Globe swimming team. Jane Warrick, senior athletic trainer for the team, discussed her career in a recent interview.

Nickel: You are credited with Globe's winning season, yet it must be very stressful to be responsible for the whole team's performance.

Warrick: It certainly is. To help the swimmers realize their potential, I must pay attention to every detail of their lives. Each swimmer must follow a careful diet, train four to six hours a day, and get plenty of rest. But most people are stunned to learn how much more is involved in being a trainer. For example, we must know psychology to keep the athletes motivated and assure that they maximize their performance, as well as nutrition and physiology to help swimmers maintain good health. Many

people think that all we do is blow whistles and keep time.

Nickel: Why did you choose this profession?

Warrick: My love of the water combined with an interest in teaching led me into this occupation. My parents hoped that I would follow in their footsteps and become a surgeon, but I wasn't really interested in biology or chemistry.

Nickel: Are you satisfied with your choice?

Warrick: Most definitely. The job is a lot of work, but it's also challenging and exciting. I love the thrill of competition and the satisfaction that comes from being part of a winning team.

Nickel: Is there anything you regret?

Warrick: Well, I travel all over the world, but I rarely get to see the sights. I'd love to have more time for that, but most of the time I'm with the team, preparing for competition. Overall, though, I couldn't ask for a better career.

176. According to Ms. Warrick, what do most people find surprising about her job?

- (A) It requires a medical diploma.
- (B) It involves a special diet.
- (C) It requires many different skills.
- (D) It gives her a lot of free time.

177. What is NOT one of Ms. Warrick's responsibilities in her work with athletes?

- (A) Motivating the team
- (B) Scheduling competitions
- (C) Monitoring the athletes' health
- (D) Keeping track of the athletes' diets

178. What do Ms. Warrick's parents do for a living?

- (A) They are trainers.
- (B) They are doctors.
- (C) They are teachers.
- (D) They are biologists.

179. How does Ms. Warrick feel about her career choice?

- (A) She enjoys the challenges.
- (B) She regrets not becoming a doctor.
- (C) She likes the travel opportunities.
- (D) She finds it exhausting.

180. What does Ms. Warrick say she would like to do more often?

- (A) Learn from other professionals
- (B) Spend time at home
- (C) Enter swim competitions
- (D) Go sightseeing

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

Date: January 25
From: Tori Ray <tray@alvertonfinancecorp.com>
To: Paul Han <phan@nj.universaltechsoftware.com>
Subject: Update on the workshop on Friday, February 3

Hi Paul,

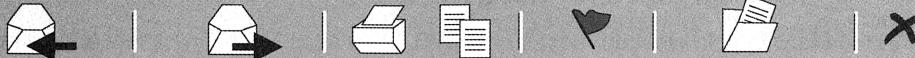
Thank you for agreeing to conduct a workshop for us at Alverton Finance Corporation. We are excited to hear about your new software program, which may be a beneficial tool for our business.

In my previous e-mail, I said the workshop would be held in room 135, but it has been changed to room 455. Please stop at the security desk when you get here, and give the security guard that room number. The guard will issue you a guest pass and escort you to the room.

If you have any handouts that you want us to copy before the workshop, my assistant, Hilary Rigby, can make them. If you send her your handouts electronically by Wednesday, February 1, she will have the copies ready for you. Her e-mail address is hrigby@alvertonfinancecorp.com.

If you have any questions, please let me know. I look forward to seeing you at the workshop.

Tori Ray



Date: January 27
From: Paul Han <pHan@nj.universaltechsoftware.com>
To: Tori Ray <tray@alvertonfinancecorp.com>
Subject: Re: Update on the workshop on Friday, February 3

Ms. Ray,

Thank you for your e-mail. I am looking forward to showing you and your employees how our software can help you with your client database. I am confident that you will find this software quite useful.

On the day of the workshop, I will bring my colleague Josh Morton, who will take care of the technical issues. He is one of the computer programmers who developed this software, so he will be able to answer any technical questions your employees may have about it.

As for handouts, I will contact your assistant on Monday the 30th. There will only be a few pages, as most of the demonstration will be given on a computer that we will bring with us.

See you next week.

