

TEST 3

READING TEST

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

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

PART 5

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

101. Next year Khosun Industries will ----- several employees to work in the new factory in Kuala Lumpur.
(A) sent
(B) send
(C) sends
(D) sending
102. The Bernier Company's financial reports are typically published in ----- English and French.
(A) neither
(B) yet
(C) so
(D) both
103. Dr. Vargas will soon retire, ending ----- distinguished 30-year career as a research scientist with Gillan Laboratories.
(A) she
(B) hers
(C) her
(D) herself
104. The route to Sandy Shores Inn is ----- marked from exit 252 on the coastal highway.
(A) clearly
(B) freely
(C) deeply
(D) sharply
105. A ----- from Jensen-Colmes Corporation will be happy to meet with prospective job applicants at the Westborough Job Fair.
(A) represent
(B) representing
(C) representative
(D) representation
106. Please review the new safety procedures and ----- any questions to Mr. Bae at extension 2528.
(A) inquire
(B) direct
(C) expect
(D) prepare

107. Visitors to the library are asked to speak ----- and keep conversations brief when in the main reading room.

- (A) quiet
- (B) quietly
- (C) quietest
- (D) quietness

108. The Milltown Cinema's outdoor café will be closed ----- the winter months.

- (A) about
- (B) out of
- (C) next to
- (D) during

109. Daily guided tours of the warehouse ----- at 10:00 A.M. in the reception area on the first floor.

- (A) begin
- (B) begins
- (C) to begin
- (D) beginning

110. Telephone-conferencing equipment is ----- available in every meeting room in the Judson Building.

- (A) once
- (B) now
- (C) right
- (D) far

111. Saturday's clearance sale will reduce old stock and make room for next season's products, ----- will arrive very soon.

- (A) when
- (B) what
- (C) where
- (D) which

112. Visitors must sign in at the security desk and provide photo identification in order to ----- visitor passes.

- (A) obtain
- (B) design
- (C) require
- (D) involve

113. As part of its business expansion -----, Ausgaard Automobiles plans to launch a line of small utility trucks.

- (A) strategize
- (B) strategic
- (C) strategy
- (D) strategically

114. The department-wide changes suggested ----- Ms. Juntasa received unanimous approval from company management.

- (A) in
- (B) of
- (C) by
- (D) as

115. Candidates for positions at Pereira Consulting should answer the questions on the application form as ----- as possible.

- (A) accurate
- (B) accuracy
- (C) accuracies
- (D) accurately

116. Marsden Manufacturing, Inc., is hiring temporary workers to address the present ----- for greater personnel resources.

- (A) measure
- (B) denial
- (C) demand
- (D) claim

117. Crown Corporation has been the nation's ----- commercial supplier of fabric dyes for over 25 years.

- (A) leads
- (B) leader
- (C) to lead
- (D) leading

118. The community swimming pool is not to be used at any time ----- a trained lifeguard is on duty.

- (A) in fact
- (B) unless
- (C) in case
- (D) otherwise

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119. The exhibition of German sculpture will be on ----- for the next twelve weeks at the Richter Art Museum.
- (A) display
(B) appearance
(C) arrangement
(D) survey
120. Employees must receive ----- approval for any travel that will be reimbursed by the company.
- (A) close
(B) past
(C) prior
(D) late
121. Most of the new houses for sale on Seegers Island are ----- priced and in excellent condition.
- (A) moderate
(B) moderated
(C) moderately
(D) moderation
122. All members of the sales team are grateful for Michael Dreyman's substantial ----- to the project over the last six months.
- (A) assurance
(B) dependence
(C) obligations
(D) contributions
123. Researchers at Firmatek Synthetics are working on a new material that will be twice as ----- as ordinary concrete.
- (A) durably
(B) durable
(C) durability
(D) durableness
124. Dr. Knudsen's patient base has grown so rapidly that he must ----- with another physician.
- (A) partner
(B) afford
(C) hire
(D) conform
125. The content on the Aspero Designs Web site is protected by copyright law and may not be reproduced ----- the company's written consent.
- (A) behind
(B) without
(C) except
(D) before
126. Dr. Hemana and Dr. Wareham, the joint recipients of the Cobalt Research Prize, have known ----- since they were university students in Auckland.
- (A) other one
(B) another one
(C) any other
(D) each other
127. Customers who purchase concert tickets will be charged a service fee ----- they pay by cash or by credit card.
- (A) whether
(B) either
(C) even
(D) despite
128. In addition to fine dining, the elegant Ipswich Inn provides every amenity ----- for small or large business meetings.
- (A) necessity
(B) necessitate
(C) necessary
(D) necessarily
129. As head of Human Resources, Rachel Ashton will inform ----- employees of job openings before advertising the positions on the Internet.
- (A) allowable
(B) entire
(C) permissive
(D) current

