

RC

ETS TEST

09

## 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. There is coffee in the break room for anyone who ----- a cup before the meeting.  
(A) want  
(B) wants  
(C) wanting  
(D) to want
102. Each Ready Wear suitcase comes ----- a ten-year warranty.  
(A) if  
(B) with  
(C) so  
(D) upon
103. Mr. O'Sullivan oversaw the electrical work in the new apartment building ----- the river.  
(A) into  
(B) as  
(C) to  
(D) by
104. For questions about your hotel reservation, please telephone ----- booking department at 555-0109.  
(A) we  
(B) us  
(C) our  
(D) ourselves
105. Janet Rhodes was commended for ----- defending the company's reputation.  
(A) assertively  
(B) assert  
(C) assertive  
(D) assertion
106. A second order for 500 recycled paper cups ----- last week.  
(A) was placed  
(B) was placing  
(C) to place  
(D) placed
107. One of the ----- for the position is three years of customer service experience.  
(A) associates  
(B) requirements  
(C) tips  
(D) assistants
108. ----- will receive a weekly e-mail reminding them to approve time sheets.  
(A) Supervises  
(B) Supervisory  
(C) Supervisors  
(D) Supervising

109. As of next week, the hotel chain Contempo Inns will be ----- new management.
- (A) across  
(B) under  
(C) beside  
(D) near
110. Managers can access information about ----- staff members by contacting Human Resources.
- (A) whose  
(B) while  
(C) their  
(D) much
111. After eighteen years in business, Chu Home Health Services remains committed to customer -----.
- (A) satisfaction  
(B) production  
(C) energy  
(D) opportunity
112. The obstetrics nurses ----- are working under Dorothy Caramella will now be working for Pierre Cocteau.
- (A) they  
(B) who  
(C) when  
(D) these
113. Visitor parking is ----- behind the office complex on Mayfield Avenue.
- (A) adjusted  
(B) visual  
(C) available  
(D) urgent
114. Among other -----, purchasing departments negotiate contracts to procure goods at the best possible prices.
- (A) tasks  
(B) task  
(C) tasking  
(D) tasked
115. The community swimming pool will be constructed ----- three separate stages.
- (A) for  
(B) far  
(C) in  
(D) at
116. The Lanaiya 7 laptop ----- its debut at the annual Delbar Tech Summit.
- (A) made  
(B) knew  
(C) heard  
(D) drew
117. Enjoy one month free when you start your company on Rooster's e-mail ----- Web hosting service.
- (A) then  
(B) yet  
(C) but  
(D) and
118. The bridge project bids turned out to be ----- higher than expected.
- (A) considering  
(B) consider  
(C) consideration  
(D) considerably
119. Contract negotiations are now close ----- to completion to sign the deal by Thursday.
- (A) already  
(B) quite  
(C) such  
(D) enough
120. Filber Woodworking reminds customers that direct sunlight will cause ----- damage to furniture.
- (A) lasting  
(B) lasts  
(C) last  
(D) lastly

121. ----- employees wishing to take time off must submit the request two weeks in advance.
- (A) Each  
(B) All  
(C) Every  
(D) Total
122. Bronco Building Equipment uses data to make ----- decisions and plot future operations.
- (A) strategized  
(B) strategic  
(C) strategize  
(D) strategically
123. In addition to the evening concert series, Centennial Park will ----- be hosting several events for children this summer.
- (A) nevertheless  
(B) although  
(C) consequently  
(D) also
124. Because ----- spaces in the mall now have tenants, foot traffic has increased greatly.
- (A) that much  
(B) after which  
(C) in case  
(D) so many
125. Complete the form carefully to ensure the ----- processing of your application.
- (A) rapidly  
(B) more rapidly  
(C) most rapid  
(D) rapidity
126. Changes to the Top Fizz soft-drink formulation failed to ----- to consumers.
- (A) remain  
(B) result  
(C) appreciate  
(D) appeal
127. The Liu Supermarket ----- that Jennifer Chan will take over as CEO next month came as a surprise.
- (A) announced  
(B) announcement  
(C) announcing  
(D) announcer
128. ----- extensive renovations, Main Vault Bank will temporarily relocate to 1450 Barrister Avenue.
- (A) If only  
(B) Since  
(C) Due to  
(D) Though
129. Donell and Franklyn Investments promises incomparable loyalty and ----- to its clients.
- (A) transparent  
(B) transparency  
(C) transparencies  
(D) transparently
130. The ----- who work for ARF Recordings seek out talented but unknown musicians who are hoping to record a first album.
- (A) authors  
(B) announcers  
(C) dancers  
(D) agents

## PART 6

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

Questions 131-134 refer to the following notice.

