

**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. We have been working on updates for the program, and you should ----- the updated information in January 2010.
(A) receivable
(B) receiving
(C) receive
(D) receives
102. Frank Truner who was interviewed on Friday will be assigned to either the research department ----- the marketing department.
(A) but
(B) or
(C) and
(D) neither
103. The author's comments are considered ----- own and are not necessarily reflective of the view of the magazine publisher.
(A) she
(B) hers
(C) herself
(D) her
104. All equipment in the gym is checked ----- to ensure that it is safe to use.
(A) almost
(B) every
(C) regularly
(D) recently
105. The Calgary Inn attaches importance to the ----- of its rooms and always offers good service at reasonable prices.
(A) clean
(B) cleanliness
(C) cleanly
(D) cleanest
106. The management course will be ----- on Monday, October 17, from 9 a.m. to 4 p.m., while the law course will be taught on Tuesday, October 18, from 9 a.m. to 4 p.m.
(A) exhibited
(B) donated
(C) offered
(D) passed

107. Giessen is centrally located in Germany and can ----- be reached by plane, train, and car.
 (A) easy
 (B) easily
 (C) ease
 (D) easiness
108. To cut down on electricity wastage, we use energy-saving light bulbs and remind employees to turn ----- their computers when they leave the office.
 (A) onto
 (B) off
 (C) out
 (D) at
109. Our online service ----- you to view your information, make address changes, review account history, and request documents.
 (A) allowance
 (B) allows
 (C) allowing
 (D) allowable
110. It is important ----- managers draw in the best sales people to sell the products.
 (A) should
 (B) that
 (C) upon
 (D) to
111. Eli Clare, ----- latest book was published by Local Home Press, is nominated for the 2010 Lambda Literary Award.
 (A) whatever
 (B) whom
 (C) what
 (D) whose
112. Holders of old-style CIV tickets are required to ----- their tickets to a staff member before boarding the train.
 (A) place
 (B) schedule
 (C) show
 (D) introduce
113. Office ----- are ordered through the central purchasing department and are typically delivered the next business day.
 (A) supplies
 (B) supplied
 (C) supplier
 (D) supply
114. If students are unable to arrive ----- the date specified on their visa documents, they will be sent home and will have to restart the application process.
 (A) in
 (B) from
 (C) between
 (D) by
115. Barbuda's economy remains ----- dependent on tourism and on visitors who fly to the islands from all over the world.
 (A) overwhelming
 (B) overwhelmingly
 (C) overwhelm
 (D) overwhelmed
116. We encourage frequent customer visits during all ----- of the project to facilitate communication and to ensure that the project goals are being attained successfully.
 (A) chapters
 (B) sides
 (C) phases
 (D) times
117. ----- storage space is limited, please notify Benjamin Hatton if you no longer need your locker.
 (A) However
 (B) Despite
 (C) Because
 (D) Therefore
118. Our employees can receive free ----- to the Joslyn Art Museum as well as discounts to the museum's gift shop.
 (A) exhibition
 (B) admission
 (C) lesson
 (D) speech


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119. Considering her ability, dedication, and expertise, I am ----- that Ms. Yoko will be the most suitable person for the position of marketing manager.
(A) confident
(B) obvious
(C) noticeable
(D) intelligent
120. The advisory committee ----- addressed the president's concerns about the new building project.
(A) effectively
(B) effect
(C) effective
(D) effectiveness
121. Nicholas Sarkozy, president of the organization, is hosting an event on May 4, to mark the 90th ----- of the founding of the Red Cross.
(A) inception
(B) anniversary
(C) origin
(D) date
122. Temporary and part-time employees are not ----- for paid holidays; if they work on a holiday, such employees will receive their regular wages.
(A) considerable
(B) tangible
(C) receivable
(D) eligible
123. The Department of Parks and Recreation has ----- the maintenance of public restroom facilities to Advance Management Inc.
(A) outsourced
(B) employed
(C) joined
(D) delivered
124. Although Mr. Broadwater was the most qualified ----- all the applicants for the position, the job was given to another.
(A) in
(B) of
(C) at
(D) out
125. In ----- with company policy, protective clothing must be worn at all times during your visit to our plant.
(A) closing
(B) seeing
(C) keeping
(D) joining
126. ----- growing seasonal demand, the store owner decided to hire five additional sales clerks.
(A) Though
(B) Due to
(C) Because
(D) As of
127. With more than 34 years of designing some of the most ----- buildings in Calgary, the reputation of the firm is well deserved.
(A) impressively
(B) impressive
(C) impress
(D) impressiveness
128. Should an ----- delay in shipping occur, we will notify you by email of the new projected shipping date and provide you with an opportunity to keep your order or cancel it.
(A) hesitant
(B) urgent
(C) unexpected
(D) apprehensive
129. In celebration of National Volunteer Appreciation Day, Betsy Johnson Regional Hospital will host a luncheon ----- its 103 hospital volunteers tomorrow.
(A) honor
(B) honors
(C) honored
(D) honoring

