



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. Those individuals who want to reschedule their ----- with a doctor should contact us two days in advance.
(A) positions
(B) assignments
(C) subscriptions
(D) appointments
102. The report shows that builders reserve the right to control the volume of the construction project on ----- own.
(A) their
(B) theirs
(C) they
(D) them
103. Information on customers' details can be stored on one diskette, as can the whole spreadsheet, and the diskettes can then be kept in a ----- place.
(A) cautious
(B) distinguished
(C) secure
(D) strict
104. Superb ----- has been paid to even the smallest detail, as the project was expected to cost billions of dollars.
(A) attends
(B) attention
(C) attended
(D) attendant
105. Mr. Hatcher is now curious about the general opinion on the matter of formatting a standard ----- deluxe system instead of formatting a premiere one.
(A) so
(B) nor
(C) or
(D) and
106. If you need to hire ----- help for your growing business, our experts can assist with the hiring process from start to finish.
(A) additions
(B) additionally
(C) additional
(D) addition
107. Another computer system failure is going to happen again unless appropriate steps are taken to ----- it.
(A) prevent
(B) upgrade
(C) ignore
(D) improve
108. All ----- to our fabulous national park will be given a complimentary lunch at the top of the hill.
(A) visit
(B) visitations
(C) visitors
(D) visiting

109. Once you've decided to reduce -----, there should be additional ways to halve the marketing costs.
 (A) values
 (B) customs
 (C) refunds
 (D) expenses
110. Paulin Cornwall Inc. has made an ----- discovery people can share in no time in the field of information technology.
 (A) amaze
 (B) amazing
 (C) amazement
 (D) amazingly
111. The first draft of workshop proposals was due yesterday, ----- the director has granted us a short extension to our surprise.
 (A) beyond
 (B) until
 (C) that
 (D) but
112. The company is going to carry out the proposal based on the information provided in your letter of intent, so please submit ----- application under this note.
 (A) you
 (B) your
 (C) yourself
 (D) yours
113. After the introduction of collaboration tool programs, the company, which was in temporary financial trouble, was ----- able to increase its market share.
 (A) lastly
 (B) at first
 (C) meanwhile
 (D) finally
114. Many people call fairy tales too ----- and obvious, but that's why they are needed.
 (A) predicting
 (B) predicted
 (C) predictable
 (D) predictably
115. New recycling programs indicate that ----- the landlord or the property owners may schedule an appointment to get bulk pickup service in the same building.
 (A) only
 (B) easily
 (C) simply
 (D) merely
116. During the sessions, speakers will discuss the process of ----- a global service by opening doors to economic opportunities.
 (A) establish
 (B) establishing
 (C) establishes
 (D) established
117. Please ----- your survey results to the director by the date specified at the bottom of the screen.
 (A) advise
 (B) urge
 (C) comply
 (D) submit
118. OFA representatives recently ----- on-line tours and found those kinds of tours to promote their products the most effective.
 (A) conduct
 (B) conducted
 (C) to conduct
 (D) will conduct
119. Please do not ----- to share your opinions in the comment space below so that people can find and consider possible alternatives.
 (A) provide
 (B) hesitate
 (C) qualify
 (D) compete
120. Our GTA phone roaming service is suited for individuals who travel ----- anywhere in the world for business.
 (A) regular
 (B) regularity
 (C) regularly
 (D) regulate

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121. A banquet was held for researchers to be honored ----- their exceptional achievements in creative research activities.
(A) across
(B) over
(C) at
(D) for
122. We are proud to announce their upcoming ----- in an event whose purpose is to educate attendees on e-mail management tools.
(A) participation
(B) participated
(C) participating
(D) participate
123. Anyone who has questions concerning our community service can leave a message ----- my secretary or our answering service.
(A) off
(B) from
(C) by
(D) with
124. Requirements for the open position include basic computer skills and managerial experience in ----- sales.
(A) retailing
(B) retail
(C) retailer
(D) retailed
125. According to the medical report released today, cholesterol fighting medicines may ----- have protective effects against numerous uncured diseases.
(A) altogether
(B) alone
(C) also
(D) almost
126. Employees who participate in this training program can learn a great deal about themselves as well as experience in ----- personal and profession growth.
(A) every
(B) both
(C) either
(D) whether
127. According to studies released yesterday, a significant number of organizations experienced a dramatic ----- in electronic crime and data intrusions over the past year.
(A) increase
(B) impression
(C) access
(D) accent
128. The president of Kasara Inc. ----- announced that Lopez Davis, who has served the company for more than 30 years, would retire at the end of next month.
(A) regretting
(B) regretted
(C) regretfully
(D) regretful
129. The new training program is intended to ----- leadership to develop professional competence through involvement in a range of professional development activities.
(A) remain
(B) grant
(C) serve
(D) provide
130. Due to recent changes, Nordon Express ----- delivery of equipment effective the first day of the coming year.
(A) to discontinue
(B) will discontinue
(C) discontinued
(D) have discontinued

