

**READING**

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

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

Part 5

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

101. The employee lounge on the second floor is closed for daily cleaning ----- 3:00 and 4:00 p.m.
(A) from
(B) between
(C) into
(D) among
102. Julia Angwin is an award-winning ----- at *The Wall Street Journal*, where she writes about the convergence of technology and media.
(A) journal
(B) journalist
(C) journalism
(D) journalistic
103. You may continue to receive this error message ----- all the computers on your network have been repaired.
(A) except
(B) until
(C) soon
(D) earlier
104. Please, read the instruction manual ----- when using the washing machine for the first time.
(A) carefully
(B) harmlessly
(C) extremely
(D) hardly
105. It is almost impossible both to find ----- to buy the first edition of the *Benny* comic book.
(A) such
(B) if
(C) but
(D) and
106. Wolf Robotics can replace worn-out ----- to keep your existing equipment functioning at its peak performance.
(A) dividends
(B) components
(C) representatives
(D) institutions

107. Weyburn Inland Terminal, the farmer-owned and managed grain company, recently paid out its ----- ever dividends to the shareholders.
(A) highest
(B) high
(C) higher
(D) highly
108. WOCO will ----- employees to Ireland to help design the plant and assist in establishing the production line.
(A) sent
(B) send
(C) sends
(D) sending
109. Breakfasts and evening dinners are included in your tour package, ----- lunches are not.
(A) either
(B) or
(C) then
(D) but
110. It is too heavy for Mr. Lim and Ms. Hwang to move the new office furniture by -----.
(A) theirs
(B) themselves
(C) them
(D) their own
111. Our technical support will be ----- online throughout the day to aid our customers in using the T-Learning software.
(A) probable
(B) eligible
(C) considerable
(D) available
112. Sky News has introduced many innovations in the broadcasting sector, for which it ----- multiple awards over the past fifteen years.
(A) receives
(B) has received
(C) is receiving
(D) would receive
113. For your health, if available, ----- olive oil for butter when baking, as up to 25% less fat is used when baking with olive oil.
(A) classify
(B) modify
(C) substitute
(D) support
114. All papers for this course must be written ----- for this course; students are not permitted to turn in work completed for any other class.
(A) expressing
(B) expresses
(C) expressly
(D) expressive
115. Even though most conference attendees reserved the rooms in the hotel where the conference is held, some others planned to stay at a ----- hotel instead.
(A) next
(B) nearby
(C) closest
(D) brief
116. Nintendo Limited has announced to ----- that it has completed the full acquisition of Retro Studios Inc. for the sum of one million dollars.
(A) invest
(B) investors
(C) investments
(D) investing
117. If you usually have ----- many appointments, many web-based calendars can remind you when a scheduled event is about to happen.
(A) too
(B) much
(C) highly
(D) mostly
118. The annual NCA Conference will be held at the newly ----- Hilton Wilmington Hotel located in the heart of Wilmington.
(A) renovate
(B) renovated
(C) renovating
(D) renovation

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119. By ----- the methods outlined below you will increase your sales while lowering your overall marketing costs.
 (A) implementing
 (B) constructing
 (C) instructing
 (D) supplementing
120. Since 2004, the funds have been distributed ----- between MJF and the Hen County Bar Foundation.
 (A) equal
 (B) equally
 (C) equality
 (D) equaled
121. If you are interested in tomorrow's ----- to Knott's Berry Farm, sign up at the reception desk by 1 o'clock this afternoon.
 (A) excursion
 (B) itinerary
 (C) reservation
 (D) proposal
122. Malaysia Airlines is offering ----- of up to 60% on online bookings for one million domestic tickets from next month until July 31 next year.
 (A) discount
 (B) discounts
 (C) discounter
 (D) discounting
123. Most of the applicants for the marketing director position were so highly qualified ----- it has been hard to choose from them.
 (A) that
 (B) unless
 (C) even
 (D) after
124. The colour, material and design of our jewelry products can be changed or tailor-made for clients upon -----.
 (A) request
 (B) question
 (C) knowledge
 (D) curiosity
125. Mr. Colin Johnston is a principal research scientist working on ----- techniques for the remediation of contaminated groundwater environments.
 (A) innovate
 (B) innovative
 (C) innovates
 (D) innovatively
126. The cost of the convention ----- all the materials provided and accommodations at the Palace Hotel.
 (A) wraps
 (B) covers
 (C) guards
 (D) spreads
127. We are unable to arrange ----- by email, so this can only be done via the telephone.
 (A) techniques
 (B) developments
 (C) consequences
 (D) appointments
128. Nearly half of the customers ----- responded to the survey said that Austraclear delivered services that were above their expectations.
 (A) who
 (B) whose
 (C) they
 (D) what
129. An order will be deemed accepted by SonicSpider when written ----- of the order is sent to the customer.
 (A) confirms
 (B) confirmed
 (C) confirming
 (D) confirmation
130. University of Calgary recently had to ----- fees for the first time in seven years because of deep state budget cuts, but financial aid has mitigated the impact of the increase for many students.
 (A) pretend
 (B) repair
 (C) remind
 (D) increase