130. ----- two decades ago with the vision of providing cost-effective office equipment, we are today one of the world's leading manufacturers in the field.
 (A) Produced
 (B) Settled
 (C) Established
 (D) Arranged
131. Once the application is complete, our office staff can check your application to ensure everything is filled in ----- and all documents are included.
 (A) completes
 (B) completely
 (C) complete
 (D) completing
132. ----- process a refund or exchange, you must notify us within two weeks of receiving your shipment.
 (A) In order to
 (B) Even as
 (C) Since
 (D) Unless
133. One of our service department staff ----- glad to assist you with the maintenance of your vehicle.
 (A) have been
 (B) would be
 (C) are being
 (D) is being
134. There are two distinct business units ----- Glocell, each focusing on different customers and their needs.
 (A) as for
 (B) between
 (C) within
 (D) because
135. Manufacturers who make products available to the public are ----- responsible for the injuries their products cause.
 (A) led
 (B) told
 (C) held
 (D) found
136. The TIPH employees are ----- by their distinctive khaki uniforms and the special emblem on their uniforms and vehicles.
 (A) identify
 (B) identifies
 (C) identity
 (D) identifiable
137. Britax's new infant car seat offers a host of comfort and safety features ----- to keep your child secure while traveling in the car.
 (A) relied
 (B) designed
 (C) notified
 (D) progressed
138. ----- applying for the position of marketing director is asked to submit a resume along with two letters of reference.
 (A) Some
 (B) Anyone
 (C) Those
 (D) Whoever
139. The enclosed coupons will entitle the ----- to a ten percent discount on any of our products.
 (A) witness
 (B) bearer
 (C) founder
 (D) you
140. Ideal Safes & Solutions, with its seven years of experience, provides reliable and ----- safes and cabinets.
 (A) foreseeable
 (B) enforceable
 (C) durable
 (D) comfortable

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 Ms. Tamada

Congratulations! As you know, our charitable organization reached its ambitious goal of raising \$5 million in two years. Actually, thanks to your agency's skilled marketing expertise, we reached this goal in just 22 months.

Your new program enabling homeless persons to learn job skills by working for a day at other non-profit organizations was especially ----- . Our internal public relations staff

141. (A) innovative
(B) innocent
(C) inoperative
(D) inordinate

learned a lot from working with you, and I believe their new knowledge will ----- carry our

142. (A) successful
(B) successfully
(C) success
(D) successive

organization into the next decade.

Feel free to use me as a ----- or use this letter as a testimonial to your excellent work.

143. (A) reminder
(B) selection
(C) preference
(D) reference

Sincerely,

Robert Patrick
Robert Patrick
President

Questions 144-146 refer to the following notice.

Sears Canada Inc. Return Policy

Effective May 4, 2010

Our goal is that you are completely satisfied with your purchase. If, for any reason, you are not satisfied, simply return your purchase with your receipt for an exchange or refund within 90 days when ----- on your Sears Card, Sears MasterCard, or Sears Gift Card.

144. (A) purchase
(B) purchasing
(C) purchased
(D) purchases

Items purchased by ----- method may be exchanged or refunded within 30 days.

145. (A) so
(B) others
(C) every other
(D) any other

Catalogue purchases cannot be returned without a receipt or proof of purchase. All returned products must be in new and unused condition. Damages on home-delivered products must be reported within 24 hours of delivery.

The following are non-refundable:

- Installed or customized items
- Shipping charges

Sears Canada appreciates your business and will take all reasonable efforts to ----- you

146. (A) sure
(B) surely
(C) ensure
(D) assure

are satisfied with your purchase.

Questions 147-149 refer to the following advertisement.