131. Employees must get approval from their supervisors ----- deleting data even if the data seem unused.
(A) before
(B) until
(C) from
(D) during
132. In addition to ----- a separate online site, new products will be available through traditional retailers all over the world.
(A) launched
(B) launching
(C) launch
(D) launches
133. Tomorrow's one-to-one training session held in a boardroom is ----- for supervisors and new staff members.
(A) intended
(B) based
(C) agreed
(D) invited
134. You are advised to contact us immediately ----- technical problems with your computer system don't seem to be resolved.
(A) why
(B) if
(C) due to
(D) about
135. ----- all the provisions of the merger are fully implemented, the two companies will expand their partnerships to provide an even higher level of quality.
(A) Soon
(B) Then
(C) Later
(D) Once
136. This letter is to solicit ----- of candidates to be considered for the vacant positions in sales that should be filled right away.
(A) nominate
(B) nominations
(C) nominating
(D) nominated
137. Our investment will lead to more improved public services, considerable cost reductions as well as further -----.
(A) economics
(B) harvest
(C) productivity
(D) measures
138. The names of upper management to ----- you must report will be provided in order to get budgets approved for projects.
(A) whom
(B) whoever
(C) what
(D) where
139. Successful candidates will receive a competitive salary and maximum benefits ----- to those which they have received from their previous jobs.
(A) uniform
(B) even
(C) far
(D) equal
140. It is ----- through broadcast media such as television and radio that companies place an advertisement to attract prospective customers.
(A) predominant
(B) predominantly
(C) predominating
(D) predominated



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 article.

Joint efforts in fighting poverty for all societies, ----- in developing countries, are now in progress.

141. (A) particularly
(B) specially
(C) voluntarily
(D) easily

In order to realize the goals for poverty eradication both national governments ----- the

142. (A) or
(B) and
(C) nor
(D) as well

international community should undertake efforts in a mutually supportive manner.

According to statistics, there are still more than 1500 villages listed in extreme poverty, but this will be wiped out by 2020.

For the past few years, some developing countries have achieved encouraging results in poverty eradication, through social subsidies and employment creation with cooperation and assistance from the international community.

However, more attention and further assistance are needed and it is hoped that the United Nations will take the question into serious ----- and encourage developed nations to cooperate in

143. (A) penalty
(B) development
(C) account
(D) status

humanitarian endeavors.

Questions 144-146 refer to the following article.

The threat of hospital-acquired infections is causing much more vigilance in health care settings. In addition, pharmaceutical companies are urged not only to develop therapies for these infections, ----- to strengthen their efforts at preventing them.

144. (A) and
(B) or
(C) but also
(D) nor

Obviously, in the health care environment better hand hygiene can significantly reduce infection rates, ----- can good practices for sterilizing processing equipment.

145. (A) but
(B) as
(C) not
(D) if

Research announced at last year's annual conference shows that traditional cleaning has little ----- on removing bacterial contamination in ambulances and crews potentially at risk from

146. (A) effected
(B) effecting
(C) effect
(D) effects

microbial infection, which can then be transported into hospitals.



Questions 147-149 refer to the following letter.

Dear Mr. Mackenzy,

I'm writing in response to your letter inquiring about "loose skin" resulting ----- a diet.

- 147.** (A) in
(B) from
(C) on
(D) upon

If you have a lot of weight to lose, you may be worried about "loose skin" on your chin, underarms and thighs. Please aim to lose weight slowly in order for your body to adjust.

Whatever kind of diet you are on, your skin needs oil, ----- it will become dry and less elastic.

- 148.** (A) but
(B) yet
(C) so
(D) otherwise

If you add a dressing made with olive to your salads, it may increase your skin's radiance – your skin will also become smoother and softer.