### Notice of Public Meeting

The Fallberg City Library will hold its monthly board meeting on August 19 at 6 P.M. Members of the community are encouraged to ----- . The agenda, ----- available on the library's Web site, **131.** **132.** includes an information session about the proposed library building on the city's east side. Project Manager Andre Cazal will share design concepts for the building. ----- , he will lead a **133.** discussion about how construction should be funded. There will be a period for public comment following the regular agenda items. ----- . **134.**

- 131.** (A) write  
(B) attend  
(C) donate  
(D) volunteer

- 132.** (A) be  
(B) being  
(C) which is  
(D) what can be

- 133.** (A) In addition  
(B) As a result  
(C) As mentioned  
(D) In the meantime

- 134.** (A) New board members will be appointed in September.  
(B) The main branch will remain closed until further notice.  
(C) The project has been canceled due to a lack of public funding.  
(D) Attendees will have an opportunity to share feedback at that time.

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

To: All Sales Associates  
From: Dean Verdoorn  
Date: June 27  
Subject: Store improvement

It is very important to us at V and J Camping Supplies that we work together as a unit. Teamwork not only improves productivity but also leads to increased satisfaction for customers and employees. -----, we will be combining a team-building exercise with an in-store improvement **135.** plan that we believe will make employees, management, and customers happy.

We will be redesigning the walls in our stores to look like trees with hollow spaces ----- **136.** products can be displayed. These outdoor-themed shelves are actually easy-to-assemble modular wall units. Associates ----- the task to work cooperatively in teams to assemble them. **137.** ----- . When it is completed, we will stock the shelves and have a fun grand reopening event for **138.** customers.

More information will be forthcoming.

Dean Verdoorn  
Buildings Director

- 135.** (A) For that reason  
(B) For instance  
(C) Unfortunately  
(D) On the other hand

- 136.** (A) for  
(B) that  
(C) whatever  
(D) where

- 137.** (A) are giving  
(B) were given  
(C) have to give  
(D) will be given

- 138.** (A) Customers have been informed.  
(B) This project should take one day.  
(C) An announcement will be made soon.  
(D) These units are available in several colors.

**Questions 139-142** refer to the following e-mail.

To: Donald Haroway <dharoway@indomail.co.nz>  
From: Fix-It Plumbing  
Date: 4 August  
Subject: Service request

Mr. Haroway,

This e-mail serves as confirmation that Fix-It Plumbing will be able to ----- a gas line at your **139.** residence at 458 Heron Street. We ----- Bradley Burns, a certified and licensed master plumber, **140.** to do this on Monday, 10 August, between 10:00 A.M. and 11:00 A.M. It should take about an hour to put in the line. ----- **141.**

Should you need to cancel the -----, please contact us right away. This is a particularly busy **142.** time of year, and our schedules are quite full.

Elna Dlamini  
Fix-It Plumbing

- 139.** (A) fill  
(B) install  
(C) inspect  
(D) examine
- 140.** (A) would have sent  
(B) were sending  
(C) sent  
(D) will send
- 141.** (A) Then your gas stove will be ready to use.  
(B) Mr. Evans worked in your area last week.  
(C) Please call us by 9:30 A.M. the day before.  
(D) We do this job better than our competitors.

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

To: Store Managers  
From: Alain Mareau  
Date: 4 October  
Subject: Recycling Initiative

Hello All,

As one of Australia's top electronics retailers, we always ----- to maintain our standing as an **143.** industry leader. Earlier this year, we began testing a new program that allowed our customers to bring their used electronic devices to our stores for recycling. In exchange they received discounts on their purchases. The initiative exceeded our expectations. ----- **144.**

In late November, all store managers will be sent ----- instructions on how to collect items and **145.** send them to our recycling partner. ----- , we will be announcing the program to the public via **146.** social media and print ads beginning in mid-November.

Please anticipate further updates and instructions on this exciting initiative.

Sincerely,

Alain Mareau  
Vice President, Product Development

- 143.** (A) seek  
(B) imply  
(C) predict  
(D) remember

- 144.** (A) Electronics recycling is helpful for the environment.  
(B) Thus we are expanding this program to all our locations later this year.  
(C) Several customers had unfortunately failed to retain their receipts.  
(D) Businesses across the country already recycle many materials.

- 145.** (A) detail  
(B) details  
(C) detailed  
(D) detailing

- 146.** (A) Instead  
(B) Additionally  
(C) However  
(D) For example

## PART 7

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

**Questions 147-148 refer to the following advertisement.**

### **Wayne Rental Available**

A sparkling two-bedroom, one-bath apartment is available in the village of Wayne, fifteen miles from the center of Bowling Green. Situated in a mid-rise building that is ten years old, the apartment is convenient to shops and cafés and within walking distance of the train station. The oven and dishwasher have just been replaced, and a fresh tile countertop has been installed in the kitchen. A new washer and dryer set is next to the pantry. The monthly rent is \$950, including utilities. Sign a one-year lease and you can move in as early as August 1. Call (419) 555-0145 to arrange a tour.