At Vancouver Career College we ----- your life.

147. (A) fit
(B) save
(C) prolong
(D) deal

We understand the needs of our students and strive to create a world of opportunity through education and training. Our business, education, health care, hospitality, technology and trade programs will help you to develop the skills you need to start successful careers.

Our faculty is ----- to your success and are experienced professionals in their chosen

148. (A) dedicated
(B) subject
(C) accustomed
(D) comparable

fields who bring years of experience and enhance the curriculum to meet the needs of potential employers. Their one-on-one attention in our small-sized classes is vital to the success of our students.

We work directly with the business, technology and health care communities to meet industry needs. Each program will train you to use the most current applications, software and techniques in your chosen fields of study. -----, our employment placement rate is

149. (A) On the other hand
(B) In addition
(C) Although
(D) No longer

considered the highest in the industry.

Programs:

- Accounting & Payroll Administration
- E-Commerce Management
- Business Administration Management
- Hospitality
- Human Resources Professional
- Office Administration
- Medical Office Assistant Training
- Pharmacy Assistant Training
- Computer Network Specialist Training

Questions 150-152 refer to the following memo.

M E M O R A N D U M

To : All Personnel
 From : Executive Office
 Date : Tuesday, May 15
 Subject : Changes in Employee Parking Privileges

----- resurfacing and refurbishing of the central parking building, there have been several

150. (A) Because of
 (B) Besides
 (C) On contrary to
 (D) In addition to

changes in employee parking options. Your supervisor will brief ----- in greater detail, but

151. (A) your
 (B) yourself
 (C) you
 (D) yours

we also want to explain these changes in writing in an attempt to avoid any confusion.

The central parking building will be under refurbishment from June 1st to August 15th.

During that period, employees who normally park on levels two through four will need to park in a special section of the city lot at the corner of Adams and Mason Streets.

Supervisors will issue permits so that employees will not be ----- for parking. Management

152. (A) allocated
 (B) employed
 (C) asked
 (D) charged

staff who park on the first level may continue to do so. We apologize for any inconvenience this change may cause.

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 letter.

Dear Mrs. Zena Bastow,

We are writing to acknowledge our receipt of your check for \$29.95. Within one week, you will receive your complimentary copy of the current issue of *Fly RC* and 12 issues will be mailed to your home at only \$29.95, which means a huge annual savings off the cover price. This letter may be used as proof of your payment.

Should you have any comments or further concerns, use these Maplegate resources.

Website: www.maplegatemedias.com

Phone: 203-431-7787

Thank you for subscribing to *Fly RC*!

Sincerely,

Rosamund Moon

Rosamund Moon

Fly RC

153. Why has this letter been sent?

- (A) To promote a special offer
- (B) To renew a magazine subscription
- (C) To confirm receipt of payment
- (D) To introduce the details in the issue to a reader

154. How often is *Fly RC* published?

- (A) Every other month
- (B) Monthly
- (C) Weekly
- (D) Twice a month

Questions 155-156 refer to the following instructions.

CAUTION

- Always use the watch with the crown pushed in (normal position). If the crown of your watch is of the screw-lock-type, make sure it is tightened securely.
- Do NOT operate the crown or button with wet fingers, or when the watch is wet. Water may enter the watch and compromise water-resistance.
- If the leather band gets wet, its durability may be affected. If a watch of upgraded water resistance is frequently used in water, fading, peeling of adhesive, or other problems may occur. It is, therefore, recommended to use another type of band (metal or rubber).
- If a watch of upgraded water resistance is used in sea water or, subjected to excessive perspiration, thoroughly rinse with fresh water afterward and wipe with a dry cloth.
- If moisture has entered the watch, or if the inside of the crystal is fogged up and does not become clear within a day, immediately take the watch to your dealer or Citizen Service Center for repair.
- If seawater enters the watch, place the watch in a box or plastic bag and immediately take it in for repair. Otherwise, pressure inside the watch will increase, and parts (crystal, crown, buttons, etc.) may come off.

05

155. What is the normal position of the crown?

- (A) It should be unscrewed.
- (B) It should be detached.
- (C) It should be pulled out.
- (D) It should be pushed in.

156. What should a user do if seawater gets into the watch?

- (A) Visit the company website
- (B) Put the watch into a plastic bag
- (C) Replace the watch with new one at the dealer
- (D) Call the customer service department

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Questions 157-159 refer to the following advertisement.