Please ----- that water should be your primary beauty aid.

- 149.** (A) remember
(B) remembering
(C) to remember
(D) be remembered

Not only does it fill you up without calories, but it also takes toxins out of your body system.

Sincerely yours,
Editor, Sara Williams

Questions 150-152 refer to the following article.

In the past, customers had a tendency of shopping in places where they were certain that -----

150. (A) whatever
(B) anywhere
(C) ever
(D) however

they wanted to buy was available, but things have changed.

Thanks to impressive advances in electronic commerce technology, consumers have become more comfortable with using credit cards to make purchases on the Internet.

In addition, as it has become a preferred method of purchasing products and services, the popularity of online shopping is expected to continue.

One of the greatest ----- of shopping online over visiting the store in person is being able to seek

151. (A) incomes
(B) interests
(C) goods
(D) advantages

out the lowest prices or the best deals available ----- being provided with a large selection,

152. (A) besides
(B) in addition
(C) without
(D) at

variety, convenience and rapid delivery.

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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 advertisement.

The exclusive Montgomery Cafe, located on the first floor of the Gold Star Hotel, is the highest rated cafe in Deville City. The cafe offers only the finest coffee, which is imported once a month from Italy. You can choose from thirty different flavors of coffee, including French Vanilla, Mocha, Raspberry, and Hazelnut. At Montgomery Cafe, we believe that making coffee is an art. All of our new staff members are required to attend an intensive program where they learn how to prepare gourmet coffee. In addition to coffee, the Montgomery Cafe offers the following services:

- A daily selection of gourmet baked goods
- Free Internet access (must spend a minimum of \$5.00 at the cafe)
- Fresh ground coffee to take home
- A range of coffee machines and accessories
- Coffee-making classes (applications available at the register)

153. According to the advertisement, what must the cafe's new employees do?

- (A) Watch an introduction video
- (B) Go to special classes
- (C) Sample the product
- (D) Purchase the uniform

154. What is NOT being offered in the cafe?

- (A) Internet access
- (B) Related equipment
- (C) Membership discounts
- (D) Useful courses

Questions 155-156 refer to the following letter.

July 15, 2007

Jason Holden
26 Humbolt Lane
LA Properties
Los Angeles, CA
035846

Dear Mr. Holden,

The investment committee of TA Investors has reviewed your company's proposal and agreed with your statement that L.A.'s 122nd Avenue has become more popular among tourists since the Flash Mall was built on the street last year. The committee also agrees that the street needs a first-class hotel to service the wealthy tourists who shop at the mall. Therefore, the committee decided to accept your business proposal to open a new hotel on 122nd Avenue by January 2008, and is prepared to invest a total of 1.5 million dollars in the project. Please call me as soon as possible, so that we can schedule a meeting with the committee to discuss the details of this investment deal.

Sincerely,

Brian Wilson
TA Investors

155. What will most likely happen in January 2008?

- (A) Flash Mall will open new stores.
- (B) The city will change tourism policies.
- (C) Brian Wilson will buy a property.
- (D) LA Properties will open a hotel.

156. What is Mr. Holden asked to do?

- (A) Fax Mr. Wilson a detailed document
- (B) Make a budget for a project
- (C) Make an appointment by phone
- (D) Examine the corrected proposal

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Questions 157-159 refer to the following notice.

Volunteers Wanted!

CBG Steel is sponsoring the third annual Race for the Children, a ten-kilometer run that raises money for Mercy Children's Hospital, located near the company's main building. The race will be held on Saturday, November 23, at 3:00 p.m. at the Headman Pavilion. The Planning Committee is looking for volunteers (who are NOT running in the race) to work at the drinking stations. The job is very easy, and only requires two to three hours of your time. You should arrive around 1:00 p.m. to set up the drinking station for the race, which involves organizing cups, water, juice, and snacks for the runners. Then, you will be responsible for handing out beverages and snacks to racers as they run by. After the race finishes, there will be an awards ceremony and a brief speech by CBG president, Walter Headman, followed by a small celebratory dinner for everyone. All volunteers will receive a free meal pass. For anyone interested in volunteering, there will be a brief meeting on Friday, November 15, at 12:00 p.m. The meeting will be held in Room #203. Lunch will be provided.

