

RC

기술 TEST

01

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. Departmental restructuring will be discussed at the ----- monthly meeting.
(A) next
(B) always
(C) soon
(D) like
102. To keep ----- park beautiful, please place your nonrecyclables in the available trash cans.
(A) our
(B) we
(C) us
(D) ours
103. Mr. Hardin ----- additional images of the office building he is interested in leasing.
(A) informed
(B) asked
(C) advised
(D) requested
104. A team of agricultural experts will be brought ----- to try to improve crop harvests.
(A) because
(B) either
(C) between
(D) together
105. The board of Galaxipharm ----- Mr. Kwon's successor at yesterday's meeting.
(A) named
(B) granted
(C) founded
(D) proved
106. If your parking permit is damaged, bring it to the entrance station for a -----.
(A) replacement
(B) replacing
(C) replace
(D) replaces
107. Mr. Ahmad decided to reserve a private room for the awards dinner ----- the restaurant was noisy.
(A) rather than
(B) in case
(C) such as
(D) unless
108. Ms. Jones has provided a ----- estimate of the costs of expanding distribution statewide.
(A) conserve
(B) conserves
(C) conservative
(D) conservatively

109. Each quarter, Acaba Exports sets ----- sales goals for its staff.
- (A) compact
(B) wealthy
(C) faithful
(D) realistic
110. Ms. Garcia was delighted to receive ----- that her company soon will be featured in the *In Town Times* magazine.
- (A) notify
(B) notification
(C) notifying
(D) notifies
111. Children under five years of age are eligible ----- free vision tests.
- (A) over
(B) down
(C) for
(D) out
112. Drivers on the Partan Expressway are reminded to drive ----- throughout July because of the ongoing construction work.
- (A) caution
(B) cautiously
(C) cautious
(D) cautiousness
113. The committee will resume its weekly meetings ----- Ms. Cheon returns from Scotland on September 17.
- (A) that
(B) once
(C) as well
(D) then
114. The ----- initiative aims to provide public transportation for commuters living in the outer suburbs.
- (A) proposed
(B) proposing
(C) proposal
(D) propose
115. Yesterday's storm ----- interrupted the services of the Duddula, Inc., satellite communications system.
- (A) annually
(B) anytime
(C) whenever
(D) temporarily
116. Even though Cabrera Pictures and Marcella Images make very different films, ----- are successful movie studios.
- (A) several
(B) everybody
(C) some
(D) both
117. ----- of tasks can make a manager's job easier and help other employees learn new skills.
- (A) Reputation
(B) Foundation
(C) Delegation
(D) Permission
118. Proceeds from the sale of Delcrest Corporation were equally ----- among the founder's three daughters.
- (A) divisions
(B) dividing
(C) divide
(D) divided
119. ----- higher than average ticket prices, every performance of Aiden North's new play is sold out for the next six months.
- (A) Throughout
(B) Except for
(C) Despite
(D) Prior to
120. Ricardo Sosa, the executive chef at Restaurant Ninal, responds to guests' suggestions -----.
- (A) respect
(B) respects
(C) respectfully
(D) respected

121. Mr. Koster is negotiating the ----- of the new contract with Arban, Inc.
- (A) scope
(B) turn
(C) grip
(D) drive
122. The equipment-use guidelines ----- on our internal corporate Web site.
- (A) may find
(B) can be found
(C) have found
(D) have to find
123. Professor Han created spreadsheets to calculate the farm's irrigation needs -----.
- (A) dominantly
(B) precisely
(C) relatively
(D) widely
124. For hiring purposes, five years of professional experience is ----- to having achieved certification.
- (A) reasonable
(B) appropriate
(C) equivalent
(D) significant
125. South Regent Aviation is adopting measures to reduce fuel expenses by ----- cargo loads.
- (A) light
(B) lighten
(C) lightly
(D) lightening
126. ----- the most challenging aspect of accepting a new position is negotiating a salary that is both fair and satisfying.
- (A) Perhaps
(B) Outside
(C) Every
(D) While
127. Complaints about its new line of kitchen appliances led Loxevo, Inc., to adopt higher ----- for assessing quality.
- (A) standards
(B) features
(C) risks
(D) institutions
128. The chief engineer noted that constructing another bridge would be more ----- than repairing the existing structure.
- (A) economy
(B) economics
(C) economically
(D) economical
129. Jansen Bus Company drivers are expected to complete regular trainings ----- maintaining their state licenses.
- (A) in addition to
(B) according to
(C) inside
(D) within
130. Ms. DeSoto ----- all employees to come to last week's budget meeting even though only officers were obligated to attend.
- (A) to have urged
(B) had urged
(C) will have urged
(D) was urged

PART 6

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

Questions 131-134 refer to the following notice.

Lakeview Railway Onboard Bicycle Policy

Would you like to use your bicycle to explore the Lakeview Corridor Scenic Area? Our trains have the ----- you need to safely transport your bike. When booking your ticket, just remember that 131. reservations ----- for both you and your bicycle. Reserve your bicycle spot ----- . There are a 132. limited number of storage racks on each train. You are responsible for stowing your bike securely. 133. ----- . Lakeview Railway does not take responsibility for bicycles lost or damaged aboard our 134. trains.

131. (A) stock
(B) equipment
(C) property
(D) revenue

133. (A) early
(B) again
(C) more
(D) instead

132. (A) require
(B) requiring
(C) are required
(D) were required

134. (A) Folding bicycles have become more common.
(B) Additional service fees may apply.
(C) You can obtain route maps at most stations.
(D) You must also supply your own bike lock.

Questions 135-138 refer to the following letter.

Corelli's Bakery
15 Middlemass Street
Youngstown, Ohio 44515

Dear Valued Customer:

For the last three years we have charged the same wholesale prices for our baked goods, including cakes, pies, cookies, and brownies. We regret that sharply rising prices for our raw ingredients, such as sugar and fruit, have forced us to raise our prices by 5 percent ----- **135.**

August 1. We have made every attempt to avoid this price increase. -----, we refuse to **136.** compromise on the quality of our products. Using the best ingredients available will allow us to provide the delicious desserts your restaurant guests have come to expect. ----- **137.**

We appreciate your ----- and look forward to continuing to serve you. **138.**

Sincerely,

Tony Corelli, Owner

- | | |
|--|--|
| <p>135. (A) actual
(B) future
(C) practical
(D) effective</p> <p>136. (A) Similarly
(B) Therefore
(C) However
(D) Accordingly</p> <p>137. (A) We believe you will see that our products are still a great value.
(B) Our efforts to stay profitable have not been successful.
(C) We hope our competitors will raise their prices too.
(D) Our products are healthier than traditional baked goods.</p> | <p>138. (A) supportive
(B) support
(C) supporter
(D) supports</p> |
|--|--|

Questions 139-142 refer to the following e-mail.

To: Noora Abadi
From: Alexis Palmer
Subject: Informational interview
Date: 4 February

Dear Ms. Abadi:

Thank you for taking the time to meet with me yesterday about careers in the aerospace industry.

Your ----- were helpful and have inspired me to seek additional work experience in the field
139.
before I apply to graduate school.

I will consult the Web sites you recommended for job opportunities. As you also suggested, I will
----- a membership in the Eastern Aeronautics Professional Association. ----- . I appreciate the
140. **141.**
information you shared about the organization's conference at the end of the month.

Thank you again for your ----- assistance.
142.

Sincerely,

Alexis Palmer

- 139.** (A) insights
(B) surveys
(C) improvements
(D) revisions

- 142.** (A) generosity
(B) generous
(C) generously
(D) generousness

- 140.** (A) resolve
(B) predict
(C) consider
(D) advertise

- 141.** (A) I look forward to networking with other professionals in the field.
(B) My membership will expire at the end of the year.
(C) I will be giving a presentation at the conference.
(D) I would like to apply for the position soon.

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Questions 143-146 refer to the following letter.

15 October

GPO Box 985
CANBERRA ACT 6512

Dear Ms. Wilson,

On behalf of the Australia Wildlife Park Association, thank you for your donation of 40 AUD to our national park. ----- **143.** Individual contributions have helped it stay open to visitors for more than 50 years. Our goal is to keep the park system running effectively for future ----- to enjoy. **144.**

Enclosed please find a copy of our brochure, which lists various programmes ----- to benefit **145.** both park visitors and our wildlife habitats. Please consider ----- one of these programmes in the **146.** future. The money would be used wisely and would be deeply appreciated.

Sincerely,

Akosua Masika, Membership Chair

- 143.** (A) The association grants scholarships for those studying zoology.
(B) Supporters like you help preserve the park for public use.
(C) We hope you enjoyed your visit to the park today.
(D) Interested parties can volunteer to clean wildlife habitats.

- 144.** (A) generations
(B) lifestyles
(C) committees
(D) planners

- 145.** (A) designer
(B) designs
(C) designing
(D) designed

- 146.** (A) researching
(B) organizing
(C) leading
(D) funding

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts 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 147-148 refer to the following Web page.

The screenshot shows a web browser window with the URL <http://www.cmb.com> in the address bar. The main content is an advertisement for "Crescent Moon Bistro". It starts with a heading "Crescent Moon Bistro" and a paragraph about the venue's services. Below that is another paragraph about an open house event on October 10. Navigation buttons for the browser are visible at the bottom.

Crescent Moon Bistro

Located along the eastern shore of Canawap Bay, the Crescent Moon Bistro is a unique venue for birthday parties, weddings, corporate gatherings, and a host of other social events. Our chefs work with you to craft a perfect menu, while our coordinators will see to it that your event is superbly organized. Rental pricing is based on the date, type of event, and number of attendees.

You are welcome to tour our facility on October 10 from 11:00 A.M. to 2:00 P.M. Meet with our coordinators and culinary staff, and sample items from our creative menu. Admission is free, but registration is required. We are offering 25% off on any booking made during this open house on October 10.

147. What is being advertised?

- (A) A vacation rental
- (B) A new hotel
- (C) An event space
- (D) A summer camp

148. What will be offered on October 10 ?

- (A) A discounted reservation rate
- (B) A special concert
- (C) A famous recipe book
- (D) A class by a famous chef

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Questions 149-150 refer to the following memo.

To: Processing Plant Managers
From: Sunlight Sugar Executive Board
Date: June 15
Subject: News

We are pleased to announce that, following our strongest quarter in over three years, we were ranked as the number-two sugar distributor in the region in the June 1 edition of *Sugar Industry Times*. We are extremely grateful to all our employees, who helped make this possible through their hard work and dedication.

To celebrate this achievement, we would like to recognize employees with a bonus to be added to their July 15 paycheck. Plant managers at each location should inform staff at the next plant meeting on July 1. Thank you for helping us achieve our goals.

149. What is indicated about Sunlight Sugar?

- (A) It is changing the payday schedule.
- (B) It publishes the *Sugar Industry Times*.
- (C) It was established more than three years ago.
- (D) It was previously the number-one distributor of sugar.

150. When will plant managers announce an employee bonus?

- (A) On June 1
- (B) On June 15
- (C) On July 1
- (D) On July 15

Questions 151-152 refer to the following online chat discussion.

The image shows a simulated online chat window. At the top left is a user icon with a question mark. The text area contains the following messages:

Ella Santos [10:02 A.M.]
Good morning. I purchased two tickets to Friday night's performance. However, my business trip was rescheduled, and I won't be in London on Friday. Can I get a refund for this purchase?

Mai Tong, Customer Service [10:04 A.M.]
Thank you for contacting us. Unfortunately, the Mosella Palladium's policies do not allow refunds. We offer exchanges for tickets of equal or lesser value. You can view our entire season, which has a variety of music, dance, and theatre, at www.mosellapalladium.co.uk.

Ella Santos [10:07 A.M.]
I reviewed the season schedule before contacting you. Can you switch the tickets now, or must I call your phone number? I've already made a selection.

Mai Tong, Customer Service [10:08 A.M.]
I can help with that. What would you like to see instead?

Ella Santos [10:10 A.M.]
I'd like two tickets to the Gaperstein Orchestra on 22 October.

At the bottom of the window are standard browser-style scroll arrows.

151. What most likely is the Mosella Palladium?
(A) A sports stadium
(B) A performance venue
(C) A dance company
(D) A theatrical group
152. At 10:08 A.M., what does Ms. Tong mean when she writes, "I can help with that"?
(A) She will send a brochure.
(B) She will arrange a phone call.
(C) She can process a refund.
(D) She can exchange some tickets.

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Questions 153-154 refer to the following e-mail.

E-mail

To:	Ted Lee <ted.lee@comconnecting.com>
From:	Agnaldo Paes <apaes@manosinc.com>
Date:	May 3
Subject:	Interview

Dear Mr. Lee,

Thank you for your interest in the master electrician position here at Manos Contracting, Inc. Your résumé is very impressive, and I would like to schedule an in-person interview sometime next week. Does next Tuesday afternoon work for you? I am usually in the office until 6 p.m. If Tuesday is not convenient, perhaps Wednesday morning would be acceptable? Any time after 9 a.m. works for me. My office is on the second floor of our main building, which is located at the end of Elkton Street. Since this is only our first meeting in the interview process, I do not expect it to last longer than one hour. I look forward to hearing from you soon.

Sincerely,

Agnaldo Paes
Assistant Director of Human Resources
Manos Contracting, Inc.

153. What is probably true about Mr. Lee?

- (A) He is moving to a new town.
- (B) He is an experienced electrician.
- (C) He has recently received professional certification.
- (D) He will be offered a job at the interview.

154. When is Mr. Paes most likely NOT available for an interview?

- (A) Tuesday at 3:15 P.M.
- (B) Tuesday at 6:30 P.M.
- (C) Wednesday at 9:30 A.M.
- (D) Wednesday at 11:30 A.M.

Questions 155–157 refer to the following Web page.

The screenshot shows a web browser window with the URL <http://www.mazullospizza.com>. The page has a header with four buttons: Home, About (which is highlighted), Our Ingredients, and Order Online. Below the header is a section titled "Mazullo's Deep-Dish Pizza" with the subtext "Get a taste of the best pizza in Chicago!". It describes the restaurant's history and service area. A bulleted list details their offerings: fresh pizzas with three toppings, a large beverage, and garlic rolls; optional salads and pastas; and local, organic vegetable toppings. Below this is a link to location information. At the bottom are four buttons for locations: Bridgeport, Lincoln Park, Edgewater, and Avondale, each with a location pin icon.

155. What is true about Mazullo's Bridgeport shop?
- (A) It has recently expanded.
(B) It is under new management.
(C) It does not offer delivery.
(D) It was the first location to open.
156. What is indicated about Mazullo's pizzas?
- (A) They are reasonably priced.
(B) They are imported from Chicago.
(C) Their sauce is made from a family recipe.
(D) Their vegetable toppings come from Mazullo-owned farms.
157. What is NOT included with a deep-dish pizza order?
- (A) Garlic rolls
(B) Pasta
(C) Toppings
(D) A beverage

Questions 158-160 refer to the following letter.



Callum Stevenson
42 Leicester Road
Girvaton, P24 9QS

3 January

Dear Mr. Stevenson,

— [1] —. We are happy to have you as part of the Kendinburgh Transit team. Prior to your receiving training on the vehicle you will be assigned to, we must first ensure that your medical documentation is up-to-date. — [2] —.

The main priority of public transport is the safety of passengers and other motorists. Your ability to safely operate a bus in city traffic and changing weather conditions depends in part on your good health. For this purpose, you will need to undergo a pre-employment physical checkup. To make an appointment, please call (0500) 555 0140. — [3] —. Your examination will be performed by a physician selected by Kendinburgh Transit, and you will not be charged for it. — [4] —. Please present the physician's report to your supervisor on your first day.

We look forward to working with you.

Kristine Yerkes
Kendinburgh Transit

158. Who most likely is Mr. Stevenson?

- (A) A driver
- (B) A mechanic
- (C) A medical assistant
- (D) A city official

159. What is Mr. Stevenson asked to do by phone?

- (A) Extend his medical leave
- (B) Schedule an examination
- (C) Contact his supervisor
- (D) Inquire about weather conditions

160. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"To that end, we need you to complete one more task before beginning employment with us next month."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 161-163 refer to the following article.

A Changing of the Guard at Rolidge Motors

by Nathan Kekana

DURBAN—Rolidge Motors has announced that Cara Walters will be the next CEO of the Durban-based company. Ms. Walters succeeds Thomas Hsing, who has served in the role for fifteen years and is retiring. Most recently, Ms. Walters was executive vice president for Cermak & Holden Ltd., which she helped to grow into one of the largest electronics firms in South Africa.

This marks Ms. Walters' return to Rolidge Motors, where she began her career after graduating from university. She completed the Rolidge Leadership Programme and stayed for seven years before moving on to Cermak & Holden.

"Ms. Walters has both the leadership experience and inside knowledge of Rolidge Motors to make her tenure here successful," remarked Mr. Hsing. "We are excited to have Ms. Walters join us," added Matilde Bekwa, Rolidge Motors' chairman of the board. "Her work at Cermak & Holden has been remarkable, and we look forward to benefiting from her visionary leadership."

161. What does the article mainly discuss?

- (A) The benefits of a leadership training program
- (B) A successful electronics company
- (C) The appointment of a new CEO
- (D) A company opening in Durban

162. What is indicated about Ms. Walters?

- (A) She worked in several departments at Cermak & Holden.
- (B) She was hired by Rolidge Motors after finishing university.
- (C) She was a professor before starting her own company.
- (D) She specializes in saving struggling companies.

163. Which of Ms. Walters' qualifications is mentioned by both Mr. Hsing and Ms. Bekwa?

- (A) Her popularity among colleagues
- (B) Her innovations at Cermak & Holden
- (C) Her academic credentials
- (D) Her reputation as a business leader

Questions 164-167 refer to the following e-mail.

E-mail

To: skim@jigyeapartments.com
From: larue@waterservices.org
Subject: Water Shut-off
Date: 7 January

Dear Mr. Kim,

Because of a maintenance project, the water to Jigye Apartments will be turned off for several hours next Wednesday, 12 January. The interruption will begin at 11:00 A.M. Water service will be restored by 5:00 P.M. Please inform all of your building's tenants in advance about the interruption, as well as these general guidelines:

1. After the water is turned back on, air in the pipes may cause sudden bursts of water. You can fix this problem by running water slowly at first.
2. For any other issues that occur after water service is returned, call our Customer Service desk at the number listed on our Web site for your specific area.
3. Maintenance workers do their best to work quickly and finish as scheduled.

This service interruption is necessary to improve the quality of your water service in the future. We apologize for any inconvenience and thank you for your patience.

Best regards,

Pierrick de la Rue

- 164.** According to the e-mail, when can residents expect to use water again?
- (A) At 7:00 A.M.
(B) At 11:00 A.M.
(C) At 3:00 P.M.
(D) At 5:00 P.M.
- 165.** Who most likely is Mr. Kim?
- (A) A plumber
(B) A building manager
(C) A construction worker
(D) A customer-service agent
- 166.** What potential issue does Mr. de la Rue mention?
- (A) There could be an additional maintenance charge.
(B) There could be a leak in the main water line.
(C) There might be problems with the water flow.
(D) There might be a follow-up check in a week.
- 167.** What is indicated about the residents of Jigye Apartments?
- (A) They should call a specific number with any concerns.
(B) They should try to decrease their water usage.
(C) They have complained to the Customer Service desk.
(D) They have scheduled a tenant meeting on January 12.

Questions 168-171 refer to the following memo.

To: South Street Bank staff
From: William Rees-Yates, Chief Executive Officer
Date: May 12

I am pleased to announce that our bank is expanding. Thanks to our creative marketing and award-winning customer service, the demand for our services has been growing. — [1] —. We will therefore be opening a branch in Leesburg this year.

Although the new branch will not be in operation until July 1, it is already virtually ready to open. — [2] —. There remain, however, a couple of job openings to be filled that can be viewed at www.southstreetbank.com/jobs. If any of our current staff are interested in transferring to the Leesburg branch, we encourage you to review the vacancies soon and apply at the Web site listed above. Please contact Human Resources with any questions. — [3] —.

Meanwhile, our business continues to thrive and grow in other ways. — [4] —. We have recently been nominated for the Business of the Year award by the Chamber of Commerce. This is a significant achievement, due in no small part to the dedicated work of our outstanding team. On behalf of our management team, thank you very much and congratulations.

- 168.** What is the memo mainly about?
- (A) A merger with another company
 - (B) The hiring of several new staff
 - (C) A temporary closing for renovations
 - (D) The opening of a new branch
- 169.** What are staff invited to do?
- (A) Join a local business group
 - (B) Attend a celebratory gathering
 - (C) Review information on a Web site
 - (D) Submit ideas for better customer service
- 170.** What is one achievement Mr. Rees-Yates mentions?
- (A) An award nomination
 - (B) A positive review in a local publication
 - (C) An invitation to a popular event
 - (D) An unexpected increase in investment
- 171.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “Most Leesburg staff have already been recruited.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

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Questions 172-175 refer to the following online chat discussion.

	Monday, 8 May
Gabriel Li (9:10 A.M.)	Good morning, everyone. I want to remind you that Larkin Landscaping will be here at Derryco tomorrow morning to remove the trees from the front parking area. My workers will block off the area before the contractor arrives, so you and your staff should plan to find parking elsewhere or use public transit.
Ava Abberton (9:11 A.M.)	I have a client, Jan McGonagle, who will be driving in from Belfast to meet with me at 10:00 A.M. What should I tell her? Can she contact the facilities department?
Martin Beattie (9:12 A.M.)	There's heavy rain in the forecast. Are you sure the tree work will go forward?
Gabriel Li (9:13 A.M.)	Yes, give Ms. McGonagle my mobile phone number and have her call me when she arrives. I will direct her around the back. The spots there will be reserved for visitors only.
Gabriel Li (9:14 A.M.)	And yes, Larkin assured me the crew comes out rain or shine.
Daniel Deegan (9:15 A.M.)	Remember, too, that we can approve team members to work from home tomorrow. Just make sure that all conference calls are listed on the master schedule on the intranet.
Gabriel Li (9:16 A.M.)	Right. Thank you, all.

172. Who most likely is Mr. Li?
- (A) A landscaping crew member
 - (B) A delivery coordinator
 - (C) A warehouse worker
 - (D) A facilities supervisor
173. Why will Ms. McGonagle contact Mr. Li?
- (A) To schedule a visit with him
 - (B) To obtain parking assistance
 - (C) To get a list of directions to the office
 - (D) To advise him of transit delays
174. What is likely to happen on May 9?
- (A) Some Derryco employees will work at home.
 - (B) Derryco will be closed for business.
 - (C) Ms. McGonagle will stay in a local hotel.
 - (D) Mr. Deegan will cancel a conference call.
175. At 9:14 A.M., what does Mr. Li mean when he writes, "the crew comes out rain or shine"?
- (A) The weather forecast is probably wrong.
 - (B) The outdoor work will proceed as scheduled.
 - (C) Larkin Landscaping employs an outstanding group of workers.
 - (D) Derryco employees should prepare for bad weather.

Questions 176-180 refer to the following Web page and e-mail.

http://www.sunriseaerospace.co.au/companynews

Sunrise Aerospace

HOME COMPANY NEWS CONTACT REVIEWS

We are pleased to announce that our latest design, the Suppliss Seat, will be introduced on Honshu Express's Tokyo–Osaka service route, which is scheduled to debut soon. Since last February, our design team has worked closely with Honshu Express to produce a comfortable seat that meets the most stringent safety standards. Like all our products, it is made of lightweight yet durable materials, resulting in significant fuel-cost savings over time. The prototype for the Suppliss Seat has received high marks from designers and was nominated for a Henry Design Award in January.

To: Joseph Tama <jtama@sunriseaerospace.co.au>

From: Yoshi Yamamoto <yyamamoto@honshuexpress.co.jp>

Subject: Information

Date: 18 March

Hello, Joseph,

I hope that you are well. Many thanks for your quick turnaround since we tested the product with a small group of consumers last month. The features your team added to the initial design are perfect, particularly the optional footrests. We were also impressed with the overall style and noticed how well the seats fit in with the contemporary look of our air carrier interiors.

By the way, the Tokyo–Osaka service route will go operational at the end of April. I'll send you the details next week so that you can post them on your Web site.

Thanks again,
Yoshi

176. What is the purpose of the Web page?
(A) To invite feedback about a service
(B) To announce a business merger
(C) To publicize a successful product
(D) To nominate a product for an award
177. What type of industry does the design team support?
(A) Airline
(B) Technology
(C) Education
(D) City transit systems
178. What characteristic of the Suppliss Seat is NOT mentioned?
(A) It is lightweight.
(B) It supports the feet.
(C) It features a contemporary style.
(D) It has a reclining position.
179. What does the e-mail indicate about the consumer tests?
(A) They have not yet been completed.
(B) They resulted in design changes.
(C) They took place on a specific route.
(D) They did not meet all safety standards.
180. When will the Suppliss Seat come into regular use?
(A) In January
(B) In February
(C) In March
(D) In April

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

Leasing Opportunities

La Gardina Mall offers a unique shopping experience in a beautiful setting of landscaped gardens, courtyards, and fountains. The mall features retail shops that range from well-known chain stores to one-of-a-kind boutiques, as well as a large variety of restaurants and cafés.

With 300,000 square meters of pedestrian-only retail space, La Gardina Mall attracts more than four million visitors per year. It is a shopping and dining destination for local Bay Shore residents and tourists alike.

If you would like more information about leasing retail or restaurant space at La Gardina, please contact Cecilia Goncalves, our Leasing Administrator, at cgoncalves@lagardina.com. While most of our space is occupied by long-term lessees, a limited number of seasonal contracts (four months minimum) are available.

E-mail

To:	Cecilia Goncalves < cgoncalves@lagardina.com >
From:	Marco Sabatini < msabatini@sabatinileather.com >
Date:	25 March
Subject:	Retail space
Attachment:	<input type="checkbox"/> List of products

Dear Ms. Goncalves:

As owner of Sabatini Leather Goods, I would like to express interest in a short-term leasing opportunity at La Gardina Mall.

Sabatini Leather Goods is a small company that manufactures and sells souvenir handbags and wallets. Our high-quality leather products are imprinted with the name of the tourist destination where they are sold. I have attached some images of our best-selling items from our most recent temporary shop in Glastonbury, where we had our best sales performance in the company's history. We have sold our products in 24 different locations so far, all with great success.

We have been looking for a place in Bay Shore for a while, and La Gardina Mall seems to be a good fit. We would like a space of about 150 square meters for a three-month period over the summer tourism season. Could you please call me at 555-0125 so that we can discuss this matter further?

Respectfully,

Marco Sabatini

181. What is suggested about La Gardina Mall?
- (A) It is located in Bay Shore.
 - (B) It is open only in the summer.
 - (C) It recently added many new shops.
 - (D) It features mainly fashion boutiques.
182. In the advertisement, the word “occupied” in paragraph 3, line 3, is closest in meaning to
- (A) filled
 - (B) captured
 - (C) kept busy
 - (D) made steady
183. What is the main purpose of the e-mail?
- (A) To promote a new botanical garden
 - (B) To profile a popular company
 - (C) To inquire about a potential business deal
 - (D) To ask about job opportunities at a mall
184. What is indicated about Sabatini Leather Goods products?
- (A) They are sold online.
 - (B) They are often discounted.
 - (C) They are marketed to tourists.
 - (D) They are manufactured in Glastonbury.
185. What will Mr. Sabatini and Ms. Goncalves most likely have to negotiate?
- (A) The location of a store
 - (B) The length of a contract
 - (C) The size of a retail space
 - (D) The cost of a monthly lease

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Questions 186-190 refer to the following chart, e-mail, and article.

TYCHE FINE CARPETS—Pleiades Collection Product Availability (updated daily)					
Name	Size (cm)	Shipping Weight	Quantity Available (today)	Quantity Available (in 30 days)	Quantity Available (in 60 days)
Artemis	190 x 280	13 kg	30	60	0
Hera	190 x 280	14 kg	16	20	0
Janus	160 x 230	11 kg	0	0	20
Iris	120 x 170	9 kg	10	15	15

To:	Frieda Zuckerman
From:	Miles Sorrell
Date:	February 5
Subject:	Logistical arrangements
Attachment:	<input type="checkbox"/> Photos

Dear Ms. Zuckerman:

I regret to inform you that Tyche Fine Carpets, the supplier we selected for the carpets in The Pavel Hotel's lobby and lounge areas, will not have our chosen pattern available until after the hotel's anticipated opening date of March 1. Attached are photographs of several alternative selections that I believe will work well with the décor. They are all made of the same material as the previous selection, and the prices are comparable. With the grand opening less than a month away, I need a decision from you as soon as possible. Even with this last-minute change, I am certain that The Pavel Hotel will provide the ambience we have set out to create.

Thank you,

Miles Sorrell

Pavel Hotel Open

by Lavonne Coe

(Centerville—March 2) Former city court judge Mildred Simpson joined owner Patrice Snell yesterday to celebrate the opening of The Pavel Hotel in downtown Centerville, between the library and the visitors center. Once the city's courthouse and Ms. Simpson's workplace, the existing structure had been vacant for the past nine years. Now the space boasts 34 elegant rooms, an inviting lounge with a fireplace, and a gorgeous lobby. An on-site café is expected to open next month. The interior, designed by Miles Sorrell, retains the old features of the building, such as expansive windows and high ceilings, while creating a warm and inviting space.

186. What does the chart indicate about all the carpets in the Pleiades Collection?
- (A) They will be available in 60 days.
 - (B) They are currently in stock.
 - (C) They have different weights.
 - (D) They are the same size.
187. What carpet did Mr. Sorrell originally order?
- (A) Artemis
 - (B) Hera
 - (C) Janus
 - (D) Iris
188. What does Mr. Sorrell ask Ms. Zuckerman to do?
- (A) Delay the hotel's opening
 - (B) Select a substitute item
 - (C) Order some different furniture
 - (D) Send photographs of the lobby
189. According to the article, what occupied the building prior to The Pavel Hotel?
- (A) A library
 - (B) A visitors center
 - (C) A courthouse
 - (D) A café
190. What is indicated about The Pavel Hotel?
- (A) It opened on schedule.
 - (B) It was under construction for nine years.
 - (C) It is becoming a tourist destination.
 - (D) It is managed by Ms. Simpson.

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Questions 191-195 refer to the following memo, schedule, and e-mail.

From: Optieris Office of Parking and Transportation
To: All Optieris staff
Date: December 20
Subject: Upcoming enhancements to our shuttle bus system

In direct response to your helpful feedback, we would like to announce a number of improvements to the shuttle system that connects the Optieris campus with the Morbrook and Nesse train stations. The following changes will go into effect on January 2:

- (1) A third bus will be added to our fleet to increase service frequency as well as capacity in case one bus is ever down for maintenance. Buses will now run every 15 minutes instead of 30 minutes.
- (2) A second campus stop will be added. Besides the current stop at the main administration building on the east side of the Optieris campus, there will be a second stop to better accommodate all our staff.
- (3) A service will be added in the evening. It will depart the Optieris campus 30 minutes later than the current last service of the day.

Thanks again for your input. For the sake of our environment, we are proud to facilitate your use of public transportation by making our shuttle bus service more convenient than ever.



Shuttle Bus Schedule—Weekday Mornings (Updated January 2)

**Morbrook → Nesse → East → West
Station Station Campus Campus**

7:15	7:21	7:39	7:42
7:30	7:36	7:54	7:57
7:45	7:51	8:09	8:12
8:00	8:06	8:24	8:27
8:15	8:21	8:39	8:42
8:30	8:36	8:54	8:57

E-mail	
From:	Sofia Edgren <sofiaedgren@lekmmail.com>
To:	Sharani Khamis <s.khamis@optieris.com>
Subject:	Applicant interview at Optieris
Date:	January 25

Dear Ms. Khamis,

Thanks for inviting me to an interview with Mr. Rochon next week on the Optieris campus. I am certainly excited to be a finalist for this position in quality control. I also appreciate your sending me the company shuttle bus schedule. I will take a train arriving at Nesse Station at 7:55 A.M. and then your shuttle bus upon arrival, which should get me to your West Campus at a reasonable time.

Sincerely,

Sofia Edgren

191. What reason is given for updating the shuttle bus system?
- (A) Optieris employees provided feedback.
 - (B) The current bus fleet is getting old.
 - (C) More staff are coming to work by train.
 - (D) Optieris has built new facilities on its campus.
192. What will be one change to the bus system from January 2?
- (A) Buses will create less air pollution.
 - (B) Buses will be more frequent.
 - (C) Each bus will follow a different route.
 - (D) The first morning bus will run earlier.
193. What bus stop will be added to the route?
- (A) Morbrook Station
 - (B) Nesse Station
 - (C) East Campus
 - (D) West Campus
194. Why will Ms. Edgren visit the Optieris campus?
- (A) To finalize a contract between her company and Optieris
 - (B) To run a quality-control check
 - (C) To attend a training session
 - (D) To pursue an employment opportunity
195. What time does Ms. Edgren expect to get off her bus at Optieris?
- (A) At 7:57 A.M.
 - (B) At 8:12 A.M.
 - (C) At 8:27 A.M.
 - (D) At 8:42 A.M.

Questions 196-200 refer to the following invoice, review, and e-mail.

			
Order Number: 92584 Customer Name: Jesse Beeby Preferred Store: Northwest store			
Item Number	Item Name	Quantity	Price
BN-101	Coastland Gray	2 gallons	\$50.00
BN-102	Linwall Gray	1 gallon	\$25.00
BN-116	Darby Olive	1 gallon	\$25.00
BN-118	Brightwyn Green	2 gallons	\$50.00
BN-126	Foxdell Green	1 gallon	\$25.00
Total \$175.00			
Pick Up in Store: Bright Now Home—Northwest store 348 Main Street (720) 555-0112 customerservice@brightnowhome.com			
Additional locations: Northeast store: 986 14th Street Southwest store: 1455 Smith Road Southeast flagship store: 152 32nd Avenue			

http://www.uopine.com/business/bright-now-home

September 18

I used Bright Now Home's new in-store customer pickup for the first time this week. The service was a big time-saver because my order was ready for me when I got to the store. Since I had already paid online, I didn't have to wait in the regular line in the store.

Unfortunately, I didn't double-check my order before I left the store. When I arrived at the house I was working on, I realized I had received only one of the two gallons of BN-101 paint I had ordered. I called the store immediately, and the manager arranged for me to pick up the missing gallon of paint at the location closest to where I was working. Also, he gave me my money back for both gallons. I will definitely use this service again!

Jesse Beeby

To:	Jesse Beeby <jbeeby@jbeebyinc.com>
From:	Hattie Jones <hattie.jones@brightnowhome.com>
Date:	September 19
Subject:	Online Order

Mr. Beeby,

We are glad to have served your business recently. We saw the comments you posted about us on uopine.com, and we are grateful to you. It was nice to hear that our flagship location was so convenient to your work site and that you were able to pick up your missing paint there.

We stand behind our products and services and look forward to seeing you again soon. After all, the rainy season is almost here, so now is a great time to come in and get the tools you need for those upcoming roof jobs!

Hattie Jones
Customer Service Manager
Bright Now Home

196. What most likely is Mr. Beeby's job?
- (A) Salesclerk
 - (B) Housepainter
 - (C) Delivery driver
 - (D) Real estate agent
197. What item did Mr. Beeby need more of?
- (A) Coastland Gray
 - (B) Linwall Gray
 - (C) Brightwyn Green
 - (D) Foxdell Green
198. Where did Mr. Beeby pick up the item missing from his order?
- (A) At the northwest store
 - (B) At the northeast store
 - (C) At the southwest store
 - (D) At the southeast store
199. What is indicated about Bright Now Home?
- (A) It has design experts in stores.
 - (B) It provides same-day delivery service.
 - (C) It sells supplies for building maintenance.
 - (D) It offers coupons on its Web site.
200. What is one purpose of Ms. Jones's e-mail?
- (A) To introduce a new service
 - (B) To thank a customer
 - (C) To announce a seasonal sale
 - (D) To explain a policy change

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

RC

기출 TEST

02

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. The new interns have been very mindful of ----- parking regulations.
(A) theirs
(B) ours
(C) our
(D) they
102. To help the arts center improve its programming, please indicate which aspect of the workshop was most -----.
(A) informative
(B) primary
(C) enthusiastic
(D) financial
103. Mr. Gupta explained the ----- of the upgraded customer database to the sales team.
(A) beneficial
(B) benefits
(C) benefited
(D) benefiting
104. Buses leaving the city terminal were delayed due to icy conditions ----- the roads.
(A) on
(B) out
(C) from
(D) until
105. If you have recently ----- a digital camera and want to learn how to use it, this course is for you.
(A) purchased
(B) purchase
(C) purchasing
(D) to purchase
106. The upcoming ----- of Tantino Airport will ease congestion and modernize guest accommodations.
(A) performance
(B) supplement
(C) deadline
(D) renovation
107. The study showed that customers aged 35 to 44 paid with a Sonoka credit card ----- than customers in any other age-group.
(A) frequently
(B) frequent
(C) more frequently
(D) frequency
108. You need to ----- a business plan before your loan application can be processed.
(A) donate
(B) request
(C) confess
(D) submit

109. The hotel's ----- shuttle bus will take guests to Hong Kong's major landmarks.
- (A) compliments
(B) complimentary
(C) compliment
(D) complimenting
110. ----- months of work to sell the Apton Building, the realtor finally succeeded last week.
- (A) Besides
(B) After
(C) Still
(D) For
111. We will review all four custodial-service bids and choose ----- that suits our needs.
- (A) some
(B) one
(C) others
(D) either
112. The client asked for ----- to the images in the advertising text.
- (A) standards
(B) drawings
(C) revisions
(D) duplications
113. Please be advised ----- we have had to cancel your order because of a difficulty with our shipping agent.
- (A) that
(B) of
(C) whether
(D) between
114. Tin Creek Corporation ----- that its paper towels are the most absorbent on the market.
- (A) obtains
(B) competes
(C) inquires
(D) claims
115. KCLN Associates will enter into a business ----- with the contractor as soon as some of the terms are renegotiated.
- (A) agreed
(B) agreement
(C) agreeable
(D) agreeing
116. ----- registering for online banking is not required, we strongly recommend it to all of our customers.
- (A) Although
(B) Instead
(C) Regardless
(D) Despite
117. Viewers can easily ----- to the main character in the popular television series *Autumn Mystery*.
- (A) related
(B) relatable
(C) relating
(D) relate
118. Fairlawn Medical Clinic offers a full ----- of services as part of its community wellness programs.
- (A) center
(B) surplus
(C) range
(D) type
119. The rear entrance to RC Bank will be closed for repairs and not ----- next Monday.
- (A) accessible
(B) accessing
(C) access
(D) accesses
120. Mr. Carson wants to see Carson audio products -----, even in remote regions of the world.
- (A) decidedly
(B) furthermore
(C) rather
(D) everywhere

121. We can buy office ----- such as desks and printers from any of our company's approved vendors.
- (A) equip
(B) equipping
(C) equipment
(D) equipped
122. When taking a book order, agents must record the customer's name and the ----- price of each item.
- (A) assembled
(B) listed
(C) addressed
(D) earned
123. The building will be furnished ----- the supervisors do their inspection.
- (A) with
(B) these
(C) once
(D) just
124. In a strong display of confidence, the firm's board of directors ----- approved the merger.
- (A) superficially
(B) regularly
(C) magnificently
(D) unanimously
125. When recently -----, residents of Mill Creek Park said that street disrepair is the issue that concerns them most.
- (A) poll
(B) polls
(C) pollster
(D) polled
126. Ms. Rivera agreed to work on the holiday ----- Mr. Grant could attend the conference.
- (A) considering
(B) so that
(C) as if
(D) wherever
127. The clerk collects packages from each department twice a day and takes them to the mail room -----.
- (A) throughout
(B) all along
(C) too much
(D) downstairs
128. Please inform Ms. Erwin of any complaints ----- those already discussed in today's meeting.
- (A) beyond
(B) between
(C) during
(D) against
129. The Tonsin Writers League is a reputable organization with highly ----- members.
- (A) accomplishes
(B) accomplishment
(C) accomplished
(D) accomplish
130. As Mr. Nakata's assistant, Ms. Bain is in charge of ----- him on the latest financial news.
- (A) discussing
(B) briefing
(C) resuming
(D) narrating

PART 6

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

Questions 131-134 refer to the following e-mail.

To: Bai Chang <bchang@lexrg.com>
From: customerservice@sprtech.com
Date: September 28
Subject: Order 255646

Dear Ms. Chang:

Thank you for your purchase on September 27. Your package has shipped and is due to arrive on October 1. ----- . Simply visit www.sprtech.com/shipping/status, enter your order number, and **131.** press "Search."

When you receive your package, we ----- you to take a short survey at www.sprtech.com/survey. **132.** It is through customer feedback that we are ----- to monitor our level of service. Upon **133.** ----- of the survey, you will receive a 10% discount toward your next order. **134.**

Sprtech.com Customer Service

- 131.** (A) You will receive a full refund.
(B) A replacement is on back order.
(C) Tracking your order is easy.
(D) We will answer your question soon.
- 132.** (A) invited
(B) invite
(C) were inviting
(D) have invited

- 133.** (A) able
(B) skillful
(C) suitable
(D) equal
- 134.** (A) publication
(B) production
(C) introduction
(D) completion

Questions 135-138 refer to the following information.

Conference Room 120 can be booked for meetings and conference calls. First, make a reservation request online at www.gzpoffice.com/confroom. When your request -----, the system automatically checks for availability. Your request will be accepted if no other event is scheduled at that time. The system will then immediately send you an e-mail message to ----- your reservation. However, if another meeting is scheduled that conflicts with yours, you will be notified that the request has been declined. ----- It is therefore ----- that you schedule your event well ahead of time. This way, if a given time slot is already reserved, you will be able to reschedule your meeting.

- 135.** (A) is received
(B) receiving
(C) to receive
(D) received

- 136.** (A) move
(B) cancel
(C) change
(D) confirm

- 137.** (A) Thank you for accepting our invitation to the event.
(B) Please prepare discussion points before the meeting.
(C) Note that reservations are on a first-come, first-served basis.
(D) The time of the next meeting will be announced in due course.

- 138.** (A) fortunate
(B) advisable
(C) previous
(D) flexible

Questions 139-142 refer to the following e-mail.

From: Karel Authier <k.authier@codetouchmag.com>
To: Honorato Quinones <quinones@voyacon.com.es>
Date: Tuesday, July 18 11:04 A.M.
Subject: Voyacon Feature

Dear Mr. Quinones:

I am delighted to inform you that Voyacon has been selected as one of this year's *Code Touch Magazine's* Top 25 Emerging Technology Firms. We will be ----- your company in our September **139.** issue. This is considered a great honor by our readers, as our list includes only ----- that advance **140.** the industry in significant ways.

As Voyacon's founder, could you e-mail us a digital photograph of yourself to use in the article?

----- . We would need to receive it ----- August 5. Otherwise, we will use a public-domain photo. **141.** **142.**

Thanks for your help, and congratulations.

Sincerely,

Karel Authier
Editor-in-Chief

- 139.** (A) profile
(B) profiling
(C) profiles
(D) profiled

- 142.** (A) by
(B) at
(C) within
(D) among

- 140.** (A) publications
(B) machines
(C) techniques
(D) enterprises

- 141.** (A) Hundreds of companies were initially considered.
(B) We will forward several copies as soon as possible.
(C) This is the fifth year we will be publishing this list.
(D) It should be a high-resolution, full-color image.

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Questions 143-146 refer to the following memo.

To: All Employees
From: Carmen Phelps, Central City Museum Director
Re: Special Exhibitions Curator
Date: November 15

To All Staff,

Please note that an advertisement will be placed in this Wednesday's newspaper regarding a new position at the Central City Museum. After the ----- of *Bloom Outside the Box*, our recent **143.** exhibition showcasing the artwork of local sculptor Leanne Bloom, the museum board has decided to allocate a new position dedicated to creating new quarterly exhibitions. The position title is Special Exhibitions Curator. The successful applicant ----- work on January 2. **144.**

----- . Proven knowledge of local and regional artists is preferred. ----- museum staff are **145.** **146.** encouraged to apply. Please contact Liliana Wells at extension 449 with questions.

Thank you.

Carmen

- 143.** (A) popularity
(B) winner
(C) goal
(D) awareness
- 144.** (A) started
(B) will start
(C) has started
(D) was starting
- 145.** (A) Board nominations close at the end of the day on Friday.
(B) Critic Tony Watanabe gave the exhibition a five-star review.
(C) The position requires extensive experience.
(D) We look forward to hosting this event.
- 146.** (A) Expressed
(B) Observed
(C) Depended
(D) Qualified

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts 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 147–148 refer to the following e-mail.

To:	<Customer List>
From:	info@rapidrailways.com
Date:	February 1
Subject:	News

Rapid Railways would like to reward its loyal customers with a special discount on travel during the month of April. Purchase an adult round-trip ticket over \$60 and receive 50 percent off a second adult fare for a companion. Use code RAIL when booking online.

This promotion is not valid for Rapid Railways Express trains. Customers cannot exchange previously purchased tickets to obtain the offer. Tickets must be purchased by March 1.