130. The library at the Kane-Clark Institute contains numerous items ----- the history of the renowned philanthropic organization.
- (A) document
(B) documents
(C) documentary
(D) documenting
131. Mr. Takei attended one business conference in April and plans to attend two more conferences ----- in the year.
- (A) then
(B) later
(C) long
(D) ever
132. Whitcomb Hospital's new efficiency program aims to reduce the workload of hospital employees while improving patient -----.
- (A) care
(B) cared
(C) careful
(D) carefully
133. This afternoon's flights to Barcelona, London, and Rome have all been delayed ----- inclement weather in the destination cities.
- (A) as for
(B) due to
(C) now that
(D) only if
134. To save time and costs, Alberta Industries recommends that any associates who travel for business ----- the amount of luggage they carry.
- (A) minimize
(B) to minimize
(C) have minimized
(D) minimizing
135. Patrons who arrive at the theater ----- the show has begun will not be seated until the intermission.
- (A) wherever
(B) into
(C) along
(D) after
136. Parking is prohibited in areas marked for emergency use, and drivers who park their vehicles in these zones are ----- to substantial fines.
- (A) subject
(B) subjecting
(C) subjection
(D) subjections
137. According to the proposal, a large block of rooms in the east wing of the new building will be ----- for storage.
- (A) designated
(B) detained
(C) reciprocated
(D) signified
138. ----- of homegrown and organic fruits and vegetables, as well as handmade crafts and jewelry, are available for purchase at the Springdale community market.
- (A) Varies
(B) Variant
(C) Varieties
(D) Various
139. The research and development division at Spiridon Biometrics has improved the quality and scope of its products under Ms. Chang's -----.
- (A) disposal
(B) direction
(C) prominence
(D) capacity
140. Customers concerned about ----- utility rate increases will be given the option of prepaying for three months of service at today's rate.
- (A) considerate
(B) instructive
(C) probable
(D) expended

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PART 6

Directions: Read the texts that follow. A word or phrase is missing in some of the sentences. Four answer choices are given below each of the 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 e-mail.

To: Jennifer Lambert <jlambert@brighamboles.com>
From: Avani Desai <adesai@brighamboles.com>
Date: July 7
Subject: Welcome!

Dear Ms. Lambert,

Welcome to Brigham-Boles Pharmaceuticals. I am ----- that you have joined our marketing team,

141. (A) delight
(B) delighted
(C) delightful
(D) delightfully

and I look forward to working with you in the weeks and months ahead.

Over the next few days, you are scheduled to attend a number of training sessions. These ----- you

142. (A) to help
(B) have helped
(C) will help
(D) were helping

learn about our company policies and departmental procedures. Mark McKinney is going to provide you with a detailed schedule of these sessions when he visits you later today. -----, you can begin

143. (A) Formerly
(B) In contrast
(C) Ever since
(D) Meanwhile

acquainting yourself with the introductory training materials that I have left on your desk.

Once again, welcome to our team! If you have any questions, please feel free to call me at extension 8546.

Sincerely,

Avani Desai, Manager
Marketing Department

Questions 144-146 refer to the following letter.

April 10

Mr. Rafael Mercado
Sun Electronics Credit Department
2258 Hastings Boulevard
Grand Rapids, MI 49501

Dear Mr. Mercado:

Re: Account number 489564

I am writing in response to the payment request I received in the mail from your company on April 5. This letter indicated an outstanding balance of \$342.49 on my account. -----, I paid off my entire

144. (A) Therefore
(B) However
(C) Consequently
(D) Furthermore

account balance on March 17 and have made no new charges since then. I confirmed this with my bank, and I am told that ----- of the payment can be provided.

145. (A) verify
(B) verified
(C) verifiable
(D) verification

Please double-check your records. If you require further proof, please let me know, and I will put ----- in touch with a manager at my bank who can confirm my payment.

146. (A) you
(B) him
(C) me
(D) them

Sincerely,

Tamara Owens

Tamara Owens

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Questions 147-149 refer to the following letter.