Sail through England!

Narrowboat Holiday UK offers canal boats for hire for family boating holidays. Envision weekend and midweek breaks on the canals and waterways of the Yorkshire Dales, sail through the scenic countryside, passing villages and castles. Our luxurious range of rental boats are ideally equipped for your canal boating holiday. Each boat is equipped with central heating, hot water, toilets, and self-catering. We give a full training session before you start.

□ **Weekend Breaks**

Depart Friday afternoon around 2.00 p.m. and return the boat to the boatyard by 10.00 a.m. on Monday morning.

□ **Midweek Breaks**

2.00 p.m. Monday afternoon to Friday morning at 10.00 a.m. Same price as for the Weekend Break.

Call now for prices and bookings! 01535-653-675

URL: www.narrowboatholidayuk.com

E-mail: bookings@narrowboatholidayuk.com

157. What is this advertisement for?

- (A) A yacht for hire
- (B) Sailing lessons
- (C) Boating holidays
- (D) Honeymoon package

158. What does the customer receive before departure?

- (A) A gift package
- (B) Instructions on how to operate the boat
- (C) A boarding pass
- (D) A life jacket

159. When does the customer have to return the boat if he or she leaves on Monday?

- (A) Next Monday morning
- (B) Friday 10:00 a.m.
- (C) Friday 2:00 p.m.
- (D) Saturday 10:00 p.m.

Questions 160-161 refer to the following advertisement.

Do You Have Good Credit?

Your credit score can affect your ability to get loans or open a checking account. A credit report is the first place that potential lenders, insurance agents, employers and landlords look when deciding whether to lend to, insure, employ or rent to you. Your credit score could also affect future jobs and insurance premiums.

With a credit report from Equifax, you can see what kind of credit you have before potential lenders or employers see it. Make sure you have excellent credit before applying for a loan by utilizing our service. With good credit, you can even get a good interest rate!

Take charge of your credit today with your FREE Equifax Credit Report™!

Your Equifax Credit Report™ gives you clear, easy-to-understand advice for each item on your credit report. We make it easy to understand what aspects the lender uses to make a credit decision, helping you get that loan you want. We'll help you monitor your credit for six months and let you know instantly whenever you make a late payment or when someone has accessed your report. Then, only \$6.99 per month to continue if you don't cancel within your 30-day free trial.

Call our toll-free number at 1-888-647-8976 or visit our website at www.equifax.com today.

05

160. According to the advertisement, what is provided with the initial credit report?
- (A) Free service for two months
 - (B) Information on job-offer negotiation
 - (C) Half a year of credit monitoring
 - (D) A guarantee of a good interest rate
161. What is NOT mentioned about the service?
- (A) It offers a discount on a loan rate.
 - (B) It can be continued for a monthly fee.
 - (C) It includes observation of your credit.
 - (D) It helps to understand your credit report.

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Questions 162-164 refer to the following article.

Traveling between Thanksgiving, at the end of November, and Christmas, at the end of December, is considered to be extremely hectic in the United States. Flights are packed, long queues are everywhere and, in some parts of the country, the weather can be very uncooperative. A recent trend at major airports is to provide entertainment during this season. This calms travelers and helps them pass the time as they wait for flights.

Midway International Airport hosts live entertainment for travelers on select weekdays including performances by local blues and jazz bands, barbershop quartets and carolers.

Edmonton Airport hosts a range of performances, including ballet dancers, barbershop quartets and jazz bands, to name a few.

Sea-Tac Airport's music program features select local musicians who appear at the airport and play for travelers. All performers will have CDs of their music for sale, so if you like what you hear, you can take it with you.

Charlotte Airport has choirs and soloists among the performers. Some airports offer other entertainment such as games, and visits by Santa, elves, and a toy soldier. Delays are common in this season, so the entertainment allows passengers to enjoy the colorful decorations and spirited sounds of the season while they wait.

162. What is the article mainly about?

- (A) Air travel tips for the busy holiday season
- (B) New in-flight services of some airlines
- (C) Watching movies on airplanes
- (D) Providing performances at airports

163. When does everything described occur?

- (A) All year long
- (B) Only at night
- (C) Only in November and December
- (D) Only throughout December and January

164. Which group is NOT mentioned?

- (A) Ballet dancers
- (B) Choirs
- (C) String quartets
- (D) Jazz bands

Questions 165-168 refer to the following notice.

