

## Actual Test

## 01

| Part 5 | Part 6 | Part 7 |

## 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 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 train bound for Crawford will be suspended for three days to complete minor ----- on its rails.  
(A) constructs  
(B) constructive  
(C) constructed  
(D) construction
- 102** Rosebush Stationery ----- yesterday that it is anticipating at least a twenty percent growth in revenue with the launch of a new product line related to printing.  
(A) announcing  
(B) announces  
(C) announced  
(D) have announced
- 103** The data Mr. Warren requested can be found ----- the Deleon Research Institute.  
(A) on  
(B) at  
(C) below  
(D) by
- 104** Denver is a famous tourist destination and renowned for its cuisine and ----- scenery.  
(A) attracts  
(B) attracting  
(C) attractive  
(D) attraction
- 105** All students are encouraged to ----- the Halloween dance organized by the student council.  
(A) participate  
(B) attend  
(C) perform  
(D) admit
- 106** Employees at Alembic Broadcasting ----- donate to local charities by hosting fundraising parties.  
(A) regularly  
(B) regularize  
(C) regularities  
(D) regularly

102



106



- 107** You are to submit ----- your medical records and registration form to the administrative office.  
 (A) as well as  
 (B) as soon as  
 (C) compared to  
 (D) both
- 108** *The Cahoon Daily* is as widely read ----- *The Cahoon Gazette* in New Jersey.  
 (A) as  
 (B) in  
 (C) at  
 (D) among
- 109** Blanchard's cars are popular among young people for ----- unique design.  
 (A) they  
 (B) them  
 (C) theirs  
 (D) their
- 110** Boyden Investment's marketing director ----- some of his employees with the task of surveying potential clients.  
 (A) demonstrated  
 (B) entrusted  
 (C) selected  
 (D) participated
- 111** When the alarm rings in the hallway during a fire drill, ----- must evacuate according to the guidelines previously instructed.  
 (A) no one  
 (B) another  
 (C) anyone  
 (D) everyone
- 112** Consumers should check the ----- instructions printed on the product before using it.  
 (A) specific  
 (B) occupied  
 (C) predictable  
 (D) accountable
- 113** The Bank of Gough ----- that house prices will decrease with the increased supply of apartments.  
 (A) expects  
 (B) expectation  
 (C) expected  
 (D) expectant
- 114** Printers & Technology collects and publishes information on the latest printing equipment from companies ----- North America.  
 (A) at  
 (B) by  
 (C) across  
 (D) during
- 115** The organizing committee decided to allocate specific tasks to members to achieve its goals more -----.  
 (A) effective  
 (B) effect  
 (C) effectiveness  
 (D) effectively
- 116** All employees must keep a/an ----- of expenses made on business trips and report them back to the administration section.  
 (A) record  
 (B) qualification  
 (C) regulation  
 (D) instruction
- 117** Because this year's prize money is larger than that of last year's, the contest has become more -----.  
 (A) competitions  
 (B) competitive  
 (C) compete  
 (D) competitively
- 118** The tourist information center helps travelers easily ----- famous landmarks.  
 (A) remind  
 (B) locate  
 (C) guide  
 (D) advance

110



111



● GO ON TO THE NEXT PAGE →

- 119** The new medicine developed by Cawson is the ----- of accumulated experience and hard work.  
 (A) producer  
 (B) producing  
 (C) product  
 (D) produced
- 120** Because of the decrepit facilities, Tarara's factories ----- experience blackouts.  
 (A) approximately  
 (B) enthusiastically  
 (C) rigidly  
 (D) frequently
- 121** For ----- results, please be sure to follow the instructions written on the back of the product.  
 (A) optimal  
 (B) optimizing  
 (C) optimize  
 (D) optimally
- 122** Mansfield Art Gallery is hosting a special ----- dedicated to the late Craig Perkins, who painted with great precision and vivid colors.  
 (A) creativity  
 (B) record  
 (C) exhibition  
 (D) appointment
- 123** The police performed a thorough examination, as the suspect's alibi was ----- suspect.  
 (A) high  
 (B) higher  
 (C) highest  
 (D) highly
- 124** Students who submit field trip permission forms ----- a parent or guardian's signature will be excluded for the trip.  
 (A) among  
 (B) usually  
 (C) without  
 (D) already
- 125** The personnel department is currently considering three people from the marketing team for ----- to managerial positions.  
 (A) advancement  
 (B) openings  
 (C) vacancy  
 (D) challenges
- 126** The ----- findings from the experiment seemed to confirm the hypothesis that the drug was effective, but later results proved otherwise.  
 (A) ahead  
 (B) optimal  
 (C) forward  
 (D) initial
- 127** The new president of Wiota Computers is employing much ----- approaches to forming strategic partnerships with other companies than her predecessor.  
 (A) boldest  
 (B) bolder  
 (C) bold  
 (D) boldly
- 128** All employees are encouraged to notify the personnel department ----- they feel that they have been discriminated against by anyone else.  
 (A) which  
 (B) until  
 (C) despite  
 (D) if
- 129** Installing this software on your computer will ----- you to operate other computers by remote control.  
 (A) allow  
 (B) prevent  
 (C) provide  
 (D) show