157. Why is CBG Steel organizing the event?

- (A) To collect money for a local facility
- (B) To promote their new products
- (C) To introduce a new staff member
- (D) To support potential athletes

158. What will volunteers most likely do at 1 p.m.?

- (A) Attend a brief meeting for a race
- (B) Gather at Headman Pavilion
- (C) Organize Room #203
- (D) Meet a member of the Planning Committee

159. What is planned for after the president's speech?

- (A) An awards ceremony
- (B) A ten-kilometer running race
- (C) A meal for all participants
- (D) A meeting for volunteers

Questions 160-163 refer to the following article.

Ready Air Introduces New In-flight Services

Ready Air has expanded its in-flight services for their new fleet of planes, which will start flying in February 2008, a spokesman for the company said. Ready Air is the only airline in the world to offer strictly economy class planes. The planes offer first class service for economy class passengers, the spokesman said. Each seat is equipped with its own TV screen, and passengers can choose from 30 different movies in 20 different languages. At any time during the flight, passengers can enjoy real espresso coffee from Magic Beans Inc., Seattle's most famous brand of coffee. On international flights, every passenger will receive a complimentary travel kit, which includes toothbrush and toothpaste, shampoo, mouthwash, comb, socks, and sleeping mask. Passengers who have a Ready Air Frequent Flier card will also have unlimited access to Ready Air's in-flight library, which includes an extensive selection of books, newspapers, and magazines. The CEO of Ready Air, Scott Plow, said the fleet's new services "will change the way people in economy class fly."

160. Why is Ready Air different from other airlines?

- (A) It has the highest number of planes.
- (B) It offers the cheapest economy tickets.
- (C) It doesn't have a first class section.
- (D) It has the greatest variety of routes worldwide.

161. What can be inferred from the article?

- (A) Frequent fliers get preferred seating.
- (B) Ready Air is an award-winning company.
- (C) Scott Plow is the founder of Ready Air.
- (D) Magic Beans Inc. is based in Seattle.

162. Who is eligible to receive the travel kit?

- (A) Passengers traveling to another country
- (B) Passengers with a preferred customer card
- (C) Passengers who have small children
- (D) Passengers with connecting flights

163. Which of the following is available to Frequent Flier cardholders?

- (A) Unlimited access to airport lounges
- (B) Extensive access to reading materials
- (C) Complimentary accommodation at airport hotels
- (D) Double mileage on international flights

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Questions 164-165 refer to the following advertisement.

Apartments for Rent

Come and live in the city's newest apartment complex, Dayville Suites. Located just two blocks from the financial district, these apartments are perfect for businessmen and young professionals. The building is twenty-five stories high and has 200 apartments. Anyone who lives in the apartments has unrestricted access to the rooftop pool and the fitness center on the first floor. There is also a restaurant on the first floor, and a supermarket in the basement that is open seven days a week. Three different apartment styles are available. The monthly rent for each style is as follows:

1 Bedroom	2 Bedrooms	3 Bedrooms
\$1,000	\$2,000	\$3,000

NOTE: All apartments have air conditioning and floor heating. Anyone who provides the first six months' rent up front will receive a ten percent discount.

164. What is TRUE about the facilities at Dayville Suites?

- (A) The restaurant offers 24-hour-a-day service.
- (B) The pool is located in the basement.
- (C) The supermarket is closed on Sundays.
- (D) The gym offers unlimited access to all tenants.

165. How can someone reduce the cost of their monthly rent?

- (A) Make six consecutive payments on time
- (B) Pay for the first six months in advance
- (C) Choose an unfurnished apartment
- (D) Use cash to pay for the rent

Questions 166-170 refer to the following article.

Local Company Builds Gym

Ask any health professional and they will tell you that the key to good physical and mental health is to eat a balanced diet, get plenty of rest, and exercise regularly. Alarming, a recent study conducted by the Institute of Balanced Living (IBL) revealed that the average person consumes some form of fast food at least twice a week, sleeps less than 6 hours a night, and exercises less than once a week. IBL said this is quite a dangerous situation for the nation's health.

In order to teach its employees to adopt healthy lifestyle habits, the popular software company, MegaWare, has built a gym in its office building, and is hoping all employees will use the facilities at least three times a week. To encourage the employees to take advantage of the gym, the company is offering a \$200 monthly bonus to every employee that uses the gym more than three times a week.

