



## 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 new zoning laws should ----- improve the traffic congestion problem developing in the suburbs.  
(A) great  
(B) greatness  
(C) greatly  
(D) greatest
102. Mr. Ferguson had to inform the secretary that he wouldn't be able to return to work ----- January 22.  
(A) between  
(B) within  
(C) above  
(D) before
103. Because of the fire in the building, there were ----- 50 injured people taken to the neighboring hospital.  
(A) estimation  
(B) estimated  
(C) an estimated  
(D) estimating
104. If you sell your house before the end of this month, your taxes will be reduced by almost 30 percent ----- the sale of your home.  
(A) regarding  
(B) despite  
(C) supposing  
(D) regardless of
105. The movie producer was considering doing another film, ----- the last one was a disaster.  
(A) in spite of  
(B) otherwise  
(C) only if  
(D) even though
106. When interviewed, Beverley Kirkpatrick explained that an inquisitive nature as a child made ----- interested in studying journalism.  
(A) she  
(B) her  
(C) hers  
(D) herself

107. Sea Sapphire Cruises is ----- to announce the launch of their newest luxury ocean liner.

- (A) pleased
- (B) pleasant
- (C) pleasure
- (D) pleasing

108. The president of our company believes that we should take advantage of the increasing ----- for products made of recycled materials.

- (A) promotion
- (B) courtesy
- (C) amount
- (D) preference

109. Even with our detailed website, many customers prefer to visit our store locations and see the products for -----.

- (A) they
- (B) their
- (C) theirs
- (D) themselves

110. The Grand Tuscan Theater is ----- offering a discount on season tickets.

- (A) partially
- (B) rarely
- (C) currently
- (D) desirably

111. Sales ----- are encouraged to familiarize themselves with the location of various merchandise in the department store.

- (A) representational
- (B) represent
- (C) represents
- (D) representatives

112. Students are ----- to provide identification before entering the stacks of Macintyre University's library.

- (A) applied
- (B) required
- (C) submitted
- (D) interviewed

113. Newer branches can be opened worldwide ----- we can properly translate our marketing goals.

- (A) as soon as
- (B) right away
- (C) promptly
- (D) in time for

114. The director ----- the new environmental safety committee, Mr. Tim Chamberlain, has studied both economics and ecological science at North State University.

- (A) on
- (B) of
- (C) to
- (D) by

115. The document ----- copied has already been taken to the office by Ms. McCluskey.

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

116. The secretary, Ms. Lucy Tran, has been working ----- 7 a.m. at responding to e-mails.

- (A) until
- (B) since
- (C) about
- (D) at

117. The Blackwell KV, part of our newest series of headphones, is the most advanced model of ----- kind.

- (A) its
- (B) our
- (C) your
- (D) their



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118. *Birch Mills Community Weekly* is a local newsletter published ----- a week at the town's main community center.  
(A) some  
(B) ever  
(C) all  
(D) once
119. The manager, Mr. Farthing, and his assistant, Mr. Donahue, conducted an ----- inventory check this weekend.  
(A) impressive  
(B) impressively  
(C) impression  
(D) impressiveness
120. The South Greensburg Mining Company and Duchamps Inc. ----- their dispute at the provincial court of appeals.  
(A) defeated  
(B) arrived  
(C) suggested  
(D) settled
121. Ghent Maritime Cruises' policy of changing plans without ----- passengers of the ensuing delays has cost them many clients.  
(A) notifies  
(B) notified  
(C) notifying  
(D) notification
122. Its ----- into Brazil has given Darrow Textiles Ltd. an advantage over much of its competition.  
(A) expansion  
(B) process  
(C) creation  
(D) action
123. Our company's accounting team ----- numerous cases of incorrect tax information being given to employees.  
(A) differed  
(B) reported  
(C) canceled  
(D) counseled
124. ----- the new Blanco brand of paints met all government standards for safety, it is still toxic if ingested.  
(A) In spite of  
(B) Whatever  
(C) Even though  
(D) Moreover
125. Indigo Electronics' research team recommended ----- notebook computers to compete in the national market.  
(A) develop  
(B) developed  
(C) developing  
(D) development
126. It became ----- that Ms. Henderson was considering resigning from her position when she began getting sick from work-related stress.  
(A) apparent  
(B) visible  
(C) busy  
(D) adequate
127. The price of organic foods is expected to rise ----- over the next several years because of an increase in demand.  
(A) dramatize  
(B) dramatically  
(C) dramatist  
(D) dramatic
128. Results from last week's Lakeside City Gazette survey ----- a change in attitudes towards urban gun control laws.  
(A) designate  
(B) transfer  
(C) advise  
(D) indicate
129. In the ----- future, Trethway Wineries will consider expanding its share of the ice wine market.  
(A) near  
(B) soon  
(C) short  
(D) almost