121



122



- 130** Please be reminded that you need to save important files in your individual folder before ----- the office.  
 (A) exit  
 (B) exited  
 (C) exiting  
 (D) exits
- 131** An accurate ----- of surveys is imperative to building a good understanding of customer needs.  
 (A) opportunity  
 (B) contract  
 (C) destination  
 (D) analysis
- 132** Weidman Real Estate has recently completed an ----- detailed report on housing trends over the last ten years.  
 (A) immediately  
 (B) extensively  
 (C) eventually  
 (D) immensely
- 133** The Herrick Community Library decided to open a computer lab for public use ----- of Christina Eaton, who has served as a librarian there for more than 50 years.  
 (A) to honor  
 (B) in honor  
 (C) honoring  
 (D) honor
- 134** Some artifacts excavated in Asia are known to have been invented several hundred years ----- similar ones in the West.  
 (A) until  
 (B) due to  
 (C) ahead of  
 (D) despite
- 135** Many people answered that they were ----- with the use of electronic books on their questionnaires.  
 (A) unfamiliar  
 (B) difficult  
 (C) completed  
 (D) lucrative
- 136** Longwood Travel Agency is offering a special tour package filled with hiking courses in the northern area of Winn National Park for ----- of hiking.  
 (A) enthused  
 (B) enthusiasts  
 (C) enthusiastic  
 (D) enthusiastically
- 137** Mr. Homes suggested that we request reference letters from applicants ----- for the new position.  
 (A) consideration  
 (B) being considered  
 (C) considering  
 (D) consider
- 138** ----- increase the productivity of the Winnipeg factory, management decided to implement a new manufacturing process.  
 (A) Because  
 (B) In regard to  
 (C) In the order of  
 (D) In order to
- 139** Summerton Computers exceeded their sales quota this quarter, ----- Denver Electronics' sales profit dropped by more than 15 percent.  
 (A) what  
 (B) then  
 (C) whereas  
 (D) despite
- 140** Many economic studies predicted that a robust ----- will appear for environmentally-friendly products within the next 10 years.  
 (A) revision  
 (B) model  
 (C) hotel  
 (D) market



## 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.

A long time ago, this part of the town used to be a place where people came to relax and get away from their stress. Although this was ----- a shelter for people to escape, it has now

- 141** (A) only  
(B) once  
(C) so  
(D) probably

become a chaotic and noisy market area.

Up until a few years ago, it wasn't as bad as it is now. Although it is true that some people in the neighborhood supported the expansion of the market a few years ago, now most of them -----

- 142** (A) would have agreed  
(B) would agree  
(C) agreeing  
(D) had agreed

that it has gotten out of control and created many serious problems for the area.

-----, it might have already gotten too far out of control. What we really need right now is not a

- 143** (A) In fact  
(B) Despite  
(C) On the other hand  
(D) Although

mere intervention by civilians but strong action from the mayor's office.

Questions 144-146 refer to the following letter.

September 9th  
Linda Sylstra  
178 Silverlake,  
Willoughby, Ohio 44098

Dear Ms. Sylstra,

Congratulations! We're writing this letter to inform you that we've decided to offer you the -----

- 144** (A) job  
(B) employee  
(C) employer  
(D) candidate

that you applied for.

As mentioned in the job description, you will be meeting with executives from our partner companies. Because of the company's policy, you will always accompany our general manager, David DeKlerk, whom you ----- in the job interview.

- 145** (A) met  
(B) meeting  
(C) will be met  
(D) have been meeting

Not only for security reasons but also for the smooth transition into this job, please notify us whether you will ----- this job offer or not no later than September 13th.

- 146** (A) respond  
(B) accept  
(C) answer  
(D) replace

Please make sure to complete all the documents enclosed if you wish to take the position. Thank you for applying to our company and we wish you the best of luck.

Questions 147-149 refer to the following letter.

Dear AT&T customers,

In order to make sure that we are currently providing the highest quality of mobile service, our customer service providers will contact our clients individually to conduct a brief survey, from 10:00 AM to 3:00 PM, on August 3rd. Please be aware that this is only an optional procedure, and we do not mean to cause an ----- in your day in any way.

- 147** (A) interrupting  
(B) interruptive  
(C) interruption  
(D) interrupt

If you're not available during this time of the day, our customer service providers ----- another

- 148** (A) make  
(B) was making  
(C) will make  
(D) must have made

phone call at the same time on August 10th.