**147. What is suggested about the apartment building?**

- (A) It is under new management.
- (B) It has a large parking area.
- (C) It is close to public transportation.
- (D) It was constructed one year ago.

**148. What is NOT mentioned as a new appliance?**

- (A) A refrigerator
- (B) A clothes dryer
- (C) An oven
- (D) A dishwasher

**Questions 149-150** refer to the following notice.

**We appreciate your purchase from Drapes-A-Lot!**

For issues regarding payment, exchanges, and returns, please contact your nearest Drapes-A-Lot retailer. For help with damaged or missing parts, instructions for do-it-yourself installation, or questions about your product, call Drapes-A-Lot customer support at (713) 555-0101. Representatives are available to answer questions Monday through Friday, 9:00 A.M. to 5:00 P.M. Before calling, please have the following information ready: your name and phone number, the purchase order number, and where you made your purchase.

- 149.** What does the notice suggest about Drapes-A-Lot?
- (A) It does not offer installation service.
  - (B) It does not accept returns.
  - (C) It provides online customer support.
  - (D) It recently opened retail stores.
- 150.** According to the notice, what information is necessary when contacting customer support?
- (A) The serial number of the product
  - (B) The store location where the product was bought
  - (C) The credit card number used to make the purchase
  - (D) The e-mail address of the customer

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

**Keith Odom (10:15 A.M.)** We're almost finished trimming the bushes and trees around the lobby entrance. We'll trim everything in the back garden after lunch. While we're in the front, though, we're going to weed the flower beds.

**Rebecca Truesdell (10:18 A.M.)** I thought they were cleaned up earlier this week.

**Keith Odom (10:20 A.M.)** Remember it rained. We couldn't get to the weeding on Wednesday.

**Rebecca Truesdell (10:25 A.M.)** That's right. Yes, please finish out front first. We have two large parties scheduled for tomorrow, so we want the hotel entrance and grounds to look good.

**Keith Odom (10:27 A.M.)** Okay. This should not take more than an hour or so.

**Rebecca Truesdell (10:28 A.M.)** Let me know when you're finished in the back garden. We're expecting the delivery of some new patio furniture later this afternoon, and that will be set up as soon as it arrives.



151. Who most likely is Mr. Odom?

- (A) A hotel manager
- (B) An event planner
- (C) A building inspector
- (D) A groundskeeper

152. At 10:25 A.M., what does Ms. Truesdell most likely mean when she writes, "That's right"?

- (A) She requested that some trees be trimmed.
- (B) She confirmed the guest reservations.
- (C) She remembered why a job was not done.
- (D) She understood why some furniture had not been delivered.

Questions 153-154 refer to the following advertisement.

**SAFT'S BOOKSHOP**

**Moving Sale**

From 23 September through 30 September, Saft's Bookshop at 312 High Street will be selling all its store fixtures, furniture, and equipment. This includes the beautiful antique bookshelves from our main storefront window. Don't miss this great opportunity to purchase gently used items to furnish your own store. We are offering items at amazing prices and are even willing to negotiate.

Saft's Bookshop will reopen its doors at 4900 Bundar Street in February. It will be significantly more spacious and feature a distinct interior design. Please be sure to visit us at our new location.

153. What is indicated about antique bookshelves?

- (A) They will be moved to a location on Bundar Street.
- (B) They have been on display in a shop window.
- (C) They are in poor condition.
- (D) They were built by a famous designer.

154. What is suggested about the new Saft's Bookshop?

- (A) It will be on the same street as the current location.
- (B) It will be open seven days a week.
- (C) It will be larger than the old shop.
- (D) It will retain most of its staff.

Questions 155–157 refer to the following newsletter.

**Birch Hill Center for the Arts Committee  
Supporters' Newsletter**

The committee has been hard at work this year! We are close to reaching our goal of building a community arts center that will serve all the people of our lovely town of Birch Hill. Here is what we have accomplished so far.

- In January, we completed a community survey about what activities to offer in the new Birch Hill Center for the Arts.
- In February, we completed a feasibility report and narrowed the potential building sites to three possibilities.
- In April, we submitted our project budget proposal to the city council for approval.
- In May, we interviewed several candidates for the managing director position.

During the next two months, we will:

- Select our new managing director
- Choose the location for the center
- Complete the construction blueprints
- Finalize the construction budget and timeline
- Draft our events calendar

And this fall, we should begin construction on the Birch Hill Center for the Arts!