20 February

Ms. Samantha Shaw
Global Foods Corporation
2000 Harbor Road
Tsim Sha Tsui
Kowloon, Hong Kong

Dear Ms. Shaw,

Thank you for choosing Pan-Asian Shipping to meet the shipping needs of Global Foods Corporation. We look forward to establishing a long and prosperous relationship with your -----.

147. (A) hospital
(B) compartment
(C) transportation
(D) company

Although we are a small business ----- priority is the Asian market, we also make deliveries to

148. (A) whose
(B) with
(C) that
(D) there

major European and North American cities. While the cost depends on the destination, we strive to keep our rates ----- with those of the major worldwide shipping services.

149. (A) competed
(B) competition
(C) competitive
(D) competitively

Again, thank you for your patronage. We hope to serve you again in the future.

Sincerely,
Atsushi Noguchi

Atsushi Noguchi
Vice President, Public Relations
Pan-Asian Shipping

Questions 150-152 refer to the following article.

LONDON, 2 November — Dixon Dairy Products Ltd. announced today that it will spend nearly £1.5 million to improve the ten inspection rooms at its facility in Slough. The company will install new storage tanks and state-of-the-art equipment to regulate temperature. The ----- is expected to

150. (A) relocation

(B) upgrade

(C) transfer

(D) merger

increase the company's dairy production by at least 20 percent over the next three years.

The plans are motivated by increased demand for Dixon products in several markets. In addition to the Slough facility, Dixon has a smaller production plant in Cardiff, Wales, where a similar project commenced early last year. The work at Cardiff ----- within seven months.

151. (A) has been completed

(B) will be completed

(C) was completed

(D) will have been completed

Since then, the company's dairy production has risen by roughly 4 percent.

Dixon is regarded as the premier producer of cheese and yogurt in the region, and has enjoyed considerable sales in recent years. Last year, the company's cheese sales ----- exceeded

152. (A) alone

(B) apart

(C) above

(D) around

£40 million.

TEST 3

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 e-mail message.

TEST 3

E-mail

From: Megan Campbell

To: Marta Apter

Marta:

I'm sorry I didn't respond to your e-mail earlier. I had a problem with my e-mail system for a few days, and I wasn't able to retrieve new messages. I would be delighted to take on the assignment you propose. Please send me all the details about the project and the deadline. I will be out of town next week, but I look forward to hearing from you.

Megan

- 153.** What is Megan's main purpose in writing this e-mail?

- (A) To apologize to Marta for not finishing an assignment
- (B) To tell Marta she will accept an assignment
- (C) To tell Marta she will be unable to complete an assignment on time
- (D) To explain to Marta her problems with an assignment

- 154.** Why did Megan not respond to Marta earlier?

- (A) She needed to work on another project.
- (B) She was not able to accept new work.
- (C) She was out of town.
- (D) She had a computer problem.

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Questions 155-156 refer to the following letter.

Lamberts Bank
206 Rampton Hill
Thompson, WY 82073-3341

June 26

Mr. Michael Hunter
92 Woodvale Road
Wilton, WY 82007

Dear Mr. Hunter:

Your application for a bank account has been successful, and we are able to offer you the following:

- Checkbook
- Check guarantee/debit card
- Use of Lamberts automatic teller machines (ATM's) and CONNEX ATM's
- Online banking and 24-hour telephone banking

A copy of the bank account conditions that apply to your account is enclosed.

Please deposit a minimum of \$100 into your account. Once this has cleared, we will send your check guarantee/debit card to you.

Thank you for your business.

Sincerely,

Jean Villiers

Jean Villiers (Ms.)
Accounts Manager

155. Why is the bank writing to Mr. Hunter?

- (A) He lost his check book and check guarantee card.
- (B) There are new charges to his account.
- (C) He asked to open an account.
- (D) He needed instructions for using the ATM's.

156. What is Mr. Hunter asked to do after receiving the letter?

- (A) Telephone the bank
- (B) Register online
- (C) Sign a contract
- (D) Make a deposit

Questions 157-159 refer to the following letter.

Excelon Travel Services, Inc.
 711 Market Street
 San Francisco, California 94102

Dear Mr. Mirza:

Thank you for giving Excelon Travel Services the opportunity to arrange your family's vacation travel plans. As an additional service to you, we have provided an overview of your travel and hotel arrangements (all times are local):

Date	Flight No.	Place/Time Depart	Place/Time Arrive
March 3	CM 045	San Francisco—8:40 A.M.	Honolulu—10:50 A.M.
March 10	CM 1226	Honolulu—1:00 P.M.	San Francisco—8:50 P.M.