- 130.** In reservoirs ----- the countryside, increasing levels of acid rain have been detected.  
 (A) in between  
 (B) ahead of  
 (C) throughout  
 (D) except
- 131.** If you did not receive ----- for your order, please contact us at the customer service department.  
 (A) authorize  
 (B) authorized  
 (C) authorization  
 (D) authoritative
- 132.** With the hurricane season over, we can once more expect to see tourists more -----.  
 (A) accessibly  
 (B) essentially  
 (C) primarily  
 (D) regularly
- 133.** According to his contract, Mr. Jerry Campbell will be working in our software development department for the ----- two years.  
 (A) past  
 (B) yet  
 (C) next  
 (D) then
- 134.** Most customers love the product but feel ----- with the price.  
 (A) impulsive  
 (B) overstated  
 (C) uncommon  
 (D) dissatisfied
- 135.** The purpose of the Frobisher Township Exhibition is an appeal for ----- as part of its commitment to preserve historic landmarks.  
 (A) fund  
 (B) funded  
 (C) fundable  
 (D) funding
- 136.** Hillsboro Farms Ltd. reported its first ----- in profits since starting operations ten years ago.  
 (A) decline  
 (B) negation  
 (C) rejection  
 (D) denial
- 137.** Despite ----- additional capital for her business, Ms. Rita Klein still had trouble meeting overhead costs.  
 (A) having received  
 (B) be receiving  
 (C) has received  
 (D) received
- 138.** Our publishing firms use Stanley & Zimmer Co. as our main ----- of raw supplies.  
 (A) group  
 (B) source  
 (C) ability  
 (D) practice
- 139.** Fruit Mart's advertising initiative has been the most ----- marketing project in our neighborhood.  
 (A) persuasive  
 (B) persuasively  
 (C) persuade  
 (D) persuasion
- 140.** It has been deemed mandatory ----- all customers sign a waiver.  
 (A) with  
 (B) that  
 (C) of  
 (D) for



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## 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.

To Whom It May Concern:

As per our telephone call this morning, I am requesting an exchange. We received 50 cans of the incorrect paint type, and will need to ----- an exchange in order to avoid

- 141.** (A) expect  
(B) expedite  
(C) follow  
(D) take

complications with our own customers. The 50 cans of paint that we received in error will be returned to your order ----- department this afternoon by our staff.

- 142.** (A) collection  
(B) collective  
(C) collect  
(D) collector

The paint that we received was Blizzard White (product #124), while what we requested was Blazing White (product #421). Please refer to the attached invoice for additional information.

The prices of the paint are the same, so we should be able to do a direct exchange with no additional charges. Because we will need to pay for shipping when we return the paint, we ask that you credit our account for these charges.

We would like for you to ----- that you have received this fax by sending us back a fax at

- 143.** (A) propose  
(B) conclude  
(C) hear  
(D) confirm

902-212-2134 or calling me directly at 902-212-2133. Please ship the correct items to us as soon as possible.

Thank you for your attention to this matter.

Sincerely,

*Charles Johnson*  
Manager

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

To: asanders@vtech.com  
From: joesmith@mail.com  
Subject: Job offer

Dear Mr. Sanders,

I would like to thank you personally for extending me the opportunity to work with your company. It was a great honor to receive an offer from a company such as yours. After much -----, however, I have decided that I cannot accept your offer at this time, as I have

- 144.** (A) consideration  
(B) considered  
(C) considerate  
(D) consider

found another position that better fits my own career path and skills. Because of your company's excellent vision, it is difficult to turn down this position. I am sure that you will find the right person for this position, and someone who will prove to be an even greater asset to your company. I am grateful that I was able to meet with you to talk about the ----- at Stardon, Inc., and was very ----- by your company's outlook and goals.

- |                           |                           |
|---------------------------|---------------------------|
| <b>145.</b> (A) reception | <b>146.</b> (A) impressed |
| (B) celebration           | (B) relieved              |
| (C) contribution          | (C) understood            |
| (D) position              | (D) agreed                |

Best of luck to you in your future pursuits.

Sincerely,

Joseph Smith



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Questions 147-149 refer to the following letter.

Mr. Darrel Hannet  
315 Central St.  
Baltimore, MD 21220

Dear Mr. Hannet,

Our records indicate that you contacted us on 9/1/07 ----- a malfunctioning LCD on your

- 147.** (A) about  
(B) while  
(C) since  
(D) as

camera. Our customer service desk has forwarded your concerns to us so that we can help you further. We understand that the screen on your camera ----- no image when you turn

- 148.** (A) display  
(B) displays  
(C) displaying  
(D) to display

it to the preview setting.