131. The TVA upgrades are part of the extension of a 69,000-volt transmission line to provide additional electric power ----- all the cities in Alberta.
 (A) to
 (B) up
 (C) of
 (D) out
132. The Sun Group achieved net earnings of \$20 million for the year ----- high start-up costs for the new plant in Belgium.
 (A) on the contrary
 (B) consequently
 (C) in spite of
 (D) even though
133. The loading dock entrance is accessible from the South Town Exposition Center's parking lot and is ----- on the east side of the building.
 (A) locates
 (B) located
 (C) locating
 (D) was locating
134. Due to an increase in rents in Dubai, many people facing problems of high cost of living are moving to Ajman where rents are comparatively -----.
 (A) affordable
 (B) potential
 (C) directed
 (D) approximate
135. Medical imaging technology has enormous ----- to contribute to the improvement of health care throughout the world.
 (A) mark
 (B) proposal
 (C) potential
 (D) indication
136. In case of bad weather conditions or ----- unexpected circumstances, the concert hall will post cancellations on the website.
 (A) others
 (B) another
 (C) any other
 (D) one another
137. Whether you're interested in the MCSE, CIW, or the CCNA, LaSalle Computer Learning Center offers the computer ----- that can help you reach your career goals.
 (A) train
 (B) trains
 (C) trained
 (D) training
138. According to *Top Tour Magazine's* survey, Jasper ----- the top vacation destination for Canadian families with nearly 50 million visitors each year.
 (A) elects
 (B) remains
 (C) receives
 (D) appears
139. ----- the city council has approved the urban renewal project, we need to recruit several new workers.
 (A) If so
 (B) Rather than
 (C) Owing to
 (D) Given that
140. For ----- hired engineers, the training course provides a chance to get a better understanding of their work as well as meet experienced engineers.
 (A) recently
 (B) approximately
 (C) exactly
 (D) comparatively

Part 6

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

Questions 141-143 refer to the following letter.

Dear Mr. Johnson,

At Tommy Motors, a repair is not complete until the customer is satisfied. When you brought your automobile in for its regularly scheduled -----, our mechanic discovered a

141. (A) drive
(B) renewal
(C) operation
(D) maintenance

leak in the cooling system. This leak could account for your complaint about the temperature gauge running high even on a cool day.

Since the repairs were made, have you noticed any difference in the temperature gauge? If you have, then the problem was probably due to the leak in the cooling system. If there has been no change in the temperature gauge, then the problem could be with the gauge -----.

142. (A) it
(B) its
(C) itself
(D) by itself

If the problem is still there, we would appreciate another look at the car. Just call our service manager and arrange a ----- time for you.

143. (A) previous
(B) convenient
(C) premature
(D) contemporary

We always do our best to meet the needs of valuable customers like yourself.

Sincerely,

Philip Broyles

Philip Broyles

Customer Service Department

Questions 144-146 refer to the following letter.

Dear Mr. Henshaw,

I am ----- to offer you the position of assistant manager with Shared Services Center.

144. (A) announced
(B) deserved
(C) pleased
(D) committed

This letter is intended to confirm our verbal offer of May 15th.

The ----- for this position is \$26,000 a year and includes various benefits, all of which our

145. (A) endurance
(B) salary
(C) vacancy
(D) allocation

human resources department will explain in detail. As per our mutual agreement, you will begin work on June 1st.

We look forward to having you on our staff. Your credentials, experience, and attitude all ----- our organizational goals. We believe this to be an excellent opportunity both for you

146. (A) complements
(B) to complement
(C) complement
(D) complementary

and for our company.

Congratulations again.

Sincerely,

Emily Didonato

Emily Didonato

Human Resources Department

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Questions 147-149 refer to the following notice.

Post Date: Thursday, July 10, 2009
Removal Date: Wednesday, August 21, 2009

ATTENTION HRT PASSENGERS!

PLEASE BE ADVISED OF THE FOLLOWING SERVICE IMPROVEMENTS

EFFECTIVE JULY 13, 2009

MAX SERVICE IMPROVEMENTS

MAX Route 962 - Routing Change

New routing at Victory Crossing heading towards downtown Norfolk.