As much as you've become ----- to our high-quality mobile service, we are always working

- 149** (A) accustomed  
(B) acquired  
(C) communicated  
(D) indecisive

on providing better service to our customers through active communication with all customers. Thank you for your cooperation.

Best Regards,

Evan James

VP, Consumer Relations

AT&T Mobile Service Provider

Questions 150-152 refer to the following letter.

Dear Mr. Casey,

We've reviewed your letter and we've decided that you've actually been overcharged ----- your

- 150** (A) besides  
(B) according  
(C) receiving  
(D) throughout

entire contract from last year.

In order to compensate this unfortunate -----, we would like to make you an exceptional offer

- 151** (A) time  
(B) error  
(C) cause  
(D) opening

on your contract for the next year.

We will not only upgrade your current plan to the premium service but also have an assigned customer service provider in order to meet your needs as much as possible. This customer service provider ----- that you're completely satisfied with our service during the contract over

- 152** (A) ensure  
(B) ensuring  
(C) will ensure  
(D) will be ensured

the next year.

Thank you and it's always our pleasure to have you as one of our valued customers.

Sincerely,

Benjamin McPhillips  
HDE World Wide TV



## 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.

### Welcome to the Macy's Body Wash Shop

I hope you are enjoying the summer! We're very excited to let you know that the long period of our shop's renovation is finally over! We will be reopening on August 23rd, a week from now! In order to celebrate the opening of the shop, we are offering an exclusive discount of 15% off any item if you complete this registration form and bring it to the store on the 23rd. Please note that this registration form won't be valid anytime after the 23rd. I hope to see you all at the shop and enjoy the discount!

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Cell: \_\_\_\_\_

**153** What is the purpose of this advertisement?

- (A) An advertisement for a new product
- (B) A discount offer for existing shop members
- (C) A promotion for a membership registration
- (D) An advertisement for a new shop

**154** When was this registration form sent?

- (A) August 13th
- (B) August 16th
- (C) August 23rd
- (D) September 23rd

Questions 155-157 refer to the following announcement.

We are sorry to inform visitors that due to raised maintenance prices and a recent surge in feed price, Queensway Zoo will be increasing its ticket rates by 10-20%. The price increase will go into effect next year. The rates for non-members may be higher than for members.

The one-day ticket will remain unchanged at \$5 for children and \$7 for adults.

However, starting on January 1, the Safari Pass, which is the most popular among visitors, will be increased from \$10 to \$10.50 for members and \$12 for non-members. The Safari Pass allows visitors to drive through our Safari area, where they can see right from their car wild animals in nature. It also offers free face painting and animal posters for kids! You can also save 30% on all drinks at the zoo's cafeteria.

Tickets for the afternoon animal show cost \$3 for both members and non-members.

Memberships must be renewed every six months at the additional charge of \$2. Accordingly, memberships purchased after July 1 without renewal expire next year. Be sure to renew your membership for year-long benefits and discounts.

- 155** What is the main purpose of the announcement?
- (A) To promote a special offer
  - (B) To inform people of changes in ticket prices
  - (C) To encourage members to renew their membership
  - (D) To announce that the zoo will close
- 156** What is NOT offered with the Safari Pass?
- (A) Discounts on drinks
  - (B) Free face painting
  - (C) Patting animals
  - (D) Free animal posters
- 157** What is indicated in the announcement?
- (A) A member has to pay \$10.50 for the Safari Pass after January 1.
  - (B) The rate of the one-day pass will also be changed.
  - (C) Non-members should pay more for the animal show.
  - (D) Memberships have to be renewed annually.

Questions 158-160 refer to the following advertisement.

Wedding Planners United was voted the best wedding service company at the 12th annual Toronto Wedding Exposition. It was also named the official sponsor for next year's exposition. The key to our success lies in our comprehensive and economical service. We fully understand the importance of providing one-stop service for busy couples who are unable to plan out the tiny details. Moreover, by offering affiliated services with dress designers, hair salons, and photographers, our clients can save up to 50% on their wedding expenses.

Wedding Planners United offers renowned one-stop service for busy couples. Bridal consultants here at our company are equipped with professional knowledge that provides our clients with adequate information for every ceremonial detail, ranging from the invitations to the reception party, so you don't have to look for everything yourself. Visit our office and select your personal bridal consultant for one-stop service.

Furthermore, with affiliated business partners, Wedding Planners United offers cost-effective products to our clients. Clients can save up to 50% on wedding dresses, manicures/pedicures, limousines and other relevant needs. Our company has selected the most reliable businesses to cater to your needs. We have recently launched an online reservation service for your convenience. You can now easily make reservations for a consultation through the Internet.

Call us at (733) 231-4782 for further information.