You also stated that you cannot preview images before taking photos. In order to serve you better, we suggest that you meet with a service representative. This type of problem is not easily resolved over the telephone; please bring your camera into the Nokis ----- center

- 149.** (A) recruiting  
(B) repair  
(C) advertising  
(D) security

in Baltimore.

There you will receive further assistance in diagnosing the problem. If you need to contact us, our customer service number is 1-800-321-1234. Let us know if we can be of any further assistance.

Sincerely,

*Charles Satara*

Questions 150-152 refer to the following e-mail.

To: jsong@medstat.org  
From: director1@medconsult.org  
Date: Oct. 8, 2008  
Subject: Workshops

Dear Mr. Song,

Thank you for your recent participation in the MedConsult Professional Organization's introductory workshop. We hope that you found your ----- in the session to be helpful.

150. (A) appointment  
(B) engagement  
(C) commitment  
(D) involvement

This introductory workshop is only one of our many offerings. This year we will be continuing our outreach to local medical professionals; -----, a new series of development

151. (A) for instance  
(B) however  
(C) in lieu of this  
(D) in contrast

workshops will be provided on a bi-weekly basis.

These sessions are only ----- to those who become registered members by signing up at

152. (A) offer  
(B) to offer  
(C) offering  
(D) offered

[medconsultworkshops.com/register](http://medconsultworkshops.com/register).

We hope that you will choose to register soon and continue your professional development.

We also hope that you will be able to participate in this year's new series of workshops. Should you have any questions, please do not hesitate to contact us.

Sincerely,  
John Healy, Director



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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 notice.

### **Notice**

#### **PARKING RATE INCREASE NOTICE Effective August 01**

Due to operational increases and the need for ongoing capital investment in our existing structures, the parking rates at the Montclair Public Parking Garage will take effect on August 01.

All existing two-hour meters will be changed to three-hour meters to provide better customer utilization.

Address	Hours	Hourly rate
257 Union Street	7 A.M. - 11 P.M.	*\$3.50
1 York Road	6 A.M. - 10 P.M.	\$3.50
3800 Bathurst Avenue	24 Hours	\$4.00
70 Vaughn Street	6 A.M. - 2 A.M.	*\$3.75

\* Saturdays and Sundays - \$2 per hour

**153.** What is this notice referring to?

- (A) Direction to public parking lots
- (B) Public service center locations
- (C) Increased parking price
- (D) Introduction of new parking meters

**154.** Which of the following is true about the Montclair Public Parking Garage?

- (A) Parking rates are more expensive during business days.
- (B) Business hours will change as of Aug 1.
- (C) It is open 24 hours a day.
- (D) Its parking rates are more expensive than other garages.

Questions 155-156 refer to the following advertisement.

## Food for Thought



*The Elroy Trail Guidebook* is the definitive source of information for visitors and locals to get the most from this beautiful bicycle trail. Where to dine, where to stay, what to do – even which direction to bike is included in this book that was written by one of the foremost enthusiasts of the Elroy Trail.

This is a great way to advertise your business. For a small fee we will include detailed reviews of hotels and restaurants. If you want to include your business in our guidebook, please contact us and our staff writers will visit your business to take photographs and sample your menu.

Visit our website at [www.elroyguidebook.com](http://www.elroyguidebook.com) or call us at (555) 357-5700 for more information.

Don't miss this great opportunity!



Actual Test 03

**155.** For whom is this advertisement written?

- (A) Restaurant reviewers
- (B) Hotel and restaurant owners
- (C) Travel book publishers
- (D) Staff writers

**156.** According to the advertisement, what will be included in the reviews?

- (A) Photo of the owner
- (B) Pictures of the establishment
- (C) Prices
- (D) Recipes

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Questions 157-159 refer to the following telephone messages.

For: Glenn Hastings  
While You Were Out:

1. (Mr./ Ms.: Young Lee  
Of: Morgan Manufacturing Co.  
Telephone number: (416) 545-0065  
Message: Wants to re-schedule the meeting to consult on their marketing strategy for their new product line from Mar 20 to Mar 23. Please call.
2. Mr. / (Ms.: Nora Cortez  
Of: Radio Shack  
Telephone number: 555-3272  
Message: Special item you ordered has arrived, but has to be returned to the factory because some defects were found. Will call again.
3. Mr. / (Ms.: Kerry Overholster  
Of: Dr. Walker's office  
Telephone number: 555-9885  
Message: Reminding you that your dental appointment is at 5:00 tomorrow.
4. (Mr./ Ms.: Oliver Finstad  
Of: \_\_\_\_\_  
Telephone number: 555-4423  
Message: Wants to confirm if you have received his résumé and references for the marketing intern position. Check your e-mail and reply to him.