Our annual company retreat will be held at the Riu Cancun all inclusive resort, located in Corazone, Cancun's premier resort area on January 13, Sunday. Blessed with great weather and multiple activities, this year's retreat will be particularly entertaining. So, our entire department is encouraged to join in the fun.

There will be a buffet-style lunch, including salad, rolls, vegetables, potatoes, a choice of main dishes, a beverage of your choice, and dessert.

After the lunch, we are going to enjoy an entire afternoon of fun-filled activities. Imagine climbing magnificent mountains, hiking through wild flowers, swimming in the crystal-clear waters of Archer Springs, or cycling on cobblestone streets.

There will be fun-filled adventures for children as well with a wide range of activities such as berry picking and arts and crafts. So bring the whole family. Let the company show our gratitude to all our valued employees and their loved ones.

165. What type of event is described on the notice?
- (A) A cooking demonstration
 - (B) A campground cleanup project
 - (C) A company social function
 - (D) A career enhancement seminar
166. What is true about Riu Cancun resort?
- (A) It has a large parking lot.
 - (B) It contains four restaurants.
 - (C) Fruit picking is the most popular activity.
 - (D) It serves a variety of food.
167. What does the notice encourage people to do?
- (A) Pay before January 13
 - (B) Donate food for the event
 - (C) Bring their children along
 - (D) Register with the department head
168. Which of the following activities is NOT mentioned in the notice?
- (A) Arts and crafts
 - (B) Hiking
 - (C) Archery
 - (D) Swimming

Questions 169-172 refer to the following advertisement.

Do you want to drive an environmentally-conscious vehicle, and reduce fuel costs? With the Drive Flex Fuel Conversion kit, you can change your car's engine so it will operate on ordinary vegetable oil!

If your car has a newer diesel engine, you can convert it to run on vegetable oil, a form of biodiesel fuel, instead of costly and environmentally-harmful diesel fuels. There are many fuel-conversion kits for this purpose available on the market but ours feature free installation, while others require that you pay a skilled mechanic to do it. Make sure your car has a newer diesel engine to start with, as older engines have rubber seals that will erode when they come into contact with vegetable oil. Our conversion kit is not only better for the environment but can save you money on fuel. If you would like to read more about our product, please view our product overview and order your kit today at www.driveflexfuel.com. Not available in retail shops.

169. What is this advertisement for?

- (A) A new hybrid car
- (B) Gallons of vegetable oil
- (C) A kit to convert fuel
- (D) Diesel engines

170. What is one feature of this product?

- (A) It comes with a discount voucher.
- (B) It costs nothing to install.
- (C) It works with older diesel engines.
- (D) It's recommended by mechanics.

171. The word "erode" in paragraph 2, line 6, is closest in meaning to

- (A) define
- (B) undervalue
- (C) scour
- (D) disintegrate

172. Where can this product be purchased?

- (A) Over the Internet
- (B) In retail stores
- (C) In markets
- (D) At car dealerships

Questions 173-177 refer to the following article.

Global Oil Production Peak Nearing

As the leaders of the world's oil producing countries meet this week in Dubai, one conclusion is becoming inescapable; the days of easy motoring may be over.

Oil production in 33 out of 48 countries has now peaked, including Kuwait, Russia and Mexico. Global oil production is now also approaching an all-time peak and can potentially end our industrial civilization. The most distinguished and prominent geologists, oil industry experts, energy analysts and organizations all agree that a crisis is brewing.

Worldwide discovery of oil peaked in 1964 and has followed a steady decline since. According to industry consultants IHS Energy, 90% of all known reserves are now in production. There have been no significant discoveries of new oil since 2002.

While oil production is expected to begin declining, the demand for oil is expected to skyrocket. The oil industry is currently producing 23.6 billion barrels of oil per year, a rate that is rising 2% per year. But, by 2020 demand for oil is expected to jump 60% to 40 billion barrels per year. Much of the new demand will come from the developing economies of China and India. Home to more than 2.3 billion people, the two countries are industrializing at a rapid rate.

While alternative energy sources are expected to eventually replace oil as the world's primary energy source, such technologies are not yet economically feasible. In the short term at least, consumers can expect increasing prices for oil and natural gas.