**158** For whom is this advertisement most likely intended?

- (A) Bridal consultants
- (B) Prospective wedding partners
- (C) Small businesses
- (D) Married couples

**160** What is NOT listed as a part of Wedding Planners United services?

- (A) Discounted wedding goods
- (B) Online reservation
- (C) One-stop service
- (D) Free catering service

**159** What can be inferred about Wedding Planners United?

- (A) It works in cooperation with other businesses.
- (B) It offers consultation services for troubled couples.
- (C) It is a matchmaking firm.
- (D) It specializes in hosting expositions.

Questions 161-164 refer to the following news article.

It is dismaying to hear that last Sunday's Kristen Quartet concert was cancelled due to heavy rain. Reportedly, the quartet's flight was delayed 4 hours. About 300 people who were waiting at the Birmingham Auditorium's Grand Hall returned home disappointed when they were informed that the quartet couldn't make it. The quartet was expected to play popular jazz music of the 1970s in classic style, which proved popular enough to sell out the show.

The quartet expressed their regrets at the bad weather through their official website. They announced that they will be selling tickets again at half the original price for a rescheduled concert in Port Elizabeth. They also decided to sign autographs for fans as an expression of gratitude for their fans' support. Unfortunately, refunds will not be available.

Tickets for the rescheduled concert will be sold at Birmingham Auditorium's box office from this Thursday morning. Fans are encouraged to come before 5:00 P.M. to avoid long lines. Further information about the concert can be found at Kristen Quartet's official website.

**161** What is the news article about?

- (A) Weather forecast
- (B) Classic music in the 20th century
- (C) A rescheduled concert
- (D) History of jazz music

**163** What will the quartet be playing?

- (A) Traditional Scottish music
- (B) Orchestra pieces by Mozart
- (C) Electronic pop
- (D) Well-known music of the 1970s

**162** What will happen this Thursday?

- (A) There will be an autograph event for fans.
- (B) The Kristen Quartet will be performing in Port Elizabeth.
- (C) Tickets for an upcoming event will be available.
- (D) The Birmingham Auditorium will undergo renovations.

**164** What can be inferred from the article?

- (A) The Kristen Quartet is a rock band.
- (B) Tickets can be obtained at a lower price.
- (C) The Kristen Quartet is made up of members from Port Elizabeth.
- (D) Those interested in buying tickets must come before five.

Questions 165-167 refer to the following notice.

## Looking for Promising Authors

Caldwell Publishing Co. is calling for manuscript submissions from both professional and amateur writers seeking a responsible agency that will maximize their potential and successfully market their work. With 76 years of professional publishing experience, Caldwell started as a small family-run business and grew into one of the ten largest publishers in the country. Known for its strong partnerships with authors and excellent entrepreneurship, Caldwell Publishing has received several awards in recognition of its excellence in publishing. We are currently seeking author submissions for both fiction and non-fiction books.

The requirements for both genres are:

- Rough draft of the first 2 chapters
- 2-page summary of the book
- Curriculum vitae of the author
- Contact information of the author

For works of fiction, the writer must include:

- A one-paragraph description for each of the main characters
- Images relevant to the motif of the book

For works of non-fiction, the writer must include:

- A recommendation letter from an expert in the field relevant to the book
- An academic report by the author on the subject

Please note that submitted manuscripts will not be returned. Selected candidates will be contacted within 10 days of their submission. Send submissions to: Daniel Caldwell, New State Building, 962 Pixie Street, Maine, NJ

- 165** What is the purpose of the notice?
- (A) To advertise a newly published book
  - (B) To promote a campaign on reading books
  - (C) To request the submission of manuscripts
  - (D) To look for playwrights
- 166** What is NOT indicated about Caldwell Publishing Co.?
- (A) It has been in business for more than 70 years.
  - (B) It is one of the country's top ten largest publishers.
  - (C) It only publishes works of fiction.
  - (D) It has received several awards.
- 167** In the notice, the word "maximize" in paragraph 1, line 2 is closest in meaning to
- (A) humiliate
  - (B) magnify
  - (C) report
  - (D) elongate

Questions 168-170 refer to the following advertisement.

Hearty greetings from the town of Le Tignet! We welcome you to a cheese and wine paradise for a relaxing weekend in the quiet countryside in the south of France. Visit our official website at [www.letignettour.fr](http://www.letignettour.fr) for further information about our town, which was voted the third most popular tourist destination in France. You can learn about the dates of free wine tasting festivals and make-your-own-cheese programs by clicking on the "Le Tignet Calendar" button. Moreover, you can register for the cheese-making program with an online payment. You can also shop online for Le Tignet cheese made in the traditional style on our website.