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

- (A) To publicize an updated service
- (B) To attract first-time customers
- (C) To increase the sale of April tickets
- (D) To promote Rapid Railways Express

148. What is true about the special discount?

- (A) It includes children.
- (B) It requires that tickets be purchased over the phone.
- (C) It applies only to tickets already purchased.
- (D) It is offered to two people traveling together.

Questions 149-150 refer to the following invitation.



149. What topic will be discussed at the event?

- (A) Social media
- (B) Successful investments
- (C) Setting up a small business
- (D) Coping with staff turnover

150. What is indicated about the event?

- (A) It is held once a month.
- (B) It takes place on a weekend.
- (C) Registration is not necessary.
- (D) Space is limited.

Questions 151-152 refer to the following notice.

Harrod Automotive Manufacturing

Andrew Dunn, Director

Laura Bradley, Site Manager

Welcome to Harrod Automotive Manufacturing! We are serious about maintaining a safe workplace environment. We ask that the following rules be strictly observed while you are touring the assembly floor. Anyone found in violation of these rules will be asked to leave the premises. For concerns about compliance, please contact the site manager.

ALWAYS:

- Stay with your tour guide.
- Wear safety glasses and helmet.
- Respond to alarm signals and obey evacuation instructions.
- Request permission from your guide before taking photographs.

NEVER:

- Leave your group.
- Enter areas marked “Danger” or “Staff Only.”
- Touch equipment.

151. For whom is the notice most likely intended?

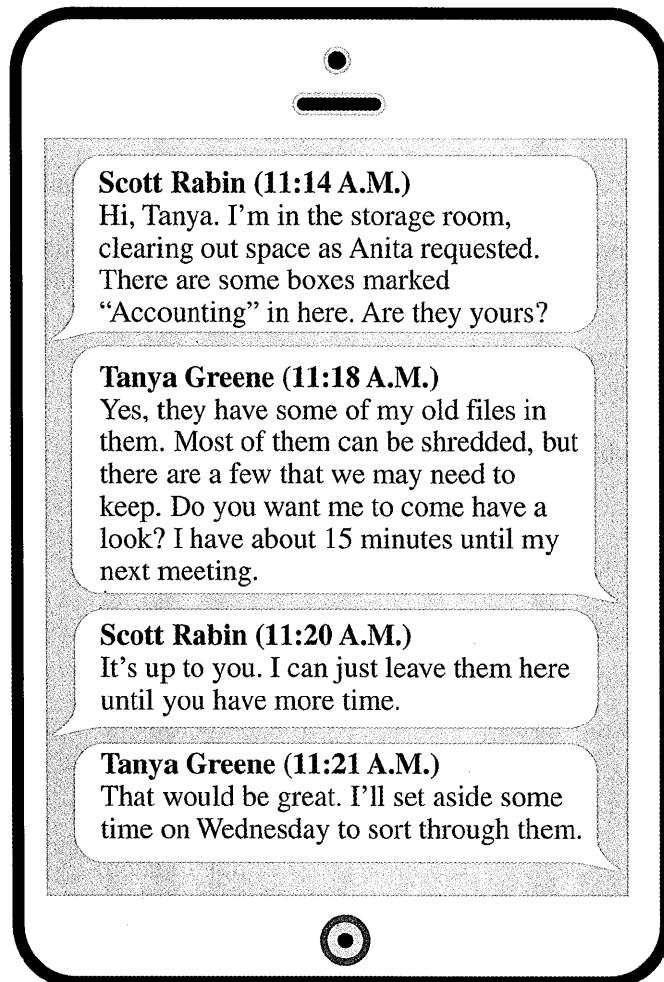
- (A) Maintenance workers
- (B) Security guards
- (C) Safety inspectors
- (D) Factory visitors

152. According to the notice, why should someone contact Ms. Bradley?

- (A) To praise an employee
- (B) To inquire about a policy
- (C) To submit photographs
- (D) To obtain a schedule

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Questions 153-154 refer to the following text-message chain.



- 153.** Why did Mr. Rabin send a message to Ms. Greene?
(A) To ask if she needs more storage space
(B) To find out if some files belong to her
(C) To get her help moving some boxes
(D) To ask where some files should be put

- 154.** At 11:20 A.M., what does Mr. Rabin mean when he writes, “It's up to you”?
(A) He will sort some documents when Ms. Greene wants him to.
(B) He can arrange for a time to unlock the storage room.
(C) Ms. Greene can decide when she prefers to look at some files.
(D) Ms. Greene can choose the type of boxes she wants to use.

Questions 155-157 refer to the following article.

NAIROBI (2 November)—Agosti, the popular Italian shoe retailer, will launch its first outlet store in East Africa this week when Agosti Nairobi opens. Customers will find all the bright colours and unique designs for which Agosti is known. — [1] —.

Agosti Nairobi will feature a unique hands-on approach to fashion, with touch-screen display stations positioned throughout the store. — [2] —. These stations will allow shoppers to browse through product information, read customer reviews, and identify best-selling styles.

— [3] —. The store will also feature a foot plantar pressure sensor. By standing on the sensor, customers will be able to determine their precise foot measurements and choose the best shoe size for their feet. Shoes will be available in a variety of lengths and widths not usually found in competitor stores.

“We at Agosti see East Africa as an important place for new fashion,” said Raffael Zito, Agosti’s marketing director. According to Mr. Zito, the opening of the Nairobi store is only the first step of an ambitious expansion plan. — [4] —.

155. What aspect of the Agosti Nairobi store does the article highlight?

- (A) Its spacious interior
- (B) Its knowledgeable sales team
- (C) Its wide selection of brands
- (D) Its interactive displays

156. What is true about Agosti shoes?

- (A) They are available in new designs.
- (B) They are very expensive.
- (C) They are made in hard-to-find sizes.
- (D) They are mostly handmade.

157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“In fact, the company is currently scouting locations for a new design facility in the region.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 158-160 refer to the following form.

http://www.pinecrestofficepark.com/requestform

**Pinecrest Office Park
Request Form**
Judy Blanch, Office Manager
215.555.0118, extension 2

Date of Request: April 2 **Type of Problem:**

Tenant: Lerner and Randall, LLC Structural

Office: Suite B, Third floor Electrical

Tenant Contact Name: Amy Randall Plumbing

Brief Description of Work Needed:
The ceiling over the window has developed a water leak, and the wall is beginning to discolor.

Additional Instructions:
Before coming over, please call my office at 215.555.0127. My partner, Zach Lerner, and I would like to be present when the building staff is there. There is very expensive office equipment directly under that part of the ceiling. We will need to move it before any repairs are made.

To Be Filled Out by Pinecrest Management:

Date Received: April 3 **Approved:** Yes No
Assigned to: In-Su Kim **Approved by:** Judy Blanch

Notes:
Please investigate this problem early tomorrow morning after you call Ms. Randall. If roofing repairs are needed, e-mail John Roper (Roper Roofers – john@roperroofers.com), and set up an appointment for an estimate.

158. What is the purpose of the form?

- (A) To apply for a job
- (B) To request a lease
- (C) To report a problem
- (D) To change an address

159. Who will first contact Ms. Randall about her April 2 request?

- (A) Mr. Kim
- (B) Mr. Lerner
- (C) Mr. Roper
- (D) Ms. Blanch

160. Why does Ms. Randall mention some office equipment?

- (A) It is for sale.
- (B) It needs to be moved.
- (C) It has been damaged.
- (D) It needs to be replaced.

Questions 161-163 refer to the following press release.

FOR IMMEDIATE RELEASE

Media contact: Andrea Óladóttir / +613 555 0124

Babson Vehicles Ltd. Enthusiastically Implements Deluxident's Newest Product

OTTAWA (10 June)—Babson Vehicles Ltd., a leading Canadian manufacturer, has just adopted a new fingerprint entry system aimed at improving company security. Created by Icelandic firm Deluxident, the system enables employees to enter campus buildings simply by scanning their fingerprints.

According to Babson's CEO Daniel Deems, Deluxident's fingerprint-scanning system is a significant improvement over other security products the company has tried in the past.

"Deluxident's fingerprint scanner has been a tremendous asset. In the past, we always accessed our buildings by using photographic and electronic identification badges," said Deems. "Producing and replacing lost badges, however, was expensive. In addition, they posed a significant security threat. Employees sometimes forgot their badges, adding to traffic through our security office. All in all, the badges were costly and risky."

For the past decade, Deluxident has been offering high-tech workplace solutions with its innovative digital products. Headquartered in Reykjavík, Deluxident delivers items worldwide and offers 24-hour technical assistance by telephone. For further details about the new fingerprint-scanning entry system, visit www.deluxident.is.

161. What is implied about Mr. Deems?

- (A) He oversees multiple buildings.
- (B) He makes frequent trips abroad.
- (C) He is a successful inventor.
- (D) He often misplaces his identification badge.

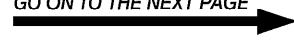
162. Why does Mr. Deems prefer Deluxident's new product over previous products?

- (A) It facilitates campus entry for visitors.
- (B) It lowers expenses in the long term.
- (C) It requires photo identification.
- (D) It allows employees to quickly locate each other.

163. What is true about Deluxident?

- (A) It ships its products internationally.
- (B) It is based in Canada.
- (C) It provides on-site consulting services.
- (D) It plans to merge with Babson Vehicles Ltd.

TEST 2

GO ON TO THE NEXT PAGE 

Questions 164-167 refer to the following letter.

Maria Cleary
2289 Coolidge Street
Great Falls, MT 59401

Paul Donnell
5267 Cotton Vale
Helena, MT 59624

Dear Mr. Donnell,

After searching through Lewis and Clark County's public property records online, I discovered that you are the owner of the building that was once a general store on the corner of Waller Avenue and Main Street. As far as I can tell, the building has been boarded up and unoccupied for quite a few years. — [1] —. I would like to know if you would be interested in selling it.

I have been planning to open a café in the area, and I believe that with some modest improvements, your building could be the perfect location. I would want to keep as much of the original structure intact as possible. — [2] —. Any modifications would be minor.

I realize there are other buildings for sale in the business district, but they do not have the same connection to the community. — [3] —. I have spoken with many Helena residents who have fond memories of your building, and they would like to see it transformed into a usable structure again. — [4] —. I am confident that my plan would be welcomed by the community.

Thank you for considering my offer. If you would like to discuss details, I can be reached at 406-555-0181.

Sincerely,

Maria Cleary

Maria Cleary

- 164.** What is indicated about Lewis and Clark County?
- (A) It is well-known for its restaurants.
 - (B) It enforces strict building regulations.
 - (C) It provides property information over the Internet.
 - (D) It is seeking feedback on a development project.
- 165.** What is suggested about the general store building?
- (A) It is currently open to the public.
 - (B) It has changed ownership many times.
 - (C) It is undergoing extensive renovations.
 - (D) It has been vacant for several years.
- 166.** Why most likely is Ms. Cleary interested in Mr. Donnell's property?
- (A) It is popular with local residents.
 - (B) It is located in the city center.
 - (C) It is being sold for a low price.
 - (D) It features a spacious floor plan.
- 167.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "I think the exposed brick siding, for example, is essential to the building's charm."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 168-171 refer to the following information.

Bulletin boards at Quenton Advertising

The physical bulletin boards in our facilities are overseen by the administrative assistant in the Human Resources Department. The bulletin boards are in locked glass cabinets, and the administrative assistant is responsible for the cabinet keys and for ensuring that all postings are kept current.

- **The bulletin board by the elevator** is used to convey general information to all employees, such as important company news or reminders.
 - **The bulletin board outside the conference rooms** is used solely for information relating to upcoming meetings and events scheduled for those rooms.
 - **The staff lounge bulletin board** may be used for announcements not sponsored by Quenton Advertising that may be of general interest to coworkers, such as personal items for sale, local festivals, and other community events. To post these notices, staff must first submit a request to Human Resources and include contact information as well as a photocopy of the posting. These announcements cannot be posted more than two weeks before the event date.
- All bulletin boards will be checked regularly to ensure compliance with their intended purposes.

168. What is the purpose of the information?

- (A) To describe a job opening
- (B) To explain a company policy
- (C) To provide building information to visitors
- (D) To help clients navigate a Web site

169. Where is important company news most likely posted?

- (A) Near the elevator
- (B) In the staff lounge
- (C) Inside the conference rooms
- (D) In the Human Resources Department

170. According to the information, why should employees contact Human Resources?

- (A) To pick up their office keys
- (B) To have their notices approved
- (C) To register for company events
- (D) To submit photocopy requests

171. Why are bulletin boards checked regularly?

- (A) To confirm that the cabinets are kept locked
- (B) To confirm that personal items have been sold
- (C) To ensure that postings are appropriate at each location
- (D) To ensure that postings are interesting to all employees

Questions 172-175 refer to the following online chat discussion.

Live Chat	
Satoru Hashimoto (10:42 A.M.)	I just logged in to my guest loyalty program account and noticed that the nights I stayed at the Grand Jurong Hotel last month haven't been credited. Are my loyalty points being processed?
Franca Russo (10:44 A.M.)	Thank you for contacting the Customer Care Centre. I'm looking at your account and see that the loyalty points are not there at the moment. Points are good for one year after the check-out date. I am adding Mr. Han Sai Wong from the Grand Jurong to this chat to confirm your stay at the hotel. What were the dates of your stay so that he can look up the reservation?
Han Sai Wong (10:46 A.M.)	Already got it. I can confirm Mr. Hashimoto stayed four nights with a check-in date of March 7.
Satoru Hashimoto (10:47 A.M.)	March 7 through March 11.
Franca Russo (10:50 A.M.)	Mr. Hashimoto, I have added the points to your account. With your new points, you are eligible to either upgrade your room for the stay you reserved next month, or you may apply the points toward one free night on a future booking. May I assist you in upgrading your current reservation or in completing a booking for a future stay?
Satoru Hashimoto (10:51 A.M.)	Not at this time. Thank you for your help!

172. Why did Mr. Hashimoto contact Customer Care?
- (A) To provide feedback on a recent stay
 - (B) To book a room using his loyalty points
 - (C) To change an existing reservation
 - (D) To inquire about missing loyalty points
173. At 10:46 A.M., what does Mr. Wong mean when he writes, "Already got it"?
- (A) He has found some information.
 - (B) He is pointing out a mistake made by Ms. Russo.
 - (C) He is going to call Mr. Hashimoto.
 - (D) He will complete Mr. Hashimoto's reservation.
174. What does Ms. Russo offer to do for Mr. Hashimoto?
- (A) Award him extra points
 - (B) Issue a refund
 - (C) Provide an upgrade on a future stay
 - (D) Transfer his account to a different points program
175. What is NOT indicated about the loyalty points program?
- (A) Points earned on a stay remain valid for a year.
 - (B) Points can be used to upgrade a reservation.
 - (C) Points are credited after a guest leaves the hotel.
 - (D) Points can be doubled under certain conditions.

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Questions 176-180 refer to the following e-mail and employee handbook.

To:	Munahid Awad
From:	Abby Fordyce
Subject:	Information
Date:	2 February
Attachment:	Handbook

Dear Mr. Awad,

Good morning. I hope your first day at Epmedin Medical Supplies is going well.

Please find details about our employment policies and practices attached. By the way, you have already been assigned your own personal parking space, but you will need to contact the transportation operations department to obtain a parking permit for display purposes.

As we discussed last week, we need to make travel arrangements for you to visit our other facilities. Your first trip will be to our headquarters next week, followed by visits to the rest of our facilities at the end of the month. Wendy Leighton will assist with your reservations and can be reached at wleighton@epmedin.co.uk.

Please let me know if there is anything else you need.

Sincerely,

Abby

Epmedin Medical Supplies Employee Handbook

Dress Code

Workplace dress codes vary by location. Headquarters in London and the Glasgow office require staff to wear formal business attire, while business casual attire is approved for staff at our Dublin and Belfast manufacturing plants. Formal business attire is defined as a business suit, including a jacket, dress pants or a dress skirt, and a tie (for men). Business casual attire is trousers or khakis, a dress shirt or blouse, or a dress or skirt.

Transportation

Parking at the London office is reserved for delivery and security vehicles. Monthly bus and train passes can be purchased through Human Resources at half the regular fare.

Because of limited on-site parking at our Glasgow and Dublin production facilities, staff can park for free at designated parking garages. Employees need a permit, which can be obtained through the transportation operations department. Permits must be renewed annually online.

Employees at the Belfast facility must obtain a permit for a designated parking space from the transportation operations department.

176. What is a purpose of the e-mail?
- (A) To issue an invitation to a celebration
 - (B) To give notice of a policy change
 - (C) To forward a company document
 - (D) To approve a vacation request
177. In the e-mail, the word “going” in paragraph 1, line 1, is closest in meaning to
- (A) departing
 - (B) proceeding
 - (C) selling
 - (D) visiting
178. What is indicated about Mr. Awad?
- (A) He revised the employee handbook.
 - (B) He has met Ms. Leighton.
 - (C) He takes public transportation to work.
 - (D) He will be traveling in February.
179. Where does Mr. Awad most likely work?
- (A) In London
 - (B) In Glasgow
 - (C) In Dublin
 - (D) In Belfast
180. According to the handbook, what do all Epmedin office locations have in common?
- (A) Parking garages are not available.
 - (B) Parking permits are not required.
 - (C) Employees need to comply with specific dress codes.
 - (D) Factory workers follow very strict safety regulations.

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

E-mail	
To:	Management Team
From:	Fiona Watson
Date:	March 19
Subject:	Spring meeting
Attachment:	Final Agenda
<p>Dear Colleagues,</p> <p>This is a reminder that Contiera Corporation's spring management meeting is scheduled for 9 A.M. tomorrow. The final agenda is attached. Please note that I have added an item to the original meeting agenda. Mai Tran, our publications supervisor, wants to update everyone on this season's product line. She should not take more than twenty minutes.</p> <p>To prepare for the meeting, please review our most recent marketing plan so that we all have a clear idea of our goals for the quarter. It would also help if each of you brought copies of your latest budget report and projected cost estimates for next quarter.</p> <p>I look forward to seeing you tomorrow.</p> <p>Fiona Watson</p>	

Spring Management Meeting—Final Agenda

Date and Time: March 20, 9 A.M.

Location: Conference Room 2

Topic	Description	Leader
Community events	– Learn about local outreach opportunities	Paul Ranier, president of the Arborville Business Association
Budget review	– Discuss department budgets	Fiona Watson
Online advertising	– Review cost of Web ads – Analyze areas for growth	Marcia Dover
Web site updates	– Present recent changes to ski-apparel page – Demonstrate new content management software	Barry Callahan
Print publications	– Review final changes to spring sportswear catalog	Mai Tran

181. In the e-mail, what does Ms. Watson imply about the meeting?
- (A) Some clients will be attending it.
 - (B) A recently hired supervisor will be leading it.
 - (C) It will take more time than originally planned.
 - (D) Its location has been changed.
182. What item on the agenda is new?
- (A) Community events
 - (B) Online advertising
 - (C) Web site updates
 - (D) Print publications
183. What does Ms. Watson ask people to bring to the meeting?
- (A) Updated financial documents
 - (B) A list of new hires
 - (C) A copy of the agenda
 - (D) Revised vendor contracts
184. What does the agenda indicate about Mr. Ranier?
- (A) He teaches a course in online advertising.
 - (B) He will be joining the meeting by telephone.
 - (C) He used to work with Ms. Watson.
 - (D) He represents a local organization.
185. What does Contiera Corporation most likely sell?
- (A) Books and magazines
 - (B) Gardening supplies
 - (C) Athletic clothing
 - (D) Computer software

Questions 186-190 refer to the following article, e-mail, and program.

Film Festival Returns to Wales

SWANSEA (24 May)—The Penglais Film Festival returns to town with a full slate of exciting new films. The festival has gained international recognition for the talent it has attracted over the years. It also boasts of having launched the careers of a growing number of celebrity filmmakers.

The week-long festival will run from 9 to 15 August and will feature animated, documentary, and feature films. The festival

is open to the public, with the exception of the closing event on 15 August, which is by invitation only. Tickets for all public events must be purchased in advance and are expected to sell out quickly.

Ticket sales will begin at 10 a.m. on 3 June. Please note that tickets for individual film showings must be purchased separately.

A full schedule of screenings is now available on the festival's Web site at www.penglaisfest.co.uk.

E-mail

To:	Desmond Griffith < d_griffith@docsnow.co.uk >
From:	Ioan Driscoll < ioan.driscoll@penglaisfest.co.uk >
Subject:	Re: Penglais Award Ceremony
Date:	28 May

Dear Mr. Griffith,

I am excited and honoured to hear that you will be able to accept your prize in person at this year's Penglais Award Ceremony. The ceremony will take place at the Wynford Blue Hotel at 5 P.M. on Friday, 15 August. You will be introduced by the festival's president, Ms. Sarah Wu, and you will have the opportunity to give a speech. We kindly request that you limit this speech to no more than 10 minutes.

Please provide me with the e-mail addresses of up to five guests you would like to invite to the ceremony. I will be sure to send them each a link to download their ticket electronically within ten days of the event.

Congratulations,

Ioan Driscoll

The 25th Annual Penglais Film Festival Awards Ceremony Event Program

5:00 P.M. Doors open
5:30 P.M. Dinner service begins
6:00 P.M. Performance by Shirley Finch, accompanied by Dom Lucas on piano
6:15 P.M. Presentation of Excellence in Acting awards
6:30 P.M. Presentation of Achievement in Direction awards
6:45 P.M. Presentation of Best Cinematography award
7:00 P.M. Introduction of Lifetime Achievement Award by Ms. Sarah Wu
7:10 P.M. Speech by Lifetime Achievement Award Recipient
7:20 P.M. Closing remarks
7:30 P.M. Final performance by Shirley Finch, solo

186. What is indicated about the Penglais Film Festival?
(A) It is new to Wales.
(B) Many past participants have become famous.
(C) It focuses on classic films from the past.
(D) Tickets to feature films have sold out.
187. Why is Mr. Driscoll pleased?
(A) He will receive an award.
(B) His film will be shown at the festival.
(C) Mr. Griffith will attend an event.
(D) Mr. Griffith has invited him to speak.
188. What is suggested about tickets for the awards ceremony?
(A) They cannot be purchased.
(B) They cannot be accessed online.
(C) They will become available on May 3.
(D) They are included with the purchase of individual film tickets.
189. Who most likely is Shirley Finch?
(A) An event host
(B) An entertainer
(C) An award presenter
(D) A festival director
190. What award will Mr. Griffith most likely receive?
(A) Excellence in Acting
(B) Best Cinematography
(C) Lifetime Achievement
(D) Achievement in Direction

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

To:	a.raman@bgi.co.in
From:	s.kapoor@mail.co.in
Date:	15 April
Subject:	Thank-you note

Dear Mr. Raman,

Thanks for encouraging me to apply for the position at Neela Advertising and for writing such a glowing referral on my behalf.

Mr. Nirmal, Neela's chief recruiting officer, expressed his admiration for the television commercials I produced for Delhi Works, but he explained that his company in fact needs someone who can also create Web content and applications. I was therefore not offered the position.

Kindly let me know if you happen to hear of any other positions that might be a good fit for me. Thank you in advance.

Best regards,

Shreya

17 May

Shreya Kapoor
21 Hammam Street
Mumbai

Dear Ms. Kapoor,

I am pleased that you will be joining Mumbai Canning Ltd. on 1 June. I was impressed with the knowledge you displayed at the time you interviewed at our offices. Your specific experience at Delhi Works, Inc., will be of tremendous value here.

I am enclosing some documents that you should complete, sign, and bring with you when you report to Human Resources at 9:30 A.M. on your first day. You will receive a brief administrative orientation at that time. Your assigned mentor, Ms. Meera Sethi, will meet you there at 10:30 to escort you to your department, where she will review your training plan and the projects the team is currently working on. At noon she will be taking you to our cafeteria for lunch in the company of some of your colleagues. I hope to join you there as well.

Welcome to Mumbai Canning Ltd.!

Sincerely,

Zara Mehta
Zara Mehta
Mumbai Canning Ltd.

To:	a.raman@bgi.co.in
From:	s.kapoor@mail.co.in
Date:	20 May
Subject:	Good news

Dear Mr. Raman,

Thank you for your last referral. The director offered me the position during our interview, and I will be starting on 1 June. I will be happy to provide you with details about my duties once I get settled.

Best,

Shreya

191. Why was Ms. Kapoor turned down for a position at Neela Advertising?
- (A) She failed to provide adequate referrals.
 - (B) She did not meet the criteria for the job.
 - (C) She missed the application deadline.
 - (D) She was not available for a follow-up interview.
192. What is suggested about Ms. Kapoor?
- (A) She left her job at Delhi Works, Inc., several years ago.
 - (B) She used to work with Mr. Nirmal at Delhi Works, Inc.
 - (C) She will produce television commercials for Mumbai Canning Ltd.
 - (D) She has recently switched careers.
193. Who most likely is Ms. Sethi?
- (A) A cafeteria manager
 - (B) A payroll accountant
 - (C) A marketing team member
 - (D) A budget director
194. According to the letter, where will Ms. Mehta be at noon on June 1?
- (A) In a design meeting
 - (B) On a business trip
 - (C) At a job interview
 - (D) At a dining facility
195. How was Ms. Kapoor offered her new job?
- (A) In person
 - (B) In a letter
 - (C) By e-mail
 - (D) Over the telephone

Questions 196-200 refer to the following e-mails and memo.

To:	Kyung-Jin Sohn
From:	Darius Jackson
Date:	November 8
Subject:	Solutions to a problem

Dear Ms. Sohn,

As you know, competition for use of the printers has been causing a great deal of delay for members of the legal department. Everyone has had to wait to print documents at some point. Some of us have had to start coming to work earlier, and others are staying late. This is having a negative impact on our productivity and morale.

We could improve the situation for the remainder of the year by posting a sign-up sheet next to the printers. To be fair, each employee should sign up for only two fifteen-minute blocks per day. We could also reserve the lunch hour for unscheduled printing. And we should consider discontinuing the use of color printers until the situation is under control—color printing is up to five times as expensive as black-and-white printing. Let me know what you think.

Regards,

Darius Jackson
Legal Administrator, Reeder and Kelter, Inc.

MEMO

To: All Reeder and Kelter, Inc., Staff
From: Kyung-Jin Sohn, Support Manager
Date: November 24
Subject: Printer use

We have purchased two new printers, a multicolor UX212 and a black-and-white UY120 Truzynx. Unfortunately, they will not be arriving until December 18. In the meantime, please continue to schedule your printer-use times using the online link I e-mailed you on November 10. Using this document, you may reserve up to two fifteen-minute printing periods per day. Please do not schedule consecutive sessions, and remember that we have set aside time both in the morning and in the afternoon for emergency printing. Also, please use the color printers only when absolutely necessary. We have been purchasing more color ink than usual because staff members are using the color printers for scanning and printing when the black-and-white printers are in use.

To:	kjsohn@reederandkelter.com
From:	lsullivan@truzynx.com
Date:	December 22
Subject:	Truzynx purchase

Dear Ms. Sohn,

Thank you for your recent purchase of two Truzynx printers for your company. Your purchase includes two years of free maintenance for each machine. Your first regularly scheduled servicing date will be one month from delivery. We also offer discounted prices on our extended maintenance plans within 60 days of equipment purchase. Please let me know if you are interested in these plans for your new printers.

Are you looking to improve your efficiency? We also have Truzplan. With this affordable remote-printing service, we can securely print your scanned documents and bring them to your office when you need them. Please let me know if you would like more information.

Sincerely,

Leilani Sullivan
Sales Representative

196. According to the first e-mail, how have some employees coped with a problem?
- (A) By reducing operational costs
 - (B) By working outside their regular hours
 - (C) By hiring temporary staff
 - (D) By outsourcing a maintenance service
197. Which of Mr. Jackson's suggestions did Ms. Sohn implement?
- (A) Allowing employees two fifteen-minute printing periods per day
 - (B) Allotting a one-hour period at midday for emergency printing
 - (C) Posting a sign-up sheet next to the printers
 - (D) Discontinuing the use of color printers
198. According to the memo, what is the problem with the color printers?
- (A) They have not been ordered.
 - (B) They regularly break down.
 - (C) They fail to scan documents.
 - (D) They are being overused.
199. What is true about the new printers purchased by Reeder and Kelter, Inc.?
- (A) They were delivered on November 24.
 - (B) They include a three-year maintenance plan.
 - (C) They will be serviced on January 18.
 - (D) They came with free remote printing during the first month.
200. What does Truzplan offer?
- (A) Delivery of printed documents
 - (B) Equipment insurance
 - (C) Suggestions for accessories
 - (D) Training in the use of equipment

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

RC

기출 TEST

03

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. The event planner determined that Tuesday's forum will require ----- chairs.
(A) addition
(B) additions
(C) additional
(D) additionally
102. Ms. Hu will check the storage closet before she ----- more office supplies.
(A) contains
(B) orders
(C) writes
(D) copies
103. All sales staff are asked to acknowledge their ----- in Monday's workshop.
(A) participate
(B) participates
(C) participated
(D) participation
104. The commercial for Zhou's Café was ----- Sunn Agency's best advertisement of the year.
(A) easy
(B) ease
(C) easiest
(D) easily
105. Use coupon code SAVE20 to purchase ----- perfume or cologne for 20 percent off.
(A) any
(B) few
(C) single
(D) many
106. Talk-Talk Cell Phone Company will soon be merging with its main -----.
(A) competitor
(B) competing
(C) competitive
(D) competitively
107. Ms. Ellis designed one of the most ----- marketing campaigns the department had seen.
(A) create
(B) creation
(C) creative
(D) creatively
108. Last month we received numerous ----- comments from customers on our blog.
(A) eventual
(B) probable
(C) close
(D) positive

109. Beginning on August 1, patients will be asked to complete a short survey ----- each visit.
- (A) inside
(B) after
(C) where
(D) whenever
110. Viewing the beautiful landscape outside her door ----- inspires Elia Colao to paint.
- (A) continually
(B) continue
(C) continual
(D) continued
111. Although the parts are made in China, the ----- of Jamy bicycles is done in Canada.
- (A) vision
(B) meeting
(C) approach
(D) assembly
112. Many businesses promote carpooling ----- traffic congestion.
- (A) is prevented
(B) prevent
(C) to prevent
(D) prevented
113. ----- the repairs are complete, only essential personnel are allowed in the building.
- (A) Despite
(B) Finally
(C) Until
(D) During
114. We apologize for having used the wrong colors on the Slarott Architecture brochures and will deliver ----- on Friday.
- (A) replacing
(B) replaces
(C) replaced
(D) replacements
115. Employees must store all tools ----- at the end of the shift.
- (A) properly
(B) restfully
(C) truly
(D) finely
116. An ----- to renovate the old factory was submitted to the city council.
- (A) application
(B) establishment
(C) experience
(D) accomplishment
117. Customers ----- wish to return a defective item may do so within twenty days of the date of purchase.
- (A) whose
(B) who
(C) which
(D) whichever
118. The Golubovich House will be open ----- a special living-history program on Sunday.
- (A) from
(B) around
(C) for
(D) by
119. Mr. Wijaya is reviewing the résumés to select the candidate best ----- for the position.
- (A) qualify
(B) qualifications
(C) qualifying
(D) qualified
120. Tourists praise Naval City's world-class beaches ----- its historical attractions.
- (A) as well as
(B) yet
(C) so that
(D) when

- 121.** Mr. Chandling will cover any time-sensitive work ----- Mr. Tan is on vacation.
(A) along
(B) besides
(C) while
(D) then
- 122.** Laura Gless promotes faculty-led study programs in ----- such as France and Italy.
(A) destinations
(B) ambitions
(C) purposes
(D) intentions
- 123.** Mr. Stafford e-mailed the clients to ask ----- there is a train station near their office.
(A) so
(B) about
(C) whether
(D) of
- 124.** Last year, the city ----- nearly 500 building permits to small-business owners.
(A) regarded
(B) issued
(C) performed
(D) constructed
- 125.** Local merchants are hopeful that if this new business succeeds, ----- will also benefit.
(A) theirs
(B) them
(C) their
(D) themselves
- 126.** Following the retirement of Mr. Whalen, the company ----- a search for a new CEO.
(A) connected
(B) launched
(C) persuaded
(D) treated
- 127.** Ms. Travaglini filed the paperwork with the facilities department ----- a week ago.
(A) beyond
(B) over
(C) past
(D) through
- 128.** After the lease -----, customers have the option of purchasing the car or returning it to their local dealer.
(A) expired
(B) is expiring
(C) will be expiring
(D) expires
- 129.** The *Jones News Hour* is broadcast ----- on radio and television.
(A) instinctively
(B) simultaneously
(C) collectively
(D) mutually
- 130.** Ms. Choi would have been at the keynote address if her train ----- on time.
(A) arrives
(B) will arrive
(C) had arrived
(D) arriving

PART 6

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

Questions 131-134 refer to the following advertisement.

Philadelphia's PH11-TV invites you to download our new traffic app for your mobile device. The app ----- the station's traffic coverage. Use it to get traffic news if you are away from your television and are unable to watch our traffic reports. ----- . Plus, you can program your daily commute into the app to receive personalized alerts ----- on your mobile device when any traffic-related event occurs along your route. Avoid traffic delays by downloading the PH11-TV traffic app today, ----- tune in to our live broadcast beginning at 5:00 A.M. and 4:00 P.M. daily.
131. **132.** **133.** **134.**

131. (A) displaces
(B) observes
(C) commands
(D) supplements

132. (A) Our city is substantial in size.
(B) Text messages are subject to service fees.
(C) We send our newscasters to all areas of the city.
(D) The app features frequent updates.

133. (A) direction
(B) directly
(C) directing
(D) directs

134. (A) or
(B) well
(C) quick
(D) only

Questions 135-138 refer to the following Web page.

<http://www.midwestartisanalcheeseguild.org>

The Midwest Artisanal Cheese Guild (MACG) organizes trade shows and conducts educational seminars ----- the cheese-crafting trade within the midwestern United States. Cheeses from this
135. region are recognized internationally. Many of ----- cheeses are used by chefs at restaurants
136. around the world.

The MACG puts on the region's largest cheese-maker exposition, held each year in April. The prestigious Wizard of Cheese contest is held at this event. ----- . Dan Travella was last year's
137. ----- . His aged cheddar cheese received a winning score of 98.7 out of 100.
138.

- 135.** (A) is advancing
(B) to advance
(C) has advanced
(D) will advance

- 138.** (A) speaker
(B) expert
(C) judge
(D) champion

- 136.** (A) these
(B) each
(C) when
(D) instead

- 137.** (A) Local firm Bromatel demonstrates the latest in cheese-making technology.
(B) Next year some new conference activities are planned.
(C) Cheese makers from around the country compete.
(D) Hotel reservations can be made on our Web site.

Questions 139-142 refer to the following information.

Most of the ----- to *Zien Travel Quarterly* are professional writers with whom we have an
139. ongoing relationship. ----- , we always like to encourage and support new talent. We try to
include at least one article per issue from a new writer, but with just four issues a year, the
opportunities for publication are quite limited.

Before submitting an idea for publication, please read the guidelines at
www.zientravel.com/writers, as they outline our specific areas of interest in detail. ----- .
141.

Note that we aim to respond to all correspondence in a timely manner, but there may be times
when we are slow to respond. For this reason, we ask that you please be ----- .
142.

- 139.** (A) contributes
(B) contribution
(C) contributing
(D) contributors

- 142.** (A) patient
(B) secondary
(C) cautious
(D) precise

- 140.** (A) With that said
(B) For instance
(C) In other words
(D) In that case

- 141.** (A) There are dozens of ways to improve one's
writing skills.
(B) That is why an editorial calendar is so
important to our publication.
(C) This will increase the likelihood of your
proposal being accepted.
(D) While this story is excellent, it does not meet
our needs at this time.

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Questions 143-146 refer to the following e-mail.

To: bgosnell@bvb.org
From: sluu@luumarketing.com
Subject: Online marketing research
Date: April 3

Dear Mr. Gosnell,

Below are some preliminary conclusions and recommendations based on our analysis of the design of the Brookside Visitors Bureau Web site.

First, the site is not as ----- as it should be. We recommend updating its appearance and adding **143.** information that meets the demands of today's tourists. Note also that your organization's logo is not used consistently ----- your Web site. **144.**

You should also consider supplementing the imagery used to promote the city. ----- . We **145.** therefore recommend uploading some professionally made videos featuring the various attractions Brookside has to offer. ----- , we suggest adding a page to the Web site that allows **146.** residents and visitors to upload their own photos and videos of city attractions.

Please contact me at your earliest convenience to discuss the next steps.

Best regards,

Shelly Luu
Luu Marketing

- 143.** (A) effectiveness
(B) effectively
(C) effective
(D) effecting

- 144.** (A) upon
(B) toward
(C) among
(D) throughout

- 145.** (A) No photos can be used without my written authorization.
(B) A display of photos is not enough to attract prospective visitors.
(C) A systematic way of filing photos is essential for easy retrieval.
(D) Photos that were not in the proper format have been rejected.

- 146.** (A) So that
(B) In addition
(C) To clarify
(D) After all

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts 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 147-148 refer to the following ticket.

<p>Bellevue Transport</p> <p>Adult off-peak value ticket*</p>  <p>The bearer of this ticket is entitled to unlimited round-trip passage between destinations on the date of issue.</p> <p>Please retain this ticket until completing your travel, as it may be inspected by crew members on the ferry.</p> <p>*Off-peak value tickets are valid for travel Monday to Thursday, 9:00 A.M. to 4:00 P.M. only. Passengers who wish to travel at other times may upgrade to a regular fare ticket for \$5.00.</p>	<p>Between Bellevue Beach and Kipsky Island</p> 
	<p>Between Bellevue Beach and Port Canary</p>

147. What is true about the ticket?

- (A) It was purchased for \$5.00.
- (B) It can be returned for a cash refund.
- (C) It is valid for more than one journey.
- (D) It is good for 24 hours.

148. For what mode of transportation is the ticket?

- (A) A bus
- (B) A boat
- (C) A train
- (D) A taxi

Questions 149-150 refer to the following advertisement.

Graphic Design Associate Needed

The Zachary Township Floral Garden (ZTFG) is seeking a creative and career-oriented person to join our dynamic team. Duties include helping to design, publicize, and market ZTFG activities to schools and media outlets in the surrounding community. Qualifications include proficiency in office and design software and previous experience in a graphic design firm. Flexible work schedule. To apply, e-mail a cover letter, résumé, and two professional references to jobs@ztfg.org by May 5. To learn more, stop by any morning Monday through Friday for a tour of the garden.

- 149.** What is a requirement of the job?
- (A) Prior employment with a nonprofit organization
 - (B) Knowledge of organic gardening principles
 - (C) The ability to identify some garden flowers
 - (D) Competency with graphic design software

- 150.** How can job applicants get more information?
- (A) By viewing a video
 - (B) By taking a class
 - (C) By visiting the garden
 - (D) By contacting some references

Questions 151-152 refer to the following memo.

TEST 3

MEMO

To: All Employees
From: Don Wunder, Director of Facilities
Subject: Chanti Workspaces
Date: February 11

In a special partnership with Chanti Workspaces, five standing desks will be available to employees on a trial basis from February 20 to March 15. Standing desks allow you to stand comfortably while working. We will use the new Chanti B45 model, which is adjustable, so you can alternate between sitting and standing at the perfect height for you. Research suggests that standing desks can negate some of the harmful physical effects of sitting too much. They may also improve mood and overall health. Those wishing to take advantage of this opportunity should contact me. If we have more interest than desks, the recipients will be those who contact me first. Those using the desks will be asked to take a survey about their experience to help us determine whether we should make standing desks available to all employees.

151. What is the purpose of the memo?

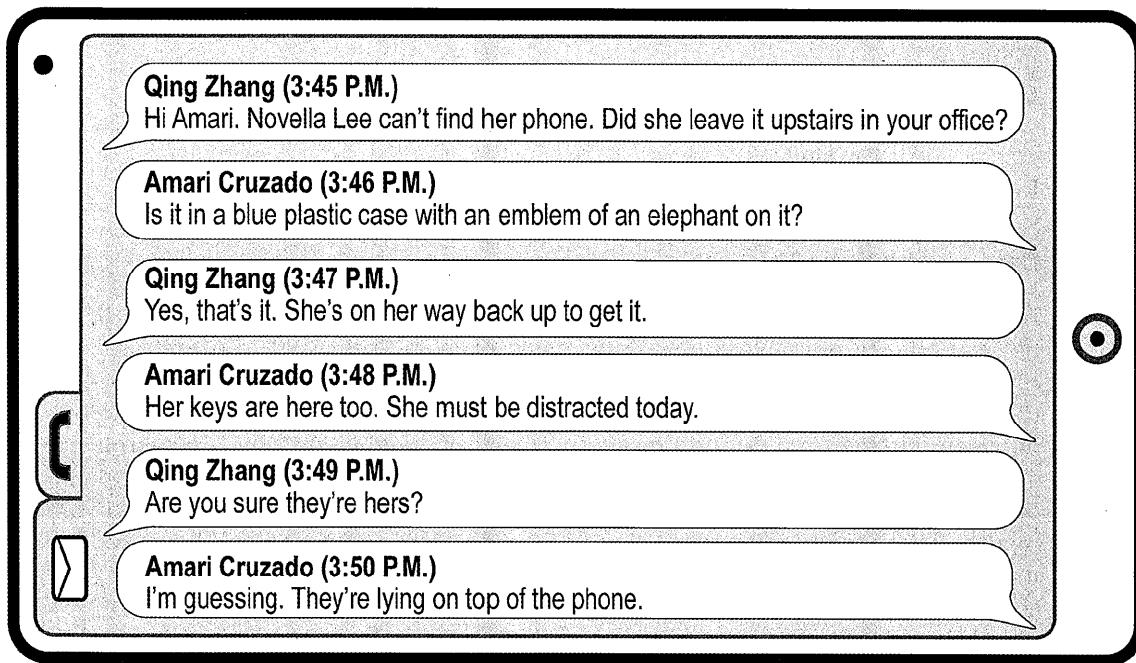
- (A) To ask for help in assembling some furniture
- (B) To offer staff a chance to try a new type of furniture
- (C) To encourage employees to take exercise classes
- (D) To survey worker preferences about office equipment

152. What is indicated about the Chanti B45 model?

- (A) It can be difficult to get used to.
- (B) It will increase worker productivity.
- (C) It can be adjusted to different heights.
- (D) It is the most expensive standing desk.

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Questions 153-154 refer to the following text-message chain.



153. What will Ms. Lee most likely do next?

- (A) Retrieve some things from upstairs
- (B) Order some accessories for her phone
- (C) E-mail Mr. Cruzado's assistant
- (D) Borrow Ms. Zhang's phone

154. At 3:50 P.M., what does Mr. Cruzado mean when he writes, "I'm guessing"?

- (A) He believes that Ms. Lee is often forgetful.
- (B) He thinks that Ms. Zhang spoke incorrectly.
- (C) He assumes that the keys belong to Ms. Lee.
- (D) He wonders if the keys belong to Ms. Zhang.

Questions 155-157 refer to the following property listing.

Ideal for a new business! This recently constructed property contains nearly 2,000 square metres of office space, with an additional 1,000 square metres of storage space and a 3,000-square-metre car garage. — [1] —. Easily accessible from downtown Cloverdale, the property is within 500 metres of several restaurants and a brand-new shopping centre. — [2] —. The sleek, modern design features floor-to-ceiling windows that provide an abundance of natural light. — [3] —. The standard lease is for twelve months with monthly payments and a security deposit. — [4] —. For a lease application or to view the property in person, call Danna Pulley at (519) 555-0139.

155. How large is the parking area?

- (A) 500 square meters
- (B) 1,000 square meters
- (C) 2,000 square meters
- (D) 3,000 square meters

156. What is NOT mentioned as an advantage of the property?

- (A) It is close to restaurants and stores.
- (B) It is a short drive from the airport.
- (C) It allows for plenty of sunlight.
- (D) It is a relatively new building.

157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“Longer terms can be negotiated, depending on the needs of the applicant.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

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Questions 158-160 refer to the following e-mail.

To:	Rafael Vargas
From:	Bon-Hwa Oh
Subject:	Information
Date:	1 October

Dear Rafael:

The opening at the new airport office here is now set for Monday, 3 November, because of a delay caused by some unexpected construction in Terminal A. I will e-mail you more details later this week, along with a request that you join us here. It would be great to have someone attend from the corporate office.

As I have planned, we will celebrate our relocation with a month of special deals on all car rentals. I have also arranged for us to partner with Moonray Airways for special flight and car travel packages. Although we expect many of our customers will continue to be business travelers, we hope to attract tourists, too.

I hope to see you next month.

Bon-Hwa Oh

- 158.** The word “set” in paragraph 1, line 1, is closest in meaning to
- (A) scheduled
 - (B) attached
 - (C) trained
 - (D) raised
- 159.** What does Mr. Oh suggest in his e-mail?
- (A) He has corrected a mistake.
 - (B) He has visited the corporate office.
 - (C) He is a newly hired employee.
 - (D) He is responsible for an office relocation.
- 160.** What is expected to open on November 3 ?
- (A) An airport terminal
 - (B) A car rental business
 - (C) A tourist agency
 - (D) A construction company

Questions 161-163 refer to the following letter.