157. Why did Mr. Finstad call Mr. Hastings?

- (A) To re-schedule a meeting
- (B) To give his new address
- (C) To acquire information concerning a job position
- (D) To ask if documents were received

158. What does Mr. Hastings have to do tomorrow?

- (A) Call Mr. Lee
- (B) Go to the store to pick up the item he has ordered
- (C) Visit the dentist's office
- (D) Check his e-mail

159. Based on the messages, in what area is Mr. Hastings assumed to work in?

- (A) Finance
- (B) Marketing
- (C) Computer
- (D) Medicine

Questions 160-162 refer to the following advertisement.

## WorkSpace Office Furniture FALL SALE!

Discounts extended through October 30

### 15% OFF INTERACTIVE OFFICE FURNITURE!

Save 15% on standard components and packages.

\* InterActive Desk (Walnut Laminate) \$1,095 → \$930.75

### SAVE 45% ON METAL BOOKCASES!

Choose from a variety of heights and widths and save up to 45%!

\* 2-shelf, 42" Metal Bookcase (Black) \$640 → \$352

### SPECIAL! 40% OFF TUXEDO CHAIRS!

All models of the Tuxedo Chair – Medium Back & Managers Back

\* Tuxedo Chair (Medium Back) \$808 → \$484.80

### FREE SHIPPING ON MOST ORDERS OVER \$500!

Limited time offer. Exclusions apply. Visit our store for details.

Call us at 1-800-466-412

Monday – Friday 10 a.m. - 5 p.m.

Saturdays & Sundays 11 a.m. - 6 p.m. \*

952 Industry Drive Tukwila, WA 98188

\* Saturday & Sunday hours extended during special sale.

Regular hours are 11 a.m. - 4 p.m.



**160.** What does this advertisement announce?

- (A) Furniture is important for work areas.
- (B) All items in the store are offered at special prices.
- (C) The business is having a liquidation sale.
- (D) Free shipping service may not be offered for all orders over \$500.

**161.** What is the discounted price for the metal bookcase?

- (A) \$640
- (B) \$352
- (C) \$808
- (D) \$484

**162.** What time does the store usually close on Sundays?

- (A) 4:00
- (B) 5:00
- (C) 6:00
- (D) 7:00

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Questions 163-164 refer to the following letter.

## Hartlets Chocolates

Dear Customers,

This letter is to inform you that Hartlets Chocolates is moving its downtown retail store to a larger space. We are also expanding the store's product line to include pastries and espresso! Our new store, which will be much larger, will be located in the Riverwalk Center (10 Queen Boulevard #01-01, Singapore 819664), only three minutes west of the current location.

Our current location will be open until 6 p.m. on Friday, June 10 and closed for the weekend for relocation. The new store will have its grand opening at 9 a.m. on Monday, June 13. Our telephone and fax number will change as of June 12 to:

TEL: 6732-7415

FAX: 6732-7425

To celebrate our grand opening, we will give out free coffees to the first 50 customers!

Thank you to all of our loyal clients. We look forward to serving you at our new location.

*Kitty Yang*

Kitty Yang

Owner, Hartlets Chocolates

**163.** Why did Ms. Yang write this letter?

- (A) To announce the new location of a store
- (B) To announce a change in business hours
- (C) To promote new chocolates
- (D) To express appreciation to loyal customers

**164.** Which is not mentioned about Hartlets Chocolates?

- (A) It will sell espresso and pastries.
- (B) It will be closed on June 11 and 12.
- (C) It will be giving out free coffees to celebrate their new store.
- (D) It will be operated under a new owner.

Questions 165-168 refer to the following brochure.

**Tides South Beach Resort  
Sunshine Coast, Queensland  
Fine Dining and Cocktails**

While Citron restaurant does feature modern cuisine, it also offers traditional and unique selections of meat, poultry and seafood. Full breakfast, lunch and dinner menus are served at this decadent restaurant.

Citron's dining room offers flexible seating options for up to 80 guests, ideal for banquets, weddings, special events, corporate meetings, and more. Citron's dining room features banquet seating along the wall and freestanding tables. In the bar at Citron's lounge area, guests can dine at cocktail tables. Full service is also available at the bar. In addition, there is private dining poolside and the garden pavilions, and Citron's covered patio, which is also heated, offers the perfect option for Sunshine Coast's sunny days and balmy nights.