Getting to Le Tignet has become much more convenient ever since the provincial government started operating a shuttle bus service for visitors. The bus will transport tourists from Kenone Station to Le Tignet at 20-minute intervals from 7:00 A.M. to 3:00 P.M. A specially designed bus is available for the handicapped upon request. If you are driving to Le Tignet, take Highway 5C and then switch to Kernone Route 93, which will lead you to the Le Tignet wine complex.

For tourists travelling in groups, you are welcome to sign up for a tour guide provided by the Le Tignet Tourism Administration. The guide will lead you through areas carefully selected by local specialists. You will receive a souvenir T-shirt at the end of the guided trip. To register for this service, call the Le Tignet Tourism Administration at (035) 762-7369.

**168** What information is NOT found on the website?

- (A) Dates of wine tasting festivals
- (B) Registration for cheese-making programs
- (C) The population in Le Tignet
- (D) Online shopping for cheese

**170** What service does the Le Tignet Tourism Administration provide?

- (A) A special tour for the handicapped
- (B) Free cheese samples
- (C) Picture books for children
- (D) Tour guides

**169** What is true about Le Tignet?

- (A) It provides complimentary shuttle service.
- (B) It is located in rural area.
- (C) There has been an election lately.
- (D) All visitors are offered souvenirs.

Questions 171-172 refer to the following e-mail.

From: Evelyn Nichols <evechols304@brackets.com>  
To: Craig Hawkins <chawkinsgf@summertongolf.com>  
Date: September 5  
Subject: Re: Membership renewal

Mr. Hawkins,

I am writing in response to the Summerton Golf Club's recent notification about my membership, which is soon set to expire. I will not be renewing my membership as I have been greatly disappointed with your golf club.

You requested that I pay \$50 to renew my membership. This is a sudden change from last year's policy, which specified that members pay only 10% of their membership price for renewal.

Not only am I surprised at this unexplained price increase, but I am also baffled at your poor course maintenance. The greens have not been properly maintained and have created a terrible golfing experience.

I am also dismayed at the shortened hours, which is disadvantageous to working people like myself.

I can assure you that I won't be returning to the Summerton Golf Club unless these matters are resolved.

Sincerely,  
Evelyn Nichols

**171** Why did Evelyn Nichols write this e-mail?

- (A) To ask for technical assistance
- (B) To recommend a golf club
- (C) To reject a membership renewal
- (D) To explain what golf equipment she needs

**172** What is NOT listed as one of Ms. Nichols's complaints?

- (A) Sudden increase in membership price
- (B) Unfriendly employees
- (C) Fairways in poor condition
- (D) A change in business hours



Questions 173-175 refer to the following minutes of a council meeting.

## Minutes of a Regular Delwin Council Meeting

July 18 2:00 P.M. at Delwin City Hall Council Chambers

### Persons in attendance

Mayor Louis Palmer

Councilors Janice Harrell, Martin Perkins, Shawn Paynes, Katherine Olsen

Guests Victor Rose, Ministry of Sports

Irene Gardner, Delwin Organization for the Environment (DOE)

Treasurer Jeremy Hunt

### Absent:

Deputy Mayor Denise Hudson

Councilors Diane Garrison, Adam Ramos

Mayor Palmer opened the meeting at 2:03 P.M. and welcomed everyone.

Martin Perkins reviewed the agenda from the last meeting.

### **Development Permit No.64**

Mr. Paynes reported that interior improvements to the Delwin Auditorium are being postponed due to heavy rainstorms which have flooded some parts of the building. He also asked for additional funding for cleaning up the debris from the flood.

### **Artificial Turf Project**

Victor Rose from the Ministry of Sports gave Council a brief description on the recent progress on the artificial sport turf fields being constructed at Longwood Park. He also reviewed some of the challenges the construction was facing due to the bad weather and geographical matters.

### **Treasurer's Budget Report**

City Council has \$897,350 for the remainder of this fiscal year, \$400,000 of which was donated by Christopher Mueller, president of the Delwin Small Business Association. The city still needs more funds.

Mayor Palmer proposed that the city council allot \$500,000 to recruiting new teachers for the growing youth population. Irene Gardner, representing DOE, suggested spending \$600,000 on improving office buildings in the business district to be more eco-friendly.

Mayor Palmer ended the meeting at 3:26 P.M.

The next meeting is scheduled for 2:00 P.M. on Friday, August 1. The venue is changed to the Delwin Auditorium, as renovations will begin at Delwin City Hall tomorrow.

- 173** Which institution is holding the meeting?
- (A) A local hockey team
  - (B) A research institute
  - (C) A city council
  - (D) A town library
- 174** What can be inferred about Delwin City Hall?
- (A) An auditorium will be added soon.
  - (B) It will undergo construction soon.
  - (C) It was built by Christopher Muller.
  - (D) It is available for public use.
- 175** What remark did Ms. Gardner make about City Council's budget?
- (A) Artificial turf grass project has been successfully completed.
  - (B) Interior improvements made on Delwin Auditorium are being postponed.
  - (C) Part of the council budget was donated by Mr. Mueller.
  - (D) The City Council should renovate office buildings to be more environmentally-friendly.