Passengers traveling to downtown Norfolk may ----- at the intersection of Cavalier Blvd.

147. (A) transit
(B) board
(C) convey
(D) transport

and McLean St.

The PM peak (3-7) routing will change to service Cedar Grove before servicing stops in downtown Norfolk. Stops in downtown Norfolk will be serviced ----- follows:

148. (A) on
(B) at
(C) next
(D) as

St. Paul and Plume St. - all day
Waterside and Commercial - all day
City Hall and Monticello - 6 p.m. to 3 p.m.
City Hall and Court - after 3 p.m.

MAX Route 967 - Schedule Change

Additional service time ----- to AM trips to improve on-time performance.

149. (A) has added
(B) has been added
(C) was adding
(D) will be adding

Please see MAX schedule improvements.

Thank you for riding with Hampton Roads Transit.

757-222-6100

www.gohrt.com

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

To: Marilyn Fenn
From: George Arroyo
Subject: Pension Information

Congratulations on your retirement. We hope the years to come will be happy and golden for you.

LD Electronics Inc. provides a lump-sum pension payment when the retiring employee's pension is less than \$5,000. Because your pension has been ----- at \$4,342.83, you will

150. (A) calculated
(B) thought
(C) considered
(D) expected

receive a one-time lump sum in that amount. This payment is the total value of your pension benefit.

The other details, ----- which forms to complete, are covered in the attached brochure.

151. (A) includes
(B) including
(C) include
(D) will include

In addition to your forms, please also provide us with ----- of your age.

152. (A) permit
(B) identity
(C) proof
(D) explanation

If you have any questions about your pension payment, please let me know.

Sincerely,

JEREMY PIERCE

JEREMY PIERCE

Human Resources Director

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Actual Test 07

175

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 153-155 refer to the following article.

Dick Farmer – founder, former CEO, and the only chairman of Cintas Corp. – retired as chairman Tuesday following the company's annual shareholders' meeting in Mason. His retirement was not previously announced. It was approved by the company's board after the shareholders meeting at its corporate headquarters complex.

Bob Kohlhepp, the company's vice chairman for six years since 2003 and CEO from 1995 to 2003, was elected to succeed Farmer. Farmer remains a member of the board of directors and has been named chairman emeritus.

Kohlhepp joined Cintas in 1970 and helped it grow into the nation's largest uniform supplier. The company has achieved annual sales of nearly \$4 billion through numerous acquisitions, expansion into business-to-business services, and organic growth.

Dick Farmer's retirement comes as the company has been struggling to overcome a national employment slump that has hurt its sales in many key markets. This economic slump had a negative influence on a 40-year series of rising sales and profits ever since its founding in 1968. At nearly \$30 a share, however, the company's stock price has lately been on the rise, rising more than 30 percent since July amid indications that the national economy is improving.

153. What caused the company's recent sales decline?

- (A) The chairman's sudden resignation
- (B) Numerous acquisitions and organic growth
- (C) The nation's economic recession
- (D) Excessive expansion and competition

154. How many years has Bob Kohlhepp worked for Cintas ?

- (A) About 5 years
- (B) About 10 years
- (C) Less than 20 years
- (D) Over 25 years

155. What is NOT mentioned in the article?

- (A) Farmer's retirement was announced before the shareholders meeting.
- (B) The slow economy also damaged the company seriously.
- (C) The company is overcoming the economic crisis.
- (D) Farmer's replacement was chosen.

Questions 156-157 refer to the following notice.

HENRY'S Foods

MILEAGE CLUB

By using this card, the cardholder, whose name is printed on the card, agrees to all provisions of the "Mileage Club Cardholder Agreement" for HENRY'S Food Stores, Inc.

If this card is lost or stolen or if there are any changes in personal information, please let HENRY'S Food Stores know immediately for your benefit. This card alone is not significant identification to cash checks. You will need to show additional photo identification. If you have any questions, please visit our website www.Henry's.com.

156. Who has the right to use this card?

- (A) The Bonus Club
- (B) The person who signed the card on the other side
- (C) HENRY'S Food Stores, Inc.
- (D) The Cardholder Agreement

157. What should you do if you misplace this card?

- (A) Get some additional identification
- (B) Notify the cardholder
- (C) Tell HENRY'S Food Stores at once
- (D) Execute a Bonus Club Agreement

Questions 158-159 refer to the following resume.

Sandra Ellison

14695 Brooks Ct., SE, Florence, IN 46521

Home phone: (645) 345-7886

Cellular phone: (010) 534-8889

E-mail: ellisos@mailbank.com

Employment Objective

To obtain a position in a successful and creative film company.