Paul Han

181. What is the purpose of Ms. Ray's e-mail?

- (A) To confirm the details of a presentation
- (B) To place an order for computer software
- (C) To explain the changes in a security policy
- (D) To change the date of a workshop

182. What should Mr. Han do when he arrives at Alverton Finance Corporation?

- (A) Call Ms. Ray at her office
- (B) Pick up a security pass
- (C) Go to room 135
- (D) Contact Ms. Ray's assistant

183. When will Ms. Ray and Mr. Han meet?

- (A) On January 25
- (B) On January 27
- (C) On February 1
- (D) On February 3

184. Who is Josh Morton?

- (A) An administrative assistant
- (B) A security guard
- (C) A computer programmer
- (D) A sales representative

185. What will Mr. Han do on Monday?

- (A) Demonstrate a new software program
- (B) Print copies of handouts
- (C) Send documents to Ms. Rigby
- (D) Introduce Mr. Morton to a client

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



ANNOUNCEMENT

Job Openings at Bowler Tech

Position: Senior Accountant

Requirements: At least 7 years of related experience. Candidate should have a solid background in accounting, budgeting, and financial reporting.

Position: Security Consultant

Requirements: At least 5 years of related experience. A solid understanding of security policies and risk assessment is required.

Must be willing to relocate every one to two years for new projects.

Position: Public Relations Director

Requirements: At least 7 years of field experience. Strong communication skills; must include a writing sample with the application.

Position: Project Engineer

Requirements: The ideal candidate will have a university degree in mechanical engineering or chemical engineering and experience overseeing a large-scale expansion project.

How to Apply: E-mail cover letter and résumé to Charles Park at jobs@bowlertech.com. Please indicate the position applied for in the cover letter. Résumé must include a list of recent references. Qualified candidates will be invited for an on-site interview.

To:	Charles Park (jobs@bowlertech.com)
From:	Mary Douglas
Date:	May 23
Subject:	Position at Bowler Tech

Dear Mr. Park,

My name is Mary Douglas and I am writing in response to your job announcement for the Security Consultant position. I have nine years of experience in the security field and have worked in both risk assessment and policy formation. As a senior manager in my previous job, I have proven myself as an effective team leader with excellent communication skills. I am very interested in this position and would appreciate having the opportunity to discuss it with you further. My résumé and a list of references are attached for your review.

Thank you for your consideration. I look forward to hearing from you.

Mary Douglas

- 186.** Which job description mentions educational background?
- (A) Senior accountant
 - (B) Security consultant
 - (C) Public relations director
 - (D) Project engineer
- 187.** What are applicants NOT asked to do?
- (A) Call Charles Park
 - (B) E-mail a résumé
 - (C) Write a cover letter
 - (D) Provide references
- 188.** What is the purpose of the e-mail?
- (A) To request a job description
 - (B) To indicate interest in a job
 - (C) To provide a reference for a job applicant
 - (D) To accept a job offer
- 189.** What is a requirement of the position that Ms. Douglas mentions in her e-mail?
- (A) Good communication skills
 - (B) Project management experience
 - (C) A background in accounting
 - (D) Willingness to relocate
- 190.** What is attached to Ms. Douglas' e-mail?
- (A) An application form
 - (B) A photograph
 - (C) A résumé
 - (D) An acceptance letter

GO ON TO THE NEXT PAGE ➔

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

From:	Alan P. Hall <aphall@smith&jones.com>
To:	Maria Quintana, Technical Support <mquintana@smith&jones.com>
Date:	October 17
Re:	Difficulty with Web Access

Dear Ms. Quintana,

I am suddenly having difficulty accessing the Internet from my workstation. I had no problems this morning, but since I returned from lunch, I have not been able to access any Web sites outside our company network. I contacted the technical support manager immediately, but I haven't gotten a response yet. My colleague Audrey Wood said you helped her solve a technical problem before and suggested that I write to you directly.

Is there a problem throughout the company, or is this situation unique to my workstation?

Thank you very much for your help.

Alan Hall

E-Mail Message

From: Maria Quintana <mquintana@smith&jones.com>
To: Alan P. Hall <aphall@smith&jones.com>
Date: October 17
Re: Re: Difficulty with Web Access

Alan, I'm sorry for the inconvenience. Our technical support manager, Jack Harrison, usually handles Internet problems, but he is out of the office until Monday. The failure of access seems to be occurring randomly. Some employees still have full online access, but your workstation must be one of the ones that is experiencing connection problems today. To determine the cause of the problem and prevent it from happening again, I have forwarded your e-mail to our system administrators for investigation. We expect to have the situation resolved within the hour.