Upon your arrival at Honolulu, your rental car will be waiting for you—just go to the Fritz Rentals service desk. As we discussed, room reservations have been made at the Mahalo Hotel; directions to the hotel will be available at the car rental desk.

We pride ourselves on over twenty years of providing the highest level of customer satisfaction and would very much appreciate your feedback on your experience with Excelon Travel Services. To help us continue to improve, please visit our Web site at www.excelonts.com and fill out our customer satisfaction survey.

Once again, thank you very much for your business.

Sincerely,

Janet S. Ono

Janet S. Ono
 Customer Service Associate
 Excelon Travel Services

157. Why will Mr. Mirza travel to Honolulu?

- (A) To conduct a business transaction
- (B) To attend a conference
- (C) To set up a Web site
- (D) To go on vacation with his family

159. What does Ms. Ono ask Mr. Mirza to do?

- (A) Call her when he gets to Honolulu
- (B) Send payment as soon as possible
- (C) Complete a survey
- (D) Give her his e-mail address

158. Where will Mr. Mirza get directions?

- (A) At the travel agency
- (B) At the Fritz Rentals desk
- (C) At the Mahalo Hotel
- (D) At Excelon's Web site

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Questions 160-162 refer to the following article.

£50m Print Works to Open

The city of Reading this week landed one of the biggest and most significant investments in the city in years—a £50m print works that promises 1,000 jobs. The Scorpia Group, one of Europe's largest independent printing companies, has chosen a site on Compton Way for its new plant. This was the former Hartland Steelworks location.

Local leaders are delighted at the prospect of hundreds of highly skilled jobs and training opportunities being created in the Reading area. Robert Andrews, chief executive of the Reading City Investment Initiatives said, “The scale and nature of this project will give a huge boost to the local economy.”

The printing plant will offer top-quality and fast color production of magazines, catalogs, and other publications. The Compton Way site is owned by Scorpia's development partner, which was asked to draw up plans for the site. The company has chosen the Compton Way site on the basis of its location, the financial grants that are available from the central government, and the local labor market.

The chief executive of Scorpia said, “The location of our new plant, with access to the road network and rail freight links, and the reputation of the workforce in the region had a big impact on our decision-making process. In addition, the attitude and cooperation of local authorities in Reading is a positive example to the rest of the country of how to attract new investments.”

160. What is the article mainly about?

- (A) Job openings at a steelworks factory
- (B) Investment opportunities in Europe
- (C) The proposed site of a new plant
- (D) New laws enacted by the Reading City Council

161. What is NOT mentioned as a reason for choosing the location on Compton Way?

- (A) It has good road and rail links.
- (B) It has been enlarged recently.
- (C) The government offers financial assistance.
- (D) Plenty of labor is available locally.

162. Why does the head of Scorpia praise Reading's local government?

- (A) It has established strong ties with Europe.
- (B) It cooperates with the local news reporters.
- (C) It has encouraged development in the city.
- (D) It offers financial aid to residents.

Questions 163-165 refer to the following memorandum.

Memorandum

To: Motor Pool Users
From: Hafid Benabou, Director
Date: February 27
Subject: Motor Pool Checkout Card

Company policy states that everyone who uses a company vehicle must have a valid motor pool checkout (MPC) card. All MPC cards will expire April 30. Current cardholders should apply for renewal by March 31. New cards will be approved only for employee drivers fulfilling the requirements below.

1. Vehicles are lent ONLY to carry out company business.
2. All drivers must be in compliance with all current motor vehicle laws.
3. All drivers must complete an eight-hour National Safety Council (NSC) defensive driving course before an MPC card will be issued.

Please fax MPC card requests to Mark Fernández (1149 27384). Include your driver's license number and expiration date, a certified copy of your driving record (obtainable from the central police station), and a copy of your NSC defensive driving certificate. To enroll in the defensive driving course (next session, March 15), phone Jennifer Latourche (ext. 2525).

163. What is the purpose of the memo?

- (A) To announce a change in staffing assignments
- (B) To notify employees of a new course
- (C) To remind employees of a company policy
- (D) To introduce new staff members

164. When does the next driving course start?

- (A) February 27
- (B) March 15
- (C) March 31
- (D) April 30

165. What does NOT need to be faxed with the card request?

- (A) Driver's license information
- (B) A copy of a driving course certificate
- (C) A copy of a driving record
- (D) A copy of the old MPC card

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Questions 166-169 refer to the following letter.