Experience

May 2005-August 2005

Director, *Flowers for Emily*, Sydney Drama Guild

April 2004-August 2004

Director, *Mother's Garden*, Sydney Drama Guild

November 2002-February 2003

Asst. Director, *The Life of Benjamin Franklin*, Tree-star Theatre Group

January 2002

Writing and production of the 16mm short film *Falling*, I oversaw all of the making of this black and white, 50-minute film about a girl who is committed to an insane asylum.

October 1996

Writing and production of the color film *In Your neighbor*, I oversaw all aspects of the making of this documentary about toxic waste dumps in America.

Education

June 2002

Bachelor of Arts, University of Melbourne

Major in Drama, Minor in Film History

References

Jeniffer Hudson, Ph.D., University of Melbourne - (042) 484-9444, ext. 6888

Allen Scottfield, Owner of Sydney Drama Guild - (051) 551-9900

Ray Levin, Owner of Tree-star Theatre Group - (042) 362-5000

Special Skills

I am especially talented at jobs such as producing and editing.

158. Which was the last production Sandra Ellison took part in?
(A) *Flowers for Emily*
(B) *Mother's Garden*
(C) *The Life of Benjamin Franklin*
(D) *Falling*

159. How long did Sandra Ellison work for Ray Levin?
(A) About a month
(B) About four months
(C) A year and a half
(D) More than three years

Questions 160-162 refer to the following letter.



Hotel Do Canal

Largo Dr. Manuel De Arriaga
Horta, Faial 9900 026
Portuga

July 8

Dear Mr. Ashley:

We sincerely apologize to you and regret that you had an unpleasant experience at our hotel. I reviewed what happened to you during your check-in with our front desk manager, and found out that there had been some confusion about your reservation. The front desk clerk who handled it was not experienced enough on the job, but this, by no means, excuses the poor service you received. I have strong assurances from the front desk manager that all the front desk staff will receive adequate training to ensure better service in the future.

A certificate for a complimentary night for a future stay has been enclosed. Please accept it and hopefully you can enjoy your next trip to Portugal. Once again, we apologize for this unfortunate situation, as our hotel takes pride in providing our guests with the highest standards of service.

Sincerely,

Harold Westing

Harold Westing
General Manager



160. Why has this letter been sent?

- (A) To confirm a hotel reservation
- (B) To complain about the booking system
- (C) To inquire about accommodations
- (D) To apologize for poor service

161. What will Hotel Do Canal do in the future?

- (A) Train personnel more thoroughly
- (B) Hire more skilled people
- (C) Fire the front desk clerk who served Mr. Ashley
- (D) Provide an improved booking system

162. What has been sent along with the letter?

- (A) A full refund of Mr. Ashley's bill
- (B) A discount coupon for a trip to Portugal
- (C) A membership upgrade document for Mr. Ashley
- (D) A voucher for a night's stay at the hotel

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Questions 163-164 refer to the following article.

Millions of people – mostly women, children and infants suffer from a problem called iron-deficiency anemia. In people with anemia, the blood does not carry enough oxygen to the rest of the body. As a result, people with anemia feel tired and have other symptoms such as less tolerance to cold weather than healthy people. In severe or prolonged cases of anemia, the lack of oxygen in the blood can cause serious and sometimes fatal damage to the heart and other organs of the body.

Anemia affects 20% of all females of childbearing age. During pregnancy, women must take in additional iron in order to make up for the loss of iron. Also, they should receive regular blood tests to detect anemia, since the signs of the disorder may be difficult to detect. Excessive bleeding, such as from an injury, surgery, or childbirth, is the most common cause of anemia. Far more common than a sudden loss of blood is chronic (long-term) bleeding from stomach or intestinal diseases. Anemia often results from eating too little iron, especially in people who are strict vegetarians or malnourished. Treatment for vitamin or iron deficiency may include changing your diet or taking vitamin or iron supplements.

163. What is the article mainly about?
- (A) Cholesterol-lowering food
 - (B) A precaution for pregnant women
 - (C) A blood disorder
 - (D) Problems of extreme diets

164. What is NOT mentioned as a possible cause of the problem?
- (A) Lack of exercise
 - (B) Rigorous vegetarianism
 - (C) Intestinal disease
 - (D) Consuming insufficient amounts of iron

Questions 165-167 refer to the following memorandum.

To : *Virtual Magazine* employees
 From : Lauren Popko, General Affairs Director
 Date : May 3
 Subject : Computer security software update

We are contacting you today to make you aware that the Technology Security Division of our company will be running an upgrade of our firm's computer security software on May 18 from 6 P.M. to roughly 9 P.M. This will involve total virus and spyware protection and a real-time upgrade of our current antivirus software.