173. What is the main point of the article?
 (A) The oil in the North Sea fields is running out.
 (B) Drilling technology needs to be improved.
 (C) Oil reserves are being depleted.
 (D) Oil company profits are lower than expected.
174. How much oil is currently being produced globally?
 (A) About 2.3 billion barrels a year
 (B) Less than 20 billion barrels a year
 (C) More than 20 billion barrels a year
 (D) Approximately 40 billion barrels a year
175. How much is the demand for oil expected to increase by 2020?
 (A) 20%
 (B) 40%
 (C) 60%
 (D) 80%
176. What can be said about the global oil fields?
 (A) Global oil field exploration has been decreasing since the 1960s.
 (B) Oil production has already fallen off dramatically.
 (C) Current production from the oil fields does not meet the demand.
 (D) New oil resources have been discovered.
177. What is mentioned about alternative energy sources?
 (A) The experts say that their development is not necessary.
 (B) China invests much money in developing them.
 (C) They will be used instead of gasoline some day.
 (D) They are priced reasonably.

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Questions 178-180 refer to the following letter.

SPECIALISTS IN CONTRACT & INTERNATIONAL LAW

Davis Lewis & Partners
Park View Plaza, Suite 204
202 Berry Field
Aspen, CO 81611

April 12

Mr. Jones,

This letter is to inform you that your patent application has successfully been submitted to the Patent and Trademark Office on April 12. Your temporary number is TN738R. The certificate of the application and the rights belonging thereto can be obtained from our office upon payment of the remainder of the patent legal fees.

The filing date is a cutoff date because the right to a patent for an invention lies with the first person to file an application for that invention. Please now wait for your patent application to be processed, which can take up to 18 months. You may use the term "Patent Pending" to describe your invention to draw attention to the fact that if a patent of the product is copied after the patent is granted, legal infringements will have been made.

Once you receive the notice of allowance, the patent will be valid for twenty years from the date of originally filing the patent application, provided that maintenance fees are paid after 3, 7 and 11 years. Extensions are possible if an application is submitted three months before the patent expires. The patent will be valid only in the territory applied for.

The office of Davis Lewis & Partners prides itself on keeping an up-to-date computerized database of the status of their clients' patents and keeps them adequately informed of any future procedures to be followed.

We are looking forward to your visit to our office.

Sincerely yours,

Theresa Woolsley
Theresa Woolsley
Secretary

178. What is Mr. Lewis' likely profession?

- (A) Manufacturer
- (B) Inventor
- (C) Patent officer
- (D) Attorney

179. What will Mr. Jones have to do next?

- (A) File a different patent
- (B) Pay the attorney's fees
- (C) Amend the application form
- (D) Negotiate or argue with a patent office

180. What is NOT mentioned about the patent?

- (A) The initial applicant has the right to the grant of a patent for an invention.
- (B) There are on-going costs to keep the patent.
- (C) The duration of validity depends on the product.
- (D) It is effective only in a specific area.

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Questions 181-185 refer to the following job advertisement and resume.

ONLINE MARKETING FINANCIAL SERVICES

A global innovator in online financial services has posted an opening for an online marketing specialist covering Australia.

The applicant must be university educated, hold a degree in business, marketing, or an online software field and possess at least six years of field experience in the financial service sector.

The salary being offered by the company is competitive with those offered by other multinational firms. In addition, the company will offer the successful applicant a company vehicle, a fully furnished apartment, and a system of stock incentives. Interviews will be conducted at the West Palm Hotel in Sydney. Letters of reference from previous employers must accompany your application. Include a copy of your resume when you submit your letter of application to the following address:

Nicholas Baldwin
234 White Strip Lane
NSW 2011
Australia

Marcus Verbeek
mverbeek@westbank.com

OBJECTIVE

To work for a multinational financial corporation in the marketing division.

EDUCATION

University of Victoria	(1996-1997)
Victoria, British Columbia	MBA
University of Toronto	(1992-1996)
Toronto, Ontario	BA Business Administration
Glacier College	(1991-1992)
Toronto, Ontario	Certificate of Online Software Development

PROFESSIONAL EXPERIENCE

West Bank	(1999~)
Calgary, Alberta	Financial Advisor

Currently employed by West Bank in the financial services sector. Still heavily involved in online customer service.