Saunderson Medical Group • 46 Manuka Road • Karori, Wellington 6012

12 September

Dear Saunderson Medical Group Patient:

Saunderson Medical Group (SMG) thanks you for choosing us as your health care provider. Throughout our 35-year history, we have successfully treated thousands of patients in Karori. Given the rapid changes in the health care market, we have looked for the best way to continue to provide the best experience for our patients. Toward that end, we are pleased to announce that SMG will join with Keefe Health effective 1 October.

What does this mean for you? Only our name will change; beginning next month we will become Keefe Health Karori. Your physician will remain the same, and you may continue to see your doctor at our Karori location. However, we will now have available all of the talented doctors and specialists from the Keefe Health network to offer you a broader range of diagnostic services and treatments. Keefe Health is consistently ranked at the top of all medical providers in the larger metropolitan area for expertise and patient outcomes.

To learn more about Keefe Health, visit its Web site at www.keefehealth.co.nz. If you wish to schedule an appointment, please use our existing phone number.

We look forward to continuing to care for you.

Sincerely,

Saunderson Medical Group

TEST
3

161. What is the purpose of the letter?

- (A) To thank patients for their patronage
- (B) To advise patients about a business merger
- (C) To introduce a new doctor on staff
- (D) To announce the opening of a branch office

162. What is suggested about Keefe Health?

- (A) It offers medical options that SMG does not offer.
- (B) Its location is inconvenient for Karori residents.
- (C) Its patients will soon receive the letter.
- (D) It has been in business for 35 years.

163. According to the letter, what should recipients do to schedule an appointment?

- (A) Visit Keefe Health's Web page
- (B) Go to Keefe Health's main office
- (C) Send an e-mail request to the SMG receptionist
- (D) Call the same phone number as in the past

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Questions 164-167 refer to the following online chat discussion.

The image shows a simulated online chat interface with three participants: Will Frankel, Donna Davis, and Violet Menja. The messages are timestamped from 4:32 P.M. to 4:44 P.M. Will Frankel asks about instructors arriving on Monday. Donna Davis responds that they'll arrive at 2:30 P.M. and meet them at the security desk. Will Frankel asks if assistants can help, and Donna Davis asks if rooms will be set up with computers and whiteboards. Violet Menja states she'll meet the instructors at the security desk. Will Frankel says they'll be using two large conference rooms. Donna Davis notes lab technicians will finish their shifts just before 3:00 P.M. and asks if instructors need to lock up. Will Frankel says he'll be there to lock up. Donna Davis says it's good. Will Frankel adds he's here until 5:30 P.M.

Will Frankel (4:32 P.M.):	Are the instructors that are being sent over to our company ready to begin the safety training sessions on Monday?
Donna Davis (4:33 P.M.):	Yes. They'll arrive there at ZRC Tech at 2:30 on Monday afternoon. Someone will meet them at the security desk and show them where they'll be teaching, right?
Will Frankel (4:34 P.M.):	My assistant can help with that.
Donna Davis (4:35 P.M.):	Will the rooms be set up with computers and whiteboards?
Violet Menja (4:35 P.M.):	As Will stated, I'll meet the instructors at the security desk and get them visitor passes.
Will Frankel (4:37 P.M.):	We'll be using two large conference rooms that will have everything the instructors need.
Violet Menja (4:38 P.M.):	The lab technicians will finish up their shifts just before 3:00, so they can go straight to their sessions. I'll be around to help get everyone settled.
Donna Davis (4:41 P.M.):	Excellent. The sessions end at 5:00. Will either of you be there? Do the instructors need to lock up?
Will Frankel (4:42 P.M.):	I'll be there to lock up the rooms when they finish.
Donna Davis (4:43 P.M.):	Good. That's it, then.
Will Frankel (4:44 P.M.):	I'm here until 5:30 if you need anything else this afternoon.

164. Why did Mr. Frankel contact Ms. Davis?

- (A) To propose a change to a schedule
- (B) To request a security form
- (C) To order laboratory supplies
- (D) To confirm special arrangements

165. When will Ms. Menja be at the security desk?

- (A) At 2:30 P.M.
- (B) At 3:00 P.M.
- (C) At 5:00 P.M.
- (D) At 5:30 P.M.

166. What is indicated about the lab technicians?

- (A) They have recently been hired.
- (B) They will attend training sessions after work.
- (C) They will have a break in the afternoon.
- (D) They have previously met Ms. Davis.

167. At 4:43 P.M., what does Ms. Davis mean when she writes, "That's it, then"?

- (A) She does not have any more questions.
- (B) She does not think the doors should be locked.
- (C) She believes that Mr. Frankel has a good idea.
- (D) She has finished closing up the rooms.

Questions 168-171 refer to the following e-mail.

E-mail	
From:	Kira Takamatsu
To:	Eric Sutherland
Subject:	Meeting follow-up
Date:	March 8
<p>Dear Eric,</p> <p>Thank you for sharing your concerns about your workload. — [1] —. We do our best to distribute projects so that employees can complete them during the regular workweek. — [2] —. Since we recently added book-cover design to your already full list of responsibilities, we have decided to assign an assistant to you, a new team member named Hugo Rynkowski. — [3] —. You will oversee his work, including all poster, logo, and catalog layout projects.</p> <p>When Mr. Rynkowski arrives next Monday, you will need to share with him all of your clients' information, including general descriptions and specific requirements. You will be responsible for instructing him on our design software as well as all other systems that you are using.</p> <p>If you have any other concerns, please do not hesitate to share them with me. — [4] —.</p> <p>Kind regards,</p> <p>Kira Takamatsu</p>	

168. Who most likely is Mr. Sutherland?

- (A) A computer programmer
- (B) A graphic designer
- (C) A company manager
- (D) A writer

169. What problem did Mr. Sutherland report?

- (A) Inconvenient scheduling
- (B) Outdated software
- (C) Long commutes
- (D) Too much work

170. What is Mr. Sutherland asked to do next week?

- (A) Prepare a report
- (B) Meet a potential client
- (C) Train a new employee
- (D) Create a job description

171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"This new hire will support you in most of your tasks."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 172-175 refer to the following article.

Perth Daily Tribune

Beneath the Bright Blue Sea

(2 November)—If you are looking for Sara Nannup, start by checking under the sea. That's where she has captured all the images in her latest book of photography, *Beneath the Bright Blue Sea*.

Ms. Nannup began taking pictures when her father gave her an easy-to-use instant camera for her fifth birthday. When she went to university, however, she put the camera down to pursue a career in print journalism.

After she graduated, Ms. Nannup was hired as a staff writer by the *Perth Daily Tribune* and had little time for taking pictures. That changed when she attended an underwater photography workshop while on vacation in Bali, Indonesia. There her interest in photography was renewed, and she eventually left her job at the newspaper to devote herself to photography full-time.

Although she started with a child's instant camera, Ms. Nannup now works with

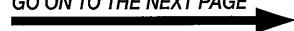
advanced underwater cameras. To deal with wear and tear, she updates her equipment every few years. "Salt water and sand pose challenges for underwater photography equipment beyond those that an everyday camera would face," she said.

After years now of diving and taking pictures, she has yet to tire of her profession. "I still love being able to show people images of creatures and places that they have never seen," says Ms. Nannup.

Most of Ms. Nannup's work, including her latest release, focuses on the ocean around Australia. In May, however, she will travel to Greece to photograph underwater ruins in the Mediterranean for her next book.

Visit www.saranannup.com.au for more information on Ms. Nannup and her work.

172. What is the purpose of the article?
- (A) To profile a former newspaper employee
 - (B) To offer photography advice
 - (C) To promote an online newspaper column
 - (D) To advertise a photography exhibition
173. What inspired Ms. Nannup to take underwater photographs?
- (A) Advice from her father
 - (B) A job in Indonesia
 - (C) A special workshop
 - (D) A journalism class
174. The word “pose” in paragraph 4, line 6, is closest in meaning to
- (A) model
 - (B) check
 - (C) ask
 - (D) present
175. What is indicated about Ms. Nannup?
- (A) She is an experienced diver.
 - (B) She will soon publish her first book.
 - (C) She has taken photographs in Greece.
 - (D) She has used the same camera for many years.

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Questions 176-180 refer to the following brochure and article.

WESTWOOD PROPERTIES, INC. <i>Residential Communities</i>	
Westwood Properties, Inc. (WPI), has two residential apartment communities in the city of Kentville.	
HILLSIDE MANOR 222 Jackson Rd. <u>Features:</u> <ul style="list-style-type: none">• 2- and 3-bedroom units with washer and dryer• Swimming pool plus basketball and tennis courts• Children's park nearby• Top-rated schools in the area• Five minutes from the business district• Pet-friendly environment	LAKEVIEW OAKS 119 E. Corfu St. <u>Features:</u> <ul style="list-style-type: none">• 1-bedroom units with large kitchens and baths• Hardwood floors• Community laundry room on each floor• Fitness center and outdoor swimming pool• Ten minutes from business district• Access to multiple bus lines right outside your door• Pet-friendly environment
Visit our Web site at www.westwoodproperties.com to view floor plans or to schedule a personal tour. Sales agents are available at our offices to answer your questions Monday through Friday from 9:00 A.M. to 5:00 P.M., and on Saturday and Sunday from 12:00 noon to 5:00 P.M.	

WPI Announces Expansion

KENTVILLE (March 16)—Westwood Properties, Inc. (WPI), in partnership with the Kentville city government, will be constructing its third residential development in Kentville. The new development, Green Valley Court, will consist of 150 freestanding homes.

Work will begin in April and is expected to be completed in eighteen months. WPI will bear 60 percent of the costs, while the remainder will be borne by the city government.

WPI has built a reputation for providing

comfortable living at affordable prices. Its current residential developments, Hillside Manor and Lakeview Oaks, were built five years ago and are much in demand, with long waiting lists.

According to Helen Hart, a marketing executive for WPI, Green Valley Court will be located twenty minutes from the business district. Ms. Hart went on to say that "Green Valley Court will be ideal for retirees and those longing for some rest and relaxation after a hard day's work."

176. What is stated about Westwood Properties, Inc.?
- (A) Its offices are open daily.
 - (B) It lists available units online.
 - (C) It offers hourly personal tours.
 - (D) Its headquarters are located in Kentville.
177. What is NOT listed as a feature of the units at Lakeview Oaks?
- (A) Recreational facilities
 - (B) Laundry facilities
 - (C) Covered parking
 - (D) Hardwood flooring
178. What does the article suggest about the units at Hillside Manor and Lakeview Oaks?
- (A) They were built in eighteen months.
 - (B) They were completed in April.
 - (C) Many people find them expensive.
 - (D) Many people want to live in them.
179. What does the article mention about Green Valley Court?
- (A) It will contain two apartment buildings.
 - (B) It will be managed by Ms. Hart.
 - (C) Its construction costs will be partly paid for by the government.
 - (D) It is restricted to people who have retired.
180. How will Green Valley Court differ from the other two developments?
- (A) It will allow residents to have pets.
 - (B) It will be farther from the business district.
 - (C) It will include special features for elderly residents.
 - (D) It will allow people to buy homes as well as rent them.

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

To:	Dennis Maki
From:	Nigella Smith
Date:	Thursday, November 8, 2:15 P.M.
Subject:	Update

Dennis:

The heads of accounting and sales have chosen the finalists for the job openings in their departments here at Plumsted Aynes. Susan Tsai would like to invite Marco Garcia and Danielle Jenkins to return for second interviews for the accounting position, and Rajesh Kapoor wants to invite Melanie Yu for a second interview for the medical sales position.

I would like you to call the finalists, schedule interviews with them, and then make lunch arrangements accordingly. Keep in mind that Susan will be out of the office next week for a conference.

Thank you for your assistance with this search so far. I'm especially grateful that you were able to work on a short deadline when I asked you to set up the initial interviews.

Regards,

Nigella Smith
Human Resources Director

To:	Nigella Smith
From:	Dennis Maki
Date:	Thursday, November 8, 3:52 P.M.
Subject:	RE: Update

Nigella:

I called the three finalists. As it turns out, this afternoon Melanie Yu accepted a job offer with another pharmaceutical firm—our competitor Granquist. I informed Rajesh about this development and he said he hopes to find a suitable replacement.

I have confirmed an interview for Mr. Garcia on Tuesday, November 20. I also made arrangements with our regular catering company for lunch here. Unfortunately, Ms. Jenkins was recently hospitalized, so I'm leaving any further decision about her interview with you.

Dennis Maki
Administrative Associate

181. What is one purpose of the first e-mail?
- (A) To announce a job opening
 - (B) To make an offer to a job applicant
 - (C) To request that applicants be contacted
 - (D) To check a job candidate's references
182. What type of company most likely is Plumsted Aynes?
- (A) An accounting firm
 - (B) A medical clinic
 - (C) A caterer
 - (D) A pharmaceutical company
183. What is suggested about Ms. Jenkins?
- (A) She has visited Plumsted Aynes before.
 - (B) She will be interviewed by Ms. Smith.
 - (C) She previously worked for Granquist.
 - (D) She is interested in a sales position.
184. What will Mr. Kapoor most likely do?
- (A) Meet with Mr. Garcia
 - (B) Attend a conference
 - (C) Make reservations at a restaurant
 - (D) Select a new candidate to interview
185. What was Mr. Maki NOT able to do?
- (A) Order food to be delivered
 - (B) Schedule all the appointments within a given time frame
 - (C) Have a conversation with Ms. Yu
 - (D) Assist Ms. Smith with setting up the initial interviews

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Questions 186-190 refer to the following article, Web page, and online order form.

KELOWNA (2 June)—A new enterprise is revolutionizing mealtime in Kelowna. Fine Fresh Foods is a meal-delivery service that was founded one year ago by Kathryn Mishra. The service allows users to go online and browse hundreds of recipes. They select the recipes they like and have the ingredients, with cooking instructions, shipped to them on a weekly basis.

Ms. Mishra first thought of the idea when she observed her friends' hectic lives. "My friends were too busy to plan, shop, and cook for themselves," she explained. "Most nights they would go to a restaurant and get takeout food. Some wanted to cook at home

in their kitchens but didn't feel confident in their abilities."

Ms. Mishra has found a way to streamline the whole process. Fine Fresh Foods works with local suppliers—often small farms—that are required to be organic. The focus on working with local partners, as well as the convenience and reasonable price of the service, has made the business extremely popular. At the moment, Fine Fresh Foods delivers only within Kelowna, but expansion to other areas is planned in the coming year.

<http://www.penningtonfarm.ca>

Home	Produce	News	Contact
------	---------	-------------	---------

Pennington Farm is teaming up with Fine Fresh Foods! Since our founding over 30 years ago, we have always produced high-quality fruits and vegetables. We look forward to helping Fine Fresh Foods in its mission to provide delicious culinary creations sourced from local farms like ours.

Pennington Farm's fruits and vegetables can also be purchased at our farm stand seven days a week from 9:00 A.M. until 2:00 P.M. In addition, we sell our produce at the Hardy Street Farmers Market each Saturday morning and at Russell's Grocery Store throughout the week.

http://www.finefreshfoods.ca/orderform

Fine Fresh Foods
Order Form

Name: Darren Soun
E-mail: dsoun@email.ca
Phone: 250-555-0193
Selected Recipes:
#11—Stir-fried chicken and vegetables (serves four)
#32—Pork tenderloin with asparagus (serves four)
#56—Vegetable barley soup (serves two)
Total: \$50.00 (Charged to credit card ending in 4873)
Delivery Day and Time: Tuesday, 13 June, at 6:00 P.M.

- 186.** What is the article mainly about?
- (A) How a food-service company got started
(B) What recipes a cooking class will cover
(C) Why a local restaurant is popular
(D) Where to buy inexpensive kitchen equipment
- 187.** According to the article, what is one reason customers like Fine Fresh Foods?
- (A) Its hours are convenient.
(B) Its prices are affordable.
(C) It has several locations.
(D) It offers free delivery.
- 188.** What is announced on the Pennington Farm Web page?
- (A) A job opportunity
(B) An upcoming sale
(C) A business partnership
(D) An anniversary celebration
- 189.** What most likely is true about Pennington Farm?
- (A) It is a family-run business.
(B) It recently opened a second farm stand.
(C) It sells exclusively to Russell's Grocery Store.
(D) It is an organic farm.
- 190.** What is suggested about Mr. Soun?
- (A) He does not eat meat.
(B) He lives in Kelowna.
(C) He is having a dinner party on June 12.
(D) He is one of Ms. Mishra's friends.

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

E-mail

To:	Kate Millerson
From:	Daniel Friedman
Date:	January 25
Subject:	Upcoming focus group

Hi, Kate,

The next focus group to test the new fruit-flavored beverage ideas will be held on February 1 in the Greenville office. Mari Kobayashi will be leading it.

Please design a questionnaire to collect the group's feedback using the one you created last month as a template and send it over to Mari. After the focus group takes place, please tally the results in the form of a chart. I need to incorporate this information into my monthly report to the chief marketing officer.

Thanks,

Daniel

E-mail

To:	Daniel Friedman
From:	Kate Millerson
Date:	February 3
Subject:	Results of Greenville focus group
Attachment:	Greenville Results

Hi, Daniel,

According to Mari Kobayashi, 25 of the 30 registered participants for Greenville took the taste test and completed the questionnaire. The results are mostly in line with the results from last month's focus group. However, Mari did note that the Greenville group's most popular flavor was unexpected.

Per your request, the tabulated results are attached. Please let me know if you will need additional information for your report to Ms. Acosta or if she wants to see the comments on the questionnaires.

Kate

http://www.finefreshfoods.ca/orderform

Fine Fresh Foods
Order Form

Name: Darren Soun
E-mail: dsoun@email.ca
Phone: 250-555-0193
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#11—Stir-fried chicken and vegetables (serves four)
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Kate

GREENVILLE FOCUS GROUP

February 1

(Numbers indicate how many participants preferred each option.)

Type of drink:	Carbonated (8)	Noncarbonated (17)		
Highest price willing to pay:	\$1.25 (5)	\$1.50 (12)	\$2.00 (5)	\$2.50 (3)
Flavor:	Cherry (2)	Lemon (7)	Lime (13)	Orange (3)

191. In the first e-mail, what is indicated about Ms. Millerson?
- (A) She has designed questionnaires before.
 - (B) She will lead a focus group on February 1.
 - (C) She will interview Ms. Kobayashi.
 - (D) She has been transferred to the Greenville office.
192. What does Mr. Friedman say he will do with Ms. Millerson's data?
- (A) Distribute it to his staff
 - (B) Show it to a new client
 - (C) Include it in a report
 - (D) Write an article based on it
193. Who most likely is Ms. Acosta?
- (A) The director of Human Resources
 - (B) The chief marketing officer
 - (C) A focus group leader
 - (D) An information technology expert
194. What does Ms. Millerson suggest about the Greenville focus group?
- (A) Some people arrived late.
 - (B) The group will meet again soon.
 - (C) Each attendee received a payment.
 - (D) There were fewer participants than expected.
195. Which flavor preference surprised Ms. Kobayashi?
- (A) Cherry
 - (B) Lemon
 - (C) Lime
 - (D) Orange

GO ON TO THE NEXT PAGE 

Questions 196-200 refer to the following Web site, online review, and booking confirmation.

<http://www.zabokahaiti.ht>

French | English ▲ ▼

Zaboka Guesthouse
99 rue Hibbert, Pétion-Ville, Haiti

The Zaboka Guesthouse, situated in the hills above Haiti's capital city of Port-au-Prince, occupies the top four floors of a gorgeous building in a historic district. Our guesthouse is centrally located and just a short walk to markets, restaurants, art galleries, and nightclubs.

Details:

- Amenities include wireless Internet, kitchen facilities, and luggage storage.
- All guests are also entitled to a free Haitian-style breakfast including locally grown coffee.
- The room rate is \$45 per night per guest (\$15 is charged up front to secure each reservation; the remainder must be paid upon arrival).
- Check-in starts at 1:00 P.M.; checkout is no later than 11:30 A.M.
- A minimum stay of two nights is required.
- Parties arriving after 7:00 P.M. will be charged a late-night check-in fee of \$5.00 per reservation.

<http://www.travelfair.com>

Pétion-Ville, Haiti: Zaboka Guesthouse
Posted by Wilford Gaines on October 7

I stayed at the Zaboka Guesthouse for three nights in April. There are several other hotels in the area, but in my view, this is certainly the nicest option within the price range. The lively courtyard and huge communal kitchen both present a great environment for meeting other guests. That was without a doubt my favorite aspect. If you plan to arrive in the evening, make sure you get the code to enter into the electronic keypad at the door, as the street level entrance is locked after 7 P.M. This isn't something I was made aware of, so I had to wait a short while to be let in. Other than that, I really enjoyed my stay!

<http://www.zabokahaiti.ht/receipt167642>

Thank you for your reservation! Please print a copy of these details for your records.

Guest Name: Melinda Le

Number of Guests: 1

Booking Reference Number: 167642

Date and Time of Check-in: 2 June at 8:00 P.M.

Date and Time of Checkout: 3 June at 11:00 A.M.

Amount Paid: \$15.00 deposit

+ \$5.00 late-night check-in fee

= \$20.00 total paid via card ending in -8990

Amount Due on Arrival: \$30.00

Total: \$50.00

Send a message to reception@zabokahaiti.ht or call + 509 2555 0161 if you have any questions prior to your arrival. We look forward to hosting you!

TEST
3

196. Where is the Zaboka Guesthouse located?
- (A) Next to a history museum
 - (B) Near an urban transit center
 - (C) In an old area of the town
 - (D) In a new residential area
197. What does the Web site mention about the Zaboka Guesthouse?
- (A) It provides a complimentary breakfast.
 - (B) It can be reserved for special evening events.
 - (C) It offers tours to local attractions.
 - (D) It requires full payment in advance.
198. What did Mr. Gaines like most about the Zaboka Guesthouse?
- (A) Its friendly staff
 - (B) Its spacious rooms
 - (C) Its social atmosphere
 - (D) Its attractive architecture
199. How did the Zaboka Guesthouse make an exception for Ms. Le?
- (A) By extending her checkout time
 - (B) By waiving a nighttime check-in fee
 - (C) By charging a lower price for her room
 - (D) By allowing her to stay only one night
200. What is suggested about Ms. Le?
- (A) She made her reservation over the phone.
 - (B) She will need a code to enter the guesthouse.
 - (C) She will be traveling with extra luggage.
 - (D) She requested a room that overlooks the courtyard.

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

RC

기출 TEST

04

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. ----- account will be credited after we receive the returned merchandise.
- (A) You
(B) Yours
(C) Your
(D) Yourself
102. Late entries for the cake decoration contest will not be -----.
- (A) solved
(B) accepted
(C) decided
(D) earned
103. The newspaper has seen an ----- in the number of subscribers who read the online version.
- (A) increase
(B) increases
(C) increasingly
(D) increased
104. Every attorney at the firm of Duncan and Hulce has practiced law ----- more than ten years.
- (A) at
(B) for
(C) on
(D) by
105. Prehart Tool Company has created a more ----- drill than its previous models.
- (A) powerful
(B) powers
(C) powerfully
(D) power
106. To find out if an item on this Web site is in stock, ----- highlight the item and click the "Check on it" button.
- (A) mostly
(B) simply
(C) enough
(D) quite
107. Mr. Jones ----- Ms. Cheng's clients while she is on a business trip to Hong Kong.
- (A) will assist
(B) assisted
(C) to assist
(D) is assisted
108. The Jossty Company offers insurance policies to renters at the lowest rates -----.
- (A) ready
(B) strong
(C) available
(D) agreeable

109. ----- the Editorial Department receives the author's final approval, the manuscript should be sent to the printer.
- (A) As soon as
(B) Still
(C) In the meantime
(D) For example
110. Sidewalks in the town of Newburgh are ----- one meter wide.
- (A) general
(B) generally
(C) generalize
(D) generalization
111. The housing authority has formed a ----- to look for new construction locations.
- (A) member
(B) building
(C) frontier
(D) committee
112. A recent study has found that those ----- regularly read food labels tend to be healthier.
- (A) what
(B) where
(C) who
(D) when
113. If you are not ----- with your Electoshine toothbrush, you may return it for a full refund.
- (A) satisfaction
(B) satisfying
(C) satisfied
(D) satisfy
114. DG Feed Supply has shown strong growth heading ----- the end of the fiscal year.
- (A) among
(B) into
(C) around
(D) between
115. Book fair volunteers may be asked to work longer shifts if the need -----.
- (A) arise
(B) arises
(C) had arisen
(D) arising
116. On Tuesday, Mr. Molina will visit the Seoul office for the first time ----- becoming vice-president of operations.
- (A) under
(B) past
(C) until
(D) since
117. Attendees said the fireworks were the most ----- part of the festival.
- (A) impression
(B) impressive
(C) impresses
(D) impressed
118. The interview panel felt that Dinah Ong's education fit the job description of junior accountant -----.
- (A) perfectly
(B) recently
(C) routinely
(D) occasionally
119. The new software makes it possible to track purchases ----- at multiple points-of-sale.
- (A) rely
(B) reliable
(C) reliant
(D) reliably
120. ----- the next few months, Camion Vehicles will add more features to its sedans.
- (A) Provided
(B) Applying
(C) Toward
(D) Over

- 121.** Altona Printing is expecting a ----- upturn in holiday card orders in the next few weeks.
- (A) considerable
(B) wide
(C) central
(D) dominant
- 122.** By creating innovative packaging -----, EK2 Beverages hopes consumers will reuse their water bottles.
- (A) designed
(B) designs
(C) designing
(D) designers
- 123.** Throughout her tenure at LPID Systems, Ms. Patterson has ----- at defining complex concepts in simple terms.
- (A) excelled
(B) organized
(C) instructed
(D) simplified
- 124.** Winslet Food Service has ----- to expand the cafeteria's menu offerings.
- (A) promptly
(B) before
(C) although
(D) promised
- 125.** ----- the results of the customer survey, we may consider extending the store's evening hours until 9 P.M.
- (A) Because
(B) Depending on
(C) Whereas
(D) In order for
- 126.** Yerrow Cameras' lenses have a long telephoto reach yet an ----- lightweight casing.
- (A) exceptions
(B) exception
(C) excepting
(D) exceptionally
- 127.** After postponing her studies for many years, Ms. Ruiz ----- earned a degree in law.
- (A) thoroughly
(B) distinctly
(C) eventually
(D) already
- 128.** A favorable report on the ----- of Seesom Eyewear convinced the partners to invest in the company.
- (A) profitability
(B) profitable
(C) profited
(D) profitably
- 129.** In Monday's meeting, Mr. Ito ----- the need to hire enough workers for the peak season.
- (A) hesitated
(B) emphasized
(C) dominated
(D) launched
- 130.** Pugh Tower won the Best New Building Award for its creative ----- of sustainable materials.
- (A) routine
(B) accessory
(C) incorporation
(D) submission

PART 6

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

Questions 131-134 refer to the following memo.

From: Janine Farber
To: Barker Marketing Group employees
Date: September 25
Subject: Entryway improvements

As many of you have noticed, the main entrance of our building is in ----- condition. It is in
131.
desperate need of attention. Therefore, beginning at 6 P.M. on Friday, the main entrance ----- for
132.
approximately one month as it is renovated. The changes will give the entryway a more
streamlined and contemporary appearance.

----- the main entrance is closed, employees and visitors may use the side entrances to gain
133.
access to the building. -----
134.

131. (A) poor
(B) stable
(C) physical
(D) excellent
132. (A) close
(B) was closing
(C) will be closed
(D) had been closed
133. (A) While
(B) During
(C) Sometimes
(D) In the meantime
134. (A) All ground floor offices will remain
accessible.
(B) The construction firm has won several
awards.
(C) The building is more than 50 years old.
(D) The board of directors is discussing the
project.

GO ON TO THE NEXT PAGE

Questions 135-138 refer to the following article.

(May 2)—Automotive-manufacturing company Lybera, Inc., today announced that Harvey Ramirez has been appointed as the new chairperson of its board of directors. He ----- Helen McGavick, **135.** who has resigned in order to pursue a new business venture.

"We thank Ms. McGavick for her service and wish her success in her ----- endeavors," said Fen **136.** Wang, Lybera's president and CEO.

Mr. Ramirez has spent ten years as CEO of aerospace-engineering firm Elia Aviation. -----, he held a variety of senior management roles across public and private sectors. **137.**

"Mr. Ramirez's familiarity with sophisticated technology, combined with his leadership experience, makes him well suited to lead our company," said Mr. Wang. "-----." **138.**

- 135.** (A) replaces
(B) was replacing
(C) has been replaced
(D) would have replaced

- 136.** (A) advancing
(B) future
(C) certain
(D) instant

- 137.** (A) Again
(B) Consequently
(C) Previously
(D) However

- 138.** (A) These meetings take place on a regular basis.
(B) The product is currently being developed.
(C) We hope to learn more about the position.
(D) We look forward to his guidance.

Questions 139-142 refer to the following letter.

25 February

Dear Ms. Nguyen,

We appreciate your feedback regarding Medusa Airways' flight 859, which was scheduled to depart at 9:35 A.M. on 19 February. We are sorry that this flight ----- . We have decided to compensate you for the ----- . We have refunded the unused portion of your ticket, valued at \$410. Also, we will reimburse the \$200 you paid in hotel charges resulting ----- the disruption. ----- . Please allow up to five business days for the transactions to process.

Sincerely,

Yeeking Lai
Customer Relations Manager

TEST 4

- 139.** (A) was canceled
(B) will be canceled
(C) had to cancel
(D) is canceling

- 140.** (A) work
(B) time
(C) drawback
(D) inconvenience

- 141.** (A) above
(B) near
(C) from
(D) beyond

- 142.** (A) We hope you have an enjoyable trip.
(B) Both amounts have been credited to your account.
(C) Your complaint will soon be reviewed.
(D) Thank you for your understanding.

GO ON TO THE NEXT PAGE

Questions 143-146 refer to the following e-mail.

To: Film crew
From: Sandeep Goswami
Date: Monday, October 2
Subject: Barn scene retake

Dear Crew,

This is a reminder that on Saturday we will be doing a retake of the advertisement featuring the horses at Willow Stables. Filming with animals can be unpredictable, and last week we were not able to get the footage we needed. -----, I would like to begin promptly at 8:00 A.M. so that we **143.** can film from a number of angles before lunch. As long as everyone is punctual and everything goes well, we should get the footage we need by then. **144.**

I also want to ----- the fact that the set is closed to all who are not absolutely essential to the **145.** filming of the scene. Anyone else will be too much of a ----- . **146.**

Sandeep Goswami
Monarda Productions

- 143.** (A) Otherwise
(B) In either case
(C) If possible
(D) Alternatively

- 144.** (A) I was impressed by the rehearsal.
(B) Luckily, it is not noticeable to viewers.
(C) We will need different equipment.
(D) However, it may take the full day.

- 145.** (A) research
(B) challenge
(C) avoid
(D) stress

- 146.** (A) distraction
(B) distracting
(C) distracted
(D) distract

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts 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 147-148 refer to the following notice.

**STAR DESIGNS**

Dear Customers:

For many years, we at Star Designs have strived to offer quality apparel at competitive prices. Unfortunately, as a quick glance at our online store shows, we have been forced to increase our prices recently. Every effort has been made to avoid this, but because of the growing costs of cotton and most fabrics that we use to sew our colorful shirts and formal wear, we could no longer afford to maintain our prices. However, we will continue to provide the excellent quality and customer-oriented approach that you have come to appreciate with Star Designs.

Thank you for your understanding and your continued loyalty!

147. What does Star Designs produce?

- (A) Software
- (B) Clothing
- (C) Cosmetics
- (D) Furniture

148. What is being announced?

- (A) A grand opening
- (B) An expanded product line
- (C) A change in prices
- (D) An upgraded online store

GO ON TO THE NEXT PAGE

Questions 149-150 refer to the following brochure.

Acadetech

Over ten years serving individuals
as well as small- and mid-sized businesses

What we do:

- Responsive Web site design with secure e-commerce functionality
- Multilingual content development and management
- Branding and marketing

Prices begin at \$200 for a basic five-page Web site in English. Expedited design available. Call or e-mail us today for a consultation!

Customer reviews:

“My business has had a boost since the launch of the great new Web site designed by Mr. Alexander. The super-secure e-commerce tools make shopping easy and safe for my customers.”

—*Julia Melo*, Flowers To Go

“Acadetech is the best! I needed to accommodate a large variety of customers, and they listened. Thanks to their responsive design, my site is just as functional on mobile phones and tablets as on big desktop screens.”

—*Erik Schroeder*, Jamestown Catering

149. What is suggested about Acadetech?

- (A) It works mainly with large companies.
- (B) It investigates Web site security breaches.
- (C) It offers a variety of Web site designs.
- (D) It provides delivery service for online-shopping businesses.

150. With what feature is Mr. Schroeder particularly pleased?

- (A) The security
- (B) The speed
- (C) The simplicity
- (D) The adaptability

Questions 151-153 refer to the following e-mail.

E-Mail Message

To: Geoffrey Breen
From: Gagan Chopra
Subject: Information
Date: 24 March
Attachment: Chopra1

Dear Geoffrey:

This is to remind you that beginning next Monday I will be on vacation for three weeks in Jaipur. — [1] —. I am providing you with a list of the current book projects that I am overseeing that includes the manuscript due dates as well as other pertinent information about each project. — [2] —. I know you have a lot to do as editor-in-chief, so I have asked a colleague to oversee my projects while I'm away.

Ian Pressler has been working closely with me for the past few months on travel and finance titles, so he is well aware of the ongoing projects in this area and will see that things go smoothly. We had a lunch meeting yesterday at the new restaurant near Anderson Market to go over them. — [3] —. Ian will make certain the appropriate e-mail reminders are sent out to the authors whose projects are nearing completion. I will have limited Internet access while traveling, but I will respond to messages as quickly as possible. — [4] —.

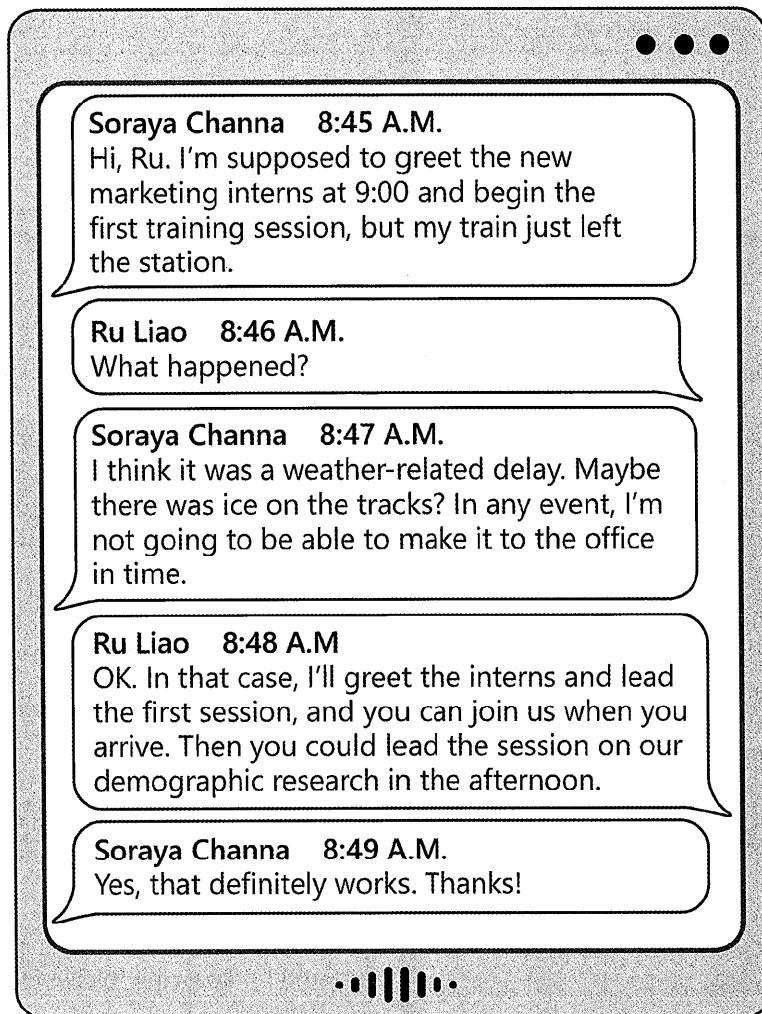
Kind regards,

Gagan Chopra

151. Where most likely does Mr. Chopra work?
- (A) At a travel agency
(B) At a publishing company
(C) At a restaurant
(D) At a financial consulting company
152. What does Mr. Chopra write that Mr. Pressler will do?
- (A) Go to the market
(B) Plan a lunch meeting
(C) Begin a new project
(D) Send some e-mails
153. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
"While there, we put together a project list, which includes all of the associated tasks."
- (A) [1]
(B) [2]
(C) [3]
(D) [4]

GO ON TO THE NEXT PAGE

Questions 154-155 refer to the following text-message chain.



- 154.** What is Ms. Channa's problem?
- (A) She missed her train.
 - (B) She has been delayed.
 - (C) She is not prepared to give a presentation.
 - (D) She forgot to contact the interns.

- 155.** At 8:49 A.M., what does Ms. Channa mean when she writes, "Yes, that definitely works"?
- (A) A train has started to move.
 - (B) A machine is operating correctly.
 - (C) The suggested plan is a good one.
 - (D) She was able to change her travel schedule.

Questions 156-158 refer to the following article.

Small Business News

By Anna Fortin

PRESTON (29 August)—The town's small business boom continues, creating new jobs and strengthening local markets. In fact, Preston's small businesses employed 4,300 people last year, equaling 25 percent of the local labor force.

"Small businesses are definitely a key economic driver," explains Dr. Henry Belanger, who teaches finance at Lackland University. "Start-up businesses are a significant engine for job creation."

According to Belanger, Preston is part of a province-wide trend.

"Last year, the province saw job expansion above the national average, adding more than 19,000 jobs overall," Dr. Belanger said. "About 17 percent were in small businesses. Moreover, thanks to the personal income generated by small companies, larger, established businesses benefited too."

Parties interested in starting a business can access the government's Provincial Small Business Center for help in creating a business plan, finding capital, and learning marketing strategies.

TEST
4

156. The word "boom" in paragraph 1, line 2, is closest in meaning to
- (A) sound
 - (B) discovery
 - (C) growth
 - (D) surprise
157. Who most likely is Dr. Belanger?
- (A) The president of the Provincial Small Business Center
 - (B) A small-business owner
 - (C) The mayor of Preston
 - (D) A university professor
158. What does Dr. Belanger state about small businesses?
- (A) The government has opened a new office to help them.
 - (B) Their impact extends to larger organizations.
 - (C) They provide inexperienced employees with training.
 - (D) They are closing throughout the province.

GO ON TO THE NEXT PAGE 

Questions 159-160 refer to the following e-mail.

To:	dianepaxton@lamail.com
From:	customerservice@lenfordfinancial.co.uk
Subject:	Online Account
Date:	22 June

Dear Ms. Paxton,

Thank you for your interest in Lenford Financial. We have received your online inquiry and have issued a temporary username and password. To activate your online account, please follow these steps.

1. Go to our Web site and select "New Registration."
2. Log in using username DPAXTON and password XA098T. You will be prompted to create a new username and password.
3. A new-customer survey will pop up. Fill out the survey with information about your financial profile.
4. After you submit the survey, one of our account representatives will call you within 24 hours to discuss your portfolio and future investments.

We look forward to helping you attain your financial goals.

Kent Rawlin
Customer Account Representative

- 159.** What does the e-mail suggest about Ms. Paxton?

- (A) She has requested information from Lenford Financial.
- (B) She is a finance professional.
- (C) She has been a Lenford Financial customer for many years.
- (D) She was not able to log in to her account.

- 160.** What is Ms. Paxton instructed to do?

- (A) Call an account representative
- (B) Request a temporary password
- (C) Take a survey over the phone
- (D) Submit a form online

Questions 161-163 refer to the following job advertisement.

Green Rock University Seeks Assistant for Technology Lab

Because of student demand, Green Rock University's Technology Lab will now be open during the evening. As a result of these extended hours, we are seeking an evening lab assistant. The successful candidate should possess a range of relevant knowledge and skills in 3-D printing, basic coding, graphic design programs, and movie-making software.

We are looking for a person who is patient, creative, and enjoys helping others. The ideal candidate will also enjoy learning new things and sharing that knowledge with other people. Applicants chosen for interviews will be asked to bring examples of technology-related projects they have worked on and should be prepared to discuss those projects. Interested applicants should send a letter of interest and résumé to tech@greenrockuniversity.edu.

161. Why is the lab-assistant position being offered?
- (A) Building renovations have been completed.
 - (B) Equipment has been modernized.
 - (C) Some employees have left.
 - (D) Hours of operation have changed.
162. What is NOT a requirement of the job?
- (A) A degree in graphic design
 - (B) A desire to help others
 - (C) Coding knowledge
 - (D) Creativity
163. How should applicants apply for the position?
- (A) By telephone
 - (B) By e-mail
 - (C) By express mail
 - (D) In person

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Questions 164-167 refer to the following e-mail.

To:	Alan Rogerson <arogerson@rogersoncorp.ca>
From:	Yoshi Takeda <ytakeda@dskt.co.jp>
Subject:	Greenhouse system
Date:	18 November
Attachment:	DSKTgs

Dear Mr. Rogerson,

I am glad we got a chance to talk at the agricultural technology trade show in Dublin last week. Per your request, I have attached an electronic version of our booklet on the DSKT greenhouse system. — [1] —.

I am aware that your greenhouses are located some distance from one another. — [2] —. Using our environmental monitoring system, you could check the temperature, humidity, and air quality of each greenhouse remotely. You would no longer need to be on-site to make observations every night. DSKT sends the readings to your smartphone or computer. — [3] —.

You might also be interested in our crop irrigation systems. — [4] —. Let me know if you would like more information; I will be happy to answer questions about any of our products.

Sincerely,

Yoshi Takeda

164. Why did Mr. Takeda send the e-mail?

- (A) To inquire about attending a trade show
- (B) To discuss an upcoming meeting
- (C) To follow up on a recent conversation
- (D) To schedule a product demonstration

165. What is suggested about Mr. Rogerson?

- (A) He rarely travels for work.
- (B) He is involved in farming.
- (C) He specializes in environmental science.
- (D) He designed a smartphone application.

166. According to the e-mail, what can the DSKT greenhouse system do?

- (A) Water plants
- (B) Disable machinery
- (C) Control lighting
- (D) Transmit information

167. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"I am confident it will illustrate how our system can meet your needs."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 168-171 refer to the following notice.

“Expressions in Form and Color”
March 30
5:30 P.M.–9:00 P.M.

Event Description: The Summerlake University Art Department is pleased to present its annual showcase, opening today at 5:30 P.M. in the campus art gallery located in Building 4. Come see new artwork—including paintings, photographs, drawings, and sculptures—while enjoying beverages and appetizers.

Student artists will be on hand to speak about their work to visitors at the gallery from 5:30 P.M. to 7:30 P.M. this evening. At 7:30 P.M., Fin Olson, sculptor of *Delivered*, will give a presentation about how his study abroad in Milan influenced his work. Mr. Olson, who will finish his degree in April, has already sold many pieces to private collectors and teaches workshops to children.

This event is open to students, faculty, and the public. Parking is available in the designated areas next to Buildings 4 and 8. Please note that the area by Building 4 requires a permit, but the area by Building 8 is free to the public.

For more information, including a list of featured artwork, please visit the Art Department’s Web site at www.summerlake.edu/artdepartment/events.

TEST 4

168. What is the purpose of the notice?
- (A) To advertise an art class
 - (B) To promote a yearly exhibition
 - (C) To publicize the sale of a sculpture
 - (D) To announce the opening of a museum
169. What is indicated about the works of art?
- (A) They were produced by students.
 - (B) They represent a common theme.
 - (C) They include some pieces from private collections.
 - (D) They are mostly paintings.
170. What is mentioned about Mr. Olson?
- (A) He is a recent university graduate.
 - (B) He manages a Web site.
 - (C) He has a parking permit.
 - (D) He traveled to another country.
171. What is NOT suggested about the event?
- (A) Refreshments will be served.
 - (B) Artists will speak with attendees.
 - (C) Free parking is available.
 - (D) Demonstrations will be given.

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Questions 172-175 refer to the following online chat discussion.