While we admit that it may cause some inconvenience, this work is necessary to protect our computers from the risk of attacks. While the installation is going on, you are not allowed to use computers to access the Internet and please make the necessary arrangements and back up any important data, as this might delete files from your hard drive.

If you have any questions, please contact David Orr in the Technology Security Division. He can be reached at 5429-3290 or at extension 128. Please do not contact the General Affairs Division as it has nothing to do with any technical issues of the software update.

Regards,

Lauren Popko
 Lauren Popko

07



165. What will take place from 6 p.m. to 9 p.m.?
 (A) An upgrade of the company's computer access
 (B) An improvement of the company's computer safety systems
 (C) An enhancement of the company's electronic technology
 (D) An installation of new facility maintenance systems
166. What is NOT mentioned about the installation process?
 (A) All current work should be saved.
 (B) The use of the Internet is forbidden.
 (C) Important information should be copied onto other media.
 (D) Computers should be unplugged.
167. What should people do if they have problems?
 (A) E-mail or phone the General Affairs Division
 (B) Get in touch with Ms. Popko
 (C) Contact Mr. Orr
 (D) Refer to the relevant page from the magazine

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Questions 168-171 refer to the following letter.

Office Max

623 Sprite Way
Glenburnie, MD 21061

September 4, 2009

Mandy Grocutt, Purchasing Manager
HDFC Insurance
9401 Largo Drive West
Landover, MD 20785

Dear Ms. Grocutt,

I realized that HDFC hasn't placed an order for office supplies with us over the last six months. We are concerned that you may have been dissatisfied with us in some way. Although we pride ourselves on the quality of our products and services, we highly rely on comments from valued clients such as HDFC to give us feedback on how well we are meeting your needs. If you have experienced any problems with Office Max, we would like to be informed.

I have enclosed a brochure which tells you more about a new purchasing system we implemented in May, which helps corporate clients, like HDFC, benefit from considerable discounts for bulk orders. Also included is a postage-paid comment card, which I kindly invite you to fill out and return to us so that we can hear how you feel about our service. I assure you that your comments, both positive and negative, will be taken seriously and addressed appropriately.

Sincerely,

Patrick McCann
Patrick McCann
Customer Relations

168. Why has this letter been sent?
(A) To attract a new customer
(B) To introduce a new product line
(C) To notify a client of overdue charges
(D) To solicit opinions from a customer
169. What kind of company does Mr. McCann work for?
(A) A brochure design company
(B) An insurance provider
(C) A stationery supplier
(D) A public relations firm
170. What is included with this letter?
(A) A credit application
(B) A reply card
(C) A discount voucher
(D) An order form
171. What is indicated in the letter?
(A) HDFC has done business with Office Max before.
(B) Ms. Grocutt is unhappy with Office Max's services.
(C) Mr. McCann would like to speak with Ms. Grocutt in person.
(D) Max Office has lowered all of its prices.

Questions 172-175 refer to the following notice.

Notice of Personal Baggage Inspection

Thank you for flying from Queen Beatrix Airport. To protect you and your fellow passengers, the Transportation Security Service (TSS) is required by law to inspect all checked baggage. As part of this process, some of your baggage can be opened and physically inspected. If you are reading this notice, it is because your baggage has been physically inspected.

During your baggage inspection, the respective contents may have been searched for prohibited items, under the circumstance where the screener was monitored by a direct supervisor, by a co-worker, or by camera surveillance. At the completion of this inspection, the respective contents were returned to you.

If the TSS screener was unable to open your baggage for inspection because your baggage was locked, the screener may have been forced to break any and all locks. TSS sincerely regrets having to do this and carefully resealed your baggage afterwards. However, TSS is not responsible for damage to your possessions, resulting from this necessary security precaution.

For packing tips, questions, and suggestions on how to secure your contents during your next trip, please do not hesitate to consult our website at: www.TSS.gov.

Smart Security Saves Time!

172. Who would most likely receive this notice?
- (A) Tourists who leave belongings unattended.
 - (B) People who've had their bags searched
 - (C) Someone who has prohibited items
 - (D) A security inspector
173. What is NOT mentioned in the protective measures?
- (A) Supervision by a superior
 - (B) Recording of the process by camera
 - (C) Monitoring by a co-worker
 - (D) Observation by airline officials
174. The word "prohibited" in paragraph 2, line 2 is closest in meaning to
- (A) banned
 - (B) dangerous
 - (C) explosive
 - (D) invaluable
175. What is indicated about baggage under lock and key?
- (A) Passengers should secure their bags with proper devices.
 - (B) Inspectors are not liable for any damage to the locks.
 - (C) All locks are carefully opened during inspection.
 - (D) Any broken locks will be replaced free of charge.