As always, we welcome your input on the process. Please send questions or comments to our committee at [project@bhca.org](mailto:project@bhca.org). If you are interested in serving on the committee, please call 952-555-0128.

- 155.** When did the committee send a proposed budget to the city?
- (A) In January  
(B) In February  
(C) In April  
(D) In May
- 156.** Where did the committee gather information about what activities to offer?
- (A) From a survey  
(B) From a report  
(C) From a proposal  
(D) From personal interviews
- 157.** What is someone who wants to join the committee directed to do?
- (A) Complete a questionnaire  
(B) Send an e-mail  
(C) Visit a Web site  
(D) Make a phone call

Questions 158-160 refer to the following job advertisement.

## Patton Advertising Is Hiring Now!

We are seeking motivated, enthusiastic individuals to join us in our design, finance, and IT departments. Previous experience in the advertising sector is useful but not required.

### Our Work

Here at Patton, we've designed advertisements and created marketing strategies for a wide range of clients. This work has included designing logos and Web sites, as well as creating ads for local radio and a national billboard. Under the leadership of CEO Amie Adesina, we're looking to expand in new directions and tackle even more exciting projects.

### Some Employee Comments

- “In my first six months as a designer at Patton, I’ve already had the chance to work with several clients and even lead my own team. The work isn’t always easy, but if you enjoy a fast-paced, challenging environment, you’ll really thrive here.” *Thomas Kuti*
- “I’ve been working as a legal consultant at Patton for just under a year now, and I’ve enjoyed every moment. There’s a fantastic working culture, with generous employee benefits including a gym membership and paid time off for volunteering. It’s the best company I’ve ever worked for.” *Sabina Hussain*

Visit our Web site [www.pattonads.com/careers](http://www.pattonads.com/careers) to see vacancies and apply for jobs.

158. The word “sector” in paragraph 1, line 2, is closest in meaning to
- (A) portion  
(B) industry  
(C) region  
(D) operation
159. What is Mr. Kuti’s job?
- (A) Designer  
(B) Lawyer  
(C) IT technician  
(D) CEO
160. What is true about both Mr. Kuti and Ms. Hussain?
- (A) They enjoy volunteering in their spare time.  
(B) They think everyone would enjoy working at Patton.  
(C) They are team leaders in their departments.  
(D) They have worked at Patton for less than a year.

**Questions 161-163** refer to the following letter.

31 July

Dr. Shamalie Mowatt  
Cornwall University Hospital  
22-28 Victoria Avenue  
Kingston 6

Dear Dr. Mowatt,

It is a pleasure to recommend Mr. Renaldo Silva for your nursing programme.  
— [1] —. Mr. Silva has served as an assistant to our two on-site registered nurses at Summer Camp West, four days a week for the past two summers. The young campers here have grown quite fond of Mr. Silva. They appreciate his kind but dedicated approach to wellness. — [2] —. He is patient and nurturing, and I am confident that he will succeed in a nursing programme such as yours.

As a nurse myself for more than three decades, I have worked with young professionals in various settings, including large hospitals, small clinics, schools, and, for the past several years, exclusively at Summer Camp West. — [3] —. I therefore strongly believe that Mr. Silva will be an active and successful programme participant.

— [4] —. If you have any questions about Mr. Silva, please feel free to call me at (876) 555-0140.

Yours sincerely,

*Benita Oliveira*

Benita Oliveira

**161.** Who most likely is Dr. Mowatt?

- (A) The owner of a summer camp
- (B) The director of a training program
- (C) A candidate for a health-care position
- (D) A professor of human biology

**162.** What is indicated about Ms. Oliveira?

- (A) Her child attends Summer Camp West.
- (B) She has been employed in health care for over 30 years.
- (C) She works at Summer Camp West four days a week.
- (D) She supervises nursing staff at a hospital.

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

"As such, I can attest to Mr. Silva's professionalism and his compassion for those in his care."

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

Questions 164-167 refer to the following document.

## Sky-High Roofing

Workers doing construction or repair work on roofs face multiple potential hazards. Ladders, skylights, and physical exposure to the natural elements involve risks. Stay safe by using commonsense practices. Follow these guidelines.

### Dress for safety.

- Wear long-sleeved shirts, even in warm weather, and keep your wrist cuffs buttoned
- Wear long pants without cuffs, as they can snag on roofing material and catch debris
- Wear work boots that cover the ankles, and replace boots when the soles show excessive wear

### Use personal protective equipment.

- Wear gloves that cover the wrists, making sure there is no gap between the top of the gloves and the bottom of the sleeve cuffs
- Use protective eyewear

### Begin the day right.

- Review the work plan with all members of the team
- Check the condition of ladders and all safety equipment

I confirm that I have reviewed and understood these guidelines.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

164. For whom is the document most likely intended?

- (A) Ladder manufacturers
- (B) Clothing designers
- (C) Home inspectors
- (D) Roof installers

165. The word “practices” in paragraph 1, line 3, is closest in meaning to

- (A) regular actions
- (B) physical exercises
- (C) professional businesses
- (D) performance rehearsals

166. What is indicated in the document?

- (A) Sky-High Roofing specializes in solar panel installation.
- (B) Homeowners are responsible for marking hazardous areas.
- (C) Clothing that covers the arms and the legs is essential.
- (D) Roofers must attend a company workshop.