The screenshot shows a simulated online chat window. At the top left, there are three user icons. The messages are listed in a vertical column:

- Ichiro Watanabe (9:30 A.M.)** Does anyone have ideas before the Friday department meeting for improving the inspection process for dental offices?
- Suzanne Parrin (9:31 A.M.)** There is too much paperwork. Perhaps inspectors could complete forms electronically.
- Zachary Qian (9:32 A.M.)** Great idea. That would eliminate paper completely.
- Ichiro Watanabe (9:33 A.M.)** That's an effective way for us to save time and money, but how do we transition from using the current forms to electronic ones? How would inspectors be trained?
- Suzanne Parrin (9:35 A.M.)** What if inspectors continue to use paper forms while they're learning how to use the new electronic version?
- Zachary Qian (9:36 A.M.)** That way, they would gain some experience with the electronic forms. And maybe we could hire instructors to train our inspectors so they're ready for the transition.
- Suzanne Parrin (9:38 A.M.)** Exactly. We could hold the training sessions here at the Labor Department.
- Ichiro Watanabe (9:40 A.M.)** Great. I'll propose these ideas at the meeting.

At the bottom of the window, there are navigation arrows: a left arrow on the left and a right arrow on the right, each with a small downward-pointing arrow icon.

- 172.** What are the writers discussing?
- (A) Changing a work procedure
 - (B) Hiring experienced inspectors
 - (C) Staffing a new department
 - (D) Creating additional paper forms
- 173.** What is suggested about the writers?
- (A) They train dental assistants.
 - (B) They manage other employees.
 - (C) They are determining a budget.
 - (D) They are purchasing computers.
- 174.** At 9:38 A.M., what does Ms. Parrin most likely mean when she writes, "Exactly"?
- (A) She knows how many years of experience are required.
 - (B) She wants to make sure all the paperwork is accurate.
 - (C) She thinks Mr. Qian's idea will resolve a problem.
 - (D) She believes Mr. Watanabe's estimate is correct.
- 175.** What will Mr. Watanabe most likely do on Friday?
- (A) Present a lesson to the inspectors
 - (B) Distribute a survey to the trainers
 - (C) Learn to use an electronic form
 - (D) Suggest a solution to a problem

Questions 176-180 refer to the following memo and form.

MEMO

To: All Staff
From: Shondra Brown, Director of Benefits
Date: August 4
Re: Wellness Classes

In the interest of promoting a healthy and productive workforce, Lellar Manufacturing will begin offering monthly wellness classes. While participation is not required, we do hope that everyone will take advantage of this opportunity. Part- and full-time regular employees are eligible for these classes at no cost. All other workers and trainees will be required to pay a small enrollment fee.

Local nurses from Union City Hospital will run the classes on-site, so you do not have to travel anywhere. Classes will be held the first Friday morning of each month, and the class topics will change each month. The class topics in order, starting in September and going through December, will be as follows: Easy Stretching, Good Food Choices, Tips for Better Sleep, and Starting an Exercise Group.

Supervisor approval is necessary. The first step is to complete a class request form and send it to the Benefits Department. If you have any questions, contact our benefits counselors Don Herrell at ext. 249 or Leah Katzen at ext. 199.

Lellar Manufacturing

WELLNESS CLASS REQUEST FORM

Name: Alfredo De Santos
Title: Production Trainee
Name/Title of Immediate Supervisor: Galen Sanders, Production Manager
Requested Class Date: September 2
Enrollment Fee Paid:
Received by Benefits Counselor: Leah Katzen

176. What is the purpose of the memo?

- (A) To explain a new requirement
- (B) To inform staff about a benefit
- (C) To suggest a process improvement
- (D) To introduce cost-saving measures

177. Where will a company activity take place?

- (A) At Lellar Manufacturing
- (B) At Union City Hospital
- (C) At a local doctor's office
- (D) At a nearby production facility

178. What topic will be covered in September?

- (A) Easy Stretching
- (B) Good Food Choices
- (C) Tips for Better Sleep
- (D) Starting an Exercise Group

179. Why has Mr. De Santos paid a fee?

- (A) He returned his training materials late.
- (B) He needs to replace some training items.
- (C) He is not a regular employee.
- (D) He requested an extra class.

180. Who must provide an approval?

- (A) Ms. Brown
- (B) Mr. Herrell
- (C) Ms. Katzen
- (D) Mr. Sanders

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

The screenshot shows a web browser window with the URL <http://www.barrowstreetpost.co.uk/tori-fadulu/>. The page content is as follows:

Tori Fadulu has been a writer with *Barrow Street Post* for the past two years. Previously, she worked as a freelance writer for the *Caldwell Times* and the *Andover Daily News*. She is the author of *Stones in Moonlight*, for which she received the prestigious Klockner Prize for new novelists. Ms. Fadulu holds a degree in journalism from MacDougal University. She has lived in London her entire life but loves to travel.

Recent Barrow Street Post Articles by Tori Fadulu

“Culture Up Close,” 4 December
People from a village in Mongolia warmly welcome the writer into their homes to share their culture and traditions.

“A Night Out in London,” 19 October
With so many things to see and do in London, how do real Londoners choose to spend their nights out? Ms. Fadulu speaks to some to find out.

“Exploring on a Budget,” 28 September
Alberta natives Besha Phelan and Hayley Luongo have been travelling across Canada for the past three years and have spent far less money than they did when they were renting an apartment in Calgary.

“Hiking South America,” 5 August
Patagonia is a hiker’s paradise, and its natural beauty is not to be missed. Ms. Fadulu joins several hikers on the trails to learn what keeps them going back.

The email message is as follows:

To: Tori Fadulu
From: Jamie Tsang
Subject: Column idea
Date: 15 December

Hi, Tori,

We have been getting a lot of positive e-mails and letters from readers about your December piece. You did some very nice work. Because the article was so popular, I would like to see the concept become a recurring column focusing on your experiences living with and learning from people in different regions of the world.

Let's set up a time to discuss the details. Are you free tomorrow at noon? We could talk over lunch.

My best,

Jamie Tsang, Senior Editor

181. To whom is the Klockner Prize awarded?
- (A) Journalism professors
 - (B) Publishers
 - (C) Newspaper editors
 - (D) Book authors
182. What is suggested about Ms. Fadulu?
- (A) She is based in Andover.
 - (B) She often goes to Canada to see her relatives.
 - (C) She has interviewed people who live in her hometown.
 - (D) She studied several languages at university.
183. In the e-mail, the word “nice” in paragraph 1, line 2, is closest in meaning to
- (A) polite
 - (B) good
 - (C) happy
 - (D) delicate
184. What article does Mr. Tsang want to develop into a column?
- (A) “Culture Up Close”
 - (B) “A Night Out in London”
 - (C) “Exploring on a Budget”
 - (D) “Hiking South America”
185. What does Mr. Tsang want to do on December 16?
- (A) Try a new restaurant
 - (B) Watch a show
 - (C) Have a meeting
 - (D) Teach a class

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

PROPOSAL

Project For:

Sethi Technologies
34 Carnaby Street
San Francisco, CA 94129

Contractor Information:

Geo Carpet Care
541 Grantham Avenue
San Francisco, CA 94128

Scope of Work

Cleaning of all carpets and upholstered furniture in common areas and personal work spaces. Includes furniture moving as needed. Temporary floor protector pads provided. Spot removal included.

*Note: We use all-natural, odorless cleaning products.

Company Proposal

We, Geo Carpet Care, propose the above scope of work for the amount of \$2,650 plus tax. Price includes a 10% discount for first-time customers.
50% due at acceptance; balance due upon completion.
Price remains valid for 30 days after proposal submission.

Submitted by: Martin Acosta

Customer Approval: _____

Date: June 1

Date: _____

FRESHEN CARPETS: PROPOSAL

8423 Golden Way
San Francisco, CA 94124

Customer: Sethi Technologies

Address: 34 Carnaby Street, San Francisco, CA 94129

Date: June 5

Freshen Carpets proposes to clean the entire carpeted area of customer's premises and clean all upholstered furniture. Clearing of floor space to be completed by customer. Spot removal extra.

Cost: \$1,900 + tax (reflects the standard reduced price for new customers)
Payment due to representative upon completion of service. This proposal is good for 30 days.

Prepared by: Richard Wang

Purchaser Acceptance: _____

Date: _____

To:	All Sethi Technologies Employees
From:	Joe Tierney, Facilities Department
Subject:	Carpet Cleaning
Date:	June 25

On Saturday morning, all of the carpets and upholstered furniture will be cleaned. In preparation for the work, some of our facilities staff members will be moving furniture as necessary on Friday evening so that the cleaning crew can access the areas to be cleaned. In addition, we ask that before you leave on Friday, you remove any fragile or valuable personal items from your work space. Please do not leave any confidential work material in plain view. The carpets and furniture will be dry by Monday. Do not come in over the weekend; work at home if necessary.

186. Who most likely is Mr. Acosta?
- (A) The owner of Sethi Technologies
 - (B) A colleague of Mr. Tierney
 - (C) A facilities manager
 - (D) A representative of Geo Carpet Care
187. When should customers pay Freshen Carpets for their services?
- (A) Upon signing the proposal
 - (B) Within thirty days of the proposal's submission
 - (C) The day the cleaning is completed
 - (D) Upon receiving an invoice in the mail
188. What do both companies offer to customers?
- (A) A monthly payment plan
 - (B) A choice of cleaning products
 - (C) A service warranty
 - (D) A discount for new customers
189. What does Mr. Tierney ask all employees to do?
- (A) Move desks and chairs
 - (B) Remove breakable items
 - (C) Work at home on Friday
 - (D) Review two proposals
190. What is suggested about Sethi Technologies?
- (A) It hired Freshen Carpets.
 - (B) It will close later than usual on Friday, June 26.
 - (C) It is a long-time customer of Geo Carpet Care.
 - (D) Its facilities staff will open the office early on Monday.

Questions 191-195 refer to the following text message, article, and review.

**From: Fausto Forletti [11:02 A.M.]
To: Steffan Griffiths <029 2018 0743>**

Hi, Steffan. I'm with the electrical contractors at the former Millway train station site now. The electrical system was in worse shape than we had originally thought. The rewiring and upgrades are going to cost more than expected because we want to modernise while still retaining the historical integrity of the building. I'll send over the estimate as soon as I receive it. I'm hoping that all the work will be completed so that we can open as planned in May.

New Hotel to Open in South Wales

CARDIFF (18 April)—The Millway Road Hotel is scheduled to open on 14 May. The building was once a busy train station that was designed by Arthur Lewison over 150 years ago.

For almost three decades the building had been left unoccupied. It was purchased two years ago by Steffan Griffiths, president of Griffiths Hoteliers.

According to project coordinator Fausto Forletti, the old building required extensive renovation not only to turn it into a hotel but also to update the electrical, heating, and plumbing systems.

The hotel has 25 guest rooms, a meeting room, and a restaurant with banquet facilities. All of Mr. Griffiths' facilities are noted for their world-class dining experiences. The hotel's Bayside Café has award-winning Welsh chef Mal Davies to create a menu and oversee the restaurant.

In the near future, Mr. Griffiths plans to expand the property's garden.

For information and reservations, visit www.millwayroadhotel.co.uk.

http://www.cardifftravels.co.uk/reviews

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★★★★

Millway Road Hotel

Review posted by Mi-Yeon Ko

I recently attended a small conference at the Millway Road Hotel, which opened in June. As a computer technician, I was pleasantly surprised to find that it had such up-to-date facilities. Both my room and the meeting room had more than enough electrical outlets to plug in equipment and charge mobile phones and computers. The complimentary wireless Internet service was easy to access. On top of that, the food was delicious and the guest rooms were beautiful.

191. Why did Mr. Forletti send the text message?
- (A) To explain why a project's cost will increase
 - (B) To ask for help in solving an electrical problem
 - (C) To warn that a delivery will be delayed
 - (D) To discuss a problem with a contractor
192. Where was Mr. Forletti when he sent the text message?
- (A) On a train
 - (B) At a restaurant
 - (C) At a proposed hotel site
 - (D) In an electrical contractor's office
193. What does the article suggest about Mr. Lewison?
- (A) He is purchasing a hotel.
 - (B) He created a dining menu.
 - (C) He was the architect of a building.
 - (D) He is the coordinator of a renovation.
194. What does the article indicate about the Millway Road Train Station?
- (A) It included a world-class restaurant.
 - (B) It was owned by Mr. Griffiths' father.
 - (C) It was located near a famous garden.
 - (D) It had been abandoned for many years.
195. What is suggested in Ms. Ko's review?
- (A) The hotel's guest rooms are quite large.
 - (B) The hotel did not open as scheduled.
 - (C) A café is located on the hotel's top floor.
 - (D) Internet access was too expensive.

Questions 196-200 refer to the following e-mails and schedule.

E-mail

To:	All Staff
From:	Leila Hedlund
Subject:	November software training
Date:	October 30
Attachment:	Software Training Schedule

Dear Staff,

Throughout November, we will be holding mandatory training sessions for two of our major software products.

Training in the Abacus Deepthink software will be required for all staff members and can be completed in a single online session. Several possible session times are available. The software has gone through several changes recently, so even longtime users must attend.

The Optisafe software training will be offered in person and is a requirement only for Drug Safety department members. This past year, major upgrades have been made to the software, and all department staff will need to learn how to use its new capabilities.

Please look over the attached schedule and go to the company training Web site to sign up.

Thank you,

Leila Hedlund
Kodarex Pharmaceuticals

Software Training Schedule			
Date	Title	Time	Location
November 6	Abacus Deepthink	9 A.M.-11 A.M.	Online
November 9	Optisafe	9 A.M.-1 P.M.	Building C, Room 822
November 14	Abacus Deepthink	1 P.M.-3 P.M.	Online
November 17	Abacus Deepthink	10 A.M.-12 P.M.	Online
November 22	Optisafe	1 P.M.-5 P.M.	Building C, Room 822
November 27	Abacus Deepthink	3 P.M.-5 P.M.	Online
The online lessons can be accessed at https://www.abacusdeepthink.com			

E-mail

To: Leila Hedlund
From: Diego Ramos-Toro
Re: November software training
Date: October 31

Dear Leila,

I need to attend both software trainings, but I had planned to take off work from November 6 through November 18. Also, I must attend an all-day client meeting on November 22 that we cannot reschedule. Will there be any alternative sessions for the Optisafe training that I could attend?

Thank you,

Diego Ramos-Toro

196. According to the first e-mail, what is true about the Optisafe software?
- (A) It is replacing another software program.
 - (B) It is used for data analysis.
 - (C) It has undergone significant updates.
 - (D) It is the focus of monthly trainings.
197. According to the schedule, what do the Abacus Deepthink trainings have in common?
- (A) They are given on the same day of the month.
 - (B) They are taught by the same instructor.
 - (C) They are delivered through a Web site.
 - (D) They all start at the same time.
198. Why did Mr. Ramos-Toro write to Ms. Hedlund?
- (A) To register for a training session
 - (B) To ask for help resolving a conflict
 - (C) To report a software malfunction
 - (D) To request additional time off
199. What is suggested about Mr. Ramos-Toro?
- (A) He works in the Drug Safety department.
 - (B) He completed a required training.
 - (C) He is Ms. Hedlund's supervisor.
 - (D) He wants an alternative position in the company.
200. When will Mr. Ramos-Toro most likely complete a training?
- (A) On November 14
 - (B) On November 17
 - (C) On November 22
 - (D) On November 27

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

TEST
4

RC

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05

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. The custodial staff ----- that we clean our dishes before leaving the kitchen.
(A) requests
(B) behaves
(C) uses
(D) visits
102. If customers lose their original warranty -----, they can download a new one from the Web site.
(A) certify
(B) certificate
(C) certifiable
(D) certifiably
103. Our Portview branch is located ----- the central business district, between Burnside Avenue and Everett Street.
(A) on
(B) to
(C) for
(D) in
104. None of the employees ----- that Mr. Annan planned to retire at the end of the year.
(A) knowingly
(B) known
(C) knew
(D) to know
105. Apply to Joneston Stores today so as not to miss ----- chance to join a great sales team.
(A) you
(B) your
(C) yours
(D) yourself
106. Employees are eligible to receive a ----- salary if they complete a special marketing course.
(A) possible
(B) frequent
(C) closed
(D) higher
107. *Keeping the Deal*, Jan Butler's latest volume on management style, is her most commercially ----- book to date.
(A) successfully
(B) successful
(C) succeed
(D) success
108. Present this postcard to a sales ----- at any of our stores and receive a £5.00 gift card.
(A) accessory
(B) associate
(C) faculty
(D) formula

109. Lakeside Shopping Center has undergone ----- renovations in the last decade.
- (A) multiple
(B) multiply
(C) multiples
(D) multiplied
110. There is a mandatory meeting today for everyone involved in managing or recruiting -----.
- (A) staplers
(B) volunteers
(C) devices
(D) headquarters
111. The Smeeville bus system will accept only Rove Fare cards ----- May 1 onward.
- (A) now
(B) from
(C) while
(D) when
112. Relocating for work is ----- a difficult decision, but it can be rewarding.
- (A) understandably
(B) understanding
(C) understood
(D) understand
113. Last week Parmax Corporation ----- a disagreement with its main competitor concerning patent infringement.
- (A) settling
(B) settler
(C) settle
(D) settled
114. Khoury Dairy's upgraded milk-bottling system has ----- increased productivity in the Tallahassee plant.
- (A) consistency
(B) consistencies
(C) consistent
(D) consistently
115. The Rinka 2000 blender has not received a single ----- in the New Products Web forum.
- (A) complained
(B) complaint
(C) complaining
(D) complain
116. After raising \$45 million last year, Yamamoto Technologies is now ----- Seattle's best-funded companies.
- (A) into
(B) over
(C) among
(D) across
117. Deangelo's Delights was so popular that the owner opened two ----- bakeries.
- (A) allowable
(B) additional
(C) uninterested
(D) inclusive
118. Chef Octavia Farina took over Fratelli's Restaurant ----- the previous chef left to open a new restaurant.
- (A) unless
(B) rather than
(C) as if
(D) after
119. The director of Wingstom Foods commended Ms. Weiss for increasing ----- in the bakery division.
- (A) produced
(B) producing
(C) production
(D) productive
120. Greg Owens, founder of multi-national Hermes Taxi Service, used to drive a taxi -----.
- (A) he
(B) his
(C) himself
(D) his own

121. Starlight Theaters is proud to announce record earnings for the third quarter, far exceeding -----.
- (A) adjustments
(B) endorsements
(C) computations
(D) expectations
122. Employees can attend one of the many workshops offered, ----- seems most interesting.
- (A) whichever
(B) however
(C) everyone
(D) much
123. ----- her strong negotiation skills, Marie Russel was made Sanwa, Inc.'s lead sales contact.
- (A) Given
(B) Deciding
(C) Finding
(D) Because
124. A locked suggestion box will allow employees to submit feedback to management -----.
- (A) anonymously
(B) approximately
(C) expressly
(D) patiently
125. A new strategy is under development to ----- our products more aggressively overseas.
- (A) invest
(B) compete
(C) participate
(D) market
126. ----- on the city's ongoing revitalization project, Mayor Owen promised that residents would be pleased with the results.
- (A) Comment
(B) Comments
(C) Commented
(D) Commenting
127. -----, repairs to the plumbing pipes in the Moffett Building will be costly.
- (A) Tremendously
(B) Unfortunately
(C) Casually
(D) Enormously
128. The CEO's speech will be recorded in its ----- and made available to employees who could not attend the meeting.
- (A) entirety
(B) system
(C) perception
(D) estimation
129. Trails on the southeast side of the mountain are often closed ----- because storms tend to occur without warning.
- (A) accidentally
(B) coincidentally
(C) steeply
(D) unexpectedly
130. Please submit your hours ----- any work-related expense reports by Friday.
- (A) as well as
(B) above all
(C) in addition
(D) in case that

PART 6

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

Questions 131-134 refer to the following notice.

Power Outage Scheduled at City Hall

On Friday, April 14, the city hall's electricity is scheduled to be shut down at 7 A.M. and restored at 6 P.M. The building ----- for the day. During the power outage, the emergency lighting system will 131. be upgraded. -----, all circuit panels will be replaced to bring them into compliance with current 132. safety codes.

----- exiting city hall offices on Thursday, please disconnect all desktop computers, wireless 133. servers, and other computer-related equipment. Furthermore, employees are asked to remove any personal contents from the kitchenette. ----- . Please direct questions or concerns to the director 134. of building maintenance.

131. (A) has closed
(B) closing
(C) will close
(D) was closing
132. (A) In that case
(B) Regularly
(C) Rather than
(D) Specifically
133. (A) Inside
(B) Beyond
(C) Without
(D) Before
134. (A) Any items left behind will be discarded.
(B) The contents of each refrigerator must be labeled.
(C) Employees should report to work as usual.
(D) Emergency lighting will allow each department to remain operational.

Questions 135-138 refer to the following e-mail.

To: Annette Schreiber <aschreiber@www.aschreiber.net>
From: Herbert Peraino, General Manager <hperaino@partyon.com>
Date: May 5
Subject: Private Party

Hello Ms. Schreiber,

Thank you for considering Partyon for your upcoming event. We welcome the opportunity to inform you about the areas we have available.

----- . Our patio, for instance, can hold up to 15 people. This space is ----- for small
135. get-togethers. Our lounge area can fit up to 40 people. It is best suited for informal ----- .
Then there's our grand dining room, intended for more formal parties. It offers accommodations for up to 60 guests. Moreover, we can ----- design either a lunch or dinner menu for you
138. according to your specifications.

If you have any further questions, please do not hesitate to contact us.

Sincerely,

Herbert Peraino

- 135.** (A) We offer different settings depending on the size of your party.

(B) We are happy to answer any query you have about available dates.

(C) We are interested in hearing your opinion about our services.

(D) We offer lunch and dinner catering options for various types of events.

- 136.** (A) worried

(B) exact

(C) ideal

(D) ultimate

- 137.** (A) gatherings

(B) locales

(C) collections

(D) methods

- 138.** (A) easy

(B) easily

(C) ease

(D) easier

Questions 139-142 refer to the following article.

TAYLORSVILLE (October 4)—Mayor Bo Crandell of the town of Taylorsville announced plans for a bicycle-share program this week. Past efforts to encourage the use of bicycles for transportation failed because there were no convenient areas to park bicycles downtown. Additionally, cyclists _____ to share narrow streets with cars and trucks, raising safety concerns. **139.**

With the new bicycle-share initiative, bicycle stations will be placed _____ at eight locations around **140.** Taylorsville. One important purpose of the initiative is to ease the limited vehicle parking in the downtown area. “_____, I want to encourage local residents to spend more time outdoors and **141.** enjoy our beautiful town,” added the mayor at the end of his remarks. **142.**

- 139.** (A) were forced
(B) force
(C) will be forcing
(D) have forced

- 140.** (A) strategizing
(B) strategy
(C) strategic
(D) strategically

- 141.** (A) Otherwise
(B) Rather
(C) Moreover
(D) Similarly

- 142.** (A) People who use the program have created Web-site accounts.
(B) In a recent survey, many respondents mentioned a concern for safety.
(C) Nearby Grandmont's bicycle-share program is in its fifth successful year.
(D) He aims to have the bicycle stations ready for use as early as next April.

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Questions 143-146 refer to the following e-mail.

To: All employees
From: Alex Muresianu
Date: 28 June
Subject: New employee handbook training

Klok Financial has recently updated its employee handbook. ----- . Although the information **143.** concerning benefits and terms of employment remains the same, other important modifications have been made. This version of the handbook includes new policies concerning e-mail privacy, Internet use, and use of mobile devices. Our travel guidelines have also been ----- . The process **144.** for reimbursement after a trip is now much more efficient.

All employees must attend an informational session about the policies. One-hour sessions will be held at 10 A.M. on 9 July and 16 July. ----- , employees will be required to sign a form **145.** acknowledging that they have received, read, and understood the information contained in the handbook and that they accept the terms. Please arrange with your manager ----- one of these **146.** sessions.

Alex Muresianu

- | | |
|--|---|
| 143. (A) Thank you for adhering to the policies.
(B) Our new logo is displayed on the cover.
(C) This is the first change in over ten years.
(D) Corporate lawyers were hired to write it. | 145. (A) In summary
(B) On the other hand
(C) As a matter of fact
(D) Immediately afterward |
| 144. (A) revised
(B) deleted
(C) discussed
(D) notified | 146. (A) to attend
(B) who attended
(C) while attending
(D) in attendance at |

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts 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 147-148 refer to the following notice.

TEST 5

Sales Lunch Workshop

Attention sales associates! Are you new to CMG Direct Retail? Is your sales sheet looking a little short? Do you want to increase your commissions but can't seem to find new clients? Come to this month's lunch workshop, where Senior Sales Manager Chad Avakian will share his secrets for locating, securing, and expanding new accounts! Lunch is not provided, so be sure to pack something for yourself. After the meeting, a digital recording of the full presentation will be made available on the company's training Web site, so there's no need to bring a laptop for notes. Please RSVP to the training department at events@cmgdr.com to reserve your space.

147. What are attendees advised to bring to the meeting?
- (A) Some food
 - (B) Sales sheets
 - (C) Registration forms
 - (D) A laptop computer
148. Who will most likely benefit from the event?
- (A) Senior sales managers
 - (B) Staff in the training department
 - (C) New clients of CMG Direct Retail
 - (D) Recently hired sales professionals

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Questions 149-150 refer to the following online form.

The screenshot shows a web browser window with the URL <https://www.bywaterandsons.com/testimonial>. The page title is "Bywater and Sons". Below it, a section titled "Client Testimonial" asks users to share their thoughts about the quality of work at their home by submitting their name, e-mail address, and comments. A testimonial is displayed in a box:

Name: Gina Tyler
Email: gtyler@mailzinebox.com (this will not be posted with your review)

Thank you for your excellent painting work. It was completed efficiently and priced as in the initial quote. My home looks as good as when it was new. I will plan to use your services again in the future, and I am happy to recommend you to anyone considering a remodeling project.

—Gina T.

149. What kind of business is Bywater and Sons?

- (A) A renovation contractor
- (B) A property management office
- (C) A moving company
- (D) A delivery service

150. What is indicated about e-mail addresses?

- (A) They will be used to send invoices.
- (B) They will be kept private.
- (C) They will be stored in a company database.
- (D) They are necessary to receive a free price quote.

Questions 151-152 refer to the following online customer service chat.

The image shows a live chat window. In the top left corner, there is a small icon of a person wearing a headset with the words "Live Chat" next to it. In the top right corner, there are three small square buttons with symbols: a minus sign, a square with a circle, and an X. On the right side of the window, there are vertical scroll bars with arrows pointing up and down. The chat transcript is as follows:

Pryan Clothing (5:05 P.M.)
Hello. Thank you for contacting Pryan Clothing. How may I help you today?

Marina Soler (5:06 P.M.)
Hi. I have been trying to purchase a pair of pants on your Web site—item #CP3984. But when I click on it, I keep getting an error message.

Pryan Clothing (5:07 P.M.)
I'm sorry about that. Let me see if I can help you. I can order the item for you, and then e-mail you with confirmation of purchase.

Marina Soler (5:08 P.M.)
I would appreciate that.

Pryan Clothing (5:09 P.M.)
What color and size would you like?

Marina Soler (5:09 P.M.)
Size 10, in black.

Pryan Clothing (5:10 P.M.)
May I use the credit card number we have on file for you?

Marina Soler (5:10 P.M.)
Please.

Pryan Clothing (5:12 P.M.)
I have e-mailed you the order confirmation. Let us know if you have any other issues.

Marina Soler (5:13 P.M.)
Thank you so much.

TEST
5

- 151.** Why does Ms. Soler contact Pryan Clothing?
(A) She wants to return an item.
(B) She is having trouble ordering.
(C) She never received an order she purchased.
(D) She has a complaint about customer service.

- 152.** At 5:08 P.M., what does Ms. Soler most likely mean when she writes, “I would appreciate that”?
(A) She will accept the help being offered.
(B) She has received her confirmation e-mail.
(C) She would like to choose a different color.
(D) She is thankful that the item is still on sale.

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Questions 153-154 refer to the following article.

Bower Technical Institute to Host Guest Students

(April 27)—According to a recent government report, the demand for diesel mechanics is expected to increase by 15 percent in the next ten years. There is a growing need for diesel mechanics in the construction, oil, and power industries. Most of the positions pay very well and only require a high school diploma and technical training. Bower Technical Institute in Centerville provides that training.

On May 1, Bower Technical Institute invites you to be a guest student from 9 A.M. to 2 P.M. After a question-and-answer session about the profession, guest students will observe actual diesel mechanic classes that focus on power trains and engine management systems. Later, guest students can participate in hands-on sessions to experience some of the day-to-day tasks involved in the field.

The event is free, but space is limited. Participants must have a high school diploma or equivalent credential. E-mail Taneisha Hill at thill@bowertech.com to reserve a spot.

- 153.** What is indicated about industries that rely on diesel mechanics?
- (A) They have increased their profits by 15 percent.
 - (B) They will need more trained technicians.
 - (C) Their workers are underpaid.
 - (D) They are growing quickly in Centerville.
- 154.** What will guest students NOT be able to do at the event?
- (A) Ask questions about the field
 - (B) Attend free classes
 - (C) Take part in practice tasks
 - (D) Earn credit toward a diploma

Questions 155-157 refer to the following e-mail.

From:	Yu Egami
To:	Accounting Staff
Date:	August 21
Subject:	Jonah's Departure

Hello, Accounting Team,

As you may have heard, Jonah Katzberg is leaving at the end of the month for a new job in Vancouver. I know that his workplace dedication and his sense of humor will be missed by all. Let's say goodbye and offer our best wishes at noon tomorrow in the conference room. Sandwiches, along with a cake and assorted beverages, will be served. We would like this to be a surprise, so please don't mention anything to Jonah. No one is expected to buy a gift, but do bring your best stories and, if you have any snapshots that really capture the times we shared together over the years, please forward them to me. I'm creating a short slideshow for us all to enjoy.

Thanks,

Yu Egami, Assistant Manager of Accounting

- 155.** What is suggested about Mr. Katzberg?
- (A) He is a well-liked colleague.
 - (B) He is transferring to another department.
 - (C) He is preparing a presentation.
 - (D) He is not able to attend an event.
- 156.** What does Mr. Egami ask team members to do?
- (A) Contribute to a gift purchase
 - (B) Keep a secret
 - (C) Prepare some food
 - (D) Pose for a group photo
- 157.** The word "capture" in paragraph 1, line 6, is closest in meaning to
- (A) gain
 - (B) represent
 - (C) conclude
 - (D) get control of

Questions 158-160 refer to the following information.

Factory Staff: Break Times

Full-time factory staff are entitled to three breaks daily and are encouraged to use them. Please attend to any personal business during these break times. — [1] —. Those who work a full eight-hour shift may take a fifteen-minute break in the morning and another fifteen-minute break in the afternoon. Lunch breaks are 30 minutes long.

There is a break area on the ground level that includes a kitchen and a staff lounge. — [2] —. Please note that the refrigerator is cleaned out every Friday evening, so be sure to take home any leftover food that you want to save.

There are lockers in the staff lounge for storing personal items. — [3] —. Employees are welcome to use the restrooms adjacent to the staff lounge. — [4] —.

- 158.** Where would the information most likely be found?
- (A) In a product manual
 - (B) In a sales department invoice
 - (C) In an employee handbook
 - (D) In a company press release
- 159.** What is indicated about the staff break area?
- (A) It has just been renovated.
 - (B) It has several vending machines.
 - (C) It is on the second floor.
 - (D) It has a refrigerator.
- 160.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
“This includes making phone calls, texting, and using social media.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 161-163 refer to the following article.

Saxal Paper Goods, Inc., Acquires Bear Industrial

TORONTO (May 9)—Last month, Saxal Paper Goods, Inc. (SPG), located in Mississauga, announced that it had acquired Bear Industrial. The distributor of food packaging and paper products said the deal for Bear Industrial will help it establish a base in a new area as part of an initiative to expand as well as to break into sales of disposable food-service supplies. Bear Industrial serves many institutional settings in Quebec and the surrounding areas.

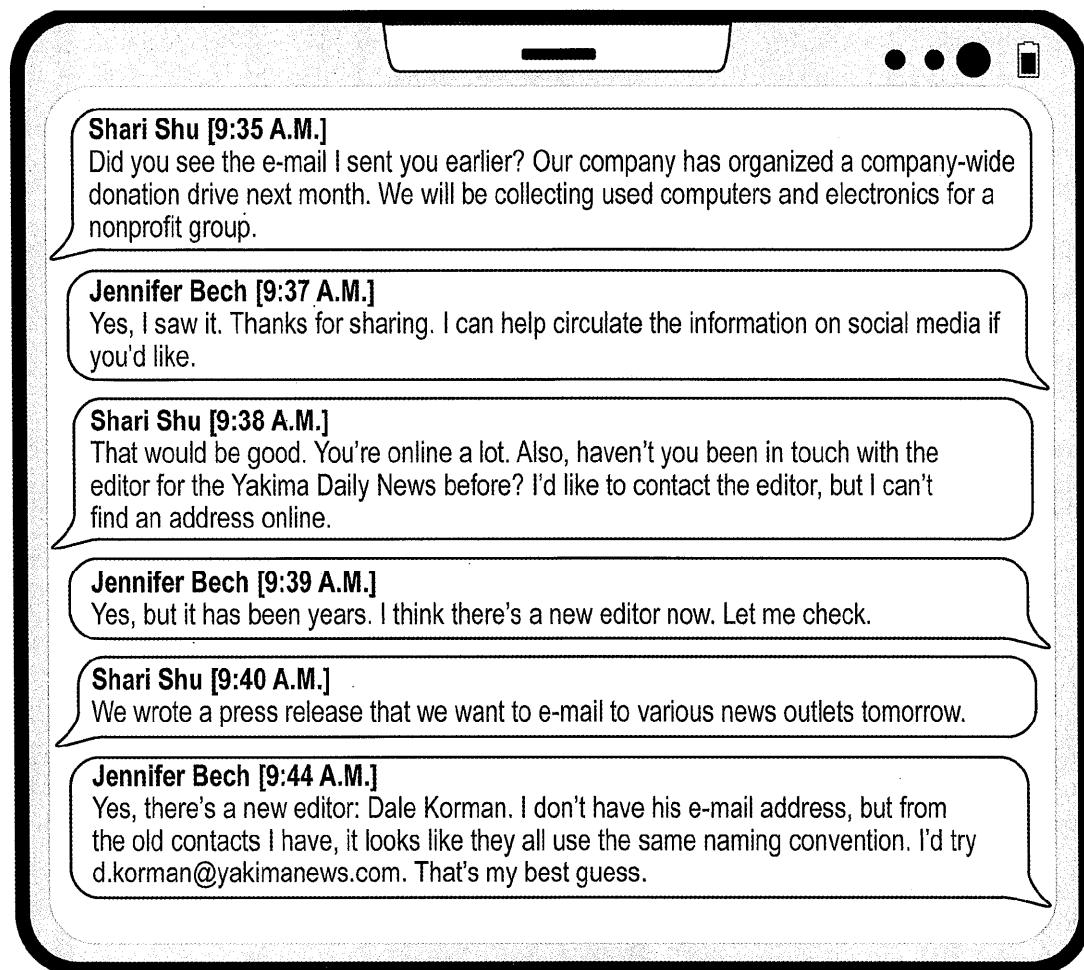
"Bear Industrial is one of the oldest and most reputable distributors in Quebec, and we are thrilled to acquire such a fine

company and expand into the region," President Arne Wellington told local reporters at a press conference. "We welcome Bear Industrial employees to SPG and look forward to working together for the benefit of all." He added that no workers are expected to lose their jobs as a result of the acquisition.

"The Bear Industrial acquisition is a key step in SPG's strategy to establish our company as one of Canada's leading providers of food packaging, paper products, and food-service disposables," Wellington said. "Our goal is to expand our geographic reach through partnerships with industry-leading companies and operators."

- 161.** Why did SPG purchase Bear Industrial?
- (A) SPG needed to be closer to its suppliers.
 - (B) SPG wished to expand its business in a different region.
 - (C) Bear Industrial had more advanced manufacturing equipment.
 - (D) Bear Industrial was going out of business.
- 162.** What is true about the products produced by Bear Industrial?
- (A) They are intended to be thrown away after use.
 - (B) They are used in fine restaurants.
 - (C) They are imported to Quebec.
 - (D) They are undergoing redesign.
- 163.** According to the article, what will SPG likely do in the future?
- (A) Reduce staff
 - (B) Relocate its headquarters to Quebec
 - (C) Work with other companies similar to Bear Industrial
 - (D) Appoint a new president

Questions 164-167 refer to the following text message chain.



- 164.** What is Ms. Shu's company doing next month?
- (A) Making a charitable donation
 - (B) Offering a product discount
 - (C) Recruiting new employees
 - (D) Working with a business consultant
- 165.** What does Ms. Bech offer to do?
- (A) Find a venue
 - (B) Promote an event
 - (C) Locate a news article
 - (D) Contact a potential client
- 166.** At 9:38 A.M., what does Ms. Shu most likely mean when she writes, "You're online a lot"?
- (A) An article will need more research.
 - (B) A Web site could benefit from some revisions.
 - (C) Ms. Bech is well suited for a task.
 - (D) Ms. Bech may already be familiar with a company.
- 167.** What does Ms. Bech indicate about *Yakima Daily News* staff members?
- (A) Their e-mail addresses can be found on the editorial page.
 - (B) Their e-mail addresses are likely structured the same way.
 - (C) They often receive news tips from the public by e-mail.
 - (D) They might not respond to e-mails in a timely manner.

TEST 5

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Questions 168-171 refer to the following article.

Ready, Set—Jamboree!

NASSAU (20 June)—Every other year, Nassau is overrun by lovers of Afrobeat, a music style that fuses rhythms of the African dance tradition with jazz and funk music. The Fourth Biennial Afrobeat Jamboree, better known as “Afrojam,” will run between 18 July and 22 July. — [1] —.

Afrojam will feature musicians from around the globe, including Nigeria, the United Kingdom, and, of course, the Bahamas. Recent ticket sales indicate that this year’s Afrojam will draw an even bigger crowd than it did two years ago, which explains the move to the Ashanti Amphitheatre. — [2] —. Additional details about the event are available at www.afrojam.org.bs.

Visitors to afrojam.org.bs can also enjoy video clips featuring some of the greatest moments of the past, such as the surprise appearance of the world-famous Strawberry Jam, a favourite with many city residents.

— [3] —.

This year’s event offers a new feature: discounts on meals. Festival attendees need only to present their ticket stubs at participating restaurants to receive 10 percent off their bill. The discount is only good on concert evenings. — [4] —.

The organizers encourage local restaurateurs from across Nassau to consider getting involved. Those interested can call 555-0171 or complete an application at www.afrojam.org.bs/sponsors.

168. What is NOT indicated about Afrojam?

- (A) It takes place once every two years.
- (B) It has become more popular over time.
- (C) It has been organized three times before.
- (D) It is usually held in the Ashanti Amphitheatre.

169. What most likely is Strawberry Jam?

- (A) A ticket sales company
- (B) A video streaming site
- (C) A food establishment
- (D) A musical group

170. What must festivalgoers do to receive a discount?

- (A) Fill out a survey
- (B) Show a concert ticket
- (C) Contact the event organizers
- (D) Visit the festival Web site

171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“A complete list of food vendors will be posted on the event Web site by 15 July.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 172-175 refer to the following e-mail.

E-Mail Message

To: All staff
From: Carol Yates
Subject: CCS Conference
Date: 1 June
Attachment: Conference schedule

Dear Staff,

The 12th annual conference of the Caribbean Culinary Society (CCS) will take place here in Jamaica from 16 to 20 July. I have received a request from Chef Regina Tufton, chair of the organising committee, to conduct two workshops. It is an honour to be invited by such an accomplished culinary expert, someone who is also the author of five cookbooks on Caribbean cuisine. More importantly, it is a wonderful opportunity for Yates Restaurant to showcase some of its award-winning delicacies.

The first workshop will focus on cooking techniques inspired by French cuisine. As Assistant Chef Duane Munroe has distinguished himself in this regard, I have asked him to help me with this presentation. The second workshop will address the challenges and rewards of running a food establishment. Since Zavia Pinnock has been doing an outstanding job of managing our restaurant, I have requested her input on the topic.

I encourage each of you to attend one or more conference sessions. Of course, the restaurant must remain open and be well staffed during the conference period. So that I can be sure that we have enough staff on hand during the period of the conference, please let me know by 21 June the day(s) and time(s) of the session(s) you wish to attend. For your convenience, a copy of the conference schedule is attached.

Sincerely,

Carol Yates

TEST 5

- 172.** What is the purpose of the e-mail?
- (A) To establish an organization
(B) To report on staff promotions
(C) To announce participation in an event
(D) To honor the recipients of an award
- 173.** What is stated about Ms. Tufton?
- (A) She will be visiting Yates Restaurant in July.
(B) She has written several recipe books.
(C) She began her career in Jamaica.
(D) She is presenting at a conference.
- 174.** What is indicated about Mr. Munroe and Ms. Pinnock?
- (A) They improved some cooking techniques.
(B) They once managed a restaurant together.
(C) They have led workshops before.
(D) They are skilled in their roles.
- 175.** What are staff asked to do?
- (A) Submit some information
(B) Photocopy some material
(C) Help keep the restaurant clean
(D) Schedule a meeting with Ms. Yates

Questions 176-180 refer to the following e-mail and Web page.

From: Hiroaki Yoneya <hyoneya@westernstatesmilling.net>
To: Clay Crosby <ccrosby@westernstatesmilling.net>
Date: June 1
Subject: Baseball night

Clay,

You may remember that we recently discussed ideas for an outing for the employees and their families. I think the best idea is to go to a baseball game. I have always enjoyed taking my family to see the Billington Buffaloes, our local team. You might have noticed that several of the photos in my office were taken at the stadium! And since I usually see other staff members at the games, I think this will appeal to most of our group.

Could you please set this up for June 28? I believe it can all be done online if you prefer. By my calculations, we will need 45 tickets in total, but please double-check this number. Also, I would like food to be provided. Let's limit our cost to under \$20 per person and make sure the seating is covered just in case the weather is poor. Please send me the details as soon as the tickets are purchased.

Thanks,

Hiroaki Yoneya, Associate Manager
Western States Milling, Inc.

<http://www.billingtonbuffaloes.com/grouptickets>

Group Areas	Maximum Capacity	Price	Covered Seating
Home Run Pavilion	60 people	\$17 per person	Yes
First Base Dugout Den	50 people	\$19 per person	No
North Side Party Deck	60 people	\$25 per person	No
Deluxe Suites	50 people	\$30 per person	Yes

Group Ticket Policies

- Each group member in the Home Run Pavilion, First Base Dugout Den, and North Side Party Deck areas will receive a hot dog, chips, and a soda. The Deluxe Suites include an all-you-can-eat buffet for each guest.
- Each group will receive a special visit from the mascot, Bobby Buffalo.
- Groups will be welcomed to the stadium over the announcement system.
- Everyone in the group will receive 10% off team merchandise (on game day only).
- A 25% deposit is required when booking. The remaining balance is due no later than two weeks in advance of the date booked. Tickets will be mailed when the balance is paid.
- Please call the box office at (406) 555-0192 with any questions.

- 176.** What is the purpose of the e-mail?
- (A) To ask an employee to arrange an event
 - (B) To discuss a baseball team's request
 - (C) To inform employees about ticket prices
 - (D) To solicit suggestions for a company outing
- 177.** What is indicated about Mr. Yoneya?
- (A) He found an error on the team's Web site.
 - (B) He regularly attends baseball games.
 - (C) He wants to change the date of an event.
 - (D) He recently moved to Billington.
- 178.** What section of the stadium is best for the Western States Milling staff?
- (A) Home Run Pavilion
 - (B) First Base Dugout Den
 - (C) North Side Party Deck
 - (D) Deluxe Suites
- 179.** What is NOT an additional benefit available to group ticket holders?
- (A) A visit from Bobby Buffalo
 - (B) A welcome announcement
 - (C) A discount on merchandise
 - (D) A group photograph
- 180.** According to the Web page, what must Mr. Crosby do in order to make a reservation?
- (A) Make a deposit
 - (B) Have his supervisor sign a form
 - (C) Call the box office
 - (D) Complete an online ticket request

Questions 181-185 refer to the following article and Web page.

GRI Ready for Action

By Antoine Williams

Although considered by many to be the running capital of Ontario, the city of Barrie is also home to several public swimming establishments, including the Galewood Recreation Institute (GRI). The institute boasts two indoor pools, one used for recreational swimming and the other reserved for special programmes, such as swimming lessons and lifeguard certification.

This summer, the institute will add intensive swimming and safety certification classes. "It is our high season," said Herbert Gagnon, institute

director. "Our pools are indoors, which allows for swimming all year, but in the summer people naturally have more time for recreation and new activities in general." Summer classes will be offered mornings, afternoons, and evenings. "We hope that we can accommodate everybody's schedule," continued Gagnon. "Our classes aim to serve not just children, but all age ranges and levels of experience." For additional information, please call 905-555-0142 or visit www.galewoodrec.org.

http://www.galewoodrec.org/employment

Employment Opportunities

Job Title: Swimming Instructors

Date posted: March 20

The Galewood Recreation Institute has an ongoing need for certified swimming instructors to work at one or both of our swimming pools. Instructors perform lifeguard duties, teach weekly swimming lessons, lead safety certification courses, and carry out other standard duties. The need for staff is especially acute during the busy summer months. Institute staff are expected to provide top-quality service to patrons at all times, so applicants should be energetic and have strong interpersonal skills.