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The Valley Times

A Perfect Match for Pizza Lovers

Kellen Raine, Staff Writer

Dino Pizza Ltd. and Verizone Pizza, Inc. are set to announce tomorrow that the two pizza giants will be joining forces effective January 1, building a strong partnership of tremendous power and potential. The new company – its estimated value reported to be at least \$2 billion – will go by the name of Dino Verizone Pizza Enterprises, and current Dino Pizza CEO Linzy Fugazzi will run day-to-day operations for the company, while Verizone Pizza CEO Cary Cooper will take the role of CFO for the new company.

Dino Pizza is famous for its crispy, flaky crust, brick-oven pizza with an array of unique ingredients, including specially produced mozzarella cheese based on a Sicilian family recipe. Verizone is known to pizza enthusiasts throughout the US for its New York-style pizza featuring its huge, foldable slices dripping with grease. Dino Verizone plans to maintain a section of its old menu of pizza styles from the two previous companies, while also introducing a new menu to combine the best features of both companies.

176. What is this article mainly about?
- (A) The success of a pizza company
 - (B) The joining of two companies
 - (C) Expansion of pizza chains
 - (D) Managing a large corporation
177. Who will be responsible for money matters in the new company?
- (A) Kellen Raine
 - (B) A Sicilian family
 - (C) Linzy Fugazzi
 - (D) Cary Cooper
178. What makes Verizone Pizza's products so popular?
- (A) Special topping
 - (B) Large slices
 - (C) Brick-oven baked pizza
 - (D) Italian tradition
179. What is NOT mentioned about the new company?
- (A) It will launch new pizza.
 - (B) The merger will take place at the first of the year.
 - (C) New York-style pizza won't be available any more.
 - (D) It is expected to make a handsome profit.
180. The word "joining" in the paragraph1, line 2, is closest in meaning to
- (A) establishing
 - (B) separating
 - (C) forming
 - (D) combining

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

From: Tom Farrell<Tom@bolian.net>
To: Warren Fahy<support@onestop.com>
Subject: Inquiry
Date: March 18, 2009

Dear Warren Fahy,

On March 10, I placed an order for 300 leather wallets to present them to our top patrons. At that time, I contacted you to reconfirm the order. One of your customer service representatives told me that it could take up to five working days to arrive but promised to definitely deliver the wallets to me within five days.

We were scheduled to give them away on March 20 and I was sure that we would have the wallets at our offices well in advance of that date. But the wallets have not been delivered as of today, March 18. I am pretty much disappointed with your company. Please deal with this situation as soon as possible.

Sincerely,

Tom Farrell

From: Warren Fahy<support@onestop.com>
To: Tom Farrell<Tom@bolian.net>
Re: Subject: Inquiry

Dear Tom Farrell:

Thank you for shopping at our online store. I am writing in response to your inquiry about the shipment of your order placed on March 10.

Your order was shipped out on March 13. But unfortunately, we received it back from Canada yesterday. Please e-mail us your shipping address again so we can try and send the product back. I am sure one of us typed the wrong address when placing the order. If a mistake was made on your part, I'm afraid you will have to pay for shipping the order back to you. If it was our error, we would take full responsibility for the charges.

The address we have is as follows:

565 Rock Street
Toronto, ON M4R 3P2
Canada

Please check if it is the correct address. If it is, there might have been something wrong at your local post office. For your reference, the customer reference number is

CP236519835US. You could take this number to your post office and ask what happened. Hope to hear from you soon. We apologize for the inconvenience.

Sincerely,

Warren Fahy
Onestop Online Store

- 181.** What is the purpose of the first e-mail?
 (A) To make a complaint
 (B) To praise a company
 (C) To order some presents
 (D) To inquire about the shipping charges
- 182.** How many items did Mr. Farrell order from the store?
 (A) 100
 (B) 200
 (C) 300
 (D) 400
- 183.** What will happen if the address which Mr. Farrell gave is incorrect?
 (A) The company will resend it to Mr. Farrell for free.
 (B) Mr. Farrell will pick up the order personally.
 (C) Online Store will charge Mr. Farrell the shipping cost.
 (D) The order will be cancelled.
- 184.** When was the merchandise first shipped out?
 (A) On March 10
 (B) On March 13
 (C) On March 18
 (D) On March 20
- 185.** Which of the following statements is NOT true?
 (A) Mr. Farrell ordered some wallets.
 (B) Mr. Farrell has not yet received his order.
 (C) Mr. Farrell is supposed to deliver a speech.
 (D) Tom Farrell will stop by the post office.