167. What is NOT mentioned in the document as a safety measure?

- (A) Using safety glasses
- (B) Using earmuffs
- (C) Wearing sturdy footwear
- (D) Performing equipment checks

Questions 168-171 refer to the following article.

## Public Works Challenge

CARBERRY (April 15)—From its inception, the Carberry Public Works Building has met with little appreciation from the public. When architects unveiled the blueprints for the structure, longtime residents argued that its bright colors and angular shapes did not blend well with Carberry's distinctive redbrick buildings. Local concerns even sparked the creation of a social media group, whose members urged residents to voice their opinions at town council meetings and in other public forums. — [1] —.

In the end, a more conservative version of the original building design was drafted and the grand opening was planned for April 28. — [2] —. However, the owners of nearby buildings started to report drainage issues caused by significant water runoff.

"When the property was an open field with grass and trees, excess rainwater was quickly absorbed into the ground," explains Trudy Molina, owner of the Axios Office Building. "Now water pools up and floods adjacent parking areas during heavy rains." — [3] —.

According to town manager Bert Montiel, the unfortunate result of the building project was unforeseen, and construction engineers are working swiftly to correct the issue before the Public Works Building opens. — [4] —. A team has begun the installation of additional gutters and connecting drains to divert the water to the neighborhood's underground sewer system. The work should be completed in time to celebrate the building's opening in late May.

168. What was the subject of initial complaints about the Carberry Public Works Building?

(A) Its size  
(B) Its design  
(C) Its location  
(D) Its purpose

169. What is suggested about the town of Carberry?

(A) It is postponing an event.  
(B) It is seeking a new town manager.  
(C) It has multiple projects for next year.  
(D) It has fewer residents than nearby towns.

170. How will the town address Ms. Molina's concerns?

(A) By improving the signage at the Axios Office Building  
(B) By reimbursing her for a utility bill  
(C) By directing water away from an area  
(D) By expanding a building's parking area

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

"Dozens of people did just that."

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

Questions 172-175 refer to the following online chat discussion.

The screenshot shows a simulated online chat interface with three participants represented by icons at the top: a person, a person, and a person. The messages are as follows:

**Reese, Tamara [1:30 P.M.]** Thank you for contacting Green City Tours. How may I assist you?

**Chambers, Curtis [1:32 P.M.]** Hello. I am writing about Yorke Corporation's upcoming trip to Vancouver. I believe that Green City Tours has arranged for all meals to be included for the participants. Is that correct?

**Reese, Tamara [1:33 P.M.]** No, the terms of the contract specifically state that "Participants will be hosted to both a welcome reception and a farewell dinner. All other meals are to be covered at the participants' own expense during the program." Please let me know if there are any more questions you have about this trip.

**Chambers, Curtis [1:35 P.M.]** That's disappointing! Our previous employee trips have included all meals. Could I be connected with a supervisor? I'm quite certain that this option should have been included in the contract.

**Diaz, Marta [1:37 P.M.]** Good afternoon, Mr. Chambers. I apologize for any misunderstanding concerning Yorke Corporation's contract terms with Green City Tours. The contract was created in accordance with the requests of Franklin Wang, your company's CFO. It was his stipulation that intervening meals not be included. We could make recommendations for some other dining options.

**Chambers, Curtis [1:40 P.M.]** That's OK. Thank you both for your assistance. I'm going to consult with Mr. Wang about the situation. I may be in touch with you again soon.

172. Why does Mr. Chambers contact Green City Tours?
- (A) To plan a trip for new employees
  - (B) To question a credit card charge
  - (C) To inquire about the details of a trip
  - (D) To provide emergency contact information
173. At 1:35 P.M., what does Mr. Chambers most likely mean when he writes, “That’s disappointing”?
- (A) He does not agree with the restaurant recommendations.
  - (B) He is frustrated with being unable to attend the trip.
  - (C) He does not think Ms. Reese can answer his question.
  - (D) He does not like some contract terms.
174. What most likely is Ms. Diaz’ job?
- (A) Customer service manager
  - (B) Vancouver city administrator
  - (C) Travel blog writer
  - (D) Hotel concierge
175. What will Mr. Chambers do next?
- (A) Prepare a welcome speech
  - (B) Research a historical site
  - (C) Speak with a colleague
  - (D) Sample some food items

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

<b>To:</b>	Nadja Burton <manager_publicaffairs@jaspertonintlairport.com>
<b>From:</b>	Ron Hylton <rhyulton@cityofjasperton.gov>
<b>Date:</b>	October 3
<b>Subject:</b>	Ribbon-cutting ceremony

Hello, Ms. Burton,

I am sorry to tell you that, because of an unexpected scheduling conflict, Mayor Blau must cancel her appearance at next week's event. The mayor is proud to have played a part in negotiating a noise-reduction agreement between Jasperton International Airport and nearby homeowners, and she regrets that she will not be there to celebrate. The city council chairperson will take her place.