December 4

Benedetto Consulting Services
Riva Schiavoni 5321
Venice, Italy

Dear Sir/Madam:

I am interested in applying for the managing consultant position you have posted on your Web site. I believe that my background and experience make me an attractive candidate for your consideration.

After graduating from State University, I founded a small computer graphic-design company, Online Style. This company became increasingly successful over the years. I hold 65 percent of the shares and continue on its board of directors as chairperson, although I have relinquished my position as general manager and stepped down as CEO.

The agency I now direct, Business First, provides consulting services for companies interested in improving the effectiveness of their advertising. Despite the success of this new business venture, I am seeking at this time to relocate to Venice for personal reasons.

As you can see from the enclosed résumé, I have a broad background in business development and marketing as well as advertising. Because of my diverse experience, I have developed strong skills in financial consulting. I have also acquired expertise in designing presentations for large audiences and planning successful business meetings.

I believe my skills and abilities fit the description of the person you are seeking. While I am knowledgeable about general business issues in both the domestic and international arenas, I will want to thoroughly understand those that are unique to your business, and I am confident that I can do so rapidly. One of your requirements, maintaining good community relations, happens to be one of my greatest strengths. I would be happy to provide you with names of people who can personally testify to this.

I would welcome the opportunity to discuss how my skills could benefit your organization. Please find my telephone number and e-mail address in my résumé. I look forward to hearing from you.

Sincerely,

Estelle Juti

Estelle Juti

enclosure

- 166.** How is Ms. Juti currently involved with Online Style?
- (A) She is the business manager.
(B) She is the chairperson of the board of directors.
(C) She is the financial consultant.
(D) She is the head graphic designer.
- 167.** What kind of service does Business First provide?
- (A) Marketing
(B) Foreign investment
(C) Consulting
(D) Computer repair
- 168.** What does Ms. Juti say about why she wants to relocate to Venice?
- (A) Her new company is not successful.
(B) Her reasons are personal.
(C) She needs more experience.
(D) Her family is in Venice.
- 169.** What does Ms. Juti NOT say is one of her qualifications?
- (A) She has worked in many different countries.
(B) She has extensive business experience.
(C) She has a background in advertising.
(D) She has expertise in arranging business meetings and presentations.

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Questions 170-172 refer to the following information.

Milltown Community Theater

Board Meeting Minutes

Sunday, November 16

Milltown Public Library

OPENING: President Eliot Rogers conducted the meeting. He introduced the new board member, Anita Russell. Ms. Russell has volunteered at the theater since its beginning. She most recently worked to successfully secure financial support for next season's productions.

MINUTES: Minutes from the September 28 meeting were approved with minor corrections.

FINANCIAL REPORT: The financial statements from October were reviewed by Patty Schmidt, Treasurer. She explained that recent reductions noted in the operating fund were due to a rise in the price of heating oil. Schmidt noted that a grant has been received from the Acme Savings Bank. These funds will be used to initiate a summer program for children.

DEVELOPMENT COMMITTEE: Members of the committee led discussions of recent attempts to obtain new grants, other fund-raising possibilities, and an initiative to attract publicity for the theater through local businesses.

NEXT BOARD MEETING: The next meeting of the board will be on Sunday, January 25, at 2:00 P.M. in the Milltown Public Library.

Meeting adjourned at 3:45 P.M.

Respectfully submitted,

Nancy Fordham

Nancy Fordham

170. Who was in charge of conducting the meeting?

- (A) Eliot Rogers
- (B) Anita Russell
- (C) Patty Schmidt
- (D) Nancy Fordham

171. What has recently increased?

- (A) The cost of gifts for new board members
- (B) Fees for administering a grant
- (C) Expenses for a summer program for children
- (D) The cost of heating fuel

172. What was NOT discussed in the meeting?

- (A) Efforts to increase funding
- (B) Advertising in the local community
- (C) Plans to attract new volunteers
- (D) The report of the September meeting

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Questions 173-176 refer to the following letter.

Peterson Turbines
500 Main Boulevard
Peoria, IL 55490

June 20

Mr. Fred Higgins
President
First Rate Lawn Supply
31 Nightshade Street
Peoria, IL 55490

Dear Mr. Higgins:

Three years ago we chose to buy lawn sprinkler valves from you for our new headquarters because we knew of you as a neighborhood business that lives up to the reputation of its company slogan: "Quality is our main priority."

As you may recall, your sales representative Andrew Peters spoke to me at length about our needs. I told him that we were more interested in durability than in saving a few dollars. Andrew said that you carried both brass and plastic valves, brass for \$75 each and plastic for \$50 each, both from reliable manufacturers. We knew that the brass are usually good for 6 years. Andrew assured us that the plastic would hold up as well, if not better.