Questions 176-180 refer to the following letter.

## Longwood College

Navarro Medical School, Department of Odontology

October 19

Mr. Bruce Wayne Parrish

258 Herrick Ave.

Jerseyville, BC 8E732

Dear Mr. Parrish,

First of all, congratulations on being promoted to full professor in the Department of Odontology at Navarro's Medical School. The Odontology Faculty warmly welcomes you as a new member. Full professors are given their own office and an assistant professor. Please note that you are required to prepare a curriculum for next semester's freshman class by next Wednesday. Also, note that your office will only be available for use at the end of October, as the whole school is undergoing major renovations.

In addition to your salary, the school is going to buy an insurance policy for you that covers job-related accidents and cancer. The government has enforced a new law concerning insurance policies for all employees at educational institutions. You are lucky to be receiving these benefits, as the law took effect just a week before your promotion was confirmed.

The school trustees are also granting you \$5 million in research-related expenses. You must complete a budget bill and submit it to Mr. Luke Adamson, head of the school's administration office, by October 30. You should include detailed information about your research, a specific draft budget, and a completed request form. You may find this a bother, but please understand that it is part of the procedure.

For further information about your new job, please contact my secretary, Ms. Cheryl Shaw, as I will be away on a seminar until October 23 starting tomorrow. Please feel free to ask for assistance whenever you feel the need to do so. You can reach her at (492) 684-2950 or email her at chershaw183@neopen.com.

I look forward to seeing you at our next faculty meeting on October 27.

Sincerely,

*Phillip Ferguson*

Phillip Ferguson

Dean of Navarro's Medical School

Longwood College

- 176** What is indicated about Longwood College?  
(A) It is the oldest college in the country.  
(B) It holds seminar for dentists annually.  
(C) It is currently renovating its buildings.  
(D) It plans on enlarging existing tennis courts.
- 177** When will Mr. Ferguson most likely meet Professor Parrish?  
(A) October 19  
(B) October 27  
(C) October 28  
(D) October 30
- 178** What is NOT provided to Professor Parrish?  
(A) Medical coverage  
(B) Funding for research  
(C) Research equipment  
(D) An assistant professor
- 179** What can Professor Parrish do if in need for assistance?  
(A) Call Ms. Cheryl Shaw  
(B) Email the school administration office  
(C) Contact Philip Ferguson  
(D) Meet Luke Adamson
- 180** In the letter, the word "enforced" in paragraph 2, line 2 is closest in meaning to  
(A) emphasized  
(B) implemented  
(C) ordered  
(D) plagiarized

Questions 181-185 refer to the following announcement and evaluation form.

### Announcement: Treewood Hotel Internal Assessment Form

Please read the directions carefully in the e-mail first and then download the attached form to begin your evaluation process.

The form must be filled out by all employees of the Treewood Hotel (part-time workers are excluded). Please evaluate each section by checking the appropriate scale. Details are provided below:

5	4	3	2	1	0
SUPERB	EXCELLENT	SATISFACTORY	AVERAGE	UNSATISFIED	POOR

Feel free to make any additional comments in the Your Voice part at the bottom of each section. Please be aware that the evaluation forms must be sent back to the human resources department no later than the 31st of July.

Send the forms via fax at 1-801-308-617 or visit us at the office to submit the form.

Thank you for your comments.

### Treewood Hotel EWE (Evaluation of Work Environment) Form

Name: *Mark Vulain*

Department (position): *Marketing Department, senior manager*

#### Major Programs

Insurance Services							Stress Diagnosis and Therapy Program						
5	4	3	2	1	0		5	4	3	2	1	0	

#### [Your Voice]

*The modified Stress Diagnosis and Therapy Program has successfully affected employees, including myself, in a positive way. There has been a significant change in the working atmosphere as well. It is now more pleasant to be working for this company.*

#### Administration

Accessibility							Productivity						
5	4	3	2	1	0		5	4	3	2	1	0	

#### [Your Voice]

*None*

## Short- and Long-Term Leave Flexibility

Specified Leave Days							Schedule Coordination						
	5	4	3	2	✓	0		5	4	3	2	✓	0

## [Your Voice]

*I am certainly frustrated about the annually allowed leave days. Due to the heavy workload, most of the employees are not able to enjoy the full 20 leave days. It would be great if the company allowed us to pass on the unused days to the following year.*