By the way, we heard the good news about Arovion Air—congratulations! A lot of people traveling to East Asia on business will be happy to take advantage of this.

Regards,

Ron Hylton, Communications Director  
Office of the Mayor

### **Airport and City Leaders to Celebrate Project Completion**

JASPERTON (October 5)—A ribbon-cutting ceremony will be held at Jasperton International Airport on October 12. The event will mark the completion of the extension of airport runway 15. City council chairperson Rosalie Colman and airport director Norris Yuan will gather with other invited guests to cut the ribbon at 9:30 A.M.

The runway extension project, which began five months ago, was not without controversy. Complaints by groups of homeowners concerned about noise pollution eventually led to the construction of concrete noise barriers that were not a part of the initial project plan.

The extension of runway 15 ushers in a new era for travel in the region. The runway is now long enough to accommodate the wide-body aircraft that can travel lengthy international routes. At least one long-haul carrier is already preparing to fly nonstop from Jasperton to East Asia.

- 176.** Why most likely was the e-mail written?
- (A) To give notification of a change in plans
  - (B) To issue an invitation
  - (C) To modify a flight reservation
  - (D) To summarize a recent meeting
- 177.** How did Mayor Blau support a project?
- (A) She helped obtain some construction permits.
  - (B) She helped two groups reach an agreement.
  - (C) She established a relationship with an overseas airline.
  - (D) She negotiated with the city council for increased funding.
- 178.** What is being publicized in the article?
- (A) The dedication of a new airport
  - (B) The appointment of an airport director
  - (C) The design of a new wide-body aircraft
  - (D) The opening of an extended runway
- 179.** What is suggested about Arovion Air?
- (A) It is under new management.
  - (B) It is popular for its low ticket prices.
  - (C) It will provide long-distance flights.
  - (D) It recently relocated its headquarters.
- 180.** Who most likely will represent Jasperton's mayor at a ceremony?
- (A) Ms. Burton
  - (B) Ms. Colman
  - (C) Mr. Hylton
  - (D) Mr. Yuan

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

December 2

Paul Reggar, Manager  
Pelder Opticians  
930 Main Street  
Tamisville VT 05003

Dear Mr. Reggar,

I recently visited your store and was unable to find eyeglass frames that were the right size for me. Ms. Morgan waited on me and was very helpful, but you had virtually no adult styles that fit my small, narrow face. I hope that in the future you will have more petite frames for women.

I found a pretty pair of glasses online at Your Best Frames that are a petite size. I plan to purchase them this week. If I buy the frames, could I have them shipped directly to your store for you to make and insert the lenses? I look forward to hearing back from you promptly.

Sincerely,

*Stephanie Potts*  
Stephanie Potts

### YOUR BEST FRAMES

[www.yourbestframes.com](http://www.yourbestframes.com)

**Date:**

December 5

**Customer:**

Stephanie Potts  
201 Broad Street, Tamisville VT 05003

**Ship to:**

Manager, Pelder Opticians  
RE: Order for S. Potts  
930 Main Street, Tamisville VT 05003

**Order number:** 28734T2

Order details: 1 pair women's frames by Sue Lane  
Color/Style: Black/Petite frame 9374-87

**Price:**

\$127.00  
Credit card: LANA Bank \*\*\*\* \* 7872

**Processed by:** Simon Gyula

**Notes:** Ship directly to Pelder Opticians, per Ms. Potts.  
Expected delivery by December 12. Paid in full.

- 181.** What is the purpose of the letter?  
(A) To ask how to return a product  
(B) To inquire about a repair  
(C) To make a special request  
(D) To ask about a shipping date
- 182.** Where does Ms. Morgan work?  
(A) At a shipping company  
(B) At a retail clothing store  
(C) At an optician's shop  
(D) At a credit card company
- 183.** What is suggested about Pelder Opticians?  
(A) It is located on Broad Street.  
(B) It has a large selection of petite eyewear.  
(C) It has an online store that sells frames.  
(D) It will insert lenses into frames bought elsewhere.
- 184.** To whom is Your Best Frames shipping a package?  
(A) Mr. Reggar  
(B) Ms. Potts  
(C) Ms. Lane  
(D) Mr. Gyula
- 185.** What is indicated about the order?  
(A) It was submitted on December 2.  
(B) It is expected to arrive by December 5.  
(C) It has already been paid for.  
(D) It contains an extra pair of frames.