Every morning, you will enjoy a complimentary full breakfast buffet composed of hot and cold breakfast items such as eggs, bacon, French toast, cereal, fresh fruit, and a variety of homemade pastries, as well as miso soup and rice. The lunch and dinner menus are superb, offering selections ranging from 32 oz. prime rib dinners to filet mignon, lobster tail, and unique pasta dishes.

**HOURS:** Breakfast 7 a.m. - 11 a.m., Lunch 11 a.m. - 6 p.m., Dinner 6 p.m. - 10 p.m., 11 p.m. on weekends

**Room service**

Whether it's a hearty meal, a light snack or a special dietary request, we meet all your needs with our top-rated room service, which is available 24 hours a day. Available items and pricing is shown in our room service menu. To place your order, call extension 3663.

**165.** Who is the intended audience of this brochure?

- (A) Sunshine coast residents
- (B) World-class chefs
- (C) Guests at the resort
- (D) Waiters at the Citron restaurant

**166.** According to the brochure, what can the guests enjoy every morning?

- (A) A cocktail party on the patio
- (B) A full breakfast composed of various items
- (C) Lobster tail and filet mignon
- (D) Live music shows

**167.** What is the policy for room service?

- (A) Guests can order food anytime by calling an extension number.
- (B) The menu is limited to light snacks and drinks.
- (C) Special dietary requests cannot be made.
- (D) Room service is only available to VIPs.

**168.** What does the word "meet" in paragraph 4, line 1 imply?

- (A) see
- (B) introduce
- (C) fulfill
- (D) avoid

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Questions 169-171 refer to the following advertisement.

*The Southwest Sentinel* is planning to run a special feature article on the job market on Monday, September 12 as part of our quarterly special career section. The focus of this issue is careers in health care.

Along with feature articles, there will be interviews and analysis of the job market, as well as the short- and long-term economic outlook. It will be a great source of information for students, job seekers, and investors, not to mention those in the health care industry.

*The Southwest Sentinel* would like to invite hospitals, clients and schools in the Urbanna region who are recruiting health care professionals to publish an advertisement for this special section. If you are interested, call Zahra Belenta at 1-800-555-3737 for more information or to reserve space for an ad. You can also send an e-mail to careers@swsentinel.net. The order must be received before 5 p.m. on September 9 to be published in the September 12 edition.

Don't miss this great chance to promote your organization's employment opportunities to the widest possible audience!

**169.** What will be the theme of the newspaper's special section?

- (A) Economic outlook for the media industry
- (B) Jobs in health care
- (C) Seminars for health care professionals
- (D) Online courses on advertising

**171.** By what date must the advertising space be ordered?

- (A) September 3
- (B) September 9
- (C) September 12
- (D) September 13

**170.** What will NOT be included in the special section?

- (A) Analysis of the job market
- (B) Details about degree programs in medical and nursing schools
- (C) Interviews with people working in the industry
- (D) Advertisements placed by hospitals looking for medical personnel



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

To: Stephanie Boerne <sbb@powell.ca>  
From: Jean-Pierre Leduc <jpleduc@sollant.ca>  
Subject: Order #5324309DX Received

---

Ms. Boerne,

I am writing to confirm the receipt of our order (#5324309DX) on Monday the 12th of June. Although we are pleased to have finally received the goods, after waiting a week more than expected, I am still concerned about the quality of service we will receive from you in the future. I assume the late shipment was due to your being new to this position of liaison with Sollant, so let me review with you the stipulations in our contract. We are to receive all of our shipments within four days of ordering, not ten. I am not sure what your policies are with other companies, but I noticed on the invoice that this past shipment was not sent air express but rather ground transport. I also noticed that you yourself signed the invoice. I take this to mean that you made the mistake, rather than the shipping staff. We have never had problems with our shipments before, and I trust this will not happen again. I would like to continue doing business with Powell, but if this type of thing continues, I will be searching for a new supplier. I would appreciate your prompt attention to this issue.

Thank you.

Jean-Pierre Leduc  
Receiving Department, Sollant Industries

**172.** Who is Ms. Boerne?

- (A) Mr. Leduc's secretary
- (B) A shipping staff member
- (C) A representative of Powell
- (D) Mr. Leduc's customer

**173.** According to the e-mail, how many times have deliveries been late?

- (A) Once
- (B) Twice
- (C) Four times
- (D) Ten times

**174.** What is the tone of the e-mail?

- (A) Accessible
- (B) Accusatory
- (C) Contrary
- (D) Encouraging

**175.** What might Mr. Leduc do if he receives another late shipment?

- (A) Call Ms. Boerne's supervisor
- (B) Ask Powell for a new liaison
- (C) Visit Ms. Boerne's office
- (D) Find a different company

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Questions 176-180 refer to the following press release.