In addition to regular positions, we are looking to select two instructors interested in being part of a unique summer education programme for teenagers. Along with having the same skills required by the regular position, these special instructors will be required to implement a curriculum designed and supervised by the Ontario Foundation for Teaching and Learning. The selected candidates will first complete a paid monthlong training course during May. They must be available to work Tuesday evenings and Wednesday evenings from June 1 through the end of the summer.

Candidates must have a minimum of six months of teaching experience and hold current certification from an accredited training programme. When applying, please upload your certifications along with your résumé.

- 181.** What does the article suggest about residents of Barrie?
- (A) They believe that the city is growing too rapidly.
 - (B) They wish that the city had another public sports facility.
 - (C) They find that local running events disrupt traffic.
 - (D) They place an emphasis on exercise activities.
- 182.** In the article, the word “allows” in paragraph 2, line 6, is closest in meaning to
- (A) gives permission
 - (B) makes possible
 - (C) replaces
 - (D) includes
- 183.** What is stated in both the article and the Web page?
- (A) A new program begins on March 20.
 - (B) GRI has two outdoor swimming pools.
 - (C) The summer is a busy time for GRI.
 - (D) GRI is collaborating with the Ontario Foundation for Teaching and Learning.
- 184.** What qualification is desired for the jobs listed on the Web page?
- (A) The ability to relate well with others
 - (B) Three to four years of experience
 - (C) A willingness to do administrative work
 - (D) A valid driver’s license
- 185.** What is suggested about the education program for teenagers?
- (A) It was designed by experts.
 - (B) It trains professional athletes.
 - (C) It was created by institute staff.
 - (D) It is scheduled to be one month long.

Questions 186-190 refer to the following online form, search results, and e mail.

http://www.jobomatch.co.uk

**Jobomatch.co.uk
Employment Search Platform**

Hello, Charlotte Rigby

Manage your job preferences
Sharing your preferences will help us to match you with your ideal employers.

What are your desired job areas?
Customer support, customer service, technical support

What type of work are you looking for?
Full-time

Where do you live? Provide postal code
L22 3AB

How far are you willing to commute?

Within a 15 km radius
 Within a 25 km radius
 Within a 60 km radius

Would you consider relocation?
No

http://www.jobomatch.co.uk

**Jobomatch.co.uk
Employment Search Results**

Hello, Charlotte Rigby

Jobs Based On Your Preferences

Customer Service Associate
Quisco Ltd., Liverpool
Responsibilities include receiving and recording feedback and complaints from customers and responding in a courteous manner. Must have strong customer service skills. Shift schedule is variable. Required to be available evenings, weekends, and holidays.

Customer Service Attendant
Denville Telecom, Liverpool
Responsibilities include opening and processing repair requests from clients. Must be fluent in English and one additional language. Customer service staff will attend seminars on using electronic database programs to file repair progress reports.

From:	crigby@zifmail.co.uk
To:	office@quiscoltd.co.uk
Date:	2 March
Subject:	Customer Support Position
Attachment:	Rigby_CV

To Whom It May Concern,

I am very interested in the Customer Service Associate position that is available at Quisco Ltd. As my attached CV shows, this opportunity is an excellent match for my qualifications.

I have worked in customer support positions for companies in Dublin and Lancaster, and I graduated from the Powell School in York. I am fully able to meet all the requirements of the available position. Thank you for your consideration.

Sincerely,

Charlotte Rigby

- 186.** According to the form, what type of employment is Ms. Rigby seeking?
- (A) A part time position
 - (B) A job working from home
 - (C) A position working directly with clients
 - (D) A job requiring relocation for a new career
- 187.** Where does Ms. Rigby most likely live?
- (A) Liverpool
 - (B) Dublin
 - (C) Lancaster
 - (D) York
- 188.** What is required for the position at Quisco Ltd.?
- (A) Knowledge of multiple languages
 - (B) Resolving customer problems
 - (C) Scheduling repair requests
 - (D) Attending training seminars
- 189.** What does training at Denville Telecom involve?
- (A) Learning safety procedures
 - (B) Traveling internationally
 - (C) Communicating with customers
 - (D) Using specialized software
- 190.** What is likely true about Ms. Rigby?
- (A) She is willing to work irregular hours.
 - (B) She is willing to organize seminars.
 - (C) She will change work departments.
 - (D) She will teach at the Powell School.

Questions 191-195 refer to the following letter, meeting minutes, and advertisement.

Regal Properties
34 Weston Road, Halifax NS B3J 3P4

January 3

Dear District Council Members,

My firm is interested in purchasing the building at 1210 Prince Street. Since this property has been on the market for almost five years, it has fallen into disrepair. Regal Properties is willing to invest what is necessary to update the building.

In addition, we would like to convert three of the apartment units on the ground floor facing the street into space for businesses. However, the property is zoned only for residential use. Would you consider rezoning the property to allow for mixed residential and business use?

Sincerely,

John Stone

John Stone, Owner

**District Council of Halifax
Meeting Minutes of January 21**

In attendance: Mayor Stuart Kaplan and all council members

Old business

- Council member Amanda Mueller reported satisfactory progress on the Wells Park cleanup project.
- Council member Harold Glass submitted a final version of next year's budget. The proposed budget was unanimously approved.

New business

Community resident and building manager Carla Phillips spoke to express opposition to the rezoning of 1210 Prince Street under consideration by the council. Ms. Phillips is concerned that the increased pedestrian and vehicular traffic will make the street too crowded. She thinks it will also be difficult for residents of her building, Lighthouse Apartments, located at 1208 Prince Street, to park in the neighborhood.

The council agreed to consider the zoning issue at their February monthly meeting to give additional residents on Prince Street an opportunity to voice their opinions.

You can have it all!

Enjoy a wonderful lifestyle at 1210 Prince Street!

- Newly renovated apartments with one or two bedrooms
- Contemporary upscale kitchens
- Triple-pane insulated windows
- Coffee shop, dry cleaners, and convenience store on street level
- Expanded parking area exclusively for residents of 1208 and 1210 Prince Street starting in December

Visit www.lifeonprincestreet.com or call 866-555-0122 for more information.

191. What does Mr. Stone's letter suggest about a property?
- (A) It has not been maintained for several years.
(B) It is priced too high for his budget.
(C) It is located close to an area for shopping.
(D) It is no longer for sale.
192. According to the meeting minutes, who presented a financial plan to the district council?
- (A) Harold Glass
(B) Stuart Kaplan
(C) Amanda Mueller
(D) Carla Phillips
193. How did the district council most likely respond to Mr. Stone's letter?
- (A) It supported the renovation of a community hall.
(B) It scheduled a presentation by Regal Properties.
(C) It canceled a February meeting.
(D) It approved a zoning change for a building.
194. What is indicated about the residents of Lighthouse Apartments?
- (A) Many of them are small-business owners.
(B) They will vote at the next district council meeting.
(C) They will have more parking options in December.
(D) Many of them walk to their jobs.
195. What is a feature of the apartments in the advertisement?
- (A) Large bedrooms
(B) Updated kitchen designs
(C) Free Wi-Fi
(D) Floor-to-ceiling windows

Questions 196-200 refer to the following e-mails and proposed agenda.

To:	Linton Business Alliance members
From:	Robin Fowler
Date:	June 12
Subject:	Organizational meeting
Attachment:	Proposed agenda

Hello everyone,

I am reaching out to you to determine when we can meet. Since news about the creation of our Business Alliance is generating interest within the community, it is time to create some written materials to promote ourselves.

I would like to spend time at our meeting formulating an action plan for soliciting members. I have attached a draft agenda. It should not take long to coordinate our assignments for speaking to local business owners, but we could probably save meeting time by doing this online before the meeting.

Please send me an e-mail with your availability for the next few weeks. I understand that Sasha Zimmer is out of town until early July, but I still hope we can find a meeting date and time that will work for everyone.

Robin Fowler

Organizational meeting—Proposed agenda

- 10:00 A.M. Introductions
- 10:15 A.M. **Item 1**—Discussion to define mission statement and identify three initiatives for the year
- 11:00 A.M. **Item 2**—Media training workshop with Brandon Clark *
- 12:00 noon **Item 3**—Assign tasks for creation of Alliance communications: press release, letter to local business owners, brochure, and a Web page highlighting membership
- 12:30 P.M. **Item 4**—Assign Alliance members to speak with business owners
- 12:45 P.M. Adjourn

* Brandon Clark, a news anchor at the Ulani News Network, has offered to lead a workshop about interacting with the media. He will emphasize the importance of preparing talking points and staying on message.

To:	Linton Business Alliance members
From:	Robin Fowler
Date:	June 22
Subject:	Finalized organizational meeting
Attachment:	Final agenda

Thanks to everyone for your feedback. The final agenda is attached. We have confirmed the workshop for June 28 at the Linton Community Library. The library opens at 10:00 A.M. and staff will be on hand to help set up the room.

I'd like to stress the importance of sticking to the agenda because our time together is limited. Those meeting participants who would like to discuss any topics further can perhaps enjoy some lunch after the meeting. I will plan to go to Devon's Sandwich Shop, which is just one block south of the library. All are welcome to join me.

Robin Fowler

196. Based on the first e-mail, what is most likely true about the Linton Business Alliance?
- It opposes a city policy.
 - It is a new organization.
 - It charges membership fees.
 - It is led by city officials.
197. What item does Ms. Fowler suggest could be removed from the proposed agenda?
- Item 1
 - Item 2
 - Item 3
 - Item 4
198. What does the proposed agenda indicate about Mr. Clark?
- He is applying for membership.
 - He will be a guest speaker.
 - He is a retired journalist.
 - He will take notes during a discussion.
199. What can be concluded about the upcoming meeting?
- It will be open to the general public.
 - It will receive significant media attention.
 - It will be missing at least one group member.
 - It will require attendees to bring some equipment.
200. In the second e-mail, what information about lunch does Ms. Fowler provide?
- The time of a reservation
 - The number of attendees
 - The cost
 - The location

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

RC

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06

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. While the director of communications is away, all e-mails and calls will be forwarded to ----- assistant.
(A) she
(B) her
(C) hers
(D) herself
102. Mr. Srour's flight arrived ----- late for him to attend the reception.
(A) so
(B) ever
(C) too
(D) already
103. Mr. Wagner will arrange the schedule of events for the ----- of the flagship store.
(A) opening
(B) openness
(C) openly
(D) opens
104. ----- the final award had been presented, Ms. Ryu acknowledged the support of the event's sponsors.
(A) During
(B) Then
(C) After
(D) Next
105. Chunto Consultancy Service recommended a ----- way of balancing the annual budget.
(A) succeed
(B) success
(C) successful
(D) successfully
106. Press lightly ----- the pedal with your left foot to release the vehicle's parking brake.
(A) up
(B) on
(C) of
(D) in
107. Hikers are invited ----- the information center for trail maps of Far Valley Park.
(A) visiting
(B) to visit
(C) visits
(D) having visited
108. Danton Estate Brokerage offers an online educational program to help ----- home buyers choose a property.
(A) unmistakable
(B) incomplete
(C) unused
(D) inexperienced

109. Iolana Dance Troupe stands out because the group knows ----- to integrate a variety of dance styles.
- (A) how
(B) that
(C) since
(D) about
110. The Lafayette Hill Public Library requires that the ----- of mobile phones be restricted to the conversation rooms.
- (A) use
(B) model
(C) time
(D) call
111. Major airlines have ----- been using self-serve ticketing systems to reduce wait times.
- (A) increases
(B) increasing
(C) increased
(D) increasingly
112. A book of songs written by Pakistani singer Ayesha Saad was sold at auction yesterday ----- an undisclosed amount.
- (A) from
(B) to
(C) off
(D) for
113. There is ----- more important to maintaining dental health than brushing your teeth twice a day.
- (A) other
(B) neither
(C) nothing
(D) whatever
114. Taste tests suggest that most people ----- Dairysmooth's red-bean-flavored ice cream very appetizing.
- (A) find
(B) feel
(C) take
(D) like
115. Regardless of ----- a candidate is offered a job, all applications are kept on file for six months.
- (A) even
(B) whether
(C) although
(D) including
116. ----- the Nye Research Center, performing assigned duties for 30 minutes while standing increases productivity.
- (A) Not only
(B) In case of
(C) As though
(D) According to
117. This booklet is intended to inform drivers of ----- on bridge travel for oversized vehicles.
- (A) restricts
(B) restricting
(C) restrictive
(D) restrictions
118. Customers can now enjoy ----- food seven days a week at the recently renovated Novani Grill.
- (A) exceptional
(B) surpassing
(C) effective
(D) dominant
119. No one at the Anshelt Corporation campaigned ----- for expansion of the internship program than Melody Ahn.
- (A) energetic
(B) most energetic
(C) energetically
(D) more energetically
120. Monday's workshop will help restaurant owners ----- their ability to effectively recruit, train, and retain staff.
- (A) cover
(B) prepare
(C) progress
(D) evaluate

- 121.** The digital advertising campaign has generated ----- interest in the clothing line.
(A) substance
(B) substances
(C) substantial
(D) substantially
- 122.** The seminar leader stated that addressing customer concerns ----- was one crucial element for financial success.
(A) consistently
(B) largely
(C) hugely
(D) identically
- 123.** Although the desk was slightly damaged during assembly, it is still ----- .
(A) function
(B) functional
(C) functionally
(D) functioned
- 124.** ----- its discounts for new customers, Teratran Phone's service plans are considered inferior by many.
(A) Far from
(B) Despite
(C) Among
(D) Instead of
- 125.** Now that Ms. Nakamura ----- to the London headquarters, a new manager is running our Tokyo office.
(A) has transferred
(B) transferring
(C) transfer
(D) to transfer
- 126.** ----- the kitchen cabinets arrived late, the contractor installed them without putting the job behind schedule.
(A) Even though
(B) Instead of
(C) In addition to
(D) On top of
- 127.** The proposal for the Seascape project will be ready tomorrow ----- we receive the budget analysis today.
(A) expecting
(B) if not
(C) unlike
(D) as long as
- 128.** The Ortimate 3 home theater system is Hyong Electronics' most ----- priced configuration.
(A) closely
(B) sparsely
(C) reasonably
(D) absolutely
- 129.** The Oakwood Restaurant ----- a special dinner menu on Saturdays for the past decade.
(A) is offering
(B) has been offering
(C) will be offering
(D) would have been offering
- 130.** Mr. de Tonnancour has a speaking ----- on Tuesday, November 15.
(A) engagement
(B) term
(C) subject
(D) employment

PART 6

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

Questions 131-134 refer to the following article.

DODOMA (21 May)—Dodoma Gas and Electric (DGE) and Arusha Power (Arupo) have announced today that they ----- into one company. The effective date of the merger is 1 July. The soon-to-be ----- company will operate under the new name Tanzania Energy Solutions. DGE serves about 250,000 households and businesses, while Arupo serves about 90,000. ----- . In a joint statement, CEOs Johnathan Gashaza of DGE and Coretha Komba of Arupo assured customers they will not see any service changes. ----- also said there will be no employee layoffs. -----

TEST
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131. (A) have been merging
(B) will be merging
(C) have merged
(D) are merged

134. (A) We
(B) It
(C) They
(D) She

132. (A) renovated
(B) informed
(C) created
(D) acquired

133. (A) The financial terms of the agreement have yet to be disclosed.
(B) The energy sector is vital to Tanzania's development.
(C) Both companies have an exceptional grasp of the international financial market.
(D) Both companies have an excellent reputation in their respective industries.

GO ON TO THE NEXT PAGE

Questions 135-138 refer to the following letter.

29 August

Alvin Mangubat
Director of Human Resources
Farsten Products, Ltd.
549 Castor Boulevard
Winnipeg MB R3E 2S2

Dear Mr. Mangubat,

I am writing to apply for the mechanical engineer position advertised on your Web site. I think I have much to offer Farsten Products' design ----- as an employee. **135.**

----- . I am currently an engineer at Yount Systems, where I have worked on machine and engine **136.** designs for the last six years. ----- that, I was employed by Zelenka Industries, where I helped **137.** develop efficient methods for recycling scrap steel.

I have enclosed my résumé, which ----- more details about my work history and my educational **138.** background. I look forward to meeting with you to discuss how my skills and experience can benefit Farsten Products.

Sincerely,

Gail Paek
Encl.

- 135.** (A) phase
(B) department
(C) consultant
(D) expertise

- 136.** (A) Your Web site also listed an internship that would be a great opportunity.
(B) The job description said that applicants should have an advanced degree.
(C) My manager replied to your request last week.
(D) My extensive experience makes me an ideal fit for your company.

- 137.** (A) Regarding
(B) Following
(C) Contrary to
(D) Prior to

- 138.** (A) give
(B) gave
(C) gives
(D) is giving

Questions 139-142 refer to the following e-mail.

To: Lathifah Suryani <lsuryani@cmail.com>
From: Jabari Evers <eversj@pems.com>
Date: May 18
Subject: Text Messages

Dear Ms. Suryani,

In order to ----- our patients as effectively and reliably as possible, we are now offering them the **139.** option of receiving appointment reminders and other relevant information via our text-messaging system. You are currently registered to receive our materials via e-mail. ----- . If you would like to **140** add text messaging to your mode of communication with us or would like to change your ----- **141.** from e-mail to text messaging, please let us know at your earliest convenience. ----- goal is to **142.** give you relevant and useful information about your health and about the products and services we offer in a timely fashion.

Jabari Evers
Customer Care Representative
Professional Eye Care Management Services

- 139.** (A) serve
(B) care
(C) work
(D) provide

- 142.** (A) Their
(B) My
(C) Your
(D) Our

- 140.** (A) You have not been in our office recently.
(B) No action is required if you like your current service.
(C) We have great products you can buy.
(D) E-mail messages are not available to all patients.

- 141.** (A) prefer
(B) preferential
(C) preferred
(D) preference

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Questions 143-146 refer to the following article.

TOFTLUND (10 June)—Row after row of electric cars in local parking areas seem to indicate that the city of Toftlund has begun to give up on gasoline-fueled cars. In fact, 20 percent of the cars on Toftlund city streets are electric, but this number is changing at a ----- pace. **143.**

To some extent, this is due to the city's generous tax ----- offered to electric car drivers. **144.**

According to Anne Rasmussen, president of Toftlund Green Business, more attractive designs and longer-lasting batteries have ----- made a difference. Ms. Rasmussen predicts the number **145.** of electric cars in Toftlund will more than double in the coming years. ----- **146.**

- 143.** (A) rapid
(B) brief
(C) narrow
(D) valuable

- 144.** (A) beneficial
(B) benefitting
(C) benefits
(D) to benefit

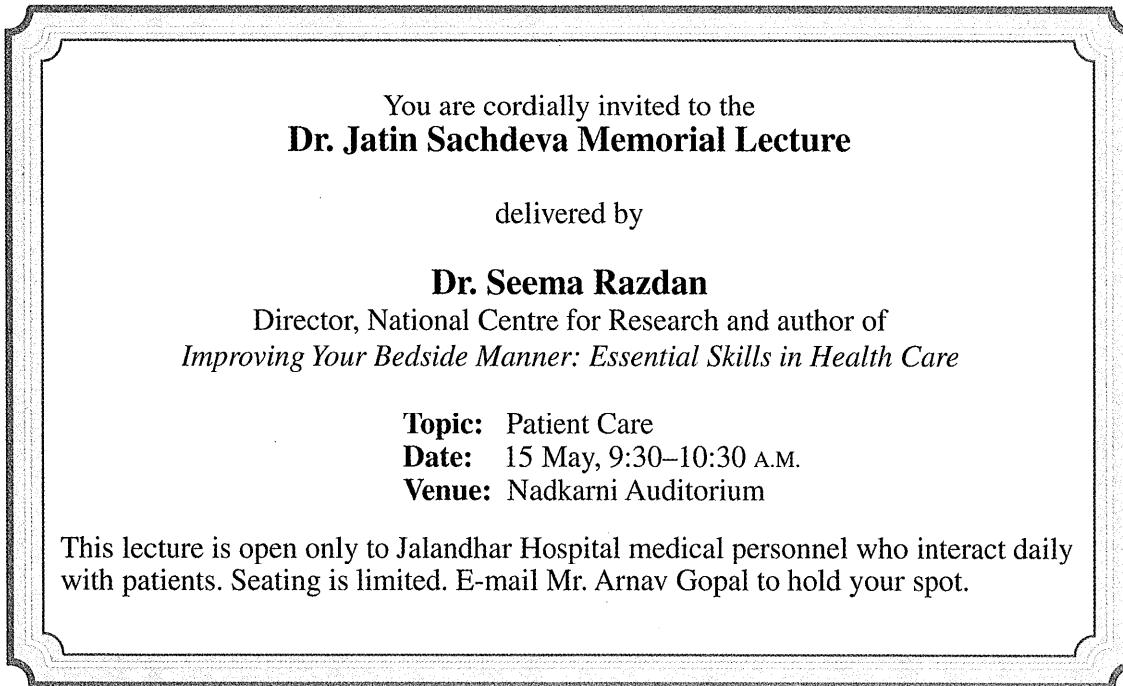
- 145.** (A) just
(B) over
(C) very
(D) also

- 146.** (A) Moreover, she likes the convenience of having recharging stations on highways.
(B) In fact, she believes that in twenty years only electric cars will be sold here.
(C) Therefore, she feels that the price of electric cars is too high.
(D) She notes that the population of Toftlund has been decreasing steadily.

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts 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 147-148 refer to the following invitation.



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147. For whom is the invitation most likely intended?

- (A) Health insurance providers
- (B) Hospital gift-shop workers
- (C) Doctors and nurses
- (D) Administrators and managers

148. What are interested individuals asked to do?

- (A) Review notes from a lecture
- (B) Read Dr. Razdan's book
- (C) Arrive early at the auditorium
- (D) Contact Mr. Gopal

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Questions 149-150 refer to the following instructions.

Welcome to Rosen Valley Bank! To activate your debit card online, follow these steps:

1. Go to www.rosenvalleybank.com and click on the "Debit Card" tab.
2. Enter your full, 16-digit debit card number.
3. Type in your temporary PIN number. For security purposes, a 4-digit number should have been mailed to you in a separate letter to serve as a temporary password for card activation purposes. If you have not received this letter, please contact your local branch.
4. You will be prompted to create your own unique 4-digit debit card PIN. You will be required to provide this number each time you use your card for purchases or to access cash.
5. Click the "Activate" icon at the bottom of the screen. You may now begin using your Rosen Valley debit card.

ROSEN VALLEY BANK

149. For whom are the instructions most likely intended?

- (A) New customers
- (B) Bank loan applicants
- (C) Employees in training
- (D) Customer service representatives

150. What is the reader asked to do?

- (A) Sign and return a letter
- (B) Create an online username
- (C) Verify contact information
- (D) Update a secure code

Questions 151-152 refer to the following text-message chain.

(5:34 P.M.) Daniel Haney
Abdul, are you still in the office?
(5:35 P.M.) Abdul Ahmed
Yes. Getting ready to leave soon. Why?
(5:36 P.M.) Daniel Haney
I can't remember my new password to the remote computer system. Why does the company make us change it so often!
(5:37 P.M.) Abdul Ahmed
Do you have it written down somewhere?
(5:38 P.M.) Daniel Haney
Yes. On a piece of paper on my desk.
(5:40 P.M.) Abdul Ahmed
There's a lot of paper on your desk.
(5:41 P.M.) Daniel Haney
Sorry! It's a little yellow piece. Look all the way at the bottom-left corner.
(5:43 P.M.) Abdul Ahmed
OK. I think I've got it: RV5cc. Is that what you're looking for?
(5:44 P.M.) Daniel Haney
Yes. Thanks so much, Abdul. You're a lifesaver!

151. What is Mr. Haney's problem?
- (A) He is locked out of his office.
 - (B) He needs help finding a report.
 - (C) He has forgotten important information.
 - (D) He did not turn off his work computer.

152. At 5:40 P.M., what does Mr. Ahmed imply when he writes, "There's a lot of paper on your desk"?
- (A) He is unable to work at Mr. Haney's desk.
 - (B) He needs more specific instructions.
 - (C) Mr. Haney should be more organized.
 - (D) Mr. Haney is not finished with his work.

GO ON TO THE NEXT PAGE

Questions 153-154 refer to the following e-mail.

E-mail	
From:	Tracy Felsenenthal
To:	Jon Davies
Date:	December 8
Subject:	Information
Attachment:	Letter
<p>Dear Mr. Davies:</p> <p>Attached please find the details for your trip to Bratislava, Slovakia. It includes your itinerary, hotel confirmation, and confirmation of your participation in the conference of the World Federation of Flight Attendants (WFFA). There are also instructions for requesting reimbursement for any expenses you incur. Please print and sign a copy of the attached letter and return it to me at your earliest convenience; it serves as acknowledgment that you have received the information. You may wish to print a copy for your records as well.</p> <p>If you have any questions, please let me know.</p> <p>Regards,</p> <p>Tracy Felsenenthal Staff Development Coordinator Aileron Airways</p>	

153. What is a purpose of the e-mail?

- (A) To acknowledge completion of travel arrangements
- (B) To announce the implementation of a travel policy
- (C) To provide information about the WFFA
- (D) To request approval for a conference presentation

154. What is Mr. Davies instructed to do?

- (A) Confirm that his records are current
- (B) Submit details about a conference
- (C) Book a hotel room
- (D) Sign a document

Questions 155-157 refer to the following form.

WORK AGREEMENT	
MORITZ-CONNELLY LANDSCAPERS	
E-mail: info@moritzconnelly.com	
Web site: www.moritzconnelly.com	
Phone: 215-555-0128	
	
Customer name:	Ana Arellano
Customer phone number:	215-555-0193
Work site:	4 Market Street, Philadelphia, PA
Type of project:	Home garden
Project date:	May 9
Arrival time:	9:00 A.M.
Anticipated time of completion:	12:00 Noon
Service	Price
Monthly lawn maintenance (May)	\$39.95
Fertilization of garden soil	\$150.00
Delivery and planting of flowers	\$395.00
Project total:	\$584.95
Deposit (Paid, May 1):	\$200.00
Balance due upon completion:	\$384.95

155. What is indicated about the project?

- (A) It will begin in the afternoon.
- (B) It has been paid in full.
- (C) It requires the removal of plants.
- (D) It includes a service offered regularly.

156. Where will the work take place?

- (A) At a park
- (B) At a floral shop
- (C) At Ms. Arellano's residence
- (D) At the offices of Moritz-Connelly Landscapers

157. What amount will Moritz-Connelly Landscapers receive on May 9?

- (A) \$39.95
- (B) \$200.00
- (C) \$384.95
- (D) \$584.95

Questions 158-160 refer to the following press release.

FOR IMMEDIATE RELEASE

Contact: Eloise Bassett, bassett@edmond.com.jm

Montego Bay (23 July)—Edmond Limited is pleased to announce the completion of its latest project, South Montego Bay Court. — [1] —. The complex has only 200 townhouses still available; most of the units were presold when construction first began.

Each townhouse features a well-equipped kitchen, a spacious family room, two to three comfortable bedrooms, and two full bathrooms. The family room opens to a patio, so residents can enjoy the peaceful setting. — [2] —. Every unit also includes modern amenities, such as central air conditioning and an energy-efficient oven, dishwasher, and clothes washer/dryer.

The South Montego Bay Court complex is ideally situated close to shops and restaurants as well as several popular beaches. — [3] —. Additionally, residents have access to an outdoor pool and a playground on the property.

You are welcome to drop in at South Montego Court and visit any of the available units. — [4] —. If you wish to schedule a private tour, you may do so by calling 876-555-0176.

158. What most likely is Edmond Limited?

- (A) An interior design firm
- (B) A housing developer
- (C) A housing loan provider
- (D) A home inspection group

159. What is indicated about the townhouses?

- (A) They have all been sold.
- (B) They have private gardens.
- (C) They include some appliances.
- (D) They each have two parking spaces.

160. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"They are open for viewing Tuesday through Saturday from 10:00 A.M. to 7:00 P.M."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 161-163 refer to the following job announcement.

Field Trip Coordinator Needed

Somerset Falls Parks Department is looking for an outdoor enthusiast to lead our Environmental Education School Field Trip Program. The job description includes researching and preparing field trip lessons, evaluating each program after facilitation, and assisting in the coordination and scheduling of all field trip groups.

Qualifications include a degree in biology, environmental science, or a related subject. Qualified applicants must also have previous experience in managing teams and should be familiar with the parks, nature organizations, and environmental resources in the city. The ability to assist in marketing and outreach is a plus, though not required.

To apply, e-mail a cover letter, résumé, and professional references to jobs@somersetfallsparks.com by March 25.

Visit www.somersetfallsparks.com/jobs/FAQs for a list of frequently asked questions about available positions and our hiring process.

- 161.** What is a required qualification for the job?
- (A) Knowledge of the area's parks
 - (B) A background in teaching
 - (C) Experience in advertising
 - (D) A driver's license
- 162.** The word "plus" in paragraph 2, line 5, is closest in meaning to
- (A) reward
 - (B) addition
 - (C) benefit
 - (D) tip
- 163.** How can more information about the job be obtained?
- (A) By checking a schedule
 - (B) By contacting a field trip facilitator
 - (C) By sending an e-mail
 - (D) By visiting a Web site

Questions 164-167 refer to the following online chat discussion.



Hannah Ward [2:01 P.M.] Before we begin our discussion about the upcoming meeting with Coral City government officials, I have some exciting news to report: one of our most recent designs, Chatillion House, will be featured in next month's issue of Residential Life. ▲

Mahdi Naser [2:02 P.M.] Wow, that's excellent news! I really enjoyed working on that assignment. ▲

Elaine Lau [2:02 P.M.] Fantastic! This will mean increased exposure for the firm. ▲

Mahdi Naser [2:03 P.M.] My thoughts exactly. The magazine has a readership that spans many countries. ▲

Hannah Ward [2:04 P.M.] Let's not forget the magnificent job that the people from Vistarama did. ▲

Elaine Lau [2:05 P.M.] That company has become vital to our work. ▲

Hannah Ward [2:07 P.M.] Particularly since we wanted the house to blend in with the greenery that adorns the neighborhood. Using a variety of plants, trees, and flowers, the crew from Vistarama created a scenery that is absolutely stunning. ▲

Mahdi Naser [2:08 P.M.] Yes, the area that surrounds the house looks absolutely fabulous. ▲

Hannah Ward [2:08 P.M.] OK, let's move on. Elaine, any new information about the requirements for Coral City's new courthouse? ▲

Elaine Lau [2:09 P.M.] Yes, there is. This morning I discussed them with Jerica Ogilvie, a city official. I'll go over them with you right away. ▼

◀ ▶

- 164.** What information did Ms. Ward share with her coworkers?
- (A) Details of the results of a report
 - (B) Findings of a recently concluded study
 - (C) A valuable opportunity for the company
 - (D) An update about a forthcoming project
- 165.** At 2:03 P.M., what does Mr. Naser mean when he writes, "My thoughts exactly"?
- (A) The firm will gain greater visibility.
 - (B) The firm's creations can be found in many parts of the world.
 - (C) It was gratifying to work on the firm's latest project.
 - (D) It is important to talk about developments within the firm.
- 166.** What business is Vistarama in?
- (A) Building design
 - (B) Legal services
 - (C) Landscaping
 - (D) Publishing
- 167.** What will Ms. Lau most likely do next?
- (A) Ask Ms. Ogilvie to provide information about the courthouse
 - (B) Provide details about the scenery near Chatillion House
 - (C) Discuss the requests from Coral City officials
 - (D) Contact other Coral City officials

TEST
6

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Questions 168-171 refer to the following e-mail.

To:	team@comlor.com
From:	theo_shanner@comlor.com
Date:	Saturday, July 9
Subject:	Flooring Update
Attachment:	Document_1

Dear Staff,

Please note that the office will be closed again on Monday because the contractor needs more time than initially anticipated to complete the floor installation. I will update you on the progress of the project as details become available. While at home, though, continue to follow up on project leads and to support your customer accounts.

Obviously, we will have to postpone the meeting scheduled for Monday until later in the week. On that occasion we will go over our earnings and revenue of the previous quarter. I have attached the relevant information so that you can review it ahead of time. Additionally, we will be looking at some recent trends in sustainable building design and construction.

Finally, I apologize for the disruption this renovation project has caused. Then again, I hope you have been seizing this opportunity to find new ways to work effectively and to enjoy work-life balance.

Best regards,

Theo Shanner
Comlor Ltd.

- 168.** What is mentioned about the flooring installation project?
- (A) It is part of a larger renovation project.
 - (B) It is taking longer than anticipated.
 - (C) It will be inspected upon completion.
 - (D) It has been temporarily stopped.
- 169.** What are employees expected to do on Monday?
- (A) Start at a different time
 - (B) Request details from clients
 - (C) Work from a remote location
 - (D) Submit agenda items
- 170.** What did Mr. Shanner include with the e-mail?
- (A) Financial summaries
 - (B) Training documents
 - (C) A list of sales contacts
 - (D) A detailed project schedule
- 171.** What type of business most likely is Comlor Ltd.?
- (A) An office furniture company
 - (B) An industrial parts manufacturer
 - (C) A financial consulting firm
 - (D) An architecture firm

Questions 172-175 refer to the following article.

Considering Flextime?

by Romy Johnson

Many employees wish to work a nonstandard schedule, available through a system known as “flextime.” Flextime may involve working nontraditional hours or working more hours on some days and fewer on others. — [1] —. Although commonly viewed as a benefit to workers, flextime can also benefit employers by increasing employee satisfaction, helping in recruitment of new talent, and permitting longer hours of coverage at the business without increasing the number of employees or incurring overtime costs.

Employers who are interested in such arrangements should first consider several factors. — [2] —. They include the

number of workers who want to take advantage of the program, how employees’ hours will be tracked, and whether flextime will interfere with daily business.

Then a policy must be created that includes details specific to the company’s needs and preferences. — [3] —. Employers should revisit this information from time to time and make changes as necessary. And of course, prior to implementation, employers will want to consult with their legal team to make sure the proposed policy complies with laws concerning wages and hours. — [4] —.

172. For whom is the article mainly intended?

- (A) Teams of lawyers
- (B) Leaders of companies
- (C) Payroll processors
- (D) Newspaper reporters

173. What is NOT mentioned as a benefit of flextime?

- (A) It is easy to begin implementing.
- (B) It makes a company appealing to job applicants.
- (C) It can enable a company to extend its operating hours.
- (D) It increases workers’ happiness.

174. According to the article, what should take place periodically?

- (A) A simplification of payments
- (B) An adjustment of job descriptions
- (C) A review of policies
- (D) A reduction of hours

175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“For example, employers may choose to allow only employees with certain job titles to participate.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

TEST
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GO ON TO THE NEXT PAGE

Questions 176-180 refer to the following Web page and e-mail.

Morlen Museum Visitor Information

Welcome! Located just minutes from High Street Station in Richford's shopping district, the Morlen Museum offers visitors a chance to explore scientific topics in engaging, hands-on exhibits. Tours can be arranged for those seeking even more detailed information. Parking is available in a nearby city garage. And don't forget to visit the museum shop with its wide range of unique and interesting items.

Admission:

Ticket Type	Price	Provides
Basic	£15.00	• Access to the museum's permanent exhibits
Basic Plus	£20.00	• Basic access AND access to the Van Zandt Planetarium Show
Super Saver	£25.00	• Basic Plus access AND access to the Geology Lab
Full Access	£30.00	• Super Saver access AND access to special exhibits

Special Exhibits:

- Sports: The Way We Move (1 January–31 March)
- Butterflies: Color in Motion (1 April–30 June)
- Mathematical Beauty: How Numbers Shape Our World (1 July–30 September)
- Earth, Fire, Water, Wind: Future Power Sources (1 October–31 December)

To:	tlin@morlenmusuem.org
From:	acordell@talvix.com
Date:	2 October
Subject:	Upcoming excursion

Dear Ms. Lin,

I'm writing on behalf of the Talvix Energy Professionals Partnership (TEPP). The TEPP pairs young adults considering careers in the energy sector with engineers and executives from Talvix. Each quarter we arrange an educational trip for the program participants.

On 12 October we are planning for a group of six mentors and twelve mentees to visit the Morlen Museum. We plan to visit the Geology Lab to examine the origins of fossil fuels. We believe an in-depth tour would be quite beneficial to the mentees. Would you be able to provide us with a tour of the lab? If so, what would be the cost in addition to the ticket price? We also want to spend time at the special exhibit.

Thank you in advance for your assistance.

Alton Cordell
Director, TEPP

- 176.** What is suggested about the Morlen Museum?
- (A) It offers on-site parking.
 - (B) It is conveniently located.
 - (C) Its admission prices were recently raised.
 - (D) Its museum shop is currently closed.
- 177.** Why did Mr. Cordell write the e-mail?
- (A) To inquire about an advertised job
 - (B) To offer a volunteer opportunity
 - (C) To request information about a museum tour
 - (D) To propose a topic for a special exhibit
- 178.** According to the e-mail, what is the TEPP?
- (A) A mentoring program
 - (B) A staffing company
 - (C) A travel agency
 - (D) A geology club
- 179.** What type of ticket will members of the TEPP group most likely require?
- (A) Basic
 - (B) Basic Plus
 - (C) Super Saver
 - (D) Full Access
- 180.** What exhibit will the TEPP group most likely visit?
- (A) Sports
 - (B) Butterflies
 - (C) Mathematical Beauty
 - (D) Earth, Fire, Water, Wind

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

HJP Transport Solutions, Ltd. *Powell Internship Programme*



HJP Transport Solutions, Ltd., headquartered in London, seeks university students to fill ten intern positions in its Powell Internship Programme (PIP). Interns will be placed in one of HJP's three regional offices: Birmingham, Manchester, or Bristol. Applicants should email a statement of interest and résumé to pip@hjp.co.uk by 31 March. Successful candidates will have the honour of being the first recipients of the Powell Internship.

Background:

PIP is the initiative of Tristan Powell, who wanted to honour the ingenuity of Henry J. Powell, the founder of HJP Transport Solutions, Ltd. The programme seeks to inspire young engineering students to follow in Henry J. Powell's footsteps and propose and develop innovative solutions to shipping and transport problems. Having earned his doctorate degree in engineering, Henry J. Powell went on to found HJP Transport Solutions, Ltd. Over time, he built the company into a successful, internationally renowned business. Having served four decades as company president, he retired last year and was succeeded by his son, Tristan.

To:	Joseph Chen < jchen@sunnydale.ac.uk >
From:	Padma Vithana < pvithana@hjp.co.uk >
Date:	25 April
Subject:	Information

Dear Mr. Chen,

Thank you for promptly returning the paperwork relevant to your internship. You will receive your intern packet within a week.

As for your inquiry about housing, I appreciate your concern that the two-hour train ride from London to your assigned location makes for an arduous daily commute. Regrettably, HJP does not provide accommodations for interns. I suggest that you contact Mr. Daniel Anders who is in charge of the mentorship program in our Bristol office. He has lived in the city for many years and presumably will have some advice about housing options there. Good luck, and I hope you will enjoy working at HJP.

Sincerely,

Padma Vithana
Director of Recruiting, HJP Transport Solutions, Ltd.

- 181.** What is the purpose of the notice?
(A) To list volunteer opportunities at a company
(B) To describe the history of a company
(C) To advertise a company's new program
(D) To announce the retirement of a company's president
- 182.** Who is Tristan Powell?
(A) The founder of a business
(B) The head of a company
(C) A university instructor
(D) An internship candidate
- 183.** What is one reason for Ms. Vithana's e-mail?
(A) To congratulate Mr. Chen
(B) To inquire about a problem
(C) To send Mr. Chen paperwork
(D) To answer a question
- 184.** What is true about Mr. Chen?
(A) He has worked with Mr. Anders in the past.
(B) He requested help with a project.
(C) He is an engineering student.
(D) He is transferring to a different office.
- 185.** Where will Mr. Chen be working?
(A) In Birmingham
(B) In Bristol
(C) In London
(D) In Manchester

TEST 6

GO ON TO THE NEXT PAGE

Questions 186-190 refer to the following Web page, e-mail, and information sheet.

<http://www.euroful.it/glasscontainers>

Euroful Glass

Euroful is celebrating 125 years of providing quality glass containers to Italy and beyond!

Glass bottles and jars have long been the standard for beautiful, functional containers. Consider all the desirable attributes of this useful material.

1. Neutrality	Glass containers do not interact with the products they hold. Glass has no flavor or odor and is thus ideal for storing food or personal care products.
2. Impermeability	Glass is impermeable to air and water. Products stored in glass containers are well protected and remain fresh longer.
3. Environmentally Responsible	Glass is made of sand, limestone, and soda ash—natural ingredients that do not harm the Earth. Glass can be reused and recycled.
4. Convenience	Glass is easy to clean and dishwasher safe.
5. Style	Glass has endless design possibilities. Choose from our catalog or work with our Euroful designers who can assist you in customizing a vessel for your product.

E-Mail Message

To: Tommaso Luzzatto <tluzzatto@euroful.it>
From: Birgit Villadsen<bvilladsen@bivilla.co.dk>
Date: 16 February
Subject: New jars

Dear Mr. Luzzatto:

Thank you for your call during which you went over the details of the design of the jars with us. The containers are quite unique and will certainly make Bivilla's cosmetic products stand out from those of our competitors.

After talking with my team, I have one more question. We ship throughout Europe and occasionally to Asia. Do you have recommendations regarding packing methods and filling materials for cases in which the jars are packaged? We are looking for a filling material that offers substantial protection for our product, but does minimal damage, if any, to the surroundings.

Best regards,

Birgit Villadsen
Bivilla Cosmetics

Tips for shipping products in glass containers

Overpacking is the safest method of transporting delicate items. Overpacking simply means packing the box containing the product inside another larger box. An absorbent filling material is inserted between the two boxes, cushioning the smaller box from vibrations and movement during transit. Depending on your specific needs, any of the following materials could be used as filler.

Filler	Protection	Earth friendly
Recycled paper strips	light	++
Plastic air pillows	high	-
Styrofoam packing peanuts	medium	--
Expanding bio foam	high	++

186. What is indicated about Euroful?
- (A) It is a new company.
 - (B) It sells cardboard boxes.
 - (C) It can make customized products.
 - (D) Its products are sold primarily in Asia.
187. Why did Ms. Villadsen send Mr. Luzzatto the e-mail?
- (A) To ask for advice
 - (B) To propose a change
 - (C) To explain a procedure
 - (D) To recommend a supplier
188. What attribute of Euroful's glass containers did Ms. Villadsen and Mr. Luzzatto discuss?
- (A) Attribute 2
 - (B) Attribute 3
 - (C) Attribute 4
 - (D) Attribute 5
189. According to the information sheet, what does overpacking require?
- (A) Extra product samples
 - (B) Boxes of different sizes
 - (C) Individually wrapped jars
 - (D) Special instructions for delivery
190. What packaging filler would best meet the needs of Bivilla Cosmetics?
- (A) Recycled paper strips
 - (B) Plastic air pillows
 - (C) Styrofoam packing peanuts
 - (D) Expanding bio foam

Questions 191-195 refer to the following article, schedule, and e-mail.

City to Upgrade Aging Gas Pipes

(September 1)—During the month of October, Nairobi Energy Services, Inc., (NESI) plans to replace two kilometers of cast-iron underground gas pipes with plastic-coated steel pipes as part of its commitment to maintaining the city's energy infrastructure.

"The increase in pressure provided by the new pipes will better support today's high-efficiency furnaces, water heaters, clothes dryers, and other gas appliances," said Ms. Esther Cheptumo, the gas company's vice president. "The new system

will ensure safe and reliable gas delivery for years to come."

Some streets in Nairobi will be closed to traffic between 9:00 A.M. and 4:00 P.M. while pipes are replaced. The gas company is working with city officials to develop a schedule that will minimize the inconvenience. The schedule will be updated daily on the company's Web site as well as in all local newspapers. Customers who experience a significant problem due to the work schedule should contact the gas company with their concerns.

GAS SYSTEM UPGRADE SCHEDULE

Monday, October 16:	Wollaston St.
Tuesday, October 17:	Moringa Rd.
Wednesday, October 18:	Blackwood St.
Thursday, October 19:	Satinwood Ave.
Friday, October 20:	No work scheduled (national holiday)

When work on your street has been completed, a NESI technician will come to your house to connect your service line.

To:	Peter Abonyo <pabonyo@mailergrip.com>
From:	Judith Kamau <jkamau@nesi.co.ke>
Date:	October 12
Re:	Account No. A0194

Dear Mr. Abonyo,

Your street is scheduled for gas pipe replacement on Tuesday, October 17. Technicians will be available to reconnect your gas lines between 3:00 P.M. and 8:00 P.M. Please call us at 555-0181 to schedule a time for the work to be completed. Gas service to your home will be interrupted for about one hour while the reconnection work is done.

Thank you.