On Andrew's recommendation our company purchased 48 plastic automatic sprinkler valves from you. Over the past 3 months the sleeve connecting the top of the valve to the main water pipe has burst or cracked on 12 of the valves. Last Sunday one-third of the lawn was flooded for a full day, since 2 valves broke while our small maintenance crew was out handling a problem in another building across town.

The result is that besides repairing considerable damage to the lawn (estimates run about \$1,000), we will need to replace the 12 valves.

We are aware that our warranty expired a year ago. However, since the plastic valves were purchased on your recommendation, we think you should be willing to stand behind your work and provide the labor to install brass valves. We are willing to pay for the new valves themselves.

Sincerely yours,

Maria Palmer

Maria Palmer
Maintenance supervisor

173. When did Peterson Turbines purchase valves from First Rate Lawn Supply?

- (A) Three months ago
- (B) Six months ago
- (C) One year ago
- (D) Three years ago

174. Why did Peterson Turbines choose to do business with First Rate Lawn Supply?

- (A) First Rate had offered a substantial discount.
- (B) First Rate had a reputation for commitment to quality.
- (C) First Rate had the best selection of products.
- (D) First Rate had relocated to a convenient neighborhood.

175. Who is Andrew Peters?

- (A) An employee of First Rate Lawn Supply
- (B) The owner of Peterson Turbines
- (C) A colleague of Maria Palmer
- (D) A salesperson at the valve manufacturer

176. What does Maria Palmer ask Mr. Higgins to do?

- (A) Repair damage to her lawn
- (B) Pay the water-damage bill
- (C) Provide workers to replace the valves
- (D) Pay for new brass valves

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Questions 177-180 refer to the following letter.

**Department of International Business
Bangkok Business University
1855 Henry Dunant Road * Bangkok 10330**

March 30

Ms. S. Veratanavanit
Diwikar Oil and Gas Corporation
Bangkok

Dear Ms. Veratanavanit,

I am writing to thank you for authorizing Mr. Shinawakra of your staff to arrange a very fruitful visit by fifteen graduate students and faculty from the Bangkok Business University to the Diwikar Oil and Gas Corporation. Mr. Shinawakra planned a very interesting round-table discussion in the morning with several of your senior executives responsible for strategy implementation, concentrating in particular upon consumer behavior, cost dynamics, and corporate social responsibility—some of my students' particular areas of interest.

After eating lunch with the group, Mr. Shinawakra presented a very professional summary of career opportunities in corporate Thailand, especially at Diwikar Corporation. As a former executive of Diwikar, I was pleased that he did such an excellent job representing the company. We were all extremely impressed by his professional demeanor and the attention he gave to many details of the visit.

Very truly yours,

Thaksin Panupong

Thaksin Panupong

177. What is the purpose of this letter?

- (A) To commend a company employee
- (B) To authorize an official visit
- (C) To arrange for a discussion
- (D) To explore future collaborations

178. Where does Thaksin Panupong work?

- (A) At an accounting office
- (B) At a travel agency
- (C) At a university
- (D) At an engineering firm

179. Which of the following did the visitors NOT do in the afternoon?

- (A) Eat lunch with Mr. Shinawakra
- (B) Take a tour of Diwikar Corporation
- (C) Learn about corporate Thailand
- (D) Hear about career opportunities

180. What does Thaksin Panupong say about Mr. Shinawakra?

- (A) He works in the human resources department.
- (B) He has a good sense of humor.
- (C) His position is senior executive.
- (D) He is attentive to detail.

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Questions 181-185 refer to the following advertisement and e-mail.

Graphic Designer wanted. Design and create graphics for weekly newspaper. University degree in communication art or design necessary, plus one year of job-related experience. Familiarity with publishing helpful. Applicants should also possess knowledge of current trends in technology. Send résumé by July 5 to Betty Kang, *Computer Times Weekly*, 225 Camble St., Vancouver, BC V5Z1M2 or bkang@computertw.com

From: Tanaka, Stephen
To: Kang, Betty
Cc:
Subject: Graphic Designer Position Sent: Fri 6/15 11:33 AM

Dear Ms. Kang:

I am writing in response to your advertisement for a graphic designer that appeared in the May 30 issue of the *BC Bulletin*. I believe I am very qualified for this position. As you will see from my attached résumé, I have a college degree in communication design and have worked as a graphic designer in Los Angeles for the past two years. I will be relocating to the Vancouver area on August 1, and I am available for employment from that time.