The company even developed a special program to keep track of the number of times each employee uses the gym. Last month every staff member was issued a special ID card, which the employees must use to enter and exit the gym. Each time the card is used, the session is recorded in the main database. The company also hopes to open an organic cafeteria in June 2008.

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166. According to the article, what did the IBL conclude?

- (A) People are spending more money on health products.
- (B) People are not leading healthy lifestyles.
- (C) Companies are starting to offer more training programs.
- (D) Fitness trainers are increasing their consultation fees.

167. What change recently occurred at MegaWare?

- (A) A new health insurance plan was adopted.
- (B) A longer lunch break was implemented.
- (C) A fitness center was opened in the building.
- (D) A staff psychologist was hired.

168. The word “encourage” in paragraph 2, line 4, is closest in meaning to

- (A) inspire
- (B) demonstrate
- (C) organize
- (D) prevent

169. Why did MegaWare give employees a special card?

- (A) To substitute for a company card
- (B) To reduce health insurance payments
- (C) To improve their security system
- (D) To monitor how many times people used the gym

170. What does MegaWare wish to do in 2008?

- (A) Offer more vacation time
- (B) Provide better food
- (C) Open a health clinic
- (D) Build an outdoor track

Questions 171-173 refer to the following notice.

Attention all Club Members

The Highland Country Club regrettably informs all members that our pool will be closed from July 15 to August 25. While fixing a broken pipe, maintenance workers found a major problem with the filtration system. Unfortunately, this problem is quite complex and requires the work of a plumbing specialist. Because its plumbers are unexpectedly busy at the moment, QuickFix Plumbers, the only company that offers the service we need, will not be able to help us for another two weeks. We are terribly sorry for the inconvenience, and are willing to refund the cost of one month's club membership to all individuals who paid for the 3-month Summer Membership.

Because we already offer a twenty percent discount to all members who sign up for the 1-year membership, we will not be offering these individuals a refund. Anyone who has questions or comments about the change should contact Melvin Woods at 869-654-9874.

171. What is the notice mainly about?

- (A) The recent opening of a club building
- (B) The temporary closing of a facility
- (C) The changes to membership packages
- (D) The schedule of a special competition

172. What does the notice mention about QuickFix Plumbers?

- (A) They are unusually busy.
- (B) They offer special discounts.
- (C) They have the best service.
- (D) They use a new technology.

173. What is TRUE about members with 1-year memberships?

- (A) They will receive one month free.
- (B) They can access the day spa.
- (C) They can use a private pool.
- (D) They won't get a refund.

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Questions 174-177 refer to the following e-mail.

To: Kathryn Hale <khale@ftk.com>
From: Stacy Mott <smott@ftk.com>
Subject: Budget proposal

Dear Ms. Hale,

After reviewing last year's budget figures, I would like to propose a few changes to this year's budget plan. If these changes are accepted, I predict that the company will reduce its operation costs by approximately 40 percent. First, I noticed that the company allocated one fourth of its total budget to purchasing office supplies. Of the office supplies that we purchase each year, paper is by far the most expensive. I think that requiring all employees to print documents on both sides of the paper will significantly cut down on costs. Second, the company currently employs 200 people; however, only about 150 people are needed for the company to function properly. Therefore, I propose the company reduces its workforce by 50 people before the start of the next fiscal year. I realize that this second proposal may seem drastic, but according to my estimates, if the company does not significantly cut costs by the end of December 2008, it will be forced to file for bankruptcy.

Sincerely,

Stacy Mott
Financial Advisor

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

- (A) To ask for modifications to a financial plan
- (B) To propose a schedule change
- (C) To introduce an advertising campaign
- (D) To request more office supplies

175. What does Stacy Mott point out about the company?

- (A) It must hire more employees in order to grow.
- (B) It spends too much money on office supplies.
- (C) It failed to meet certain operational standards.
- (D) It should invest more time in strategic planning.

176. How many people work for the company right now?

- (A) 40
- (B) 50
- (C) 150
- (D) 200

177. According to the e-mail, what might happen if the recommended changes are not made?

- (A) Employees will lose certain benefits.
- (B) They will forfeit their major contract.
- (C) The company will have to close.
- (D) The plan for expansion will be rejected.

Questions 178-180 refer to the following letter.