- 181** To whom is this evaluation form applicable?
- (A) Head of each department only
  - (B) All staff members including part-time workers
  - (C) All staff members excluding part-time workers
  - (D) Part-time workers only
- 182** What is this announcement intended to do?
- (A) To audit the hotel's financial status
  - (B) To evaluate all employees' performance level
  - (C) To ask for employee opinions regarding how to improve the working atmosphere
  - (D) To request employees to fill out an evaluation on the company's performance
- 183** What does Mark Vulain think about the stress diagnosis and therapy program?
- (A) He regards it as an inefficient program.
  - (B) He believes the program has only helped to improve the working atmosphere.
  - (C) He considers it an efficient program that allows for better working conditions.
  - (D) He thinks it has had no influence on the company.
- 184** Why is Mr. Vulain NOT satisfied with short- and long-term leave flexibility?
- (A) He is not able to enjoy his leave at all due to the heavy workload.
  - (B) He does not have any leave days.
  - (C) He is prohibited from forwarding his unused leave days to the following year.
  - (D) He feels that 20 leave days is not enough.
- 185** In the announcement, the word "submit" in the last paragraph is closest in meaning to
- (A) peak
  - (B) challenge
  - (C) obey
  - (D) hand in

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

**International Commercial Real Estate Investment Association  
New Opportunities in China**

When: Monday, July 11th

Where: Prudential Convention Center, Seoul

Not Yet Registered?

Registration Fee: \$200.00

Registration Deadline: Monday, July 4th

**Event Agenda**

08:30-09:30	Breakfast and assignment of groups
09:30-10:30	Official opening ceremony by Donald Thompson
10:30-12:00	Information session regarding China's current market status and opportunities available
12:00-13:30	Lunch and free time to network
13:30-17:00	Lecture on ways of financing investments and the importance of cash flow in the real estate business
17:00-18:30	Investment planning workshop in assigned groups
18:30-20:30	Dinner *Chinese food prepared for dinner to match the theme. If you are uncomfortable with eating Chinese food, please let us know in advance.

\*Registration can be done online, by mail, or in person.

- To register online, visit us at [www.icreia.com](http://www.icreia.com)
- To register by mail, send us the application form with the fee to 22 Park Avenue Trump Tower
- To register in person will cost you an extra \$50.00

To: ICREIA Associates

From: [lyla.k.smith@icreia.com](mailto:lyla.k.smith@icreia.com)

Subject: Change in ICREIA Information Session Schedule (as of June 30th)

Dear associates,

This e-mail is to notify you that there have been a few changes regarding the impending ICREIA information session. First of all, our official website has been experiencing technical difficulties recently, thus you will no longer be able to register online. We are making every attempt to fix this problem and will let you know when it's fixed.

For those of you who are not yet registered, please register by mail, or you may simply register in person on the day of the event. In order to make up for the inconvenience we have caused you, we will no longer be charging an extra fee if you register in person.

There has also been a change to the schedule. The information session on China's current market status and opportunities available will now be given by Daniel Wang, a well-respected Chinese politician. Donald Thompson can only attend the opening ceremony. Mr. Thompson sends his deepest regrets, but is happy that Mr. Wang is able to replace him.

We sincerely apologize for the inconvenience and look forward to seeing you at the session.

Thank you,

Lyla Kimberly Smith  
ICREIA Event Coordinator

- 186** When will the information session commence?  
 (A) On June 30th at 10:30  
 (B) On July 4th at 8:30  
 (C) On July 11th at 8:30  
 (D) On July 11th at 10:30
- 187** Why was the e-mail sent?  
 (A) To thank the participants for registering  
 (B) To announce that ICREIA will be cancelled this year  
 (C) To notify the participants that ICREIA's website is experiencing technical difficulties  
 (D) To notify the participants of their website problem and changes in the schedule
- 188** What can be inferred about Donald Thompson?  
 (A) He is a politician.  
 (B) He will lecture on China's current market status.  
 (C) He was scheduled to give a speech.  
 (D) He is not able to attend the event.
- 189** What is NOT mentioned about Daniel Wang?  
 (A) He is a good friend of Mr. Thompson's.  
 (B) He will replace Mr. Thompson for the information session.  
 (C) He is respected by people.  
 (D) He is a politician.
- 190** What is indicated about ICREIA's official website?  
 (A) Nothing is being done to restore the service.  
 (B) Online registration is now possible.  
 (C) The registration deadline will be extended.  
 (D) It has some technical problems to solve.



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

To: customerservice@sunnysidetoyota.com  
From: dlin@gmail.com  
Date: Feb. 5  
Subject: Worn-out brakes

To Whom It May Concern,

I have been going to Sunnyside Toyota for more than 8 years now. Based on the trust built over the past 8 years, I purchased a vehicle for my son a week ago. I didn't bother checking all the details and the history of the car because I was sure that the dealership would only suggest the very best cars, especially because I purchased my own vehicle from your dealership and have continued to receive excellent service. It turns out, however, that the vehicle that I purchased had worn-out brakes on it. I have never received poor quality service from your dealership and hope to have this matter resolved as quickly as possible. If you could write back with the date and time when I can bring the vehicle in to get the brakes replaced, that would be great. Please write me back as soon as possible.