Judith Kamau

- 191.** According to the article, what is true about the new pipes?
- (A) They will help modern appliances run better.
 - (B) They will be installed more quickly than cast-iron pipes.
 - (C) They will be replaced in several years.
 - (D) They will be installed at night.
- 192.** What does the article indicate about the work schedule?
- (A) It will not be approved by city officials.
 - (B) It has been posted by Ms. Cheptumo.
 - (C) It contains several errors.
 - (D) It has not been finalized.
- 193.** What will happen on October 16 ?
- (A) A meeting of NESI technicians will be held.
 - (B) A national holiday will be celebrated.
 - (C) A city street will be closed to traffic.
 - (D) A NESI customer's complaint will be resolved.
- 194.** What is suggested about Mr. Abonyo?
- (A) He requested some information.
 - (B) He lives on Moringa Road.
 - (C) He recently spoke to Ms. Kamau.
 - (D) He is not at home in the evening.
- 195.** Who most likely is Ms. Kamau?
- (A) A city official
 - (B) A NESI employee
 - (C) An appliance technician
 - (D) An executive at a factory.

Questions 196-200 refer to the following brochure and e-mails.

Elvinna's

Located just outside of Nassau, the capital city of The Bahamas, Elvinna's is the ideal venue for your reception, banquet, or business meeting. Away from the hustle and bustle of the city, it is surrounded by lush gardens featuring a variety of beautiful sculptures.

The Alameda Room seats between 100 and 250 people comfortably, and our largest space, the Bougainvillea Room, is perfect for up to 300 guests. For business meetings, the Tamarind Room can accommodate up to 50 guests, while the Waterfall Room, slightly larger, seats up to 80 people. Our two business meeting spaces are outfitted with the latest technology to support productive and efficient meetings.

Our elegant restaurant, the Candlewood Tree, offers an ample menu that takes into account many dietary restrictions and preferences. Plan ahead to join us on July 10 when we offer a special Independence Day dinner menu!

To book an event, visit elvinnas.bs. First-time reservations for select days receive a 15 percent discount. For further information call 242-555-0135.

To:	Tanika Nichols
From:	Brian Darville
Date:	18 February
Subject:	Anniversary planning

Hello, Tanika,

I visited Elvinna's and looked at the space that you suggested might be right for our company's anniversary celebration. Their catering menu would suit the various preferences of our expected guests, now numbering over 250. Currently the room is available on two Saturdays, 15 July and 5 August; it is also available on Wednesday, 23 August. Note that this last date would qualify for a nice discount.

Let me know if I have your approval to book this room. We need to make a decision quickly before other parties reserve those dates. I'll be in touch soon about rescheduling the awards ceremony in May.

Brian

To:	Brian Darville
From:	Tanika Nichols
Date:	18 February
Subject:	Anniversary planning

Hello, Brian,

Thank you for the information about Elvinna's. Let's take advantage of that discount date they are offering. It may help us stay within our budget. Please contact them to make the reservation.

Tanika Nichols, Senior Vice President
Nassau Telecommunications

- 196.** What does the brochure mention about Elvinna's?
- (A) It is able to host groups of various types.
 - (B) It is conveniently located in downtown Nassau.
 - (C) It has hired a new chef for its restaurant.
 - (D) It plans to renovate a business center.
- 197.** What does Mr. Darville indicate about the plan for his company's celebration?
- (A) It should feature a simple menu.
 - (B) It will need to be rescheduled.
 - (C) It will include an awards ceremony.
 - (D) It is a decision he cannot make alone.
- 198.** Where will the company's anniversary celebration most likely be held?
- (A) In the Alameda Room
 - (B) In the Bougainvillea Room
 - (C) In the Tamarind Room
 - (D) In the Waterfall Room
- 199.** Why is Mr. Darville concerned?
- (A) Not enough people have responded to an invitation.
 - (B) He thinks that a different venue might cost less.
 - (C) A venue that he likes might be reserved by another group.
 - (D) He has not been able to secure entertainment.
- 200.** When will Nassau Telecommunications' celebration most likely take place?
- (A) On July 10
 - (B) On July 15
 - (C) On August 5
 - (D) On August 23

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

TEST
6

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07

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. Mr. Guo ----- with an electrician yesterday about the rewiring project.
(A) consults
(B) is consulting
(C) to consult
(D) consulted
102. Ms. Lan Le will complete ----- internship at the George Cake Shop next week.
(A) she
(B) her
(C) hers
(D) herself
103. Every Thursday the Lifelong Reading Club meets to ----- novels written by local authors.
(A) create
(B) discuss
(C) perform
(D) dictate
104. Skymills Insurance ----- grew from a small business to a midsize company with 350 employees.
(A) quick
(B) quickly
(C) quicker
(D) quickest
105. Local shop owners are invited to the ----- of Clyde Bank's downtown branch.
(A) open
(B) opened
(C) opening
(D) openly
106. All e-mail messages regarding legal issues should be ----- in a separate folder.
(A) stored
(B) escaped
(C) served
(D) determined
107. Hiring an ----- for Ms. Tsai must be our top priority, as her workload has increased.
(A) assist
(B) assistant
(C) assisted
(D) assistance
108. The ----- Ladoff Building was constructed in 1923 and stood two stories tall.
(A) origin
(B) originated
(C) originally
(D) original

109. If you have questions about your most ----- credit card statement, call Mr. Hassan.
- (A) central
(B) consecutive
(C) actual
(D) recent
110. The Rinzlite dishwasher was ranked higher ----- all other dishwashers in its class.
- (A) to
(B) past
(C) than
(D) by
111. So far, the Grantley store ----- 20 percent more mobile phones than it did last year.
- (A) will sell
(B) was sold
(C) has sold
(D) are selling
112. In the event of a power failure, unplug computers until power is ----- restored.
- (A) fully
(B) fullness
(C) fullest
(D) full
113. Although Mr. Akiyama retired last year, he ----- visits the office each week.
- (A) next
(B) yet
(C) still
(D) finally
114. At the panel discussion, Ms. Yang made a ----- argument for environmentally responsible business practices.
- (A) convince
(B) convincing
(C) convinced
(D) convincingly
115. The Hokodo Orchestra will hold ----- for new string musicians next Tuesday.
- (A) attention
(B) investigations
(C) motivation
(D) auditions
116. Although the team members ----- were not available after the game, the coach was happy to be interviewed.
- (A) themselves
(B) they
(C) theirs
(D) them
117. Ms. Schwimmer's application was not ----- reviewed until November 5.
- (A) relatively
(B) occasionally
(C) completely
(D) enormously
118. Managers are encouraged to give their staff ----- feedback during the annual performance-review meetings.
- (A) construction
(B) constructively
(C) constructive
(D) constructing
119. Deckermark Enterprises offers employees flexible scheduling and telecommuting -----.
- (A) statements
(B) exchanges
(C) precautions
(D) options
120. Ms. Summer can estimate the cost for the land-clearing project in Fosterville, ----- before the details are finalized.
- (A) even
(B) some
(C) such
(D) else

- 121.** The company's transition from paper paychecks to electronic paychecks was ----- smooth.
(A) impressive
(B) impression
(C) impressively
(D) impress
- 122.** All temporary workers should contact Ms. Fierro to ----- an identification badge.
(A) combine
(B) obtain
(C) gather
(D) approach
- 123.** We will pay your insurance claim ----- we receive the official damage report.
(A) once
(B) since
(C) like
(D) except
- 124.** Neither of the ----- in the debate was willing to take a stand on the riverfront development controversy.
(A) politicians
(B) politicize
(C) political
(D) politically
- 125.** ----- the additional funding, Central City Medical School expects to double the size of its research team.
(A) Over
(B) On
(C) At
(D) With
- 126.** The clients have indicated that a reception area of 60 square meters will be ----- in the new building.
(A) sufficient
(B) flexible
(C) capable
(D) calculating
- 127.** Ms. Lau would like to know ----- Mr. Cole called the main office yesterday.
(A) whatever
(B) while
(C) why
(D) who
- 128.** Koffler Law hired more paralegals ----- meet its commitment to clients.
(A) consequently
(B) in order to
(C) in any case
(D) additionally
- 129.** The newest edition of the *Biltmore Road Atlas* has plastic-coated pages for extra -----.
(A) familiarity
(B) persistence
(C) durability
(D) replacement
- 130.** Job seekers should prepare a list of professional references ----- applying for positions.
(A) prior to
(B) outside of
(C) in front of
(D) according to

PART 6

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

Questions 131-134 refer to the following article.

TOKYO (2 June)—Toda Entertainment announced this morning that it will be revealing its latest video game later this week. A preview of the game ----- a presentation from the developers will be **131.** broadcast on the company's Web site on Friday at 4:00 P.M. Japan Standard Time. Until now, no details have been revealed about the game. Many consumers are already ----- that it will be a **132.** sequel to the company's popular *Todashi Adventure* series. The first game in that series, released two years ago, was a ----- success for the company, selling over 400,000 copies in Japan. ----- **133.** **134.**

131. (A) but
(B) even though
(C) how
(D) as well as

132. (A) confirming
(B) speculating
(C) requesting
(D) analyzing

133. (A) remarkable
(B) remarkably
(C) remarking
(D) remark

134. (A) The company was not able to meet this goal.
(B) Toda Entertainment will announce its new CEO next week.
(C) Its worldwide sales were double that number.
(D) Consumers can now purchase it for the first time.

TEST 7

GO ON TO THE NEXT PAGE

Questions 135-138 refer to the following letter.

July 11

Dear Mr. Wong:

It was good to speak with you today about the opening in the accounts receivable department at Riedeberg Realty. ----- . My prior experience has prepared me particularly well for this ----- .

135.

136.

Strong writing skills, assertiveness, and accuracy ----- in my last two jobs. I am also able to work effectively with coworkers, especially in a fast-paced environment.

137.

I appreciate the time you took to ----- me. I look forward to hearing from you when you make your final hiring decision.

138.

Sincerely,

Jon Troughman

- 135.** (A) The job seems like an ideal match for my skills and interests.
(B) The company had an outstanding reputation nationally.
(C) Note that I have applied for a number of other jobs as well.
(D) Please contact me to discuss additional scheduling options.

- 136.** (A) event
(B) incident
(C) position
(D) exception

- 137.** (A) all requiring
(B) had all required
(C) all requirements
(D) were all required

- 138.** (A) train
(B) recommend
(C) entertain
(D) interview

Questions 139-142 refer to the following Web page.

Protection & Conservation

The Garner Museum of Art (GMA) ensures the preservation of its collection by carefully ----- the
lighting of its galleries. Certain artifacts—many of which are thousands of years old—are particularly
sensitive to light. -----, the museum does not showcase any of its pieces in areas with windows.
Nor does it keep artwork in areas with certain kinds of -----, potentially harmful bulbs. ----- By
taking such measures, the GMA hopes that its collection will be enjoyed for generations to come.

139. (A) monitoring
(B) acquiring
(C) performing
(D) guarding

140. (A) After all
(B) For instance
(C) On the contrary
(D) For this reason

141. (A) bright
(B) brightly
(C) brighten
(D) brightness

142. (A) Therefore, the museum will place
some of its older pieces on loan.
(B) Also, flash photography is not
permitted.
(C) Only a few staff members possess
these specialized skills.
(D) Unfortunately, it can be difficult to
determine an object's age.

Questions 143-146 refer to the following e-mail.

To: All Managers
From: Bert Pizarro
Date: October 10
Subject: Staff banquet

Dear Managers,

December is quickly approaching, and the Human Resources team is working out the details for this year's staff banquet. As you know, this ----- event is an opportunity for us to thank our entire **143.** staff for their service and to reflect on the past twelve months. In addition, it will provide everyone with the opportunity ----- time with their colleagues in a relaxed social setting. **144.**

We know that the distance to last year's banquet in Riverdale made it difficult for several employees to attend the event. To make it easier for everyone to participate in this celebration, we are looking for a ----- that is closer to our office building. **145.** **146.**

We plan to send out further details soon.

Kind regards,

Bert Pizarro
Human Resources Manager

- 143.** (A) initial
(B) annual
(C) favoring
(D) hiring

- 144.** (A) to spend
(B) having spent
(C) spending
(D) will spend

- 145.** (A) result
(B) transport
(C) capacity
(D) venue

- 146.** (A) Driving directions are attached.
(B) We apologize for the confusion.
(C) Please reply with any suggestions.
(D) Remember to confirm your attendance.

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts 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 147-148 refer to the following notice.

Our Return Pledge

If the products you purchased from Things Galore do not perform to your expectations, please return to our store for an exchange or a refund. Refunds may be issued on full-price purchases only. See Thingsgalore.com/help for details.

147. Where would the notice likely appear?

- (A) On a coupon
- (B) On a Web site
- (C) On a product label
- (D) On a sales receipt

148. What is suggested about Things Galore?

- (A) It will not issue a refund for all items.
- (B) It does not sell discounted products.
- (C) It has recalled defective items.
- (D) It is having an annual sale.

Questions 149-150 refer to the following text-message chain.

Ed Singh (9:46 A.M.) Hi Marisa, has David Yuen stopped by your office?

Marisa Viteli (9:48 A.M.) Not that I know of. I just got here.

Ed Singh (9:49 A.M.) OK. He's having a hard time debugging a program and I told him to ask you to look at it. I hope you don't mind.

Marisa Viteli (9:50 A.M.) Not at all. He's on the Zandos project, right?

Ed Singh (9:51 A.M.) Yes, they're building an order-tracking system and it has to be delivered in a few weeks.

Marisa Viteli (9:52 A.M.) Ah, that's a huge program. I can see why he's having coding problems.

149. For whom do the writers most likely work?

- (A) A home repair business
- (B) A food delivery business
- (C) A building construction company
- (D) A software development company

150. At 9:50 A.M., what does Ms. Viteli most likely mean when she writes, "Not at all"?

- (A) She does not know David Yuen.
- (B) She has not been to her office yet.
- (C) She is willing to help a coworker.
- (D) She is part of the Zandos project team.

Questions 151-152 refer to the following e-mail.

From:	Outbox <customer_service@outbox.com>
To:	Waris Duale <warisduale@mailinsights.com>
Date:	September 1
Subject:	Store news

Great news, Ms. Duale. Outbox, the number one office supply store in the Grindstone River Valley region, has expanded its store on Lakeview Avenue to include an office furniture department. To mark this occasion, members of our rewards club will receive a 20% discount on all office furniture. Additionally, they will earn double rewards points during this sales event. Orders are accepted in all stores as well as on our Web site, www.outbox.com. Use this opportunity to update your business office, and, in the process, save some money and accumulate rewards points. Hurry, offer ends September 30.

151. Why was the e-mail sent?

- (A) To introduce an online ordering process
- (B) To announce a new store location
- (C) To mention a special offer
- (D) To explain a new program

152. What is indicated about the store on Lakeview Avenue?

- (A) It was recently enlarged.
- (B) It has updated its Web site.
- (C) It often hosts sales events for rewards club members.
- (D) It was the first Outbox store in the region.

Questions 153-155 refer to the following memo.

MEMO

To: All Staff
From: Donaldo Mata, Facilities Supervisor
Date: July 22
Subject: Drilling process

As I reported at last week's staff meeting, we are now in the final planning stages for the new addition to our headquarters building. — [1] —. As part of the process, contractors will be drilling holes tomorrow in the north, east, and west sides of the building to do structural analysis. — [2] —. The drilling is expected to take several hours, and the work will be very noisy. I realize that this type of noise can be very distracting to employees who are trying to speak with customers or conduct meetings. — [3] —. I have requested that the contractors begin drilling on the east side, closest to the Customer Service Office, so that drilling can be finished before peak service hours. Please keep windows on all sides of the building shut to minimize the noise and prevent any exhaust fumes from the drilling rig from entering the building.

— [4] —. I will be here all day supervising the process and will be available to answer any questions. I sincerely apologize for the inconvenience.

153. Why are the holes being drilled?

- (A) To identify the best location for a well
- (B) To install an improved drainage system
- (C) To facilitate planning of a building project
- (D) To analyze the soil quality for landscaping

154. What does Mr. Mata ask staff to do tomorrow?

- (A) Work from home
- (B) Close all windows
- (C) Tour the new office space
- (D) Reschedule client meetings

155. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"However, there is little that can be done regarding noise levels."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 156-158 refer to the following press release.

FOR IMMEDIATE RELEASE

Contact: Pilar Rios, Media Communications, prios@belledevelopment.org

LOS ANGELES (April 18)—California-based Belle Development has entered into an agreement to collaborate with the firm Holden Assets, which is based in London. The companies will join forces to remodel and transform open spaces in airports, train stations, hotels, and office buildings for retailers. According to Belle spokesperson Irina Carson, “The projects will improve both the experience of customers and the revenue streams of the property owners.” During the press conference on Monday, Carson said the two companies had been so successful when they worked together previously remodeling an airport in Naples, Italy, that they “decided to make it a long-term relationship.” The venture begins next month with the redesign of shops and restaurants at a train station in Barcelona.

156. What does the press release announce?

- (A) The launch of a new product line
- (B) The relocation of a company's headquarters
- (C) The increased earnings of a real estate firm
- (D) The start of a lengthy business partnership

157. The word “spaces” in paragraph 1, line 4, is closest in meaning to

- (A) holes
- (B) areas
- (C) seats
- (D) parks

158. Where does the press release indicate a project was completed?

- (A) In Los Angeles
- (B) In London
- (C) In Naples
- (D) In Barcelona

TEST 7

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Questions 159-161 refer to the following notice.

Dear Visitors:



Heylin Park is a rugged wilderness site. Our trails are grassy and unpaved, and many contain protruding tree roots, rocks, and stumps. Licensed park rangers will remove fallen debris if a trail becomes impassable, but in order to maintain a healthy habitat for wildlife, the land is otherwise kept in its natural state. To support our efforts, we ask that you please take nothing home with you aside from photographs and memories. Please allow the flowers to grow wild and leave sticks and stones where they are.

If you would like to learn about the different trees, shrubs, and flowers growing in our park, you can join a free ranger-guided hike. These are held every Saturday from 2:00 p.m. to 3:30 p.m. Just add your name to the sign-up sheet at the check-in kiosk, located near the park entrance.

Thank you and enjoy your hike!

Sincerely,

Heylin Park Management



159. What is suggested about Heylin Park?

- (A) It is an undeveloped area.
- (B) It was affected by a recent storm.
- (C) Its entrance fees are being raised.
- (D) It is the location of many research projects.

160. What is prohibited at Heylin Park?

- (A) Camping overnight
- (B) Hiking without a guide
- (C) Visiting without a permit
- (D) Collecting natural objects

161. What can visitors do at the check-in kiosk?

- (A) Register for a tour
- (B) Subscribe to a newsletter
- (C) View photographs of plants
- (D) Volunteer to help build trails

Questions 162-163 refer to the following article.

Bryson Business Development Network Expands Its Learning Program

(March 14)—Last summer, after offering on-site courses for over ten years, Calgary-based Bryson Business Development Network began offering a different set of workshops for people who have recently started a business. Hundreds of new business owners signed up for the online sessions, which focused on topics such as Web site development, marketing, and advertising. This summer, the company will introduce some new learning opportunities.

“We are excited to announce the launch of a wide variety of in-depth courses led by experts in the field,” director Rosa Gonzales said. “To enable everyone to learn more about the courses, we have created a brief video highlighting the main points that will be covered in each course. Customers are invited to view this introductory presentation free of charge on our Web site to help them decide which of our offerings best meet their needs.”

Registration and more information are available at www.brysonbdn.ca.

- 162.** What is the purpose of the article?
- (A) To announce a company merger
 - (B) To provide marketing tips
 - (C) To introduce a new director
 - (D) To publicize online courses

- 163.** What does Ms. Gonzales encourage people to do?
- (A) Make a payment
 - (B) Complete a form
 - (C) Watch a video
 - (D) Contact an expert

Questions 164-167 refer to the following online chat discussion.

The image shows a simulated live chat interface with three participants: Ariana Jones, Janice Canto, and Renaldo Pereira. The chat window has a header with three user icons and the title "Live Chat". The messages are timestamped from 1:18 P.M. to 1:30 P.M.

Ariana Jones (1:18 P.M.):
Hi, Renaldo and Janice. How are things coming along with those blogs I asked you to start?

Janice Canto (1:20 P.M.):
I am thinking of profiling the members of our team of investment advisors.

Ariana Jones (1:22 P.M.):
Could you give me more details on that?

Janice Canto (1:24 P.M.):
Well, I want to feature an interview with a different team member every month. I could get a little personal and professional background information, and inquire about the member's views on investment strategies, that sort of thing.

Ariana Jones (1:25 P.M.):
Nice. Our customers would really like that. What about you, Renaldo?

Renaldo Pereira (1:27 P.M.):
I'm thinking of reporting on emerging stock market trends. I've already collected a lot of material about this topic.

Janice Canto (1:27 P.M.):
Sorry, I have to leave for a meeting in about five minutes.

Ariana Jones (1:28 P.M.):
Sounds interesting. Do you need assistance with the research?

Renaldo Pereira (1:29 P.M.):
Thanks, but I think I've got it covered.

Ariana Jones (1:30 P.M.):
OK, I'd like both of you to get back to me by Monday with your progress on these ideas.

- 164.** In what industry do the participants most likely work?
- (A) Finance
(B) Health care
(C) Technology
(D) Real estate
- 165.** What is suggested about Ms. Jones?
- (A) She will help Mr. Pereira with his research.
(B) She supervises Ms. Canto's work.
(C) She will be out of the office on Monday.
(D) She needs information about a job applicant.
- 166.** What is indicated about Ms. Canto's blogs?
- (A) They will be ready by the end of the day.
(B) They will be written by several team members.
(C) They will be published once a month.
(D) They will be designed for internal company use.
- 167.** At 1:28 P.M., what does Ms. Jones mean when she writes, "Sounds interesting?"
- (A) She wants to know more about Ms. Canto's meeting.
(B) She likes the subject matter of Mr. Pereira's blog.
(C) She is pleased with recent stock market trends.
(D) She likes to receive positive customer feedback.

Questions 168-171 refer to the following meeting minutes.

Corbissin Corporation

Minutes of Quarterly Finance Team Meeting Thursday, 18 October

Present: Lorenzo Abeyta (Chair), Dolores Tengco, Perla Buenaflor, Omar Mayuga, and Cora Odevilas

Absent: Juan Carlos Serapio (attending International Technology Conference)

The meeting was called to order at 10:30 A.M. by Lorenzo Abeyta.

The minutes from the 20 June meeting were approved unanimously.

Financial Summary (presented by Omar Mayuga)

- Revenue from the last quarter was up by 10 percent.
- The budget has been approved for the hiring of additional sales personnel and customer service associates.
- Discussion of the proposed internship program was postponed until more research has been done. Perla Buenaflor will look into this proposal and present a report at the next meeting.
- The “We All Tell a Story” marketing campaign is under way. The project features testimonials from small-business owners whose office operations improved after installation of our products.

Announcements

Dolores Tengco confirmed that the launch of our new line of printers and copiers is set for 10 November. There will be commercials on TV and radio, online, and in print media. Stores in Mandaluyong and Taguig are planning full-day events. More information on other sales events in stores will be released soon.

The meeting was adjourned at 11:30 A.M. by Lorenzo Abeyta.

168. What is indicated about the Corbissin Corporation?

- (A) Its finance team meets monthly.
- (B) Its sales personnel received a pay raise.
- (C) It manufactures and sells office technology.
- (D) It has recently opened a store in Taguig.

169. What is suggested about Mr. Serapio?

- (A) He wrote the meeting minutes.
- (B) He scheduled the previous team meeting.
- (C) He recently gave a presentation at a conference.
- (D) He was away on business on October 18.

170. Who will gather more information on a topic?

- (A) Mr. Abeyta
- (B) Ms. Tengco
- (C) Ms. Buenaflor
- (D) Mr. Mayuga

171. What will happen in November?

- (A) The finance team will travel.
- (B) New products will be released.
- (C) Some equipment will be repaired.
- (D) A user guide will be updated.

Questions 172-175 refer to the following letter.

Harding Environmental Group

September 6

Jelani Campbell
Norden Water Commission
329 Route 15
Norden City, AZ 86310

Dear Mr. Campbell,

I appreciate the Norden Water Commission's interest in my serving as a member of your board of directors. As we discussed, I am currently unable to assume any additional responsibilities. — [1] —. However, I would like to take this opportunity to voice my support for Ms. Lauren Birrell to serve as a board member.

Ms. Birrell, the Director of Development at Harding Environmental Group, began her career here as a water analyst. She was quickly promoted to multiple supervisory roles as her expert knowledge and skills became apparent. — [2] —. For example, a recent research study led by Ms. Birrell found deficiencies with Norden City's water pumping system. — [3] —. She provided guidance on necessary upgrades in a timely and cost-effective manner. The upgraded system, which requires much less maintenance, has saved Norden City thousands of dollars over the past five years.

Additionally, Ms. Birrell has built strong relationships with the Great Valley Watershed, the Norden Department of Environmental Protection, and other government agencies. — [4] —. Ms. Birrell would be an invaluable contributor to your organization.

Should you have any questions, please contact me directly at 928-555-0176.

Sincerely,

Saniya Mathur

Saniya Mathur
President, Harding Environmental Group

TEST
7

- 172.** Why did Ms. Mathur send the letter?
- (A) To describe her job responsibilities
 - (B) To recommend a colleague for a position
 - (C) To welcome a new member to the board of directors
 - (D) To congratulate a coworker on a promotion
- 173.** What is mentioned about Harding Environmental Group?
- (A) It conducts research studies.
 - (B) It provides legal services.
 - (C) It manufactures water pumps.
 - (D) It is a government agency.
- 174.** What is suggested about Norden City's water system?
- (A) It must be updated in the next five years.
 - (B) It is inspected regularly by Ms. Birrell.
 - (C) Its maintenance costs have decreased.
 - (D) Its pumps are in need of repair.
- 175.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "Your organization would benefit from these connections."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

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Questions 176-180 refer to the following e-mail and Web page.

To:	Hyo-Jung Cho
From:	Julian Katz
Date:	14 June
Subject:	Information

Dear Ms. Cho:

Since you were away last week, you might not yet know all the details of the situation with the Web site. Shannon Gehring, our Web designer, was in the middle of revising the site when a severe thunderstorm hit our area. Our servers were struck by lightning and sustained some damage. While they were being repaired, the museum's Web site was down for two days.

I know you are planning to send an e-mail to members today, asking them to help us meet a fund-raising goal by 30 June, the end of our fiscal year. Our site is back online now, and includes a new comment page that can be used for this fund-raising event. Please let me know if you need additional information.

Sincerely,

Julian Katz
IT Coordinator
Knight Museum of Art

http://www.knightmuseumofart.ca/comments

14 June

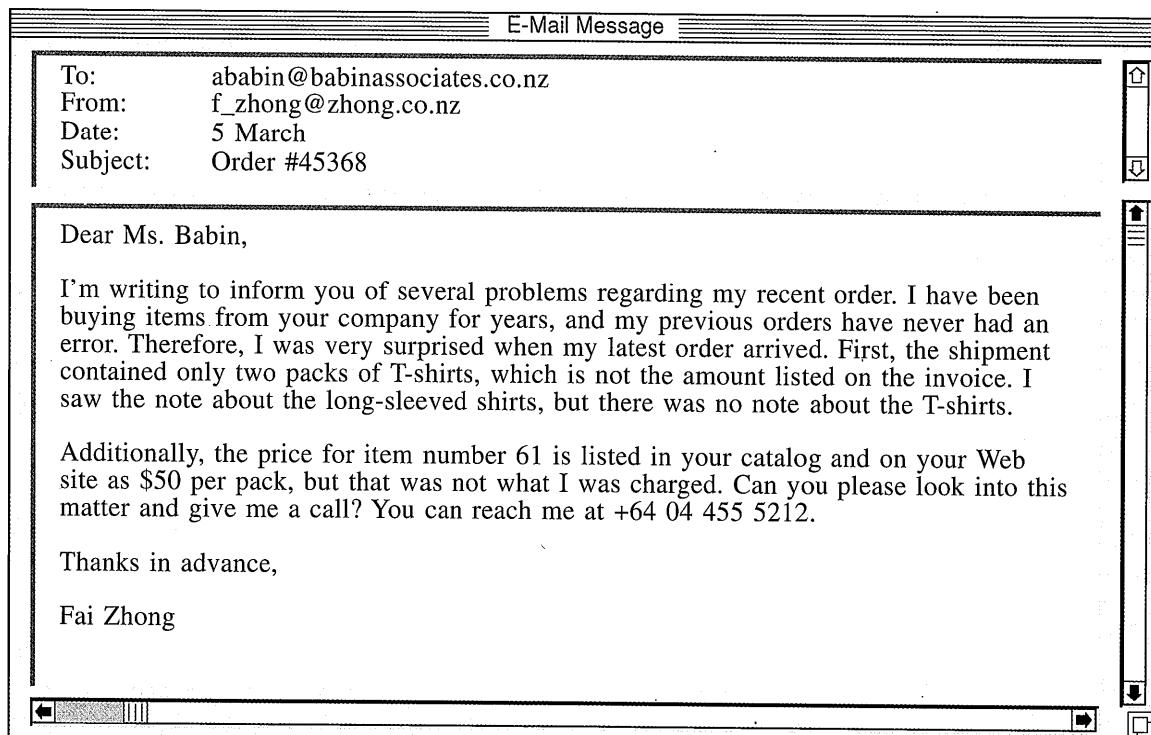
I am such a big fan of the Knight Museum! I have been taking advantage of some of the museum's wonderful programs. The recent series of watercolor painting classes with local artist Leroy Davis was terrific. This experience with watercolors will help me appreciate the museum's current exhibition of Japanese watercolor paintings even more; I'm looking forward to taking a tour of the exhibition next week.

I already contribute as a museum member, but I just made an additional donation online today after I received a fund-raising e-mail from the museum's director. It was easy to access the Web site, although I had trouble last week. I hope others will support the museum by contributing before the 30 June deadline. The Knight Museum's programming is worth it.

—Brenda Sanz

176. Why did Mr. Katz contact Ms. Cho?
- (A) To introduce a new employee
 - (B) To provide an update
 - (C) To request details about an event
 - (D) To ask for assistance
177. In the e-mail, the word “meet” in paragraph 2, line 1, is closest in meaning to
- (A) connect
 - (B) fulfill
 - (C) encounter
 - (D) assemble
178. Who is Ms. Cho?
- (A) The museum director
 - (B) The IT coordinator
 - (C) A Web designer
 - (D) A local artist
179. What is Ms. Sanz eager to do?
- (A) Help with the Web site
 - (B) Lead tours for members
 - (C) Enroll in an art class
 - (D) Attend an exhibition
180. What does Ms. Sanz suggest in her comment?
- (A) She made a donation before the end of the fiscal year.
 - (B) She has visited Japan.
 - (C) She recently accessed the museum’s online art collection.
 - (D) She purchased a painting by Leroy Davis.

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



From: Babin and Associates 25 Caledonia Street, Strathmore Wellington 6022	To: Fai Zhong Zhong Restaurant and Catering 76 Romeo Street, Thorndon Wellington 6011			
PAYMENT IS DUE UPON RECEIPT OF INVOICE				
Order #45368				
Item Number	Item Description	Amount Ordered	Price per Pack	Total Price
32A	T-shirts, white with logo, assorted sizes	3 packs	\$125.00	\$375.00
32B* See note below	Long-sleeved shirts, white with logo, assorted sizes	3 packs	\$175.00	\$525.00
61	Black aprons, limited edition, knee-length	5 packs	\$60.00	\$300.00
118	Black trousers, assorted sizes	2 packs	\$200.00	\$400.00
		TOTAL	GST Inclusive	\$1,600.00

* We had only one pack of long-sleeved shirts in stock. We included it with this shipment and will send the others in 7–10 business days. There will be no additional shipping charge for these items.

- 181.** Babin and Associates is most likely what type of business?
- (A) A laundry service
 - (B) A clothing company
 - (C) A catering firm
 - (D) A shipping service
- 182.** What is indicated about Mr. Zhong?
- (A) He uses several addresses.
 - (B) He prefers overnight shipping.
 - (C) He has ordered from Babin and Associates before.
 - (D) He is expanding his business.
- 183.** What does Mr. Zhong request?
- (A) An updated catalog
 - (B) A new logo design
 - (C) A return phone call
 - (D) Shipment to a different location
- 184.** According to the invoice, what is true about the long-sleeved shirts?
- (A) They are being billed at a discount.
 - (B) They are available in many colors.
 - (C) Some of them were damaged in the warehouse.
 - (D) Some of them will be shipped at a later date.
- 185.** What is one problem that Mr. Zhong identifies?
- (A) Too many trousers were delivered.
 - (B) The wrong amount was charged for aprons.
 - (C) The T-shirts do not fit well.
 - (D) The logo on the shirts is incorrect.

TEST 7

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Questions 186-190 refer to the following e-mail, ticket, and schedule.

E-Mail Message

To: Andrea Williams <a.williams@cardiocentre.co.uk>
From: Samuel Penfold <s.penfold@cardiocentre.co.uk>
Date: 2 August
Subject: Re: Cardiology conference

Dear Dr. Williams,

Yes, I will be going to the cardiology conference, and I am looking forward to it. Unfortunately, I will not be able to travel there with you because I am seeing patients until 3 P.M. on 5 August. I will have to miss the first day's sessions, but I will be on-site that evening and for the next two days.

Maybe we can have dinner together one evening? Evrin Turgut was telling me about your research together into diagnostic imaging technologies, and I would love the chance to discuss it with you.

Let me know when you will be free.

All best,

Samuel Penfold, MD



Train Schedule—NTS Rail Lancaster to Manchester				
Train Number	Departure Time	Duration	Arrival Time	Price
EX111	7:00 A.M.	55 min	7:55 A.M.	£20.00
RN902	8:30 A.M.	1 h 01 min	9:31 A.M.	£20.00
EX224	10:15 A.M.	1 h 15 min	11:30 A.M.	£18.00
RN516	12:30 P.M.	1 h 25 min	1:55 P.M.	£18.00
EX670	2:00 P.M.	1 h 35 min	3:35 P.M.	£18.00
RN823	4:45 P.M.	1 h 05 min	5:50 P.M.	£20.00

Purchasing tickets online at <https://www.ntsrail.co.uk> more than 24 hours before your trip entitles you to a 10 percent discount off the above-listed fares. Full-price tickets are available at all NTS Rail kiosks.

186. Who most likely is Evrim Turgut?

- (A) A medical doctor
- (B) An office manager
- (C) A conference organizer
- (D) A customer service representative

187. What does the ticket indicate about Dr. Williams' trip?

- (A) She will be traveling in first class.
- (B) She will be changing trains during her trip.
- (C) She will be using the same ticket for her return trip.
- (D) She will be able to choose where to sit.

188. Based on his availability, what train will Dr. Penfold most likely take?

- (A) EX111
- (B) EX224
- (C) RN516
- (D) RN823

189. What is suggested about Dr. Williams?

- (A) She works in Manchester.
- (B) She travels by train on a regular basis.
- (C) She bought her ticket at a reduced price.
- (D) She made her reservation at the Lancaster train station.

190. According to the schedule, what is true about the train trips?

- (A) They last the same length of time.
- (B) They are cheaper in the morning.
- (C) They will end at the same destination.
- (D) They must be purchased in person.

Questions 191-195 refer to the following article, e-mail, and form.

Community Project to Showcase Pottersville Artists

By Laurence du Bois

POTTERSVILLE (May 21)—At the opening of this year's Small Business Fair in Pottersville Central Park yesterday, the Pottersville Chamber of Commerce announced Images of Success, a community initiative that seeks to promote Pottersville businesses by way of public art. Through the project, local artists will work with area business owners to create original murals on storefronts throughout the city.

To apply, business owners must submit a description of their business's role in the

community and document that their business has been in its current location for at least two years. Artists interested in participating must complete an application in which they describe their connection to Pottersville and submit samples of their own original artwork.

Both business owners and artists should submit applications to Timothy Freel at tfreel@pottersvillecoc.gov by June 15. The city will reimburse artists for approved supplies up to a limit of \$150.

To:	Timothy Freel
From:	Haruka Goto
Date:	June 24
Subject:	Images of Success inquiry
Attachment:	Draft #2

Dear Mr. Freel,

It was a pleasure meeting with you earlier this week at Jam Café to talk about the design for the Images of Success mural project. I hadn't been to Jam Café since it reopened, and it was great to see the finished renovations. In fact, the owner of the café recently bought one of my paintings to display in the café.

As you suggested, I have adjusted the color scheme to include only the colors from Jam Café's interior. Please let me know as soon as possible whether you would like me to make additional changes.

Best,

Haruka Goto

Pottersville Chamber of Commerce Reimbursement Form

Complete the entire form and attach a record of the purchase. Allow two weeks for processing.

Name: Haruka Goto

Date: June 25

Event: Images of Success

Description:

Supplies purchased at Pottersville Art Supply for Images of Success mural project.
Copy of receipt dated June 24 attached.

Product	Unit Price	Quantity	Total Price
Soft green spray paint, 18 oz. can	\$11.99	2	\$23.98
Emerald green paint, $\frac{1}{2}$ gallon	\$18.99	1	\$18.99
Forest green paint, 1 gallon	\$34.99	1	\$34.99
Set of paintbrushes	\$24.99	1	\$24.99
	Total (including tax)		\$111.14

Approved by: T. Freel

Approval Date: July 3

191. According to the article, where will artists display their work?

(A) In Pottersville Central Park
(B) At area businesses
(C) At the Chamber of Commerce
(D) On government Web sites

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

(A) To request approval of a design
(B) To extend an offer of employment
(C) To place an order for art materials
(D) To arrange an appointment

193. What is indicated about the supplies Ms. Goto purchased?

(A) They were ordered online.
(B) They are not sold in Pottersville.
(C) Their cost will be reimbursed in full.
(D) Their approval has been denied.

194. What needs to be included with the form?

(A) A tax statement
(B) A copy of the design
(C) The project application
(D) The sales receipt

195. What is most likely true about Jam Café?

(A) It sells local artwork.
(B) Its logo was designed by Ms. Goto.
(C) It is closed for remodeling.
(D) It has a green interior.

TEST 7

GO ON TO THE NEXT PAGE

Questions 196-200 refer to the following Web page, e-mail, and article.

http://www.jaqgarza.com

News Videos Photos **Biography** Send a Message

Jacqueline Garza, better known as Jaq, was born and raised in Austin, Texas. As a child, Ms. Garza loved to dance and play sports. She particularly excelled at basketball and, following her high school graduation, she was offered a professional contract with the local Austin team. However, she chose to pursue a university degree in economics instead. After completing her degree, Ms. Garza admitted she was still happiest playing basketball, and finally joined the Austin team.

Ms. Garza is known for her skill and speed as well as her kindness and team spirit. Off the court, she founded an organization called Reading is a Breeze. This organization provides resources to libraries that receive limited funding for print and audio books, young-adult periodicals, and digital reading devices. It even provides glasses to children whose parents have difficulty purchasing them on their own.

To: Henri Delon <hdelon@bonvue.ca>
From: Anita Wyatt <awyatt@bonvue.ca>
Subject: Celebrity spokesperson
Date: 18 March

Dear Henri:

As promised, I researched a possible celebrity endorser to work with us on the expansion into the United States market. Jacqueline Garza is a professional basketball player from Austin, Texas, with an interesting background. Her nonprofit foundation, which focuses on children's literacy, has a natural connection to our products at Bonvue. You can learn more about her by visiting her Web site, www.jaqgarza.com. If you approve of the idea, I will try to connect with her agent to negotiate her compensation.

I also spoke with Mr. Roy this morning. He says that because the publicity campaign has been temporarily delayed, Marketing does not need us to have the spokesperson lined up until June.

Best,
Anita

Bonvue Expands into the U.S.

Austin (May 11)—Bonvue, the French designer eyewear company, has announced its entry into the United States market. Austin-based basketball star Jacqueline “Jaq” Garza has signed up as the company’s celebrity endorser. A video clip featuring Ms. Garza announcing the collaboration was released on Monday, and a full line of advertisements will be rolled out next week.

Founded and headquartered in Paris, the eyewear company is currently under the direction of CEO Martin Oliveira. Bonvue expanded into Canadian retail stores eight years ago in Ottawa. The company’s popular eyeglasses and sunglasses will now be sold at stores across the U.S.

196. According to the Web page, what did Ms. Garza receive before joining a professional team?
- (A) A university degree
 - (B) A donation of books
 - (C) Dance lessons
 - (D) Funding for a project
197. Why does Ms. Wyatt consider Ms. Garza a suitable celebrity endorser?
- (A) Her charity distributes eyeglasses.
 - (B) Her teamwork skills are strong.
 - (C) Bonvue is based in Austin.
 - (D) Bonvue makes basketball apparel.
198. What does the e-mail suggest about Mr. Roy?
- (A) He is Ms. Garza’s talent agent.
 - (B) He has visited Ms. Garza’s Web page.
 - (C) He is a former representative for Bonvue.
 - (D) He works with Ms. Wyatt and Mr. Delon.
199. What is indicated about Ms. Garza?
- (A) She is a longtime Bonvue customer.
 - (B) She does not receive money from Bonvue.
 - (C) She recently appeared in a movie.
 - (D) She joined the Bonvue publicity campaign ahead of schedule.
200. What information about Bonvue is included in the article?
- (A) The number of years it has been in business
 - (B) The location of its head office
 - (C) The slogan for its advertising campaign
 - (D) The price of its most popular product

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

RC

ETS TEST

08

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. Kanelek Limited and Evensohn LLC have entered a strategic partnership to ----- their market share.
(A) increased
(B) increasing
(C) increases
(D) increase
102. Glenwick Organic Farm stands out from other farms for its environmentally ----- practices.
(A) exposed
(B) communal
(C) friendly
(D) considerable
103. Our ----- is responsible for performing quality-control reviews during production.
(A) divided
(B) division
(C) divisive
(D) dividing
104. Because of a mechanical failure in the production facility, Fizzy Bottlers will be closed ----- further notice.
(A) around
(B) through
(C) except
(D) until
105. Interviewees are asked not to talk among ----- while waiting in the reception area.
(A) themselves
(B) theirs
(C) them
(D) their
106. The accounting department reminds all staff to submit expense reports ----- after returning from a trip.
(A) very
(B) enough
(C) rather
(D) soon
107. Olayinka Boutique ----- hosts special shopping events for members of its loyalty club.
(A) occasion
(B) occasions
(C) occasional
(D) occasionally
108. For homeowners seeking to reduce their electricity bills, the energy-saving ideas in this brochure should be -----.
(A) lengthy
(B) immediate
(C) helpful
(D) perceptive

- 109.** The Delmar Highway Department ----- an online list of current road closures.
(A) maintenance
(B) maintains
(C) maintaining
(D) is maintained
- 110.** ----- reducing staff, management made the decision to decrease administrative bonuses.
(A) Rather than
(B) Whether
(C) Just as
(D) Namely
- 111.** The doorways, which arch so -----, were left intact during the renovation of the historic Dersten Building.
(A) graceful
(B) grace
(C) gracefully
(D) graces
- 112.** Ms. Maeda was ----- that her art submission was used on the cover of the firm's annual report.
(A) performed
(B) flattered
(C) welcomed
(D) challenged
- 113.** The primary ----- is whether the cost of the car repair is reasonable considering the amount of labor involved.
(A) method
(B) relation
(C) concern
(D) source
- 114.** Norvo Financial has built an ----- client base in a short period of time.
(A) impressive
(B) impress
(C) impressively
(D) impresses
- 115.** We ----- all employees to wear formal business attire when meeting with clients in the office.
(A) monitor
(B) require
(C) confirm
(D) include
- 116.** ----- Ms. Chang nor Mr. Kao received the e-mail outlining the project proposal.
(A) Both
(B) None
(C) Neither
(D) Whoever
- 117.** In case of inclement weather, employees are encouraged to work ----- rather than travel to the office.
(A) carefully
(B) remotely
(C) eventually
(D) closely
- 118.** Long-term maintenance fees ----- according to the type of industrial printing machine purchased.
(A) copy
(B) repair
(C) support
(D) vary
- 119.** Ms. Kwon made it absolutely ----- that hiring decisions require her approval.
(A) clearing
(B) clear
(C) clearly
(D) cleared
- 120.** Sookie Choi's latest children's book is being ----- by Chung-He Park.
(A) illustrating
(B) illustrated
(C) illustration
(D) illustrates

- 121.** The Stoneport Gallery is hosting a ----- next week to showcase the works of sculptor Fabrice Pepin.
- (A) scene
(B) society
(C) formality
(D) reception
- 122.** Mr. Soto will run 5 kilometers every other day in order to ----- for the Leesburg Corporate Challenge half marathon.
- (A) translate
(B) listen
(C) wait
(D) train
- 123.** All employees are expected to behave ----- when they are traveling on company business.
- (A) responsible
(B) responsibly
(C) responsibility
(D) irresponsibility
- 124.** ----- he is now retired, Mr. Matilla is able to pursue his hobby of woodworking.
- (A) During
(B) Therefore
(C) When
(D) Because
- 125.** ----- for press coverage of the music festival will receive official responses by June 30.
- (A) Applies
(B) Application
(C) Applicants
(D) Applying
- 126.** All employees should back up crucial data ----- switching over to the new software system on August 5.
- (A) before
(B) of
(C) what
(D) so
- 127.** A label on each box should indicate the production date as well as the place of ----- of the contents.
- (A) importance
(B) safety
(C) foundation
(D) origin
- 128.** Ms. Jha assured the client that ----- would deliver the contract that afternoon.
- (A) her
(B) she
(C) hers
(D) herself
- 129.** During negotiations, management appeared ----- to the idea of increasing the staff's wages.
- (A) agree
(B) agreement
(C) agreeable
(D) agrees
- 130.** Employees ----- several departments have been encouraged to minimize costs.
- (A) across
(B) into
(C) between
(D) despite

PART 6

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

Questions 131-134 refer to the following advertisement.