June 15, 2007

Charles Masters
15 Billows Rd.
Forestwood, CA

Dear Mr. Masters,

After conducting an extensive performance review of all the employees in the Advertising Department here at Dunn and Dunn Inc., we have decided to promote you to Corporate Accounts Manager. Since you started working for us five years ago, you have consistently demonstrated a strong work ethic and the ability to produce quality work. The executives feel strongly that your proposal to implement new advertising techniques helped the company to secure 20 new clients in 2004-2005. Additionally, in 2006 you voluntarily created an Office Policy Manual for new employees, which demonstrates your dedication to the company and desire to make the office environment as efficient and friendly as possible. Your responsibilities as Corporate Accounts Manager will include delegating work to subordinates, researching potential advertising campaigns, organizing meetings with clients, and determining the annual department budget. In return for your extra work, you will receive a 25 percent increase in your current salary, seven additional vacation days, and a \$5,000 bonus.

Sincerely,

John Milestone
Director of Advertising

- 178.** What is the purpose of this letter?
- (A) To introduce an advertising proposal
 - (B) To describe an investment opportunity
 - (C) To offer an employee a title change
 - (D) To respond to a client's request
- 179.** How did Charles Masters improve the office in 2006?
- (A) By recruiting the most clients
 - (B) By cutting down operational costs
 - (C) By proposing a modest annual budget
 - (D) By writing important guidelines
- 180.** Which of the following is NOT the responsibility of the Corporate Accounts Manager?
- (A) Determining the vacation schedule for employees
 - (B) Assigning work to employees in the department
 - (C) Creating a financial plan for the company
 - (D) Organizing meetings with customers

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

Al's Autos Super Saturday Sale

Al's Autos, the number one used car dealership in Florida, is having a mega-sale Saturday, August 25, 2007, from noon until 4 p.m. to celebrate our twenty years of operation. All two-door vehicles with pink stickers are 10 percent off the ticketed price. All trucks with blue stickers are 15 percent off the ticketed price. All vans are 20 percent off the ticketed price. Plus, if you pay in cash, we'll reduce the price by another \$300. As always, all purchases come with a 2-year Al's Autos Guarantee, which covers the cost of labor and replacement of parts if your car experiences mechanical problems. So if you're in the market for a used car, then come on down to Al's Autos this Saturday.

*Cars must be serviced by one of the following Al's Autos affiliates: Mike's Mufflers, Ace Mechanics, or Carl's Car Parts.

17 Washington Rd.

Tampa, FL

September 26, 2007

Allen Hanks

Al's Autos

56 Wheelbarrow Rd.

Tampa, FL

Dear Mr. Hanks,

Last month I purchased a used Capri 1025 from you. At first, the car seemed like a great deal, especially with the \$300 dollar discount I received. I bought the car because I have to travel a long distance to work each day, and with gas being so expensive these days I needed a car that was more fuel-efficient. You were right; the smaller car did save me about \$30 in gas each week. Unfortunately, after about two weeks, the car started making a clanking noise if I went faster than 50 kilometers per hour. I took it to my mechanic, Smooth Rides, and had them evaluate the problem. They determined that the entire engine would need to be replaced, due to a crackdown in the middle of it. In total, the labor and engine parts will cost about \$1,000. I assume that since I only purchased the car a month ago, I am well within the 2-year limit to the guarantee and Al's Autos will cover the cost of the repairs. Please contact me at 852-321-6547 if you have any questions.

Sincerely,

Floyd Baker

181. According to the advertisement, what will happen on Saturday, August 25?

- (A) A retirement party for an employee
- (B) A special discount on certain cars
- (C) A big sale at a new car dealership
- (D) An increase in the price of gas

182. How can a customer save more money?

- (A) By making their purchase in cash
- (B) By using their preferred customer card
- (C) By applying for a drawing event
- (D) By obtaining a coupon from the newspaper

183. What can be inferred about the Capri 1025 from the letter?

- (A) It has two doors.
- (B) It was twenty percent off.
- (C) It is energy-efficient.
- (D) It is better for short distances.

184. Why will Al's Autos probably reject Floyd Baker's request?

- (A) He used a credit card to buy the car.
- (B) He purchased the vehicle after the sale.
- (C) He did not take his car to the right mechanic.
- (D) He failed to sign and return the contract.

185. What does Floyd Baker's car need?

- (A) New tires
- (B) A bumper replacement
- (C) An engine change
- (D) Car door painting



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

NanoMac Inc.