## **Tiger Tours to Open Phuket Office to Better Serve Local and International Clients**

### **Press Release**

**For Immediate Release: February 20**

**Contact: Surakrai LEKKLAR (Media Officer) +66 2 533 6542**

Chiang Mai, Thailand – One of Thailand's biggest tour companies is to open a third office in Phuket on March 15.

Ms. Kulaya Chimklai, CEO of the Chiang Mai-based tour company, announced yesterday that the strong growth in past years has led to a need for an additional office in Phuket, where a fourth of Tiger Tours' business takes place. "With this new office, we will be able to better serve our local and international clients, helping them have a 'real Thai experience'," Ms. Chimklai said.

With offices in Chiang Mai, Bangkok and now Phuket, Tiger Tours is ambitiously planning to expand its client base, offering tours in the northern, central and southern regions of Thailand. The recent growth of the company has been based on various tour programs, such as Gourmet Thailand and Thai Massage Tour. Now, in addition to these popular programs, it is also developing new and unique programs including wildlife ecotourism and eco-volunteer experience projects to meet the broader needs of its clients.

The new office is strategically located in downtown Phuket, and staffed by three key employees, each of whom has worked in the Thailand tourism industry for over 15 years. Tiger Tours expects that the new team will bring valuable knowledge and experience to their jobs, contributing to further expansion of the company. "We're inching our way into the top 3," said Ms. Chimklai, expressing optimism about the future.

For more information, contact Surakrai LEKKLAR at 66 2 533 6542.

- 176.** Why was the press release prepared?
- (A) To inform government authorities of new tour programs
  - (B) To announce a new office
  - (C) To brainstorm about ideas for unique eco-volunteer projects
  - (D) To hire more employees

- 177.** What is true about the new office?
- (A) It will be the company's second office in Thailand.
  - (B) It will open in March.
  - (C) It will be near the capital city of Thailand.
  - (D) It will serve only local clients.

- 178.** What does the press release say about the strength of the new employees?
- (A) They will be able to open the fourth office in Thailand.
  - (B) They will offer cheap tour programs.
  - (C) They will promote unique programs to international clients.
  - (D) They will bring extensive experience and knowledge.

- 179.** According to the press release, how can readers obtain more information?
- (A) Call the CEO of Tiger Tours
  - (B) Visit the company's website
  - (C) Call the media officer
  - (D) Visit the head office in Bangkok

- 180.** What does the word "growth" in paragraph 2, line 2 imply?
- (A) development
  - (B) generation
  - (C) rise
  - (D) increase



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Questions 181-185 refer to the following letter and form.

**Indian Arts Museum**  
**100 Queen's Park, Toronto, ON M5S 2C6**

Ms. Ally Bennett  
350 Kipling Ave.  
Etobicoke, Ontario  
M8V 3L1

November 3

Dear Ms. Bennett:

Your current membership will expire on December 25, and we would like to encourage you to renew your membership.

By renewing your membership, you will continue to enjoy privileges such as unlimited admission, a 10% discount at the museum shop, and sneak previews of museum exhibitions. If you renew before December 15, you can also take advantage of a special discount. The membership fees are as follows:

	Regular rate	before Dec 15
Student	\$30	\$25
Individual	\$40	\$35
Family	\$60	\$50
Sponsor	\$100	\$90

We are preparing a series of creative and inspirational exhibitions for next year. The first in the series is "Voices from the Mound," featuring work by artists from the Choctaw Nation of Oklahoma and from the Mississippi Band of Choctaw Indians. As a member, you are invited to a preview on January 10.

Your membership makes it possible for the museum to carry out its mission to enrich the lives of those who pass through it. Thank you for your support once again.

Sincerely,

*Megan Lorenzo*  
Megan Lorenzo  
Membership Office

Name: Ally Bennett  
Membership No.: ABX3051  
Address: 350 Kipling Ave.  
Etobicoke, ON M8V 3L1  
Phone Number: 1-416-229-1698  
E-mail Address: abennet@kcpmc.com

Payment: \$35

Please indicate one of the following:

- ☒ Yes, I'll attend the preview of *Voices from the Mound*.  
☐ No, I will not attend the preview.



**181.** Which of the following is not a member's benefit mentioned in the letter?

- (A) Free admission to exhibitions
- (B) Invitation to sneak previews
- (C) Quarterly newsletters
- (D) Reduced rates at the gift shop

**182.** Why is Ms. Bennett's support important to the museum?

- (A) It can help the museum to achieve its mission.
- (B) It can add more exhibition rooms.
- (C) It can offer cheaper goods at the gift shop.
- (D) It can make the museum more famous.