Gage Consulting

(1997-1999)

Vancouver, British Columbia

Consultant

Acted as consultant for online companies who were struggling to establish a niche in the internet market.

References: Available upon request

181. Which of the following is a qualification to join the company?
- (A) Ten years residency in Australia
 - (B) Australian citizenship
 - (C) Ownership of a vehicle
 - (D) Previous financial experience
182. What benefits does the company offer the staff?
- (A) Medical insurance
 - (B) A company credit card
 - (C) Moving expenses
 - (D) Stock options
183. Where did Marcus complete his MBA?
- (A) In Toronto
 - (B) In Vancouver
 - (C) In Victoria
 - (D) In Calgary
184. Which of the following is NOT included in the resume?
- (A) A degree in business
 - (B) Letters of reference
 - (C) Knowledge of online software
 - (D) Experience in the financial services sector
185. How will Marcus most likely go to the interview ?
- (A) By car
 - (B) By airplane
 - (C) By train
 - (D) By bus

Questions 186-190 refer to the following two letters.



To Whom It May Concern:

I had dinner at your restaurant three days ago, and have been dining there for two years now. I believe that I have been a long-time regular customer of your restaurant, which is in my opinion the best steak restaurant in this area. Unfortunately, during my visit earlier this week, one of your waiters dropped a tray and steak sauce splattered all over me. My suit was covered in sauce. I have taken the liberty of enclosing the bill for the dry cleaning of the suit, and I would appreciate it if you could reimburse me for the amount of \$30.00.

Sincerely,

Paul A. Cantor

Paul A. Cantor

Dear Mr. Cantor:

Thank you for your letter of August 5, and your long-time patronage. We apologize for the unfortunate accident that happened this week. I regret to say that company policy prohibits us from reimbursing you in cash. However, I have enclosed two gift certificates, each of which is worth \$35.00 and is valid for one year. They can be used at either of our two restaurant locations. And I sincerely hope that you will come back to see us soon.

With sincerest apologies,

John Smyth

John Smyth

General Manager

Tenderloin Steakhouse

186. How long has Mr. Cantor been eating at the restaurant?
(A) 2 days
(B) 3 days
(C) 2 years
(D) 3 years
187. What did Mr. Cantor do with his suit?
(A) He got it cleaned.
(B) He put it in the trash bin.
(C) He donated it to a charity.
(D) He lost it.
188. What did the steakhouse give Mr. Cantor?
(A) Money
(B) A free steak
(C) A pair of gift certificates
(D) Two new suits
189. When did Paul last dine at the restaurant?
(A) August 2
(B) August 3
(C) August 4
(D) August 5
190. How much more money than expected will Mr. Cantor gain?
(A) \$0
(B) \$35
(C) \$40
(D) \$70

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

From : Richard Wagner<rich@hosten.com>
To : Nane Quartay<nane@gmail.com>
Subject : Workshop
Date : November 2

Congratulations on winning the 2009 Golden Book Award. I have read your books titled *How to Become a Marketing Superstar* and *How to Boost Your Presentation Skills* and I was so impressed with your achievements.

The seminar in New York at which you delivered your presentation inspired me. It was very beneficial to me and helped me to negotiate with clients from other countries. Thank you again for your kind permission to use materials from your blog about successful presentations in our company newsletters. I can't tell you how delighted our staff is to be able to bring your work to an even wider audience.

As director of the overseas sales and marketing department of Holsten Co., I would like to cordially invite you to give a speech at one of our workshops. We are planning to have a workshop at Holsten Co.'s headquarters in Los Angeles on either November 15 or November 28. We would pay you \$2,000 to cover your remuneration, travel expenses and accommodations. I would appreciate it if you could notify us of your preference as soon as possible.

Sincerely,
Richard Wagner

From : Nane Quartay <nane@gmail.com>
To : Richard Wagner <rich@hosten.com>
Subject : Seminar Schedule
Date : November 5

Thank you very much for your e-mail. Since I have been away from the office for a few days, I couldn't read your e-mail until today. And I am happy to accept your offer.

I am impressed with your company's rapid growth as an import food company, and I do hope my seminar will be instrumental in helping you to explore new food markets and increase sales. Until the middle of the month I'll be on a presentation tour in Osaka, Singapore, and Tokyo, on November 8, November 12, and November 15 respectively, so it would be better if you could schedule me on the later date, as I need time to prepare for your workshop. Please let me know if this will be OK with you.