Finance Department

Office #402

26 Mountain Dr.

Sharonville, SC

Brooks Brothers Marketing

356 Brewster Rd.

Applewood, TN

Att'n: Paul O'Reilly

INVOICE FOR:

1 desktop computer \$590.75

1 laser jet printer \$195.95

2 cartons glossy 8×11 inch copy paper \$54.25

100 blue Shic pens \$103.96

GST (Goods and Services Tax) \$62.03

TOTAL PAYABLE: \$1006.94

Customer Registration No. 878-96854-632

Invoice No. 856

Date of Invoice: July 15, 2007

To be paid within 30 days of invoice date. Should customers fail to pay within 30 days, a charge of \$50 will be added to the account each month that payment is overdue.

Note: NanoMac Inc. is trying to improve its customer service. Since your company has been a loyal customer of ours, we invite you to fill out an online survey to assess our customer service. Fill out the survey at www.nanomac.com and you can enter to win a \$500 coupon.

*If you have any questions about the invoice, please contact our department by e-mail or phone.

To: Michael Shoe <mike@kmail.com>
From: Paul O'Reilly <paul@bbmarketing.com>
Subject: Surcharge
Date: September 25, 2007

Hi Michael,

I recently received an invoice for the products we purchased from your company in July. I noticed that we were charged an additional \$100 dollars because our payment was two months overdue. I would like to explain why we failed to make these payments, and hope that you will reverse the charges immediately.

At the end of July, our department underwent restructuring and Brian Davies, our Finance Manager, was asked to leave. Unfortunately, in the process of changing managers a few files were misplaced, including the one containing all of our office supplies invoices. I hope you will accept my request so that we continue doing business with your company in the future.

Sincerely,

Paul O'Reilly

186. What kind of service does NanoMac Technology provide?

- (A) It develops computer software.
- (B) It distributes office supplies.
- (C) It repairs electronic devices.
- (D) It provides financial advice.

187. Which of the following is TRUE about Brooks Brothers Marketing?

- (A) It has offices in Sharonville.
- (B) It is an electronics store.
- (C) It works with NanoMac frequently.
- (D) It is an established company.

188. What is the purpose of the e-mail?

- (A) To increase the volume of the order
- (B) To inquire about an upcoming sale
- (C) To request an address change
- (D) To respond to a service charge

189. What happened at Brooks Brothers Marketing in July?

- (A) It merged with another marketing firm.
- (B) The management structure was changed.
- (C) A new marketing campaign was introduced.
- (D) It relocated its headquarters to a different city.

190. What can be inferred about Michael Shoe?

- (A) He works in the Finance Department at NanoMac.
- (B) He usually delivers the orders himself.
- (C) He was recently hired from Brooks Brothers Marketing.
- (D) He was in charge of renovating the building.

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

To: Fran Morris <fran@friendlyflowers.com>
From: Jerry Sprigs <jerry@irvingcountryclub.com>
Subject: Delivery Request

Dear Ms. Morris,

I am writing to inform you that the McGuiness Women's Foundation Luncheon, which was scheduled to take place this Saturday at 3 p.m., has been postponed to Sunday at 2 p.m., due to predictions of showers. Therefore, I would like to change the delivery time for the flower arrangements we ordered. Would you be able to deliver the flowers either Saturday morning, or between 2:00 p.m. and 4:00 p.m. Saturday afternoon? Also, if you choose to deliver the flowers on Saturday afternoon, please do not take the flowers to the Club House; we will be hosting a charity lunch for the Rotary Club at that time, and the area will be full of people. Instead, could you please bring the flowers to the Maintenance building next to the botanical gardens? If you can bring the flowers in the morning, just take them directly to the Club House as we originally discussed. Please e-mail me immediately to confirm these changes.

Regards,
Jerry Sprigs
Manager, Irving Country Club

To: Jerry Sprigs <jerry@irvingcountryclub.com>
From: Fran Morris <fran@friendlyflowers.com>
Subject: RE: Delivery Request

Dear Mr. Sprigs,

I received your request to change the date and time we deliver your flowers. Unfortunately, we are completely booked in the afternoon on Saturday and will not be able to deliver the flowers at the time you requested. We would be happy to deliver the flowers between 10:00 a.m. and 12:00 p.m. on Saturday. Also, I should inform you that Friendly Flowers charges \$25 for any changes that are made to orders on such short notice. I apologize for this inconvenience, but it helps us provide the most reliable service possible. I will be out of the office this afternoon, so please call me on my cell phone at 369-654-9876.