Italy has so much to offer—museums, gardens, beautiful scenery, and great food. For one low price, the All-Italy Pass provides access to more than a hundred popular attractions across the country. The more you ----- it, the better value you will get.

131.

----- . Passes must be purchased online before you leave your home country and are activated
132. when you visit your first attraction. They will remain ----- for 21 days.

133.

Purchase of the pass ----- includes a decorative travel pin and full-color souvenir guidebook.
134.

131. (A) user
(B) using
(C) use
(D) used

133. (A) open
(B) valid
(C) constant
(D) ordinary

132. (A) The offer is only available to international visitors.
(B) Tourists cannot see all the sites in a week.
(C) The attractions are very crowded in the summer.
(D) Several companies offer tour guides.

134. (A) besides
(B) also
(C) after
(D) beyond

TEST 8

GO ON TO THE NEXT PAGE

Questions 135-138 refer to the following e-mail.

To: Weiyi Shan <wshan@strategiccomm.org>
From: Arvin Flores <aflores@floresmanufacturing.com>
Date: April 5
Subject: March 28 workshops

Dear Mr. Shan,

I am writing to share our ----- for the workshops Alana Hughes delivered at our corporate 135. headquarters on March 28. Some employees ----- a concern regarding the usefulness of 136. improvisation training in a business setting. These same employees participated fully throughout the day and even inquired about the possibility of follow-up sessions. We asked participants to complete our company's evaluation form ----- to better gauge the effectiveness of the workshops. 137. Results were mainly positive, with 90 percent of participants stating that their communication skills are now stronger. ----- . Please let me know if you would like to discuss the workshops in more 138. detail.

Best regards,

Arvin Flores

135. (A) appreciate
(B) appreciative
(C) appreciated
(D) appreciation
136. (A) express
(B) are expressing
(C) were to be expressed
(D) had expressed
137. (A) afterward
(B) often
(C) since
(D) instead

138. (A) The workshop will be rescheduled for later in the week.
(B) A few participants said they would have liked more practice.
(C) An additional workshop in team building is occasionally offered.
(D) We will provide you with an invoice requesting payment.

Questions 139-142 refer to the following e-mail.

To: Li Cheung <lcheung@broadwayos.com>
From: Travis Juno <tjuno@hiraokaarchitecture.com>
Date: November 18
Subject: Monthly order

Dear Mr. Cheung:

We need to make an adjustment to Hiraoka Architecture's ----- order. Fewer of our presenters are **139.** using dry-erase whiteboards in their presentations, and as a result, we are using fewer BR1608 dry-erase markers. ----- , I would like to reduce the number in our order to only twelve of those **140.** beginning next month. Please raise the number of GN2280 all-purpose markers to fourteen.

We will eventually phase out the BR1608 markers entirely. However, I ----- you plenty of notice **141.** before then, probably by late next year.

Can you send a statement with the revised monthly bill? ----- **142.**

Best,

Travis Juno
Hiraoka Architecture

- 139.** (A) still
(B) overdue
(C) standing
(D) redundant

- 140.** (A) Therefore
(B) Typically
(C) Similarly
(D) Nevertheless

- 141.** (A) give
(B) have been given
(C) gave
(D) will give

- 142.** (A) We have not yet used up our inventory.
(B) You can find it in your e-mail inbox.
(C) Our finance department will need it.
(D) Employees are happy with the product.

Questions 143-146 refer to the following letter.

13 March

Dennis Carrera
Lejos Plumbing and Heating
San Antonio, Texas

Dear Mr. Carrera:

Congratulations! Mallorca Construction ----- the bid of Lejos Plumbing and Heating to provide
143. enhancements to the County Courthouse. Your workers will have access to the ----- on May 5.
144.

As specified by the district building code, Lejos Plumbing and Heating will be responsible for securing the required permits. The enclosed plan outlines the scope of the project.

-----, the document lists the other contractors we are partnering with, and it reveals how your
145. firm's work fits into the overall project.

We are requesting no significant adjustments to the blueprints and specifications you submitted with your proposal. Please contact my office if you need additional information. -----
146.

Sincerely,

Petra Rojas, Manager
Mallorca Construction Ltd.

Enclosure

- 143.** (A) may accept
(B) would accept
(C) has accepted
(D) was accepting

- 144.** (A) site
(B) data
(C) results
(D) product

- 145.** (A) However
(B) In addition
(C) As a result
(D) On the other hand

- 146.** (A) Unfortunately, your bid arrived after the deadline.
(B) We will inform you of our final decision soon.
(C) Best wishes again on your recent expansion.
(D) We will provide it to you promptly.

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts 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 147-148 refer to the following notice.

Thank you for choosing the River Street Hotel!

In an effort to bring our guests the very best experience, we've extended our complimentary shuttle bus service to include the city's downtown area. The shuttle loops around the downtown's most popular tourist attractions with several stops, including all historic sites, the outdoor market, and the theater district. While these destinations are all within walking distance from the hotel, the shuttle will allow you to reach them more quickly. The route is ideal for first-time and regular visitors. The shuttle will also make additional stops during special events and festivals.

Shuttle schedules are posted in the hotel lobby.
As with our airport service, rewards club members
can book a shuttle ahead of time.



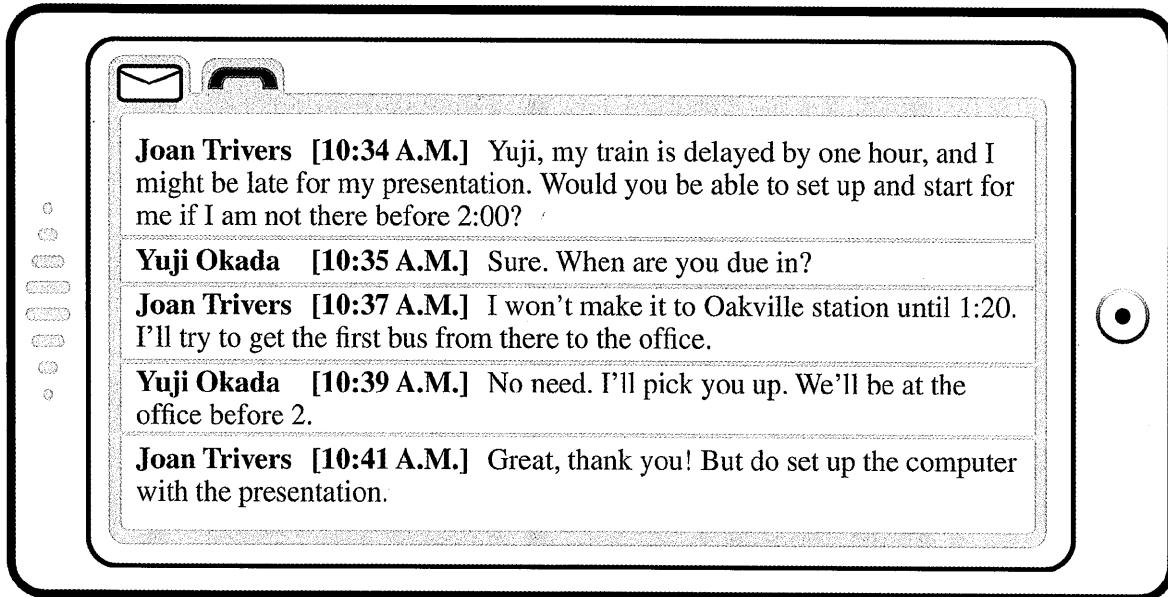
147. What is being offered?

- (A) A free transportation service
- (B) Discounted passes to a festival
- (C) Membership in a rewards program
- (D) A guided tour of the theater district

148. What is suggested about the River Street Hotel?

- (A) It is a historic building.
- (B) It is a highly rated hotel.
- (C) It is near the city's downtown area.
- (D) It is popular with business travelers.

Questions 149-150 refer to the following text-message chain.



149. What is Ms. Trivers concerned about?

- (A) Arriving at the office by a certain time
- (B) Missing a colleague's presentation
- (C) Catching a connecting train
- (D) Finding a bus station

150. At 10:39 A.M., what does Mr. Okada most likely mean when he writes, "No need"?

- (A) They will not have to go to Oakville.
- (B) They will not need a computer.
- (C) Ms. Trivers does not need to take a bus.
- (D) Ms. Trivers does not have to come to the office.

Questions 151-153 refer to the following article.

Sheldon Business News

SHELDON (August 4)—Downing Way announced on Tuesday that it will be creating many new jobs in the city of Sheldon. The restaurant's spokesperson, Daniel Vacher, said the restaurant is slated to open on September 26 at 1091 Downing Boulevard. Management is looking to fill 50 positions before the doors open. Positions range from servers to pastry chefs to managers. Because of the number of positions, Downing Way will host a one-day career fair on August 16. Open interviews will be conducted at the event.

Downing Way's newest location will be

the only restaurant in Sheldon that harvests its own vegetables and herbs in a garden on the premises. It also specializes in regional cuisine. "We are pleased to be able to contribute to growing the local job base," said Marie Fontaine, founder and CEO of Downing Way. "We are looking to hire team members with a passion for food and first-class hospitality skills. We offer our staff a competitive pay rate and excellent benefits." Interested candidates who are unable to attend the career fair may instead apply online at downingway-sheldon.com.

151. What is the article about?

- (A) The relocation of a restaurant
- (B) Job opportunities at a new restaurant
- (C) Local gardening trends
- (D) Training to develop new job skills

152. What is indicated about the event on August 16?

- (A) It is intended for local restaurant owners.
- (B) Job seekers must attend the event to be interviewed.
- (C) Attendees will sample representative restaurant dishes.
- (D) There will be 50 available positions.

153. How is Downing Way unique?

- (A) It grows its own produce.
- (B) It offers the best wages.
- (C) It has been in the same family for generations.
- (D) Its Web site has won a number of industry awards.

TEST
8

GO ON TO THE NEXT PAGE

Questions 154-157 refer to the following memo.

MEMO

To: Customer Service Personnel
Subject: Meeting next Friday
Date: November 19

Last week we conducted a study to gather opinions about our customer service. The data are in and they look good. Most people expressed satisfaction with their communication with our representatives. Their questions about packaging services, shipping charges, and the status of their parcels were answered professionally and promptly.

One area that we need to address is the low number of referrals. Few customers we approached reported telling others about our services. Based on the answers, most people are repeat customers who always rely on us for their shipping needs, or they choose us based on our advertising. Clearly, we fail to request referrals properly.

Therefore, our meeting next Friday will center around this topic. I will design materials and practice activities to correct this shortcoming. But I would also appreciate it if you could come up with some creative ways to improve our referral rate. Send me your suggestions and I will be sure to include them in our discussion. I look forward to hearing from you all.

Janice Wells, Senior Customer Service Coordinator

154. Where does Ms. Wells probably work?

- (A) At a market research firm
- (B) At a delivery company
- (C) At an insurance agency
- (D) At an advertising company

155. What information did Ms. Wells review?

- (A) Prices for materials
- (B) Shipping dates
- (C) Survey results
- (D) Sales figures

156. What problem does Ms. Wells mention?

- (A) Few customers recommend the company to others.
- (B) Some orders were not processed promptly.
- (C) Advertising expenses have increased.
- (D) The customer service department is understaffed.

157. What are staff asked to do?

- (A) Complete an online form
- (B) Recruit additional customer service staff
- (C) Propose an alternate day for a meeting
- (D) Submit ideas for a discussion

Questions 158-159 refer to the following e-mail.

E-mail	
To:	Barbara Treloar <btreloar@questor.ca>
From:	Amy Dunstan <adunstan@bluetern.co.nz>
Subject:	Cover
Date:	20 April
 Dear Barbara: You will be receiving an e-mail from the Blue Tern marketing team before the end of the week. The e-mail describes the marketing process, and it gives you a link to an online questionnaire for authors. Although the design team will have the final say on your book's cover, you do have some input. Do you feel strongly about anything that you do or do not want to see on the cover? Please let me know. Sincerely, Amy Dunstan Senior Developmental Editor	

158. Who most likely is Ms. Treloar?

- (A) An author
- (B) A publicist
- (C) An advertising executive
- (D) A marketing team member

159. According to the e-mail, what should soon arrive?

- (A) A book
- (B) A cover photo
- (C) Some editorial suggestions
- (D) Some marketing information

Questions 160-162 refer to the following letter.

Ms. Julia Gandarillas
1896 Bartlett Avenue
Southfield, MI 48075

November 10

Dear Ms. Gandarillas,

Thank you for renewing your contract with Liu Web Works. We have enclosed your quarterly invoice for our Web site hosting services. — [1] —. You'll notice that the amount of \$20.00 was added to the regular maintenance cost. — [2] —. As a reminder, Liu Web Works performed a major upgrade in June to ensure that your Web site is compatible with the latest devices. Your customers will now see and interact with the same content, regardless of whether they are using a computer, tablet, or smartphone. — [3] —.

Please let us know how these enhancements have affected your Web site and business. — [4] —. Complete our online survey by logging in to your account with us and clicking the link that appears at the top of the page. As a token of our appreciation for your suggestions, you will receive a 10 percent discount on a future bill.

Thanks for your continued business!

Shaun Liu
Liu Web Works

160. Why did the fee change?

- (A) Liu Web Works removed a discount.
- (B) Liu Web Works improved its services.
- (C) Ms. Gandarillas added an online store to her Web site.
- (D) Ms. Gandarillas requested additional equipment.

161. What does Mr. Liu ask Ms. Gandarillas to do?

- (A) Send a reminder to her customers
- (B) Renew her yearly contract
- (C) Update her account information
- (D) Complete a feedback form

162. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"We e-mailed you in May about this increase."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 163-166 refer to the following online chat discussion.

The screenshot shows a simulated online chat interface. At the top, there are three user icons. The messages are listed below:

Jorge Avila 10:18 A.M.
You may have noticed that the air-conditioning is not functioning in parts of the building.

Simon Miano 10:19 A.M.
I noticed. The temperature and humidity are rising fast in here.

Jorge Avila 10:20 A.M.
A condenser is down, and the fix is not quick or cheap. The last time one broke it took a week to get a replacement. I'm glad that it's not too hot this week. The technician is on the way, but for now, feel free to plug in a fan.

Simon Miano 10:24 A.M.
I'm afraid the computer servers may overheat. Do we have any portable units we could set up in the Information Technology office?

April Denner 10:25 A.M.
We really can't afford to lose them.

Jorge Avila 10:26 A.M.
Not in this building. With Ms. Denner's OK, we could use the van to pick up the ones in the warehouse in Mindones. I think we have 3 or 4 there. But the earliest I could get back is tonight.

April Denner 10:28 A.M.
Jorge, I'm authorizing you to make an emergency purchase of portable AC units for the IT office right away. Please decide on the number of units needed, determine the cost, and report back to me as soon as you have set up the purchase.

Jorge Avila 10:28 A.M.
I'll get started on that now.

April Denner 10:29 A.M.
If you can't get a local appliance outlet to deliver by the afternoon, send someone in the delivery van to pick them up.

- 163.** What is the problem?
- (A) The delivery van needs repairs.
(B) The cooling system is not working.
(C) Condensers are too expensive to replace.
(D) Authorization for a purchase has been denied.
- 164.** At 10:26 A.M., what does Mr. Avila mean when he writes, "Not in this building"?
- (A) The technician is not available.
(B) He does not have an office in IT.
(C) The computer servers are fine where he is.
(D) There are no portable air conditioners nearby.
- 165.** Why most likely does Ms. Dénner decide against using the units in Mindones?
- (A) There are not enough of them.
(B) They will take too long to arrive.
(C) They do not work effectively.
(D) There is not enough space for them.
- 166.** What will most likely happen next?
- (A) Mr. Avila will arrange a purchase.
(B) The fans will be delivered to the IT office.
(C) Mr. Miano will drive to the warehouse.
(D) The technician will replace the servers.

Questions 167-168 refer to the following e-mail.

E-Mail Message

To: hhollander@helensplace.com
From: customerservice@eaterysource.com
Date: January 16
Subject: Order confirmation

Dear Ms. Hollander:

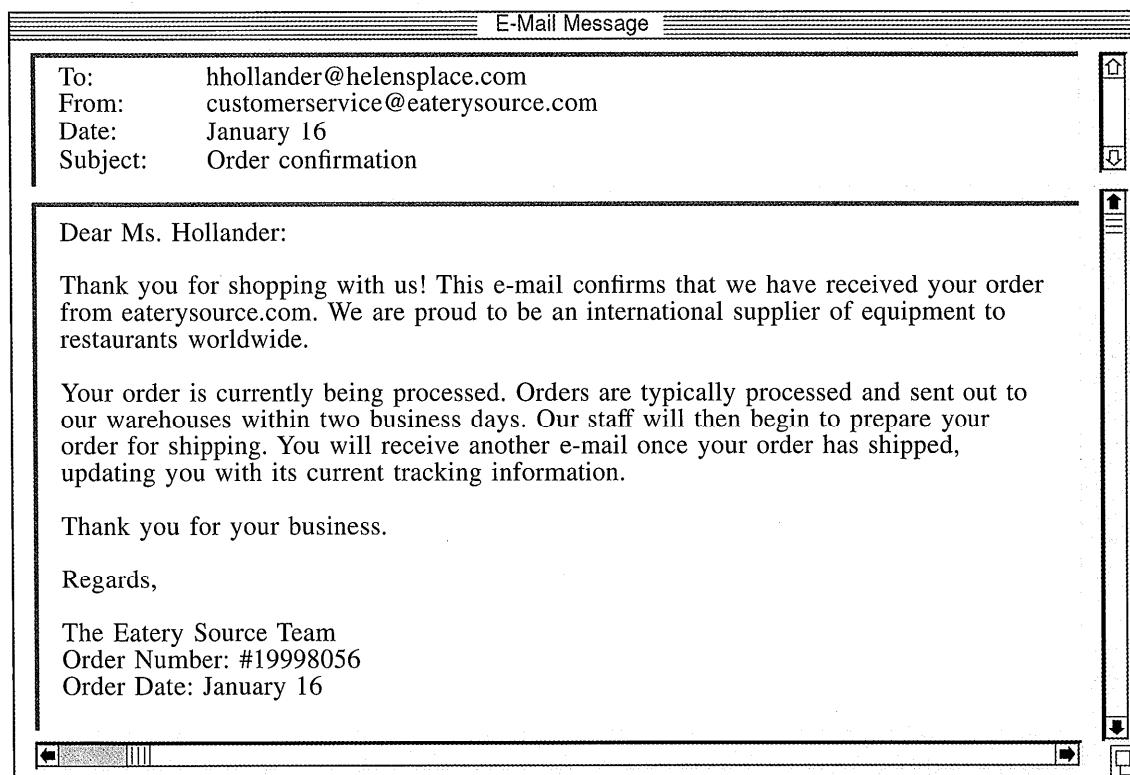
Thank you for shopping with us! This e-mail confirms that we have received your order from eaterysource.com. We are proud to be an international supplier of equipment to restaurants worldwide.

Your order is currently being processed. Orders are typically processed and sent out to our warehouses within two business days. Our staff will then begin to prepare your order for shipping. You will receive another e-mail once your order has shipped, updating you with its current tracking information.

Thank you for your business.

Regards,

The Eatery Source Team
Order Number: #19998056
Order Date: January 16



- 167.** For what type of business does Ms. Hollander most likely work?
- (A) A restaurant
(B) A supermarket
(C) A food supplier
(D) A shipping company
- 168.** According to the e-mail, when will Ms. Hollander receive another e-mail from Eatery Source?
- (A) When she makes a payment
(B) When she places another order
(C) When new products become available
(D) When her order has left the warehouse

Questions 169-171 refer to the following e-mail.

From:	Tronica LLC Customer Service
To:	Nossis Software Subscribers
Date:	14 September
Subject:	Version 3.1

Dear Nossis Software Subscribers,

Later this month, Tronica LLC will release version 3.1 of Nossis, our online software for creating commercial artwork. Beginning at 11 p.m. GMT on 29 September, Nossis will be unavailable while our technicians roll out the new version. You need take no action. We will back up all portfolios containing customer files stored in our online database; thus, they will be fully protected during the process. All users will be notified on the morning of 30 September upon completion of the process. After receiving the notification, customers can resume using Nossis.

New features include a redesigned interface for streamlined workflow, innovative design themes, new backgrounds and fonts, and interactive tracking tools for markups and revisions. We are confident that you will enjoy these new features.

Sincerely,

Tronica LLC Customer Service

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

- (A) To advertise a sale
- (B) To attract new subscribers
- (C) To explain how to use a program
- (D) To inform customers about changes

170. What does the e-mail indicate will happen on September 29?

- (A) A computer application will become inaccessible.
- (B) Tronica LLC will hire new technicians.
- (C) An e-mail will be sent to Nossis users.
- (D) New software will be made available for purchase.

171. The phrase “roll out” in paragraph 1, line 3, is closest in meaning to

- (A) flatten
- (B) remove
- (C) introduce
- (D) spread across

Questions 172-175 refer to the following article.

Saying Yes to Financial Success

EDINBURGH (3 April)—Yolanda Abascal had intended to study fashion design when she first entered university in Manchester 30 years ago. But while working one summer at a small clothing boutique, she discovered a love for retail. — [1] —. To pursue her new dream, she earned a business degree instead and opened a small store in her hometown of Edinburgh called Say Yes To Yolanda.

Fast-forward to today, and Ms. Abascal's small store has expanded to a successful enterprise that earns millions of pounds each year. — [2] —. This success is in part due to the magic of Vihaan Kulkarni, whom Ms. Abascal hired four years ago to develop a parallel virtual store, YesYolanda.com. It was Mr. Kulkarni's idea to rename the flagship store Yes Yolanda to match its digital identity.

Ms. Abascal is a strong proponent of

personal interaction, and she loves engaging with her customers. — [3] —. However, she realizes that an online presence is important. Yes Yolanda expects earnings from online sales alone to rise to more than £140 million this year. Nearly two-thirds of these sales will come from outside Scotland, mainly the United States, Singapore, and Australia.

Yes Yolanda's workforce has expanded accordingly. Besides hiring people with technical skills to update and run the Web site, the company has just added an in-house photography studio.

"The studio ensures that items are photographed in a timely fashion for online display," said Ms. Abascal. "This is a necessity, since new products are added every week." — [4] —.

Although Ms. Abascal says she does not know what the future holds, it would seem that the only direction for Yes Yolanda is up.

172. What is the purpose of the article?
- (A) To profile several local companies
(B) To discuss fashion trends in Scotland
(C) To illustrate how a business has grown
(D) To advertise a new photography service
173. What is indicated about Yes Yolanda?
- (A) Its sales have held steady for years.
(B) It opened its first store in Manchester.
(C) Its Web designer recently won an award.
(D) It used to be known by a different name.
174. The word “fashion” in paragraph 5, line 2, is closest in meaning to
- (A) form
(B) style
(C) event
(D) manner

175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“She still believes she can best meet their needs when they shop at her physical store.”

- (A) [1]
(B) [2]
(C) [3]
(D) [4]

Questions 176-180 refer to the following online form and e-mail.

http://www.quipwerxsoftware.com/support_request

Quipwerx Support Request Form

Complete and submit this form to create a support ticket number. We will e-mail you a response within 24 hours.

Name: Agnes Kowalski

Company: Alexsy Corporation

E-mail Address: akowalski@alexscorp.net

Subject: Web-conferencing issues

Please describe the problem you are experiencing.

We started using your Web-conferencing software in June and have been pleased with it overall. Yesterday, however, we had several interruptions in service during an important training session. In the middle of our meeting, the screen suddenly went black and a notice appeared stating, "Quipwerx is down for maintenance." Several employees were calling in from overseas, and after this notice appeared multiple times, we decided to reschedule. Is there a way for you to inform us of your maintenance schedule in advance? If not, I will probably terminate my membership. I must be confident that I can use your product anytime I need it.

SUBMIT

To:	Agnes Kowalski <akowalski@alexscorp.net>
From:	Quipwerx Support <support@quipwerxsoftware.com>
Date:	July 29
Subject:	Ticket 000125659 — Web-Conferencing Issues

Dear Ms. Kowalski,

Thank you for contacting us with your concerns. The issue you had this past Wednesday was caused by servers that crashed due to a database communication issue. We could not anticipate this problem, so we were unable to warn customers in advance. I assure you that this type of occurrence is very rare.

In light of your comments, we have decided to reword our alert message from "down for maintenance" to "experiencing technical difficulties." That way customers will know the problem is due to unforeseen circumstances rather than routine maintenance. As a matter of fact, our software is hardly ever down for maintenance. When we work on an upgrade, the software is unavailable for just a few minutes, if at all.

We regret the inconvenience this has caused you and are truly grateful for your feedback. In appreciation of your business, we will be waiving the service fee on your company account for this month.

Sincerely,
Cindy Trautman, Quipwerx Support

176. What does Ms. Kowalski request on the online form?
- (A) A membership cancellation
 - (B) A maintenance calendar
 - (C) A call from customer support
 - (D) A new time for a training session
177. What is suggested about Ms. Kowalski?
- (A) She used to work for Quipwerx.
 - (B) She joined Alexsy Corporation in June.
 - (C) She uses Web-conferencing software regularly.
 - (D) She conducts training sessions every Wednesday.
178. What is Ms. Kowalski's complaint regarding Quipwerx conferencing software?
- (A) It does not serve her current purposes.
 - (B) It is incompatible with her computer.
 - (C) It is unreliable.
 - (D) It cannot be used by her overseas clients.
179. What does Ms. Trautman say Quipwerx will change?
- (A) Its malfunction message
 - (B) Its customer agreement
 - (C) Its Web-conferencing software
 - (D) Its maintenance schedule
180. What is indicated about Alexsy Corporation?
- (A) It services its system regularly.
 - (B) It hires new staff every week.
 - (C) It recently upgraded its software.
 - (D) It pays a monthly fee to Quipwerx.

TEST
8

GO ON TO THE NEXT PAGE 

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

From:	He-Ran Kim, Wheeling Travel Associates
To:	Mihir Sukbara
Subject:	Travel Plans for Sports Trade Show
Sent:	3 July
Attachment:	✉ Sydney-Perth Itinerary

Dear Mr. Sukbara,

Per your request, I have reserved your round-trip ticket to Perth. Departure from Sydney is 20 July, and return from Perth is 24 July, which should perfectly accommodate your 21–23 July Trade Show. The itinerary is attached.

In reply to your question whether your samples can be brought along, the skis and snowboards can be checked as luggage. My contact at Canberra Airways tells me there is a \$75 AUD fee for each piece of oversized luggage. If this fee is paid in advance, oversized items can be dropped at the express drop-off kiosk when you check in. Make sure that your items do not exceed the airline's maximum allowable weight and size requirements. Please let me know how many items you wish to check so that I can make the prepayment for you.

Best,

He-Ran Kim
Wheeling Travel Associates

Canberra Airways

Express Luggage Drop-Off Service—Instructions

Upon arrival at the airport, please follow these simple steps:

1. Print out your boarding pass at any of our check-in kiosks as you enter the terminal.
2. Follow directions to the express drop-off kiosk and place your items on the scales. Show your photo ID and boarding pass to one of our agents, who will ask how many bags you are checking.
3. Our agent will tag your bags and return your papers so you can proceed to Security without delay.

NOTE: Express drop-off service is currently available only in Sydney, Melbourne, and Brisbane.

181. According to the e-mail, why is Mr. Sukbara most likely going to Perth?
- (A) To compete in a sports event
 - (B) To negotiate a corporate merger
 - (C) To promote his company's products
 - (D) To visit clients near the city
182. What is true about Mr. Sukbara's oversized luggage?
- (A) It consists of sports equipment.
 - (B) It exceeds the weight limit.
 - (C) It will be packed by Ms. Kim.
 - (D) It was purchased at a trade show.
183. What does Ms. Kim offer to do for Mr. Sukbara?
- (A) Make hotel reservations
 - (B) Handle a fee
 - (C) Schedule a delivery
 - (D) Arrange shuttle transportation
184. What is indicated about a boarding pass?
- (A) It is attached to Ms. Kim's e-mail.
 - (B) It must be printed at home.
 - (C) It can be obtained only from an airline agent.
 - (D) It must be presented at a drop-off kiosk.
185. What is suggested about Mr. Sukbara regarding his return flight?
- (A) Mr. Sukbara will be flying back to Sydney overnight.
 - (B) Mr. Sukbara will be purchasing his own return ticket.
 - (C) Mr. Sukbara will be unable to use the express drop-off service.
 - (D) Mr. Sukbara will be unable to modify his itinerary.

Questions 186-190 refer to the following Web page, e-mail, and article

<http://www.newstarthome.org/donations>

New Start Home stores accept donations of new or used furniture, appliances, housewares, and building materials. Items should be in good condition. Items that require repair or are stained or ripped cannot be accepted. Proceeds from the sale of our goods are used to fund community projects, such as educational programs, housing renovations, and neighborhood park beautification.

How to donate:

1. Using our home screen, find the New Start Home nearest you by entering your address into the search box.
2. Drop off your unneeded goods yourself or contact your nearest location to schedule pickup of large items or bulk donations from your home or business.
3. Please check our Web site for the hours of each store location.

From:	bmorris@morriscountryinn.com
To:	aperez@newstarthome.org
Date:	March 27
Re:	Donation

Dear Mr. Pérez,

I am the owner of the Morris Country Inn in Canton. It will be closing permanently when I retire next month. I have many pieces of furniture in excellent condition—beds, desks, easy chairs, and more. A friend suggested that this inventory could be donated to your organization. The New Start Home branch in Hartford seems to be the closest to my inn, and I see that you are the store manager there. We are located almost 35 miles away. Can I arrange a pickup of these goods at my establishment?

Regards,

Brenda Morris
Morris Country Inn

Morris Country Inn Shutting Its Doors

CANTON (April 27)—Brenda Morris watched the New Start Home truck drive away, full of furnishings from the Morris Country Inn. She has been the owner-operator of the inn, a local landmark, for 40 years. “I am happy to be heading to Seaview Point, with its beaches and warm weather,” remarked Ms. Morris. “And I now plan to spend time volunteering and just relaxing. But the inn has been a big part of my life, and it will be hard leaving this community.”

The property that the Morris Country Inn currently stands on has been sold to the Brent Valley Development Group, which plans to convert the building into apartment units over the coming year.

186. According to the Web page, what does New Start Home do with items it receives?
- (A) It sells them.
 - (B) It donates them to schools.
 - (C) It sends them to be recycled.
 - (D) It repairs them.
187. How did Ms. Morris most likely learn the name of a manager at New Start Home?
- (A) By searching online
 - (B) By e-mailing other organizations
 - (C) By reading an article in the local newspaper
 - (D) By participating in a community project
188. What is indicated about Ms. Morris in the e-mail?
- (A) She visited New Start Home with a friend.
 - (B) She is seeking a new job.
 - (C) She has decided to close a business.
 - (D) She needs directions to a business.
189. What is suggested about the New Start Home branch in Hartford?
- (A) It furnishes hotels.
 - (B) It is staffed by students.
 - (C) It has sold out of its current inventory.
 - (D) It picks up donations in nearby towns.
190. According to the article, where is Ms. Morris planning to live next?
- (A) In Hartford
 - (B) In Seaview Point
 - (C) In Canton
 - (D) In Brent Valley

Questions 191-195 refer to the following e-mails and order form.

To:	Imogen Chambers <ichambers@championos.com>
From:	Reginald Lee <rlee@cooperandcolsonlaw.org>
Re:	Office supplies order
Date:	March 20

Dear Ms. Chambers,

We have a standing order filled by Champion Office Supply, with automatic delivery to us on the first day of each month. I am writing because we would like to modify our usual order for the upcoming month as outlined on the attached form. Please note that we would like the ink toner that we have ordered in the past to be replaced by a different brand as indicated. Furthermore, we would like to add item WB918 to the order only this month, as we have recently hired new attorneys and we are preparing additional office spaces for them. Please use our credit card account that you have on file.

We continue to be pleased with the quality of your merchandise, especially the recycled stationery products with our firm's logo.

Thank you.

Reginald Lee, Office Manager
Cooper and Colson Law

Order for: <u>Cooper and Colson Law</u>	Delivery date: <u>April 1</u>			
Contact: <u>Reginald Lee</u>				
Item Description	Item Number	Quantity	Price Per Unit	Itemized Total
Printed letterhead	LH228	10 Reams	54.00	540.00
Whiteboard pens	WP263	10 Packages of 4	4.99	49.90
Cytronics ink toner cartridge	CP576	8	42.00	336.00
Witeglow Magnetic Whiteboard (50" x 35")	WB918	4	79.99	319.96
Champion Office Supply			TAX:	74.75
			TOTAL:	\$1320.61

E-Mail Message

To: Reginald Lee <rlee@cooperandcolsonlaw.org>
From: Imogen Chambers <ichambers@championos.com>
Re: Office supplies order
Date: March 21

Dear Mr. Lee,

We would be happy to accommodate your requests as outlined on your order form. Unfortunately, however, we are currently out of the Witeglow brand whiteboards. I can recommend another brand of magnetic whiteboard that has been well liked by other customers, called Stellar Whiteboards. They are considered the best on the market. They are typically \$85 each, but I am willing to provide four at the same cost of the Witeglow brand, if you would like to give them a try. Just let me know. Thank you.

Kind regards,

Imogen Chambers

191. What is the purpose of the first e-mail?
- (A) To amend a regular order
 - (B) To report a delivery error
 - (C) To make a complaint about a product
 - (D) To confirm a delivery date
192. In the first e-mail, what is indicated about Cooper and Colson Law?
- (A) It has just installed a new photocopier.
 - (B) It is currently expanding.
 - (C) It is in the process of relocating.
 - (D) It has just hired a new office manager.
193. What product is Mr. Lee particularly pleased with?
- (A) Paper with company letterhead
 - (B) Whiteboard pens
 - (C) The Witeglow magnetic whiteboard
 - (D) The Cytronics ink toner cartridge
194. What item number identifies a replacement for a regularly ordered product?
- (A) LH228
 - (B) WP263
 - (C) CP576
 - (D) WB918
195. How much will the law firm pay for each Stellar brand whiteboard?
- (A) \$49.90
 - (B) \$54.00
 - (C) \$79.99
 - (D) \$85.00

TEST
8

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Questions 196-200 refer to the following schedule and e-mails.

Brenton Solutions Building 3 Conference Room Calendar Mondays in March		
Time Slot	Room 3A (Capacity: 35)	Room 3B (Capacity: 50)
<u>Morning 1</u> 9:00–10:00 A.M.	Available	Sales Team (Use Room 3A for dividing into project groups, if necessary.)
<u>Morning 2</u> 10:30–11:45 A.M.	Human Resources	Summer Events Planning
<u>Afternoon 1</u> 2:00–2:45 P.M.	Customer Service	Technology and Engineering
<u>Afternoon 2</u> 3:00–4:00 P.M.	Available	Marketing Group

To:	Team Leaders
From:	Janet Marten
Subject:	Conference Room Calendars
Date:	February 27

To All Team Leads:

Please be informed that both Building 3 conference rooms will be unavailable throughout the day on Monday, March 12, as our division of Brenton Solutions will be hosting the Corporate Management team. These meetings are expected to begin promptly at 9:30 A.M. and to extend one full hour past the time that afternoon meetings usually end. Any team leads in need of conference space on this date should send me their request no later than Friday by replying directly to this e-mail. Space will be reserved on a first-come, first-served basis. Thanks!

Janet Marten, Corporate Secretary

To:	All Employees
From:	Janet Marten
Subject:	Monday Schedule Change
Date:	March 5

Please make note of the following changes to the meeting room schedule because of management meetings on March 12. Temporary room assignments are:

- Morning 1 meetings will take place in rooms 5A and 5B. Please divide the space as needed.
- The marketing group will be meeting in 4B in the Afternoon 1 time slot.

Keep in mind that these rooms are both meeting spaces that have limited capacity, so please plan accordingly. Meetings not addressed above are canceled. Any questions regarding meetings or cancellations should be directed to team leads. Meeting notes will be posted electronically in the usual location for those who are unable to attend.

- 196.** According to the schedule, what is true about Brenton Solutions?
- (A) Its maximum room capacity is 35.
 - (B) It has multiple buildings.
 - (C) It releases room schedules yearly.
 - (D) Its employees meet once a month.
- 197.** Why should team leads reply to the first e-mail?
- (A) To reserve a room
 - (B) To meet with corporate managers
 - (C) To get meeting minutes
 - (D) To request more staff
- 198.** When will the Corporate Management visit most likely end?
- (A) At 11:45 A.M.
 - (B) At 2:45 P.M.
 - (C) At 4:00 P.M.
 - (D) At 5:00 P.M.
- 199.** Who will NOT have a meeting on March 12?
- (A) The sales team
 - (B) The marketing group
 - (C) Management
 - (D) Human Resources
- 200.** What is indicated about employees who miss a meeting?
- (A) They should contact Janet Marten.
 - (B) They must meet with their team lead.
 - (C) They can access meeting information online.
 - (D) They can attend a second session in 3B.

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

RC

ETS TEST

09

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. The review board published a list of companies ----- considers to be the most charitable.
- (A) it
(B) its
(C) itself
(D) its own
102. Anyone who was unable to ----- yesterday's budget meeting may contact Mr. Kwon for his notes.
- (A) recognize
(B) achieve
(C) attend
(D) inform
103. The evening's dance ----- was made possible with support from Taglet's Emporium.
- (A) presented
(B) presents
(C) presenting
(D) presentation
104. All ----- candidates for the marketing position should submit a cover letter and résumé.
- (A) increasing
(B) qualified
(C) beneficial
(D) modified
105. Because experts ----- a strong allergy season, Chowlan Pharmacy has increased its stock of preventative medicine.
- (A) predict
(B) prediction
(C) are predicted
(D) predictably
106. The mayor applauded the Wilton Clinic ----- its leadership in promoting the city's public health programs.
- (A) at
(B) for
(C) of
(D) to
107. Liao Uniform Services has been a leading ----- of medical apparel for more than 30 years.
- (A) supplies
(B) supplying
(C) supplier
(D) supplied
108. Please adjust the budget to include the ----- of a fountain in the garden.
- (A) schedule
(B) determination
(C) result
(D) installation

- 109.** The speed limit on all ----- streets in Benton has been changed to 40 kilometers per hour.
(A) residential
(B) residing
(C) residences
(D) residentially
- 110.** ----- visitors generally prefer to set their own pace, the aquarium now offers user-friendly audio tours.
(A) Except
(B) Since
(C) How
(D) That
- 111.** The salmon dish at Salia's Café ----- with a brown sugar, mustard, and pepper glaze.
(A) to serve
(B) will serve
(C) is served
(D) was serving
- 112.** Due to the uneven terrain of the Chilman Trail, proper hiking footwear is ----- recommended.
(A) closely
(B) highly
(C) nearly
(D) roughly
- 113.** Visitors may tour the new printing plant facilities ----- the hours of 4 P.M. and 6 P.M.
(A) always
(B) between
(C) in
(D) only
- 114.** Given the current economic climate, Playablanca Financial is ----- to make new acquisitions.
(A) hesitant
(B) delinquent
(C) worthy
(D) empty
- 115.** Mr. Fitzpatrick memorized his lines ----- weeks before the filming of the movie began.
(A) perfectly
(B) perfected
(C) perfect
(D) perfecting
- 116.** Ms. Amari has scanned the grant applications, and they will be submitted ----- the deadline.
(A) along
(B) over
(C) during
(D) before
- 117.** Good design and quality material are ----- important to Krasner Laboratory's product development team.
(A) gradually
(B) enough
(C) equally
(D) well
- 118.** We make our ----- of pet treats with only the best ingredients.
(A) usage
(B) line
(C) result
(D) addition
- 119.** Dr. Wu provides patients with exceptional dental care at an ----- price.
(A) affords
(B) affordable
(C) affordably
(D) affordability
- 120.** ----- two additional designers are hired, current staffers will not need to work overtime to complete projects on time.
(A) Whether
(B) Already
(C) Instead
(D) If

TEST
6

121. All safety policies will be ----- reviewed by the Human Resources Department before publication.
- (A) extensively
(B) extensive
(C) extension
(D) extending
122. Some roadside farmers markets in Dublin run year-round, while others ----- only in the summer and fall.
- (A) grow
(B) operate
(C) raise
(D) promise
123. We do not have enough fabric samples, so please promptly return ----- ones you borrowed.
- (A) what
(B) whomever
(C) whichever
(D) whose
124. ----- it does not rain tomorrow, tents will be set up for any scheduled outdoor events.
- (A) Though
(B) Even if
(C) Almost
(D) Besides that
125. The network is expected to be unavailable for ----- two hours.
- (A) no more than
(B) hardly any
(C) as far as
(D) that many
126. Consumer advocates advise against blindly accepting ----- opinions about a product.
- (A) total
(B) biased
(C) profitable
(D) competitive
127. ----- of tasks makes a supervisor's job easier and helps team members learn new skills.
- (A) Promotion
(B) Commission
(C) Provision
(D) Delegation
128. Scientists at Lipkin Pharmaceuticals described findings similar to those reported -----.
- (A) elsewhere
(B) beyond
(C) furthermore
(D) wherever
129. All four walls of the greenhouse ----- of fully tempered glass.
- (A) construct
(B) constructing
(C) have constructed
(D) will be constructed
130. The increase in tourism in Mariondale can be ----- to the various attractions the city has added in recent years.
- (A) deducted
(B) confirmed
(C) attributed
(D) amplified

PART 6

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

Questions 131-134 refer to the following e-mail.

To: Eriford Hotel Staff
From: Seth Park
Subject: Conserving resources
Date: 15 March

To all housekeeping staff:

Hotel management has decided to implement a new policy ----- the daily laundering of towels.
131.

Going forward, all towels left on the floor by guests will be collected and washed each day, but any used towels hung up on hooks or racks will be left in the room for guests to reuse. This policy will ----- our daily laundry load. -----, our electricity and power use will be reduced.
132. **133.**

Notices will be posted in each room informing our guests of this policy. ----- . The management is **134.** deeply committed to conservation.

Thank you,

Seth Park
Hospitality Manager, Eriford Hotel

- 131.** (A) regards
(B) regardless
(C) regarding
(D) regarded

- 132.** (A) minimize
(B) double
(C) require
(D) eliminate

- 133.** (A) Despite this
(B) However
(C) As a result
(D) Evidently

- 134.** (A) We would greatly appreciate your cooperation with this effort.
(B) Please inform us if you identify any maintenance needs.
(C) During this time, please try to limit showers to ten minutes.
(D) You will be asked to share all of your ideas at the staff meeting.

Questions 135-138 refer to the following notice.

Attention Travelers:

Was your luggage damaged while in transit? If so, ----- it to the Cloud Express Airlines baggage office as soon as possible after arrival. Domestic travelers are asked to report damage within 24 hours of reaching their destination, and international travelers must submit a report within five days of an incident. ----- . Office personnel will review and evaluate all ----- . Be advised that Cloud Express Airlines is not responsible for preexisting conditions or broken zippers or buckles related to overpacking or ----- wear. -----

135. (A) brings
(B) brought
(C) bring
(D) bringing

136. (A) Cloud Express has recently expanded its international routes.
(B) Cloud Express hires only the most qualified employees.
(C) The baggage office will be temporarily closed this week.
(D) Please complete the baggage damage form as instructed.

137. (A) claims
(B) agendas
(C) passports
(D) rates

138. (A) normality
(B) normal
(C) normally
(D) normalize

Questions 139-142 refer to the following memo.

To: Broome Library Staff

From: Ainsley Mason

Re: Community Rooms

Date: April 20

I am pleased to report that construction of our new community rooms will be complete by the end of this month. The four rooms will be ----- from the main lobby.
139.

The new rooms range in occupancy from 10 to 25 people and are intended for meetings and study groups. ----- . Ms. Sundquist will be temporarily responsible for reserving the spaces until the end of March. ----- , she will return to her role as Library Information Specialist. An advertisement will be posted soon for a permanent Community Liaison. This individual will be in charge of ----- bookings for the new rooms.
140.
141.
142.

- 139.** (A) accessible
(B) assorted
(C) appropriate
(D) acceptable

- 141.** (A) Nonetheless
(B) At that time
(C) Likewise
(D) In a word

- 140.** (A) Interviews will be conducted in early May.
(B) Lynn Sundquist has led many meetings.
(C) All rooms must be reserved in advance.
(D) Staff parking spaces will be marked clearly.