**Questions 186-190** refer to the following Web page, schedule, and letter.

The screenshot shows a web browser window with the URL <http://www.milfordjanitorservice.com>. The page title is "Milford Janitorial Service" and the address is "956 Meadowvale Road, Milford, Connecticut 06460". A paragraph of text describes the service: "Let Milford Janitorial Service (MJS) help you showcase your workplace in its best light. Using top-rated cleaning products, MJS serves large and small businesses based on their specific needs and schedule. Our professionally certified staff delivers quality, stress-free cleaning services seven days a week. Interested? Here is the process." Below this is a numbered list of four steps:

1. Contact MJS with your request, describing how we can best serve you.
2. We will visit your place of business for a free consultation.
3. We contact you with recommendations and a cost estimate within 72 hours.
4. You review our estimate and if satisfied, you sign our contract.

<b>Milford Janitorial Service (MJS)</b> Assignment schedule for the evening of Monday, June 10		
<b>Location</b>	<b>Details</b>	<b>Team</b>
Hallender Office Supply	Dusting and vacuuming	Silver Team
Shoreside Bank	Window cleaning	Blue Team*
Larimar Café	Restroom cleaning	Green Team
Powder's Laundromat	Floor cleaning and polishing	Gold Team*
J. Mallery Accounting	Dusting and vacuuming	Silver Team

\*Note that beginning next month, the Blue Team and the Gold Team will switch cleaning roles.

Irene's Formal Wear • 1800 Canopy Lane • Milford, Connecticut 06461

June 17

Milford Janitorial Service  
956 Meadowvale Road  
Milford, Connecticut 06460

Hello,

Your company was referred to me by a customer of mine. I have a specific need, requiring professional floor cleaning and polishing in the large lobby of my business. It is important that the lobby is always sparkling. I would like this service provided weekly, beginning on July 1. Looking forward to hearing from you soon.

Sincerely,

*Irene Nogueira*

Irene Nogueira  
Irene's Formal Wear

**186.** What is indicated about MJS?

- (A) It is under new management.
- (B) It is renewing its annual contracts.
- (C) It specializes in residential cleaning.
- (D) It provides services every day of the week.

**187.** For whom is the schedule intended?

- (A) Clients of MJS
- (B) Cleaning product suppliers
- (C) Employees of MJS
- (D) Job seekers

**188.** Where will the Silver Team be on June 10 ?

- (A) Shoreside Bank
- (B) Larimar Café
- (C) Powder's Laundromat
- (D) J. Mallory Accounting

**189.** What will an MJS representative most likely do next in response to the letter?

- (A) Call Irene's Formal Wear to provide references
- (B) Make a visit to Irene's Formal Wear
- (C) E-mail an estimate to Ms. Nogueira
- (D) Send a contract to Ms. Nogueira

**190.** Which team will most likely be assigned to work at Irene's Formal Wear in July?

- (A) The Silver Team
- (B) The Blue Team
- (C) The Green Team
- (D) The Gold Team

TEST  
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GO ON TO THE NEXT PAGE

Questions 191-195 refer to the following menu, invoice, and e-mail.

## Deelish Barbecue Catering Menu

### BBQ and Fixings Buffet: \$17.95 per person

Choose two meats and two side dishes.

Meats: Beef, chicken, pork, sausage

Sides: Green beans and onions, potato salad, macaroni and cheese, baked beans

Comes with salad, drink (soft drink, coffee, or tea), and bread (cornbread or dinner roll).

### Extra sides available by the pound

\$6.50: Green beans and onions

\$6.00: Potato salad

\$5.00: Macaroni and cheese

\$4.00: Baked beans

### Breakfast Buffet (priced per person)

Choice A (\$8.95): Assorted pastries and fresh fruit plus drink (coffee, tea, milk, or fruit juice)

Choice B (\$10.95): Pancakes with syrup and all of Choice A

Choice C (\$13.95): Assorted omelets and all of Choice A

Contact our events manager with any questions or issues with your order.