**183.** What is mentioned about the museum?

- (A) It features various exhibitions throughout the year.
- (B) It offers early membership renewal incentive.
- (C) It will be closed by the end of December.
- (D) It specializes in Hindi/Indian art.

**184.** What can be inferred about Ms. Bennett?

- (A) She is buying a family membership.
- (B) She has never been a member before.
- (C) She is a native Indian artist.
- (D) She extended her membership before December 15.

**185.** On what date will Ms. Bennett attend the preview of *Voices from the Mound*?

- (A) December 15
- (B) December 25
- (C) January 10
- (D) February 3

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

To: John Reese  
From: Stacie Madden  
Date: May 11  
Subject: Request for meeting

Dear Mr. Reese,

I attended the 9th Independent Inventors Conference on April 15 at the Patent and Trademark Office and watched the demonstration of your product. When I told executives at my company, Techpower, Inc., about it, they expressed an interest in purchasing the rights to your innovative product. I would like to request a meeting with you at the end of this month if possible. I will be away on a business trip to the UK for two weeks starting next Monday, but you can reach me via e-mail at smadden@techpower.net anytime. If you let me know when you're available, I will set up a meeting to discuss your product in detail. I am looking forward to meeting you at your earliest convenience.

Stacie Madden  
Head of Product Development, Techpower, Inc.

**Patent and Trademark Office  
9th Independent Inventors Conference  
Schedule of Prototype Demonstration**

Apr 15, Barry Hall  
Carl Winefordner, Program coordinator

9:00 A.M.	Ultra-light keyboard	Tania Jorgensen
10:00 A.M.	Electric unicycle-like vehicle	Mai Chi
11: 00 A.M.	Real-time mobile tracking device	John Reese
Noon	Lunch Break	
1:00 P.M.	Mini windmill power generators	Ha-Jin Lee
2:00 P.M.	Hearing device for deaf and hard of hearing people	Jairam Ramesh
3:00 P.M.	Talk to the presenters (informal)	All Participants
4:00 P.M.	Concluding remarks	Carl Winefordner

- 186.** For whom is the conference mainly?
- (A) Scientists
  - (B) Safety experts
  - (C) Electronic inventors
  - (D) Musicians
- 187.** Who is responsible for coordinating the event?
- (A) John Reese
  - (B) Tania Jorgensen
  - (C) Ha-Jin Lee
  - (D) Carl Winefordner
- 188.** Which of the following is true about the demonstrations?
- (A) They take place in alphabetical order.
  - (B) They take place for two days.
  - (C) They will select a winner at the end of the conference.
  - (D) They each have a different presenter.

- 189.** What is the objective of the e-mail?
- (A) To report on the conference
  - (B) To set up a meeting
  - (C) To invite Mr. Reese to the inventors' conference
  - (D) To send an out-of-office notice
- 190.** Which product does Techpower, Inc. have an interest in?
- (A) Ultra-light keyboard
  - (B) Hearing device
  - (C) Unicycle-like vehicle
  - (D) Mobile tracking device



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

## Speed Travel Inc.

Dear Mr. Yan,

Please find enclosed a temporary itinerary for your trip to Manila. Per your request, the journey is broken up into two flights. I tried to find a direct flight from London to Manila that meets your price range and dates you have requested, but couldn't find any. Therefore, you will have to stop over in Amsterdam and transfer to another plane to reach Manila. The good news is that you only have to wait for an hour in Amsterdam. I know you are trying to avoid an overnight flight as much as possible, but the itinerary below is the best option.

Fortunately, I can book you on Europa Air 893 instead of Europa Air 890 so that you can catch an early flight from Amsterdam to Manila. Then, on your return leg, you will have an afternoon flight from New Delhi, which will allow you to sleep on the plane on your way back to London.

You will be staying at Manila's Pearl Manila Hotel, in the heart of the city's central business district (\$119 for a single room per night). You can catch a free shuttle from the airport to the hotel. The hotel also provides a complimentary breakfast buffet, fitness center and free Internet access for your convenience. This hotel is characterized by a combination of modern comfort and traditional elements of Manila, making it a distinct place to stay in the Philippines.

If you are all right with this itinerary, I will go ahead and reserve the flights, then send you confirmation by e-mail. Please reply to me at your earliest convenience.

Sincerely yours,

## Itinerary for Mr. James Yan

Fri July 4  
Depart: 11:59 A.M.  
Arrive: 4:20 P.M.

Europa Air 447  
London  
Amsterdam

Fri July 4  
Depart: 5:15 P.M.  
Arrive: 7:40 A.M. (+1)

Europa Air 893  
Amsterdam  
Manila

Sun July 13  
Depart: 8:30 A.M.  
Arrive: 11:30 A.M.