Please do not hesitate to contact me if you need additional information. I will be happy to supply references and to submit a portfolio of my designs.

Sincerely,

Stephen Tanaka
stanaka@email.net



Tanaka resume.doc

181. Where does Betty Kang work?

- (A) At a university
- (B) At a public-relations firm
- (C) At a computer store
- (D) At a newspaper

182. What is NOT mentioned as a requirement for the position?

- (A) Former employment in graphic design
- (B) Knowledge of computer programming
- (C) A college degree in the field
- (D) Familiarity with recent developments in technology

183. By what date should applicants respond to Betty Kang?

- (A) May 30
- (B) June 15
- (C) July 5
- (D) August 1

184. Why does Stephen Tanaka mention his work in Los Angeles?

- (A) He has more experience than the minimum amount required.
- (B) He met Betty Kang once at his office there.
- (C) He needs more advice about a project he is doing.
- (D) He is not sure if his background is appropriate.

185. What did Stephen Tanaka enclose with his letter?

- (A) An advertisement
- (B) Some designs
- (C) Some references
- (D) A résumé

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Questions 186-190 refer to the following two memos.

MEMO

TO: All Staff
FROM: Norma Nguyen, product-development team
DATE: May 13
RE: Request for new product ideas

I would like to announce that a product-development team has been formed to review new product ideas for personal-care products. We strongly encourage you to submit any ideas you have for new products. One advantage of submitting your ideas through the team is that we make your participation in the development of the product possible, giving you valuable insights into the development process as a whole.

The team has created an idea submission guide, which outlines the kind of information necessary for the team to review your new product idea, offer you feedback, and move your idea forward toward implementation. Please contact me if you would like me to send you a copy of the guide.

Please do not hesitate to contact me, or any member of the team, if you have questions about the new product-submission procedures. We look forward to your participation!

TO: Norma Nguyen
FROM: Sam Patel
DATE: May 17
RE: Request for new product ideas

I have little experience in the area of developing personal-care products, but I have been thinking about the potential of a hair-care product line for men that might interest the product-development team. Please forward a copy of the idea submission guide to me. In addition, I would like to talk with you to make sure this is the type of product your team is interested in developing. Please contact me at extension 553 at your earliest convenience.

Thank you.

- 186.** What is the purpose of Norma Nguyen's memo?
- (A) To announce a new line of personal-care products
(B) To tell staff about a new product-development team
(C) To encourage staff to buy personal-care products
(D) To ask staff to review competitors' products
- 187.** What is a stated advantage of contacting the product-development team?
- (A) Employees can receive a bonus for developing a successful product.
(B) Employees can participate in developing the products they have proposed.
(C) Employees can meet regularly to come up with new product ideas.
(D) Employees can get discounts on new products.
- 188.** What can be inferred about the idea submission guide?
- (A) It is being sent to every employee.
(B) It gives examples of new products.
(C) It is attached to Ms. Nguyen's memo.
(D) It explains the new product-development process.
- 189.** Who is Sam Patel?
- (A) An applicant for a job
(B) A member of the product-development team
(C) An employee with an idea
(D) A hair-care specialist
- 190.** What will Norma Nguyen probably do when she receives the memo from Sam Patel?
- (A) Send him the idea submission guide
(B) Contact him for a job interview
(C) Ask him to submit a cost analysis of his idea
(D) Ask him about his experience working on personal-care products

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Questions 191-195 refer to the following article and letter.

STEREO REVIEW

SMALL WONDER MAKES BIG SOUND

by William Franklin

After 30 years at Superior Sound Labs (SSL), legendary audio engineer John Anderson has left and started an independent firm, Anderson Associates, to sell his latest creation. The A2000 radio is only 5 centimeters tall, but despite its small dimensions, it delivers excellent sound and usually gets very good reception. Mr. Anderson is best known as one of the engineers who invented the RX3 noise-reduction system.

From the outside, the design of his new product is breathtakingly simple. The A2000 radio consists of two knobs and a speaker—the large knob is the tuning dial and the small one controls the volume. The A2000 sounds far better than anything else in its modest price range. I tested it against an expensive stereo system I own and was very surprised at how well its performance compared. My only complaints are that the radio comes only in white and that I had a little trouble picking up one of my favorite stations on the tuner.