Sincerely,
Fran Morris
Owner, Friendly Flowers

191. Why does Jerry Sprigs want to change the delivery time?

- (A) The planned event was delayed.
- (B) The Club House is closed.
- (C) The members requested it.
- (D) The event starts earlier.

192. What is TRUE about the Irving Country Club?

- (A) It is a popular place for weddings.
- (B) It will host a fundraising event.
- (C) It has international golf tournaments.
- (D) It is famous for its botanical gardens.

193. What should Mr. Sprigs do to change an order?

- (A) Provide at least 24 hours' notice
- (B) Fill out an electronic form
- (C) Submit a written request
- (D) Pay a small fee

194. In the second e-mail, the word "reliable" in line 6 is closest in meaning to

- (A) arguable
- (B) transferable
- (C) questionable
- (D) dependable

195. How will Fran Morris most likely deliver the flowers?

- (A) By meeting Jerry Sprigs at the office
- (B) By going to the Rotary Club
- (C) By dropping them off at the Club House
- (D) By driving to the Maintenance building



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Questions 196-200 refer to the following letters.

12 Buffalo Lane
Buffalo, New York

April 18

Bill Hipster
Epson Pharmaceuticals
157 Health Valley Dr.
Chicago, IL

Dear Mr. Hipster,

My name is Dr. Ivan Rigby, and I am a professor of Molecular Biology at Illinois State University (ISU). I am writing on behalf of Melvin Tobin, who I believe would make an excellent candidate for the Research Aide position your company is offering this summer.

Melvin is a junior at ISU, and for the last three years he has consistently received the highest grades in his class. Last year, he submitted a research paper, "Mapping the Human Genome," which was published in *The Scientist*, one of the most prestigious science journals in the country. Recently, Melvin was awarded the Scientific Research Award for his outstanding work in the field of molecular research.

Despite his busy academic schedule, Melvin manages to find time to volunteer at the local elementary school (teaching science of course!), and write for the campus newspaper, *ISU News*. He is friendly, compassionate, and hardworking, and he is destined for great things. I feel strongly that this young man would be a great addition to your company.

Sincerely,

Dr. Ivan Rigby

August 20

Dr. Ivan Rigby
Department of Molecular Biology

Dear Professor Rigby,

I would like to express my gratitude for the recommendation letter you wrote to Epson Pharmaceuticals and I apologize for the lateness of this letter conveying my thanks.

I have learned more in my brief role as an Assistant Laboratory Technician than I have in all three years at ISU. As you may have noticed, the company was unable to hire me for the position that you recommended because it had already been filled, but I have really enjoyed working as an assistant technician instead. I only have three more weeks before I return to ISU, but the company has already

asked that I join their team after I graduate!

They are offering me the position of Laboratory Technician and assigning me to work in the division that researches medication for patients recovering from heart surgery. In addition to an excellent salary, they are also offering me free housing on the Epson Campus, which is located just three miles from Lake Michigan.

Despite recent allegations that the company is producing drugs that do not meet federal standards, I feel this is a great opportunity to work for the largest pharmaceutical company in the country. Thank you once again for helping me get this wonderful opportunity. I look forward to attending your classes next semester.

Sincerely,

Melvin Tobin

196. Why is Dr. Ivan Rigby sending the letter to Bill Hipster?

- (A) To recommend a student for a position
- (B) To suggest a student for a scholarship
- (C) To propose an article for a journal
- (D) To announce an awards ceremony

197. Which of the following was NOT mentioned about Melvin Tobin in the first letter?

- (A) He received an award for his research work.
- (B) He teaches children at a local school.
- (C) He worked as a Research Aide before.
- (D) He received the best grades in his courses.

198. What will Melvin receive if he accepts the full-time job offer?

- (A) A research grant
- (B) Free accommodation
- (C) A pay raise
- (D) Medical insurance

199. What happened to Epson Pharmaceuticals recently?

- (A) It was accused of wrongdoing.
- (B) It discovered a new drug.
- (C) It appointed a new CEO.
- (D) It increased the price of drugs.

200. What can be inferred about Melvin's position at Epson Pharmaceuticals?

- (A) It did not teach him anything new.
- (B) It offered very little compensation.
- (C) It involved researching human genomes.
- (D) It was not the original position he applied for.