Europa Air 398  
Manila  
New Delhi

Sun July 13  
Depart: 2:25 P.M.  
Arrive: 6:46 A.M.

Europa Air 1202  
New Delhi  
London

Total: 603 GBP

\* Times displayed on the itinerary are all local times.



**191.** What is the purpose of this letter?

- (A) To request Mr. Yan's agreement with travel arrangements
- (B) To promote Europa Air's new flight plan
- (C) To make a reservation at a hotel in London
- (D) To give permission for Mr. Yan's travel plan

**192.** In the letter, what does the phrase

"broken up" in paragraph 1, line 2 mean?

- (A) Departed
- (B) Divided
- (C) Shattered
- (D) Said goodbye

**193.** What did Mr. Yan want to avoid?

- (A) An inexpensive flight to New Delhi
- (B) A twin room at a hotel
- (C) A daytime flight
- (D) An overnight flight

**194.** What is NOT included in the free services provided by the hotel?

- (A) Internet access
- (B) Free shuttle
- (C) Downtown tour
- (D) Free breakfast

**195.** How long does it take from Manila to New Delhi by plane?

- (A) 3 hours
- (B) 4 hours
- (C) 5 hours
- (D) 6 hours

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

Founded in the late 1880s, **Pan Pacific Hardware Center** carries a complete line of commercial and industrial supplies and hardware equipment, serving both local and foreign manufacturers that include German, Malaysian, and Canadian construction companies. We have nearly three times more items in stock than our competitors, and we offer more personalized services – for homeowners, DIYers and contractors – than anyone else. Tools, equipment rental, paint and wallpaper, kitchen and bath products, lawn and garden products, housewares, cleaning materials, lumber and trim – we have it all! This makes us a true home improvement center.

**Special Offer!**

15% - 50% off all large orders of kitchen and bathroom fixtures. Visit our stores for information on special discount prices or order the Pan Pacific Hardware Catalog.

Pan Pacific Hardware Center  
242 Tran Binh Trong  
District 5  
Ho Chi Minh City  
Vietnam

Tel: (84-8) 3839 7777

Fax: (84-8) 3839 0011

Nguyen Dac Tuyen  
Sales Manager

E-mail:

Sales@pphc.com.vn

**Discounts include:**

Kitchen  
Single-hole faucets  
Hardwood cabinets  
Maple countertops  
Metal shelves  
  
Bathroom  
Overhead shower sets  
Acrylic bathtubs  
Porcelain sinks  
Stainless steel counters  
Bathroom fans

Note: Other items are also available at discounted prices. Contact our sales manager for more information.

To: Nguyen Dac Tuyen <sales@pphc.com.vn>

From: Mike Lim <mikelim@msc.com.sg>

Date: March 2

Subject: Request for cost estimation

Dear Mr. Tuyen,

I am the vice president of Moh Sim Construction, and we are based in Singapore. Our company has carried out several construction projects in Vietnam, and recently signed a contract with the Vietnam Housing Corporation to construct an apartment building in Ho Chi Minh City, with a target completion date of November 25. As we need to order kitchen and bathroom fixtures for our apartment building before the end of April, I would like to get some quotes from you, including delivery cost, for the following items:

150 single-hole faucets  
150 metal shelves  
150 overhead shower sets  
150 China sinks  
150 bathroom fans

This is an important project for our company, and we are doing our best to meet our client's needs in every aspect of the project. I would appreciate it if you could give us the best possible prices.

Mike Lim



- 196.** What does this brochure advertise?  
(A) A construction company  
(B) A hardware center  
(C) Recent growth of the construction industry  
(D) Construction materials
- 197.** What is not said about Pan Pacific Hardware Center?  
(A) The company is based in Ho Chi Minh City.  
(B) Product catalogs are available upon request.  
(C) It has international customers.  
(D) First time customers will receive 30% discount on delivery cost.
- 198.** Why does Mr. Lim need to place an order by the end of April?  
(A) He has to buy the apartment building.  
(B) He has to sign a contract with the Vietnam Housing Corporation.  
(C) He has to finish a construction project by a specific date.  
(D) He wants to compare prices with other hardware companies.
- 199.** What does Mr. Lim want Mr. Tuyen to do?  
(A) Inform him of the costs of certain items  
(B) Ship the selected items before the end of November  
(C) Contact the head office for more information  
(D) Advise him what types of kitchen accessories would be appropriate
- 200.** What items requested by Lim is most likely to be ordered specially?  
(A) Acrylic bathtubs  
(B) China sinks  
(C) Metal shelves  
(D) Bathroom fans