In the meantime, please delete your temporary Internet files. These files may have become corrupted and could possibly be contributing to the problem. Instructions for deleting the files can be found in your employee manual.

I will be leaving at 4:00 P.M. today, so if you need further assistance after that time, please call Ronald Chen, at extension 4092.

Maria Quintana
Technical Support

- 191.** What is true about Alan Hall's computer problem?
- (A) The problem first occurred in the morning.
 - (B) The problem is unique to his workstation.
 - (C) The problem is the result of running too many programs.
 - (D) The cause of the problem is unknown.
- 192.** Who was the first person Alan Hall contacted about the problem?
- (A) Ronald Chen
 - (B) Maria Quintana
 - (C) Jack Harrison
 - (D) Audrey Wood
- 193.** In the second e-mail, the word "randomly" in paragraph 1, line 3, is closest in meaning to
- (A) irregularly
 - (B) casually
 - (C) carelessly
 - (D) accidentally

- 194.** How is Maria trying to solve the problem?
- (A) By consulting a manual
 - (B) By purchasing new equipment
 - (C) By sending a computer technician
 - (D) By consulting system administrators
- 195.** What is Alan Hall instructed to do?
- (A) Use a computer at a different workstation
 - (B) Delete some files
 - (C) Report the problem to another department
 - (D) Shut down his computer

GO ON TO THE NEXT PAGE

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



Advanced Computer Technology Conference

January 6

Ms. Nikki King
Erickson Publishing
1399 Moss Road
Spring Hope, Virginia 20887

Dear Ms. King:

The Fifteenth annual Advanced Computer Technology Conference (ACTC) will be held April 15-18 at the Norton Creek Hotel in Orlando, Florida. As in previous years, the conference will be attended by over 3, 000 computer professionals from around the world, including some of the most prominent leaders in the field. Once again, we hope Erickson Publishing will take advantage of our Publishers' Exhibition for showcasing your computer-related books, journals, software, and other materials.

The majestic Miami Room at the Norton Creek, which will be equipped with tables, racks, power outlets, and telephone lines with voice and data capability, has been reserved for larger exhibits displaying multimedia products. We have also reserved the adjoining Tampa Room for smaller exhibits displaying books and journals. This room will be equipped with large tables, racks, and display boards.

If Erickson Publishing is interested in reserving an exhibition booth, please fill out the enclosed registration form, indicating which room you would like to use and the dates for which you would like to reserve space. The fee schedule for space rental is on the registration form. This year, for the first time, payments are due along with the registration form, and these must be received by March 3. If you have any questions, you may contact me by phone at 733-555-1690 or by e-mail at margaretmayer@conference.actc.org.

Sincerely,

Margaret Mayer

Conference Organizer

Date:	Wednesday, January 13 18:09
From:	Nikki King < nikkiking@marketing.ericksonp.com >
To:	margaretmayer@conference.actc.org
Subject:	Exhibitors for ACTC Conference

Dear Ms. Mayer,

Thank you for your letter regarding exhibition opportunities at the Advanced Computer Technology Conference. Before I fill out the registration form, I have a question that pertains to the rooms you have reserved for the exhibits. As our company produces both books and multimedia products, we had hoped to set up our exhibits side by side. Would you be able to accommodate both of our exhibits in the Miami Room?

Thank you, we look forward to another great conference.

Nikki King

196. Why did Ms. Mayer write to Ms. King?

- (A) To inform her about a new hotel
- (B) To promote exhibition space
- (C) To introduce a new technology
- (D) To tell her about a change of venue

197. In the letter, the word "prominent" in paragraph 1, line 3, is closest in meaning to

- (A) obvious
- (B) promising
- (C) large-scale
- (D) well-known

198. How has the system for renting space changed?

- (A) Exhibitors must pay for space for all four days.
- (B) The fees have been reduced.
- (C) The prices are listed on the registration form.
- (D) Payments must be made at the time of registration.

199. What does Ms. King indicate in her e-mail to Ms. Mayer?

- (A) She is not going to attend the conference this year.
- (B) She would like to reserve a space in the Tampa Room.
- (C) She would like to have both of her displays in the multimedia room.
- (D) She needs space only for her multimedia products.

200. What is indicated about Ms. King?

- (A) She works for Erickson Publishing.
- (B) She is a conference organizer.
- (C) She will set up the rooms for the exhibition.
- (D) She will receive a discount on space rental.

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