Sincerely,

Dane Lin

To: dlin@gmail.com  
From: customerservice@sunnysidetoyota.com  
Date: Feb. 6  
Subject: Re: Worn-out brakes

Dear Mr. Lin,

First, I want to sincerely apologize for this problem. There must have been an error in communication with the dealer. According to our records, one of the new dealers was in charge of your purchase. I believe this incident wouldn't have occurred if a more experienced dealer had been serving you. To show you how sorry we feel, we'd like to provide you not only replacement brake pads, but also free maintenance service for the next 12 months. For the brake replacement, if you could bring the vehicle in on the 8th of February, we will be more than happy to replace them with brand-new brakes. Again, we truly apologize for this incident and hope to maintain a meaningful relationship with you and your family.

Thank you.

- 191** What is the purpose of the first e-mail?  
(A) To purchase a new vehicle  
(B) To ask for new brakes  
(C) To request a refund  
(D) To thank the dealership for their wonderful service
- 192** What does Mr. Lin stress about his relationship with the dealership?  
(A) He has never received any services from them.  
(B) He has only had bad experiences there.  
(C) He has had a great relationship with them until this incident.  
(D) He has purchased more than three vehicles from the dealership.
- 193** What is the purpose of the second e-mail?  
(A) To apologize for the bad service and provide solutions for the problem  
(B) To explain why they cannot replace the brakes  
(C) To express their intention to allow for a refund  
(D) To provide a list of vehicles for sale
- 194** What will Mr. Lin get in addition to his request?  
(A) Free car washes  
(B) A discount on the next purchase of a vehicle  
(C) Free vehicle maintenance  
(D) Roadside assistance service
- 195** What does the dealership say the cause of the incident is?  
(A) An inexperienced salesperson  
(B) Mr. Lin's driving habits  
(C) The dealership's maintenance department  
(D) Mr. Lin's lack of care for the condition of the vehicle

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

Dear Mr. Park,

Your colleague from the Florida School of Hospitality Administration, Stephanie Wayne, recommended that I contact you. Stephanie is currently my client at Canyon Consulting. I help her plan and devise strategies for her company to successfully launch new products.

As you may already know, the consulting business is quite stressful and I believe it is time for me to take a vacation. I heard from Stephanie that you operate a renowned international travel agency. Accordingly, I would be very pleased if you could help me plan an itinerary. I would like to travel with 10 acquaintances of mine. We are planning to spend at least three weeks in Asia, specifically in China, Japan, Korea, and the Philippines. Since one of my acquaintances speaks Chinese and Korean, we just need a Japanese translator to accompany us on our stay in Japan.

If you are interested in helping me out, please let me know at your earliest convenience.

Sincerely,

*Goulet Wilson*

Goulet Wilson

Senior Consultant, Canyon Consulting

## Park's International Travel Agency

This travel agency is known as one of the best travel agencies in the United States. Annually, on average, this agency deals with 60,000 tourists and a recent survey revealed that no one was dissatisfied with our services last year. The agency is especially known for our tours to Asia and Europe. The prices we charge are always fair and reasonable, even for college students. You may refer to the reviews written by our customers on our website at [www.touristreviews.com](http://www.touristreviews.com).

- 196** What is the purpose of the letter?  
(A) To let Mr. Park know that Ms. Wayne is a client of his consulting firm  
(B) To ask if Mr. Park is interested in providing his group with travel assistance  
(C) To persuade Mr. Park to rely on his company for consulting matters  
(D) To reject Mr. Park's offer concerning a tour
- 197** What can be inferred about Ms. Wayne?  
(A) She is a friend of Mr. Wilson's from the Florida School of Hospitality Administration.  
(B) She is working for Mr. Wilson at Canyon Consulting.  
(C) She encouraged Mr. Wilson to contact Mr. Park.  
(D) She is no longer in contact with Mr. Park.
- 198** What is true regarding Mr. Wilson's vacation plans?  
(A) He wants to travel with people he knows.  
(B) He is planning to be away for a month.  
(C) He is especially interested in visiting Japan.  
(D) Stephanie will accompany Mr. Wilson on the trip.
- 199** What is NOT indicated about Park's International Travel Agency?  
(A) An average number of tourists dealing with the agency every year  
(B) Its reputation in the U.S.  
(C) Specific price terms of the tour  
(D) Number of complaints received last year
- 200** In the letter, the word "itinerary" in paragraph 2, line 4 is closest in meaning to  
(A) travel schedule  
(B) education  
(C) precision  
(D) flexibility