## INVOICE Deelish Barbecue Catering

Item	Unit Cost	Quantity	Amount
BBQ and Fixings Buffet	\$17.95	30	\$538.50
Extra side	\$6.00	3	\$18.00
Delivery charge			\$20.00
(Order to be delivered June 23)			
Breakfast Choice C	\$13.95	30	\$418.50
Delivery charge			\$20.00
(Order to be delivered June 24)			
Subtotal			\$1,015.00
Tasting fee			\$14.00
Sales tax (6%)			\$61.74
<b>Total Due Now</b>			<b>\$1,090.74</b>

To:	Derrick Arnaud <darnaud@deelishbbq.com>
From:	Marissa Keum <mkeum@keumaccountancy.com>
Date:	June 3
Subject:	Invoice

Dear Mr. Arnaud,

Thank you for sending the invoice. I just have a few questions about the invoice and was hoping you could help.

When we spoke by phone last week, you mentioned that you would deduct our tasting fee (\$14.00 for two people) from our total purchase price, but the invoice does not show this.

I also had asked if I could pay half the balance now and the other half when the food is delivered. Would this arrangement still work? If so, I will make the deposit payment once I receive the new invoice.

Sincerely,

Marissa Keum

- 191.** According to the menu, what item is NOT included with the BBQ and Fixings Buffet?
- (A) Salad
  - (B) Drink
  - (C) Bread
  - (D) Fruit
- 192.** According to the invoice, why is the customer being charged twice for delivery?
- (A) The deliveries will occur on separate days.
  - (B) The deliveries will be made outside the usual delivery area.
  - (C) Deelish Barbecue made a mistake in the charges.
  - (D) The customer made an error in payment.
- 193.** What extra side item did Ms. Keum purchase?
- (A) Green beans and onions
  - (B) Potato salad
  - (C) Macaroni and cheese
  - (D) Baked beans
- 194.** Who most likely is Mr. Arnaud?
- (A) A catering supervisor
  - (B) A customer
  - (C) A restaurant owner
  - (D) A food critic
- 195.** Based on the e-mail, what does Ms. Keum expect Mr. Arnaud to do next?
- (A) Call her to review the order
  - (B) Reschedule a delivery
  - (C) Send her a new invoice
  - (D) Provide tasting samples

**Questions 196-200** refer to the following article, press release, and e-mail.

### *Clareton Business Digest*

(February 8)—Many companies, especially those that sell mid-priced apparel brands, have embraced an interesting strategy. Instead of focusing on local and regional markets for their products, they purposely diversify their retail locations. For example, instead of opening ten stores across East Asia, the companies may opt to limit locations in East Asia to only a few, while adding new ones in Latin America or the Middle East.

As Chester Mau, a marketing consultant, explained, “This approach serves as a buffer against economic downturns or periods of slower growth in any one geographical area.”

Some of the companies already pursuing this strategy include Charisma Fashions and The Baby’s Closet. With its planned April move into the Latin American market, Lolo Sportswear will follow suit.

#### **FOR IMMEDIATE RELEASE**

**June 13**

Contact: Maura Keele, mkeele@lolosportswear.com

(Clareton)—Lolo Sportswear announced today that Joseph Chakata will become its new chief executive officer. Mr. Chakata will assume responsibilities in July. He previously served as CEO for eight years at the leading fashion design firm Colorspright, Inc.

Mr. Chakata will replace Shirley Alden, who founded Lolo Sportswear and then served as its CEO for eighteen years. Remarked Ms. Alden, “I am pleased to be leaving Lolo Sportswear in such capable hands. The company is ready for its next big chapter.” The leadership transition comes after the successful launch in April of the company’s first overseas stores. An additional expansion is planned for the end of the year.

**\*E-mail\***

To:	Shirley Alden <salden@mailenvoy.com>
From:	Joseph Chakata <jchakata@lolosportswear.com>
Date:	September 10
Re:	News

Dear Ms. Alden,

I recently learned from our mutual friend Chester Mau that you are ready to begin another commercial venture, this time in the furniture industry. I am sure that it will be a huge success. Please accept my congratulations.

Best wishes,

Joseph Chakata

- 196.** Why should a company use the business strategy described in the article?
- (A) To fill leadership positions more quickly
  - (B) To increase a brand's visibility
  - (C) To create a more diverse workforce
  - (D) To avoid dependence on a single region
- 197.** In what month did Lolo Sportswear's leadership change?
- (A) April
  - (B) June
  - (C) July
  - (D) December
- 198.** What is suggested about Mr. Chakata?
- (A) He is a fashion designer.
  - (B) He lives in the Middle East.
  - (C) He recently graduated from business school.
  - (D) He will oversee businesses in Latin America.
- 199.** According to the press release, who is Ms. Alden?
- (A) The founder of a successful company
  - (B) A marketing consultant
  - (C) A human resources specialist
  - (D) The owner of a business publication
- 200.** What is implied about Ms. Alden?
- (A) Her retirement in East Asia has been enjoyable.
  - (B) Her latest venture is in an industry that is new to her.
  - (C) She has previously invested in Colorspright, Inc.
  - (D) She has asked Mr. Chakata for advice.

**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.**