Thank you for choosing Gift Heaven!

We've been selling gifts for special occasions for more than a decade as one of the longest standing distributors in North America. We have been successfully expanding our business outside of the country as well. We are sure that our emphasis on customer service and service quality has enabled us to keep our customers satisfied, and we strongly hope to continue to serve you!

To improve our service for you, would you please let us ask you a few questions about your shopping habits? Please make sure to fill out the enclosed form with your full name and current address so we can send you a coupon book containing:

- \$1 off any size package of pencils or note pads
- \$2 off all sizes and colors of Dylan's leather daily planner

If you register to be a member of our customer club, we will send you additional special coupons on a regular basis. If you wish to know further details, please visit our website at www.giftheaven.com and leave us a message on our Q&A board.

Customer Satisfaction Survey

Name : Philip Moore

Address : 787 Prospect Avenue,
West Springfield, Massachusetts 093

How often do you shop at Gift Heaven?

- | | |
|----------------------------------|--|
| <input type="checkbox"/> Daily | <input checked="" type="checkbox"/> Weekly |
| <input type="checkbox"/> Monthly | <input type="checkbox"/> Yearly |

How helpful is our staff?

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> Very | <input type="checkbox"/> Somewhat |
| <input checked="" type="checkbox"/> Not very | <input type="checkbox"/> Not at all |

WHY?

I couldn't find any of your staff members when I was looking for something and wanted to ask its location.

Is it easy to find what you need at Gift Heaven?

- ☐ Very ☐ Somewhat
☒ Not very ☐ Not at all

WHY?

The goods aren't displayed in a rational order.

How often do you visit our website?

- ☐ Daily ☐ Weekly
☒ Monthly ☐ Yearly ☐ Never

If we offer home delivery service, which you can request online, would you be likely to use it?

- ☐ Yes ☒ No ☐ Not sure

WHY?

I prefer to purchase items on the spot. Also, seeing the actual products and selecting good ones is important for me.

Would you like to sign up to be a member of our customer club?

- ☐ Yes ☒ No

GIFT HEAVEN

186. Why is Gift Heaven conducting a questionnaire?
 (A) To provide customers with coupons
 (B) To make their service better
 (C) To plan to release a new product
 (D) To look for a talented person to hire
187. In the notice, the word "coupons" in paragraph 4, line 2, is closest in meaning to
 (A) vouchers
 (B) passes
 (C) papers
 (D) letters
188. How would Philip Moore most likely describe Gift Heaven?
 (A) Friendly
 (B) Neat and clean
 (C) Inconvenient
 (D) Inexpensive
189. What will Gift Heaven most likely do for Philip Moore?
 (A) Send some coupons
 (B) Register him in the customer club
 (C) Send an apology by e-mail
 (D) Ask additional questions
190. What is NOT mentioned about Gift Heaven?
 (A) It's been in business for a long time.
 (B) It has some shops overseas.
 (C) It has a website.
 (D) It is offering delivery service now.

GO ON TO THE NEXT PAGE

Questions 191-195 refer to the following letters.

October 4

SC Construction
567 King Street West
Toronto, Ontario
M5C 6K2

To Whom It May Concern:

Renovation work has begun on September 17 on the City Ville apartment complex neighbouring the building in which I live. A representative named John Anderson from your company had a meeting with an association of residents in my building and other properties in the neighborhood. Mr. Anderson assured our association's manager, Amanda Garwood, of three things:

- That the construction would begin each day no earlier than 9 a.m. and end no later than 5 p.m.
- That no work would be performed on Sundays and public holidays
- That the entire remodeling project would be finished by the end of September

Unfortunately, your company was unable to fulfill two of these promises. While you have been generous enough to give your workers Sundays off, we in the neighborhood have been woken up by the sound of loud truck engines at times as early as 6:30 a.m., and have had to yell at our dinner table over the sound of jackhammers and cranes. Moreover, the September 30 deadline that you promised has passed, but several of the workers on the site told me this morning that it would be at least another week before the project would end. Could you kindly tell me when the project will be completed, and if you plan to do any more early or late work in the remaining days?

Sincerely,

Pam Houston
Pam Houston

Dear Ms. Houston,

On behalf of all of the workers at SC Construction, please allow me to extend my sincerest apologies for not living up to the promises we made to you and the community adjacent to the City Ville apartment complex.

We faced a number of challenges in this project including a period of heavy rainfall that impeded our progress on some of the exterior work, and a smaller-than-usual staff for the

construction. We have had to extend the project deadline to October 17. However, I can assure you that, aside from an unforeseeable event, there will be no further disruptions after the deadline. We will also keep all remaining work within the times given to you by John.