Sincerely,
Nane Quartay

191. What is the main purpose of Mr. Wagner's e-mail?
- (A) To extend an invitation to an awards ceremony
 - (B) To encourage the recipient to register for a seminar
 - (C) To extend an invitation to give a speech
 - (D) To congratulate Ms. Quartay on her promotion
192. What is suggested in Mr. Wagner's e-mail?
- (A) Richard was permitted to use Nane's work on the Internet.
 - (B) Mr. Wagner will become a marketing director.
 - (C) Holsten Co. will hold two workshops in November.
 - (D) Nane has never met Richard before.
193. What is probably not included in the \$2,000?
- (A) Airfare
 - (B) Lecture fees
 - (C) Laundry bills
 - (D) Hotel bills
194. Why is Nane sending the e-mail to Richard?
- (A) To inform him of her failure to attend the seminar
 - (B) To accept his offer
 - (C) To change the schedule
 - (D) To express dissatisfaction about the seminar
195. When will the seminar probably be held?
- (A) November 8
 - (B) November 15
 - (C) November 21
 - (D) November 28

The New Hope Recycling

Center is set to open this spring, adding the small town to the growing number of municipalities that recycle. New Hope's public works director, Phillipa Kolnas, said that the residents have been pressuring city officials to introduce some form of recycling to the community for the past couple years. "State law only requires towns with a population of 5,000 or more to have curbside recycling. Even though our population is two-thirds that, we feel it would be in everyone's interests to have a recycling program," she said.

The program aims to collect glass, newspaper, plastic, aluminum and, in some cases, steel. In order to avoid the heavy cost of picking up the recyclable waste, the town will be outfitting its regular garbage trucks to collect the recyclables along with the trash. "In a sense, we're killing two birds with one stone. Many towns lose money by hiring separate staff to pick up the materials, not to mention the detriment to the environment by having additional trucks on the roads," said Mayor Quincy Bishop.

Although many officials have touted the benefits of the new curbside recycling program, many residents have expressed reservations about the project. "The plan is seriously flawed," said Michelle Perry, a local resident. "Most towns lose money on recycling projects. It's going to cost us more to have this program than not."

Dear New Hope Resident,

On Monday, April 5, the town will start its new recycling service. To make this transition as smooth as possible, we are asking for everyone's cooperation on the following items.

1. Please pick up your recycling bins at the New Hope Recycling Center (see attached map). There is a nominal fee of \$36.00 for the use of these bins.
2. Put the bins out on the same day as you do your regular trash. Everything will be collected on the same day.
3. Only place appropriate items in the recyclable bins. Do NOT mix trash and recyclables.
4. The containers are separated into glass, newspaper, plastic, and aluminum bins. Please do not mix recyclable materials. (Steel separation only applies to businesses.)
5. If it is raining, please place newspapers in a plastic bag.
6. Do not break glass that you intend to have recycled. Attempting to sort small pieces is not cost-effective, and they will have to be discarded.

With your help, I'm sure we can all make this program a success. For questions or comments, call (302) 555-3201, ext. 839, or visit us on the web at www.city.newhope.edu/recycling.

Sincerely,

Phillipa Kolnas

Phillipa Kolnas

Director of Public Works



196. Why is New Hope building a recycling center?
- (A) The public has been requesting that one be built.
 - (B) Their population has exceeded 5,000 people.
 - (C) A new state law demands it.
 - (D) It will be profitable for the town.
197. What item are New Hope residents NOT expected to recycle?
- (A) Aluminum
 - (B) Newspaper
 - (C) Glass
 - (D) Steel
198. How will the town of New Hope try to save on costs?
- (A) By hiring only local companies to collect trash and recyclables
 - (B) By charging residents for the new service
 - (C) By using existing vehicles to pick up recyclables
 - (D) By having collection centers located around town
199. In the article, the word "reservations" in paragraph 3, line 2, is closest in meaning to
- (A) concerns
 - (B) promises
 - (C) withholdings
 - (D) presentations
200. What are New Hope residents expected to do?
- (A) Make arrangements to have their bins delivered
 - (B) Put their trash and recyclables out on separate days
 - (C) Avoid breaking glass items into small pieces
 - (D) Put recycle bins out in the rain