To: Editors of Stereo Review

Thank you for your positive review of our new product. I feel that the A2000 is designed for people who care more about how a radio sounds than how it looks. However, my business partners have convinced me that not everyone feels the way I do. Consequently, I would like to inform your readers that we will be releasing the A2000 in four decorator colors in time for the holidays this year.

To improve FM reception, try moving the radio closer to a window or outside wall, plugging it into a different outlet, or moving around the power cord (which also functions as an antenna wire).

By the way, your review contains one inaccuracy that I would like to take this opportunity to correct. I was an engineer employed by SSL at the time that RX3 was developed, but I was not involved with that project in any way.

Sincerely,

John Anderson
President, Anderson Associates

191. What is unusual about the A2000?
- (A) Its distribution system
 - (B) Its color
 - (C) Its development schedule
 - (D) Its size
192. What comparison is made in the review?
- (A) The RX3 to the A2000
 - (B) The product's performance to the product information brochure
 - (C) The A2000 to an expensive stereo system
 - (D) Superior Sound Labs to Anderson Associates
193. What is the purpose of Mr. Anderson's letter?
- (A) To correct information in a previous letter
 - (B) To inform the editors of a new partnership
 - (C) To respond to comments in a magazine article
 - (D) To request extra copies of a magazine
194. What was Mr. Anderson's occupation when he worked at SSL?
- (A) Musician
 - (B) Engineer
 - (C) Editor
 - (D) Historian
195. What suggestion does Mr. Anderson NOT make to Mr. Franklin about his radio?
- (A) Adjust the power cord
 - (B) Put it near a window
 - (C) Plug it into a different outlet
 - (D) Buy a newer model

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Questions 196-200 refer to the following two letters.

BLACK DIAMOND ARCHIVES

February 27

Ms. Susan Lanford
Lanford, Ltd.

Dear Ms. Lanford,

Thank you for your recent inquiry regarding our filing services. This letter is to follow up on our call of February 23 and to set forth our terms in writing for your reference and company approval.

As you know, Black Diamond Archives has been a trusted partner since 1937 to the thousands of companies that turn to us for their records management needs. We have 400 records centers worldwide where we offer storage, duplication, and shredding of documents.

In our conversation we discussed the standard pick-up and storage rate for approximately 40 to 50 cartons of files, to be taken to our fully air-conditioned Westhaven facility. I am pleased to inform you that after further consideration I am able to offer you a special volume rate of \$300 per month, plus a \$60 pick-up fee, effective March 1. If this special rate is acceptable, please call me at 699-555-1857 as soon as possible, and I will send over an authorization form for your signature. I look forward to doing business with you.

Yours truly,

Jeremy Tattt

Jeremy Tattt
Manager

DIAL-A-FILE HOME OFFICE SERVICES

Dear Potential Customer:

Your company's name was given to us as someone who might be interested in huge savings on their file organization costs. You may not have heard of us before now, but ask any of our customers about Dial-A-File, and you'll hear about our great reputation.

Call us anytime, and we'll bring a large filing cabinet to your office very quickly on the same day. When it is full and ready to be stored, just call us again, and we'll pick it up within three hours. Anytime you need access to those files, we will deliver the cabinet to your office within 24 hours. That is the Dial-A-File advantage: we come to you whenever you need us. We even offer free pickup and delivery for customers signing a five-year contract.

Our storage facility has state-of-the-art security and automatic climate control systems. For more information about our services and customer testimonials, please check out our Web site at www.dialafile.com.

Sincerely yours,

Matt Weinstein

Matt Weinstein

196. What service do both of these companies provide?
- (A) They store files.
 - (B) They record meetings in company offices.
 - (C) They provide air-conditioning for office facilities.
 - (D) They design filing cabinets.
197. What feature is advertised by both companies?
- (A) Extended contracts
 - (B) Superior security
 - (C) Free pickup
 - (D) Temperature control
198. What can be inferred about the \$300 monthly rate Mr. Tatt offers Ms. Lanford?
- (A) It is lower than his previous offer.
 - (B) It is applicable at all Black Diamond facilities.
 - (C) It is cheaper than the Dial-A-File rate.
 - (D) It will double after March 1.
199. What can be inferred about Mr. Weinstein from his letter?
- (A) He manages the Black Diamond Web site.
 - (B) He works at a facility in Westhaven.
 - (C) He has not done business before with Lanford, Ltd.
 - (D) He is interested in buying office furniture.
200. What does Mr. Weinstein emphasize about the service provided by his company?
- (A) It has a money-back guarantee.
 - (B) It is very fast.
 - (C) It is inexpensive.
 - (D) It is available internationally.