Again, please accept my apologies and my promise that we will do our best to fulfill our responsibilities to the neighborhood and its residents.

Warmest regards,

Frank Asch

Frank Asch

President of SC Construction

191. What does Ms. Houston request in her letter?
- (A) Additional meetings with SC Construction
 - (B) A reduction in construction noise
 - (C) Information on the progress of the project
 - (D) Confirmation of her work schedule
192. What is NOT an issue mentioned by Ms. Houston?
- (A) Work at late hours
 - (B) Noise on Sundays
 - (C) Annoying construction traffic at dawn
 - (D) Project not being finished on schedule
193. Who responded to Ms. Houston's letter?
- (A) The head of the construction company
 - (B) A salesperson for the construction company
 - (C) The head of a local organization
 - (D) A company contracted by the builders
194. What does Mr. Asch mention in his letter?
- (A) The equipment was noisy due to its poor quality.
 - (B) Many people were visiting the site in the early mornings.
 - (C) The work was delayed due to the weather.
 - (D) His staff will work overtime for the remaining days.
195. How long might it take to finish the work?
- (A) About two dozen days
 - (B) About two weeks
 - (C) About 30 days
 - (D) A half a decade

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

International Auto Show

This year's International Auto Show will be held at the Miami Pueblo Convention Center from March 6th-15th, and we will have some of the hottest cars and trucks you've ever seen – all under one roof! More sneak peeks, more new production models, and more concept vehicles than ever before. This year only, Audrey Automotives will be showcasing all their vehicles from director Mike Fella's blockbuster movie *Spy Against Spy*. Stars in the movie, Gabriel Daniels and Jennifer Mason Hughes will be on hand on March 13th and 14th to demonstrate some of the vehicles' super effects.

Public Show Dates

Friday, March 6th through Sunday, March 15th
11 A.M.-10:30 P.M. (Sundays: 10 A.M.-7:30 P.M.)

□ Special Public Sneak Preview

Friday, March 6th: 11 A.M.-10:30 P.M.

□ OFFICIAL OPENING DAY

Saturday, March 7th

Festivities begin at 9 A.M.

SHOW FLOOR OPENS AT 11 A.M.

□ Press Preview

Wednesday, March 4th & Thursday, March 5th

Media credentials required

□ Dealer Preview

Thursday, March 5th from 4 P.M.-10 P.M. (by invitation only)

Credentials required

From : Michelle Zapatos<mzapatos@miamicenter.org>

To : Richard Sanders<sanders@miamicenter.org>

Subject : Auto Show Updates

Date : March 1

Dear Richard Sanders,

I'm sorry I couldn't meet with you yesterday. I was busy meeting representatives from the various automakers that will be participating in this year's show. Today, I'm meeting with the publicist from Toyotomi Motors at one of their dealerships in the area.

There are a few things I needed to talk to you about. The first is that Ms. Hughes will not

be able to attend the show because of scheduling conflicts with another film she's making. Her agent, Mike Winslow, called me yesterday to inform me.

Another problem, and one that could potentially have a more damaging effect, is something that Beverly in admissions brought to my attention. Apparently all orders for advance tickets were supposed to be accompanied by a certificate that would be good for discounts at area hotels. Unfortunately, only about a third of the people who bought advance tickets received these certificates. Since we are not sure if we will be able to send out all the certificates in time, Beverly wants to know if we can work out a system where we give the certificates to the people when they arrive for the show, to be retroactively applied to their hotel bills. I like this idea, but let me know what you think.

Sincerely,

Michelle Zapatos
Public Relations Manager

196. What is mentioned about the event?
 (A) Registration is required to attend.
 (B) People can attend before the official opening.
 (C) Invitations have been sent to only the media.
 (D) A local industry will be hosting it.
197. Who is allowed to attend the Dealer Preview?
 (A) All certified dealers
 (B) All press officials
 (C) Anyone who has paid for advance tickets
 (D) People who are invited to come
198. What problem did Beverly point out?
 (A) Most customers did not receive their tickets.
 (B) Several customers did not receive a discount voucher.
 (C) There were not enough advance tickets.
 (D) There were no vacancies at area hotels.
199. What does Michelle suggest doing?
 (A) Issuing certificates at the convention center
 (B) Mailing out letters of apology
 (C) Contacting each customer as soon as possible
 (D) Waiting to see if there are any complaints
200. Who will probably attend the event on March 13?
 (A) A movie director
 (B) A movie director and two actors
 (C) Two actors
 (D) One actor