- 142.** (A) oversee
(B) oversees
(C) overseen
(D) overseeing

TEST 9

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Questions 143-146 refer to the following e-mail.

To: tkhan@smolermanufacturing.co.uk
From: lpreston@emmetestate.co.uk
Date: 9 March
Subject: 1161 Coral Lane

Dear Ms. Khan,

Thank you for asking about the 200-square-metre warehouse space at 1161 Coral Lane. I checked my real estate database, and ----- this property has been taken off the market.
143.

If you would like to give me an idea of what specifically you are looking for, I ----- you in finding something else. Just respond to this e-mail with your price range, size needs, preferred area of town, and any other important requirements.
144.
145.

If you wish, you may also sign up for ----- . This way you will receive instant e-mail or text-message notifications whenever new property listings become available.
146.

Best regards,

Lloyd Preston
Emmet Estate Agents

- 143.** (A) briefly
(B) considerably
(C) apparently
(D) primarily
- 144.** (A) am assisting
(B) can assist
(C) have been assisting
(D) assist

- 145.** (A) For example, you need approval before anything is upgraded.
(B) I will be showing this property to potential buyers on Thursday.
(C) It is an interesting trend in the real estate industry.
(D) Then I will search for commercial buildings that meet these criteria.
- 146.** (A) alerts
(B) payments
(C) activities
(D) inspections

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts 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 147-148 refer to the following e-mail.

To:	j.parnthong@trottermail.co.uk
From:	l.florinsmith@gaseau.co.uk
Date:	22 January
Subject:	Your purchase
Attachment:	recipes

Dear Ms. Parnthong,

Thank you for your recent purchase of four Gaseau bamboo cooking utensils. As you know, all Gaseau products are made of 100 percent natural bamboo and are meant to last a lifetime. They are light, durable, and safe for use with nonstick cookware as well as metal pots and pans. Please remember to hand-wash your new utensils with mild soap and water.

To thank you for your business, I have attached a few simple recipes that you can create using your new products.

If you have not already done so, please leave a review on our Web site concerning your experience with us. You can use this link: www.gaseau.co.uk/reviews.

Regards,

Liane Florin-Smith
Customer Service Representative

147. What is indicated about the utensils?

- (A) They are made of natural materials.
- (B) They cannot be used on metal surfaces.
- (C) They must be washed with a special cleaning product.
- (D) They are best-selling products.

148. What is Ms. Parnthong asked to do?

- (A) Confirm receipt of her purchase
- (B) Give some feedback online
- (C) Review a recipe
- (D) Enter a contest

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Questions 149-150 refer to the following product description.

Zevk Black Tea

Turkey boasts some of the best premium black tea blends in the world. Zevk (the Turkish word for “delight”) is no exception—and has fifty years of commercial success to prove it. To be truly hospitable to your guests Turkish style, serve it in tall clear glasses so that they can admire the changing colors of Zevk tea as it brews. Accompany with biscuits or sweets.

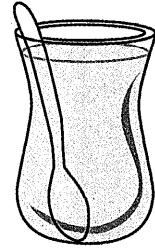
Directions: Fill a pouch with Zevk tea and put it in a glass.
Pour in boiling water and let steep. Sweeten to taste.

Product of Turkey

Net Weight 250 g.

Packaged exclusively for ABD Exports.

Use within six months of package date for best taste.



- 149.** What advice is given to Zevk tea consumers?
- (A) How to keep it fresh over time
 - (B) The food items to serve with it
 - (C) The amount of sugar to add
 - (D) How long to let a pouch steep in a glass
- 150.** According to the product description, what is true about Zevk tea?
- (A) It is a relatively new product.
 - (B) It has a fruity flavor to it.
 - (C) It is sold outside of Turkey.
 - (D) It comes in boxes containing 250 tea pouches each.

Questions 151-152 refer to the following text-message chain.

Bishwa Poudel [9:27 A.M.]

I missed my train to Jaipur. Apparently it leaves from another station. No other trains can get me to the business forum in time for my keynote address. Any ideas?

Shraddha Kher [9:32 A.M.]

No problem. I'll send a car for you.

Bishwa Poudel [9:33 A.M.]

What a relief! Thank you. The dinner begins at 7 P.M., so if I leave New Delhi within two hours, I should arrive on time.

Shraddha Kher [9:34 A.M.]

Where shall the driver collect you?

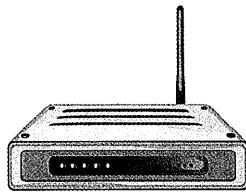
Bishwa Poudel [9:35 A.M.]

At the Safdarjung station, Entrance 1. Please confirm when the car is on the way.

151. At 9:32 A.M., what does Ms. Kher most likely mean when she writes, "No problem"?
- (A) She appreciates that Mr. Poudel is thankful.
 - (B) She will help Mr. Poudel get to the correct station.
 - (C) She will change the time of Mr. Poudel's keynote address.
 - (D) She knows how she can help Mr. Poudel.

152. What is suggested about Mr. Poudel?
- (A) He is going to miss his dinner engagement.
 - (B) He is within driving distance of the business forum.
 - (C) He will be going to a different restaurant.
 - (D) He needs to pick up a colleague at 7 P.M.

Questions 153-154 refer to the following instructions.



How to Connect Your New Apereta Modem

Use this insert as a form to keep track of your installation information and progress.

1. First, plug the **black** AC adaptor into a wall outlet and then connect it to the first port on your modem, labeled “Power.”
2. Next, plug one end of the **blue** cable into a wall-mounted phone jack near your modem. Plug the other end into the second port on your modem, labeled “Service.”
3. Finally, plug the **red** cable into a USB port in your computer. Then plug the other end into the third port on your modem, labeled “Computer.”
4. Open an Internet browser. The Apereta home page should load automatically. Click the “Agree” button to be guided through the sign-up process. When you are finished, you will be e-mailed a Web link with your service password.
Note your password here: Rt17ya-52p
5. To reset your service password, click the “Reset” button at the bottom of the sign-in page, then enter a password of your choice.
Note your new password here: _____

153. What is the red cable intended to connect?

- (A) The modem and the power outlet
- (B) The modem and the phone jack
- (C) The computer and the modem
- (D) The computer and the power outlet

154. What has the user of the instructions most likely NOT done yet?

- (A) Clicked the “Agree” button
- (B) Received an e-mail message
- (C) Connected all of the cables
- (D) Reset the service password

Questions 155-157 refer to the following invitation.

A Night of Creativity and Inspiration at The Centre Creative

Thursday, 22 September
6:30 P.M. to 9:00 P.M.

The Centre Creative
42 Danvers Road, Cardiff, Wales

The Centre Creative is now ten years old! To celebrate a decade of supporting the arts throughout the United Kingdom, we are hosting A Night of Creativity and Inspiration. We invite all who have supported our fund-raising campaigns over the years to join us for art, food, and networking. Mingle with local artists and fellow art enthusiasts as you enjoy sculptures by Ming Young that are currently being featured in our gallery. Also enjoy appetizers and a variety of gourmet pastries prepared by Chef Diego Espina from the Sundial Café, which just opened on the lower level. Curator Olivia Richards will present a talk on the history of the centre. Proceeds from refreshments purchased during the evening will be used to fund the Painting Kids initiative at local schools.

Please contact Ian Griffin (igriffin@centrecreative.co.uk)
to register to attend. Note that once capacity
is reached, registration will close.

155. For whom is the invitation most likely intended?
- (A) Art instructors
 - (B) Previous donors
 - (C) Restaurant patrons
 - (D) School administrators
156. The word “just” in paragraph 1, line 8, is closest in meaning to
- (A) fairly
 - (B) exactly
 - (C) recently
 - (D) currently
157. What is indicated about the event?
- (A) It will feature paintings for sale.
 - (B) It requires a fee to attend.
 - (C) It is limited to a specific number of attendees.
 - (D) It will include a cooking demonstration.

Questions 158-161 refer to the following article.

A New Rail Line for Salvador

By Leonel Menendez

(14 November)—The government of the state of Bahia has finally arrived at a decision about who will take charge of the railway project between Salvador and Paripe. — [1] —. After an unexpectedly long selection process, the Secretariat for Urban Development announced last week that a proposal had finally been selected.

A joint venture between SOA International and ROOV Project Management was chosen to receive the contract. — [2] —. The Secretariat had insisted that a Brazilian firm be included in the contract. SOA International has long been involved in rail projects throughout Brazil, Spain, and the Middle East. The Swiss company, ROOV Project

Management, was recently selected as Project Management Company of the Year by the International Project Management Institute. — [3] —.

The line will be constructed in two phases. The first phase will make use of an existing rail line that runs from Salvador to Plataforma, but the track will be replaced to accommodate the light-rail cars that SOA will build. The second phase will continue with the construction of a new track from Plataforma to Paripe. The long delay in settling on a vendor has caused the Secretariat to offer incentives for the project to be completed in 30 months. — [4] —. However, Spokesperson David Rios of ROOV has said that 36 months would be the minimum reasonable time to complete the project because of unpredictable weather, labor, and supplies.

158. Why was the article written?

- (A) To solicit bids for a construction project
- (B) To announce the awarding of a contract
- (C) To explain a possible merger
- (D) To criticize a policy decision

159. What is implied about SOA International?

- (A) It collaborated with ROOV before.
- (B) It built the existing rail line.
- (C) It has won many industry awards.
- (D) It is a Brazilian-based company.

160. What does the article indicate about the project?

- (A) It is the first of its kind in Brazil.
- (B) Its delay is caused by insufficient funds.
- (C) Its second phase involves building a new rail line.
- (D) It will most likely be completed in 30 months.

161. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"Last year the government solicited proposals to build, operate, and maintain a light-rail system."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 162-164 refer to the following post.

<http://www.dealdirect.co.ke/buyerforum>



Thread>Order not received

Posted on 15 May 11:49 AM by Frederick Wambu

Two weeks ago I ordered a shipment of books through dealdirect.co.ke. I did not receive the shipment, which was scheduled for 20 April. I called the shipping company, and the representative said that she has a record of someone accepting the package, but the signature is not legible. I called Deal Direct to make sure that the address they have on file for me is correct, and it was. I'm trying to figure out what my next step should be. I'm open to your ideas. So far, I've put up notices in my apartment building, but no one has responded. I wonder if I should just forget about it and reorder books from a different company or spend more time trying to resolve the matter.

162. What is something that Mr. Wambu has NOT done?

- (A) Called Deal Direct
- (B) Checked with the shipping company
- (C) Reordered the products
- (D) Posted notices

163. What is the purpose of the post?

- (A) To ask for advice
- (B) To request a refund
- (C) To offer a solution
- (D) To answer a question

164. In paragraph 1, line 15, the word “resolve” is closest in meaning to

- (A) discover
- (B) settle
- (C) decide
- (D) consider

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Questions 165-167 refer to the following article.

Ashby Logo Gets a New Look

(30 July)—A new logo for the city of Ashby was unveiled by Mayor Charles Cavanaugh on Tuesday. The logo and its accompanying slogan, “Ashby Connects,” will be put to official use immediately. — [1] —.

The new design uses elements from Ashby’s original logo, including the red banner and the year of the city’s founding. — [2] —. But an image of the city’s skyline in silhouette gives the new design a more contemporary feel. The slogan communicates Ashby’s focus on creating community connections. — [3] —.

While Mayor Cavanaugh insists that the new logo is popular, not everyone is happy. “Why all the fuss?” asked lifelong resident Noelle Davidson. “The old logo was very recognizable. I don’t know why they went to the trouble of replacing it.” — [4] —.

Local maps and the letterhead for official correspondence have already been printed with the new logo. Residents will also soon see it in promotional campaigns for events in the area, such as the annual used-clothing drive and the summer music festival. The logo and slogan are registered trademarks and may not be used without permission. For more information, go to www.ashbyconnects.co.uk.

165. What is a feature of the new design?

- (A) The mayor’s name
- (B) The current date
- (C) An additional color
- (D) An updated picture

166. What is NOT mentioned as a place the new logo will appear?

- (A) On maps of the area
- (B) On city stationery
- (C) On clothing
- (D) On event posters

167. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“Nevertheless, most residents expressed approval, saying it was time for a change.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 168-171 refer to the following e-mail.

To:	s.gillis@stephengillis.net
From:	pete@bartharchitecture.com
Date:	Thursday, October 2
Subject:	Re: Contract

Dear Mr. Gillis:

Thank you for sending me your signed contract. It was good to meet with you last week and to hear about your vision for the woodworking business you hope to create.

Based on the features you want your woodshop to have, I have some solid ideas with which to move forward. From our conversation, I also understand that you have some cost concerns. I will certainly be conscious of this when working on the design plans and will be sure to use materials that are both structurally sound and economical. You can expect some preliminary sketches within the next two weeks. Once you have looked them over, let's set a time to meet again, at which point any adjustments can be made and finalized.

I have already noted where your large pieces of machinery will be located. However, please let me know if you change your mind about anything, as I will need to figure out where the high-powered electrical outlets should be installed. For the purpose of safety, I am required to ensure that all large pieces of equipment such as table saws have their own dedicated circuits.

I am looking forward to collaborating with you to turn your ideas into reality.

Best regards,

Pete Barth

168. What is the purpose of the e-mail?
- (A) To clarify a billing procedure
 - (B) To explain the roles of various contractors
 - (C) To discuss the next phases of a project
 - (D) To request some new design ideas
169. What is indicated about Mr. Gillis?
- (A) He plans to relocate his shop.
 - (B) He has a well-established business.
 - (C) He needs to renew his permits.
 - (D) He has a limited budget.
170. According to the e-mail, how should Mr. Gillis prepare for the next meeting?
- (A) By reviewing some drawings
 - (B) By making a written agenda
 - (C) By signing an updated contract
 - (D) By visiting some potential building sites

171. Why does Mr. Barth want to know about the large machinery?
- (A) To determine a room's correct measurements
 - (B) To make sure all safety policies are being followed
 - (C) To determine the size of the work crew he will need to assemble
 - (D) To make sure a plan will not interfere with another project

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Questions 172-175 refer to the following online chat discussion.

Luke Orlan [8:30 A.M.]

Good morning, everyone. I would like an update on the grand opening at the Carter Street Mall.

Pamela Cooke [8:31 A.M.]

The opening went well. The shops and restaurants got a lot of pedestrian traffic and the customers seemed happy. We are still compiling the customer-satisfaction surveys. The Red Moon Restaurant was popular.

Luke Orlan [8:32 A.M.]

Please send me that data once you have it. Anything else I need to know?

Alena Santiago [8:33 A.M.]

Well, there were some issues with the parking area during the grand opening. The lighting did not work right. It didn't function as it should have when it got dark.

Luke Orlan [8:34 A.M.]

Oh?

Alena Santiago [8:34 A.M.]

We discovered that a timer was not set correctly.

Luke Orlan [8:35 A.M.]

I'm glad that was easily resolved. What about maintenance in general?

Marcus Afolayan [8:35 A.M.]

We want to make sure that management works closely with the Maintenance Department. We have staff on-site for routine housekeeping, and we have outside contractors taking care of the landscaping and maintenance of the escalators.

Luke Orlan [8:36 A.M.]

Everything seems to be running smoothly. Let's continue these online meetings weekly. I hope to travel there in February to see everything firsthand. Thanks.

- 172.** Who most likely is Mr. Orlan?
- (A) A corporate representative
 - (B) A restaurant chef
 - (C) An architect
 - (D) A maintenance worker
- 173.** At 8:32 A.M., what does Mr. Orlan mean when he writes, "Please send me that data once you have it"?
- (A) He wants to know the amount of revenue collected over the last week.
 - (B) He is interested in knowing visitors' reactions to the mall.
 - (C) He is concerned about increases in the operating budget.
 - (D) He needs an updated list of recently hired staff.
- 174.** What problem is mentioned in the discussion?
- (A) Surveys were sent out late.
 - (B) A restaurant was too crowded.
 - (C) Management has not yet hired enough landscapers.
 - (D) A parking area was not well lit.
- 175.** What is suggested about the Carter Street Mall?
- (A) Ms. Santiago oversees its personnel office.
 - (B) It is being renovated.
 - (C) It has several empty retail spaces.
 - (D) Mr. Orlan has not visited it yet.

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Questions 176-180 refer to the following job advertisement and e-mail.

Vos Communications, Inc.—Current Openings

Vos Communications, Inc. (VCI), is headquartered in Johannesburg, with a print division in Cape Town and a digital media division in Pretoria. We produce scientific publications with a focus on health and wellness in Africa and have been expanding rapidly in the three years following our launch. To meet our current needs, we are seeking applicants with a solid understanding of the medical communications industry for the following positions:

Senior Medical Writer

Develops original print materials. Requirements include a master's degree in clinical medicine, at least five years of experience as a medical writer, excellent communication skills, and the ability to work both independently and collaboratively. The successful candidate will be based in our print division.

Assistant Editor

Works as a member of the Editorial Panel in our print division. Requirements include a bachelor's degree in journalism or related field, excellent copyediting skills, and experience using editing software.

Medical Writer/Quality Control Reviewer

Works closely with other members of the print division team to ensure the accuracy of all print division publications. Based in our print division.

Applicants should submit a cover letter, a résumé, and a writing sample to Mr. Leon Madisha at lmadisha@vci.co.za. Interviews will be conducted from 7 through 12 May at our headquarters, at which time three letters of recommendation must be presented. Only candidates selected for an interview will be contacted.

To:	Leon Madisha < lmadisha@vci.co.za >
From:	Amina Buys < buysam@mailworks.net.za >
Date:	1 May
Subject:	Assistant editor position
Attachment:	buys_application_materials

Dear Mr. Madisha,

I am writing to express my interest in the assistant editor position.

I hold a bachelor's degree in communications from the University of Richards Bay. I have been working as an editorial assistant at Luxor Publishing House in Durban for six years. My position has enabled me to develop long-term collaborative relationships with clients.

I believe my experience in the publishing industry and attentiveness to detail make me a perfect fit. Attached please find the relevant application materials. Incidentally, I will be attending a conference near your headquarters at the time of the scheduled interview period, so if I do get selected, getting to the interview will not be a problem.

Sincerely,

Amina Buys

- 176.** What is indicated about VCI?
- (A) It has been in operation for three years.
 - (B) It currently has jobs available in various cities.
 - (C) Its publications center around issues of finance.
 - (D) Its staff is dedicated to improving its publications.
- 177.** In the advertisement, the word "solid" in paragraph 1, line 4, is closest in meaning to
- (A) hard
 - (B) constant
 - (C) thorough
 - (D) dense
- 178.** Which qualification is required by all the job openings?
- (A) An ability to work as part of a team
 - (B) A master's degree in a science field
 - (C) Strong software skills
 - (D) A medical background
- 179.** What most likely was NOT an application document submitted by Ms. Buys?
- (A) An illustration of her writing capabilities
 - (B) An expression of her interest for the job
 - (C) A description of her qualifications and experience
 - (D) An employer's evaluation of her abilities and knowledge
- 180.** Where will Ms. Buys attend a conference?
- (A) In Cape Town
 - (B) In Durban
 - (C) In Johannesburg
 - (D) In Pretoria

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Questions 181-185 refer to the following online article and reader comment.

<http://www.thecenterville-times.com>

The Centerville Times, June 1, “Music on the Water”

The magical melody of a violin wafts into downtown Centerville. The sound of a cello joins in. Curious tourists look around, trying to figure out the source of the music. They gradually realize that members of an orchestra are in plain sight, seated on a boat docked in the Centerville harbor.

“Music on the Water” began 30 years ago when Brigitta Carlson had an old cargo boat renovated and then performed the first musical performance from the boat’s deck. Today, “Music on the Water,” a chamber orchestra, offers weekend performances on the original boat in the same harbor location.

The musicians are currently led by Maestro Arthur Silverman, an acclaimed violinist, who plays in the performances each week. “We have expanded our schedule to offer a record number of concerts—over 50 each year,” explains Maestro Silverman. “Certain programs are now tailored to specific audiences, like young listeners.”

“Music on the Water” performs on many Friday and Saturday evenings at 6:00 P.M. Tickets can be purchased online at www.musiconthewater.org. Family concerts are scheduled on Sundays at 2:00 P.M. No tickets are needed for family concerts, but patrons are encouraged to arrive early to ensure seats are available.

◀ ▶

<http://www.thecenterville-times.com/musiconthewater/comments>

I have enjoyed “Music on the Water” ever since I was a child. In fact, I will never forget listening to the founder’s very first performance, with the melody of her flute floating up to my family’s third-floor apartment facing the harbor. When I was a little older, I used to save my coins so that I could purchase my own ticket to a concert on the boat. “Music on the Water” has had a wonderful impact on the harbor area. I wonder if *The Centerville Times* would consider publishing a piece on the history of this neighborhood, which I am still proud to call home.

Thank you,
Roberto Padilla

◀ ▶

- 181.** What is suggested about “Music on the Water” performances?
- (A) They have recently increased seating capacity.
 - (B) They are held in an unexpected location.
 - (C) They take place only during the summer.
 - (D) They sell out quickly.
- 182.** What does the article suggest about the family concerts?
- (A) Seating is not guaranteed.
 - (B) Recordings are available for purchase.
 - (C) Audience members may request favorite pieces.
 - (D) Interviews with the concert musicians are posted online.
- 183.** What is suggested about Ms. Carlson?
- (A) She studied music with Maestro Silverman.
 - (B) She organized tours of the harbor.
 - (C) She played the flute.
 - (D) She owned a boat-repair shop.
- 184.** What does Mr. Padilla request?
- (A) Additional weekly performances
 - (B) Improving the sound quality of concerts
 - (C) An article on a particular topic
 - (D) Reduced ticket prices for neighborhood residents
- 185.** What does the reader comment imply about Mr. Padilla?
- (A) He has recently bought concert tickets.
 - (B) He is a journalist for *The Centerville Times*.
 - (C) He was inspired to become a musician himself.
 - (D) He has lived in Centerville since his childhood.

Questions 186-190 refer to the following advertisement, form, and e-mail.

Carson Office Supplies SALE!				
This weekend only, May 25–26, we're having our biggest sale of the year!				
50% off select printers	\$15.99 for a 10-ream case of paper	25% off all Sonoma televisions	\$150 off all Rigkuere office desks	\$10 off all Herbrot ink cartridges
Shop in store or online. Only while supplies last!				

Carson Office Supplies Return Authorization Request	
Order Number:	300034122
Account Number:	Business5271
Name:	Jane Mori
E-mail:	j.mori@welsomf.com
Subject:	Recent purchase
Reason for Return:	I am the purchasing manager at Welso Manufacturing, and we have a business account with Carson Office Supplies. Last week I purchased the following items: 3 Rigkuere office desks, 15 Herbrot ink cartridges, 30 notepads, and 5 boxes of envelopes. Today I noticed in an advertisement for your upcoming weekend sale that some of the items I purchased are going to be heavily discounted. Would it be possible for me to get a refund for the applicable items and then rebuy them at the lower weekend sale price?

To:	Jane Mori <j.mori@welsomf.com>
From:	Sheridan Homel <homel@cos.com>
Date:	May 22
Subject:	Re: Exchange
Attachment:	📎 Coupon, returns & exchanges

Dear Ms. Mori:

Thank you for your message and your continued business with Carson Office Supplies. Unfortunately, only items purchased on the official sale dates are eligible for the sale prices.

Because you have a business account with us, however, you automatically receive a 20 percent discount on bulk items (purchases of fifteen or more of the same item), which is deducted when you make a purchase through our online business portal. I can see from your order that this was the case for some of your items.

I can also offer you a 10 percent off coupon on your next purchase. The coupon is attached—it specifies the access code that you can use online. I will also attach our return and exchange procedures for your future reference.

Do not hesitate to contact me with any questions or concerns.

Sheridan Homel
Branch Manager
Carson Office Supplies

- 186.** What is probably true about Ms. Mori?
- (A) She owns a business.
 - (B) She is a first-time customer.
 - (C) She received a discount on a printer.
 - (D) She purchased her items before May 25.
- 187.** Why does Ms. Mori ask about returning some of her items?
- (A) She received the wrong order.
 - (B) The items were broken when they arrived.
 - (C) The desks she ordered are too small.
 - (D) She wants to purchase items during the weekend sale.
- 188.** According to the e-mail, why did Ms. Mori receive a discount on her bulk purchases?
- (A) She redeemed a coupon.
 - (B) She used a business account.
 - (C) She entered a special code online.
 - (D) She shopped during an exclusive sale for members.
- 189.** What items from Ms. Mori's purchase qualified for the bulk discount?
- (A) The office desks and notepads
 - (B) The ink cartridges and boxes of envelopes
 - (C) The ink cartridges and notepads
 - (D) The boxes of envelopes and the office desks
- 190.** What was included with the e-mail?
- (A) An updated return form
 - (B) A document about store policy
 - (C) An application for a new account
 - (D) A receipt for Ms. Mori's purchase

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Questions 191-195 refer to the following online message board, e-mail, and Web page.

<https://www.forum.askaway.com.au>

Forum Log In Sign Up

Advertising with Mix 92 Radio

Marilyn Nguyen, 13 August
Has anyone advertised with Mix 92 Radio?

James Defort, 15 August

I have had advertisements running on Mix 92 Radio since last March. It has proved to be a smart choice: in recent months I have seen a significant increase in the number of customers visiting my business, Defort Automotive. Many tell me it was the radio advertisement that brought them in.

When I signed a contract with the station, there was a problem with some unexpected charges. However, Ms. Jager from the advertising department brought my concerns to her supervisor, and the matter was quickly resolved. Ms. Jager even checked back with me a week later to ensure I was pleased with the outcome.

E-mail

To: All staff
From: Kathrin Jager
Date: 29 September
Subject: Final broadcast

Dear All,

As my internship at Mix 92 Radio draws to a close, please know that working here has been a wonderful experience for me. I am grateful for the training and advice I have received over the past twelve months. I especially want to thank my boss and mentor, Alison Alvey, from whom I have not only learned the fundamentals of radio advertising, but also how to meet customers' needs. Her nomination for this year's Australis Trophy speaks volumes about her dedication to her clients and staff.

I also appreciate the video recording you presented to me, showing me at work and at play here. I will miss joining many of you for lunches at the Hot Spot Café.

Best wishes,

Kathrin Jager

Australis Small Business Trophy Winners Advertising and Social Media Category

Platinum: Ravi Vedantam, Social Media Technology, Mix 92 Radio

Gold: Zixuan Li, Marketing, Streiler's Clothing Stores

Silver: Jorge Beltran, Beltran Publicity Company

Bronze: Alison Alvey, Advertising, Mix 92 Radio

Winners were selected from over 50 nominations. The recipient of the Platinum Australis Trophy will be profiled in the December issue of *Canberra Business Today*. Awards will be presented by the Canberra Business Association at a gala event in the banquet hall of the Fourth Street Hotel on 12 October.

191. What does Mr. Defort indicate about Mix 92 Radio?

- (A) It resolved his problem adequately.
- (B) It is a rapidly growing company.
- (C) It advertises local businesses only.
- (D) It charges an extra fee to new clients.

192. What is suggested about Mr. Defort?

- (A) He has been a client of Mix 92 Radio for many years.
- (B) He was assisted by an intern at Mix 92 Radio.
- (C) He recently experienced a decline in his car sales.
- (D) He runs the biggest automotive business in the area.

193. Why did Ms. Jager send the e-mail?

- (A) To ask for help from coworkers
- (B) To organize a luncheon
- (C) To arrange a video recording session
- (D) To thank staff members

194. What award will be presented to Ms. Jager's supervisor?

- (A) Platinum
- (B) Gold
- (C) Silver
- (D) Bronze

195. What does the Web page suggest?

- (A) The gala event is open to the public.
- (B) Fewer awards nominations were received this year.
- (C) Mr. Vedantam and Ms. Alvey are colleagues.
- (D) Winners will receive a free subscription to *Canberra Business Today*.

Questions 196-200 refer to the following article, invitation, and e-mail.

Olinawe is a Fusion of Flavours

DONCASTER (21 March)—After many years of hard work, chef Amina Ikegami is opening her own restaurant in downtown Doncaster.

Ms. Ikegami trained at Chesterfield Culinary Academy and worked as a junior sous chef at the Sisra Bistro for three years. She spent the last twelve years on staff at Delmourel's, where she held the title of executive chef for the past four years.

Ms. Ikegami has won several awards, including the UK Innovative Chef Award. Although she is sad to leave Delmourel's, she is thrilled to fulfill her longtime dream of owning her own restaurant.

Ms. Ikegami's new restaurant, Olinawe, features a menu influenced by the many varied flavours of her childhood. She was raised in England in a family with French, Senegalese, and Japanese heritage. Being exposed to so many different food traditions is what inspired her to become a chef.

"My mother and father are great cooks themselves," says Ms. Ikegami. "I loved having all these cuisines in one house, and I always strive to bring that fusion of cultures into my cooking."

Olinawe opens officially on 25 April and will serve lunch and dinner Tuesdays through Sundays.



To:	Amina Ikegami <amina.ikegami@scomail.co.uk>
From:	Julien Aupry <jaupry@enukmail.co.uk>
Subject:	Olinawe
Date:	26 March

Dear Amina,

I just heard about Olinawe, and I received your invitation to the celebratory event. This is such wonderful news! At school, I remember that you often talked about opening your own restaurant, and I am thrilled that it is finally happening!

Unfortunately, I will not be able to attend this event. I will be in France that weekend teaching a class on making pastries. But once I am back, I will definitely be coming by for dinner.

All the best,

Julien

196. What is the purpose of the article?

- (A) To describe a new style of cooking
- (B) To announce the opening of a new restaurant
- (C) To advertise classes at a cooking school
- (D) To profile different dining establishments in Doncaster

197. What inspired Ms. Ikegami to enter the cooking profession?

- (A) A childhood trip to Japan
- (B) A fellow chef at Delmourel's
- (C) Her former professor at school
- (D) Her diverse family background

198. What is true about the event on April 2 ?

- (A) It requires reservations.
- (B) It is open to the general public.
- (C) It takes place before Olinawe officially opens.
- (D) It is being sponsored by the Sisra Bistro.

199. Why does Mr. Aupry send the e-mail?

- (A) To decline an invitation
- (B) To make a reservation for dinner
- (C) To welcome Ms. Ikegami to France
- (D) To ask Ms. Ikegami to teach a class

200. What is indicated about Mr. Aupry?

- (A) He has eaten at Olinawe.
- (B) He used to work for Ms. Ikegami.
- (C) He attended Chesterfield Culinary Academy.
- (D) He is the executive chef at Delmourel's.

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

RC

ETS TEST

10

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. Sunwirth Sneakers has several ----- in the greater metropolitan area.
(A) locations
(B) locate
(C) located
(D) location
102. Cimber CPAs offers clients the convenience of ----- their invoices online and by mail.
(A) buying
(B) paying
(C) going
(D) eating
103. The new software at Patel Industries has been working ----- since it was installed last year.
(A) reliable
(B) to rely
(C) more reliable
(D) reliably
104. Best practices in customer service are outlined ----- the training handbook.
(A) along
(B) toward
(C) over
(D) throughout
105. The Scratch software will help us migrate our client records -----.
(A) simple
(B) simpler
(C) simply
(D) simplicity
106. The comedian said that ----- sense of humor was inherited from a grandparent.
(A) herself
(B) her
(C) she
(D) hers
107. Starting this August, Gavelton Bike Tours will be leading group cycling trips ----- Paris to Berlin.
(A) from
(B) beside
(C) along
(D) after
108. We hope to ----- an agreement with Mason Cooper, Inc., within the next week.
(A) reach
(B) talk
(C) reason
(D) put

109. Factory-floor managers must submit an inspection report at the end ----- their shift.
(A) if
(B) to
(C) of
(D) as
110. ----- a retail store, Seedum International will now sell merchandise only through its Web site.
(A) Sometimes
(B) Later
(C) Formerly
(D) Frequently
111. Remarkably, neither Ms. Chen ----- Mr. Gillespie had been notified that the board meeting was canceled.
(A) or
(B) and
(C) with
(D) nor
112. The new microwave soup containers are ----- than the previous ones.
(A) rigid
(B) most rigidly
(C) rigidly
(D) more rigid
113. The Banly Tourism Society is ----- to present the first issue of its publication, *The Banly Quarterly*.
(A) regular
(B) general
(C) proud
(D) favorite
114. Konixer Printers is conducting a thorough ----- of current requests for equipment upgrades.
(A) evaluate
(B) evaluation
(C) evaluator
(D) evaluative
115. ----- the addition of 300 spaces, the ferry terminal's parking area is still full by 9:00 A.M. every day.
(A) Despite
(B) Across
(C) Besides
(D) Inside
116. Justlox, Inc., is planning to ----- redesign Model 543Q with its partners in Britain to ensure a better product.
(A) collaboration
(B) collaborative
(C) collaboratively
(D) collaborate
117. Each box of Lane Permanent Markers contains an ----- of surprising colors.
(A) assortment
(B) excitement
(C) account
(D) industry
118. We were pleased by the ----- and courteous reply we received from Astella Airlines concerning the change in itinerary.
(A) safe
(B) close
(C) clean
(D) prompt
119. The rising employment rate is one factor contributing to ----- in the housing construction trade.
(A) grow
(B) growth
(C) grew
(D) grown
120. The color of the new chairs was not ----- on the invoice.
(A) specify
(B) specified
(C) specifying
(D) specification

121. Two hours is the ----- amount of time needed to complete the assignment.
(A) minimum
(B) temporary
(C) bottom
(D) durable
122. A successful digital marketing campaign has helped Fossler Electronics ----- its profit margins.
(A) stabilized
(B) stability
(C) stabilizing
(D) stabilize
123. Applicants for the position of data manager are expected to have a minimum of three years' ----- experience.
(A) supervisors
(B) supervisory
(C) supervise
(D) supervises
124. The mayor's speech at Monday's business breakfast ----- and will be broadcast later this week.
(A) record
(B) recording
(C) being recorded
(D) was recorded
125. The researchers ----- tested different formulas until the desired results were achieved.
(A) soon
(B) suddenly
(C) well
(D) repeatedly
126. Loan specialists at Newton Bank can help your company ----- equipment purchases.
(A) commit
(B) associate
(C) reserve
(D) finance
127. ----- our partnership with Shox Gym, we are able to provide employees with a free membership to the fitness center.
(A) After all
(B) Because of
(C) For this reason
(D) As long as
128. Mr. Tran asked the department whether ----- could work overtime on Friday.
(A) anyone
(B) anywhere
(C) anyway
(D) anyhow
129. Canyonland Corporation will research the potential ----- of expanding its overseas market to East Africa.
(A) deadline
(B) availability
(C) profitability
(D) emphasis
130. Chef Lind's cookbook, ----- will be available next week, contains only dessert recipes.
(A) who
(B) what
(C) which
(D) whose

PART 6

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

Questions 131-134 refer to the following notice.

Pro Unis is now hiring for positions in our production, human resources, and accounting departments. As one of the region's largest employers, Pro Unis ----- workforces with uniforms for 131. over 70 years. Since our founding, Pro Unis has been committed to employee retention and 132. We offer competitive wages, job training, and regular opportunities for promotion. To learn more about 133. , visit prounis.com/careers. Interested job-seekers will be directed to fill out an online application and upload a résumé. 134.

131. (A) outfitted
(B) will outfit
(C) is outfitting
(D) has been outfitting
132. (A) advanced
(B) an advance
(C) they advance
(D) advancement

133. (A) issues
(B) events
(C) openings
(D) investments
134. (A) They must also pass a background check to be eligible for employment.
(B) Let Pro Unis design work uniforms for your company.
(C) You can now follow us on social media.
(D) We recently hired a new director of human resources.

Questions 135-138 refer to the following information.

WS Dental is pleased to announce that our practice is ----- . Our second office is now open at 242
135.

Union Street in Lambton, offering greater ----- for patients living on the north side of the city. Our
136.

original clinic will continue to operate at 12 Finn Place. Dr. Walbeck and Dr. Steiner are committed
to providing ----- care at both locations.
137.

WS Dental provides a full range of dental services at both offices. They are both open from 8 A.M.
to 5 P.M., Monday through Friday. ----- . Extended evening hours will be considered in the coming
138.

season.

- 135.** (A) training
(B) expanding
(C) calling
(D) moving

- 136.** (A) collection
(B) production
(C) performance
(D) convenience

- 137.** (A) exception
(B) exceptions
(C) exceptional
(D) exceptionally

- 138.** (A) Our Finn Place office is also open on
Saturday mornings.
(B) This area has a rich history and a vibrant
downtown.
(C) The facility is comfortable, clean, and
bright.
(D) Once there, take a right onto Mountain
View Road.

Questions 139-142 refer to the following e-mail.

To: jroux@xmail.com
From: josephbelle@perilleuxrealestate.com
Date: March 2
Subject: Your job inquiry

Dear Ms. Roux:

Your résumé ----- to me by a colleague. ----- We appreciate your interest in Perilleux Real Estate
139. **140.**

and will keep your ----- on file in case a full-time position opens up in the future.
141.

-----, would you consider working for us part-time on a special project? Our CEO needs
142.
administrative support on an ambitious advertising campaign. The project should last until the end
of July.

Kindly let me know if this opportunity interests you.

Sincerely,

Joseph Belle, Vice President
Human Resources

139. (A) to pass on

(B) will pass on

(C) is passing on

(D) was passed on

141. (A) documents

(B) analysis

(C) descriptions

(D) reports

140. (A) It was nice to meet you at the
networking event.

(B) Our firm is now six years old.

(C) We are happy to have you as part of
our team.

(D) Unfortunately, we do not have an open
receptionist position.

142. (A) First of all

(B) As mentioned

(C) In the meantime

(D) In order that

TEST 10

GO ON TO THE NEXT PAGE

Questions 143-146 refer to the following article.

Hurst Airlines Improves its Customer Service Offerings

LOS ANGELES (September 22)—Hurst Airlines has started installing self-check-in kiosks where passengers can scan their identification, print their own boarding passes, and tag their own luggage to be loaded onto the aircraft. These new ----- are already in place at two airports in

143. California. ----- will soon be available at all airports where Hurst Airlines flies. According to Hurst

Airlines CEO Roxana Ghazi, the company aims for all its service areas ----- equipped with

145. kiosks by the end of the summer.

The intent of these kiosks is to make the check-in process run more quickly. Said Ms. Ghazi, "We have limited staff, and lines can often be quite long. ----- . These new kiosks are expected to

146. significantly reduce the amount of time spent in line."

143. (A) devices
(B) positions
(C) materials
(D) regulations

144. (A) It
(B) She
(C) They
(D) Either

145. (A) to be
(B) that are
(C) they were
(D) having been

146. (A) Unfortunately, we are changing our routes.
(B) Passengers should arrive two hours before a flight.
(C) We expect to hire more staff soon.
(D) This is especially true during peak operating times.

PART 7

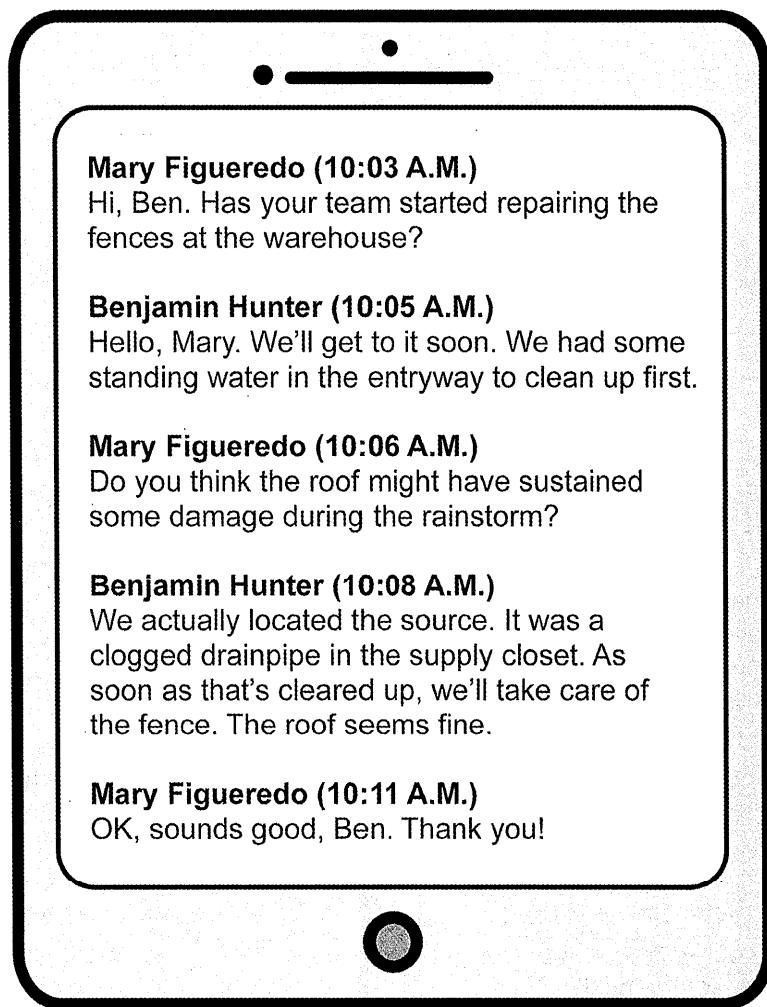
Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following job posting.

The job posting is presented in a web-like interface. At the top, there is a header with three buttons: "Home", "Find a Job" (which is highlighted in blue), and "Apply". Below the header, the title "EMPLOYMENT CENTER" is displayed in large, bold, black capital letters. Underneath the title, the job title "Management Assistant, Property Development Division" is shown in bold black text. The main body of the posting describes the position requirements: Fuhr Realty Ltd. needs a full-time management assistant to provide customer service, data entry, and general administrative support for the Property Development Division. The individual must respond to public requests, research, track permits, and maintain department records. A minimum of a bachelor's degree and two years of related office experience is required. Strong computer literacy and excellent communication skills are essential. Applications are accepted through March 30.

147. What is included in the job posting?
- (A) The location of Fuhr Realty Ltd.
 - (B) A starting date for the position
 - (C) A description of job responsibilities
 - (D) Information about employment benefits
148. What qualification is necessary for the position?
- (A) A degree in accounting
 - (B) A professional certification
 - (C) Experience as a manager
 - (D) Good computer skills

Questions 149-150 refer to the following text-message chain.



- 149.** What most likely is Mr. Hunter's profession? **150.** At 10:05 A.M., why does Mr. Hunter write, "We'll get to it soon"?
- (A) Receptionist
(B) Interior decorator
(C) Maintenance worker
(D) Security guard
- (A) His team will begin a task shortly.
(B) His team will continue a project.
(C) His team will arrive at a location quickly.
(D) His team will clean up some water.

Questions 151-152 refer to the following notice.

Attention Line 75 Riders

All Metrowestern passengers should be aware of the following temporary changes for bus line 75. Due to construction, service on Eighth Avenue between Taylor Street and Forbes Boulevard will be suspended during the following periods. We apologize for any inconvenience.

Monday, April 5, 10:00 A.M.–4:00 P.M.
Wednesday, April 7, 11:00 A.M.–4:30 P.M.
Friday, April 9, 6:30 P.M.–10:00 P.M.
Saturday, April 10, 9:00 A.M.–5:00 P.M.

As usual, all Metrowestern bus service ends at 11:30 P.M. All buses begin running again at 5:45 A.M. daily.

- 151.** What is the purpose of the notice?
- (A) To introduce a new express bus route
 - (B) To announce temporary changes in bus service
 - (C) To report on the completion of a construction project
 - (D) To request that riders avoid travel during peak hours

- 152.** According to the notice, when will the bus route be available?
- (A) On April 5 at 11:30 A.M.
 - (B) On April 7 at 5:30 A.M.
 - (C) On April 9 at 3:00 P.M.
 - (D) On April 10 at 4:00 P.M.

Questions 153-154 refer to the following e-mail.

To:	Peter Burstein
From:	Calle Nilsson
Subject:	Meeting rescheduled
Date:	22 October

Hi Peter,

Next week's meeting needs to be rescheduled. The new office assistant, Martina, did not take into consideration that the clients' offices are located throughout the world and in a variety of time zones. Several would have had to stay after closing time in order to attend the meeting. I have already canceled the original meeting and sent apologies for the inconvenience.

Could you please find time to review this with Martina? This is a task she will be performing regularly. I should have had you work with her before asking her to set up the appointment.

Thank you,

Calle Nilsson, Office Manager
Creatyx of Sweden AB

153. Why did Ms. Nilsson send the e-mail?

- (A) To set up an interview
- (B) To suggest a new client
- (C) To announce a new calendar system
- (D) To request that an employee be trained

154. What was wrong with the original time of the meeting?

- (A) It was scheduled during an office holiday.
- (B) It was not convenient for international clients.
- (C) Ms. Nilsson was not available on that date.
- (D) The room was being used by Mr. Burstein.

Questions 155-157 refer to the following e-mail.

E-mail	
To:	Bradley Watkins
From:	Aiko Yamashita
Subject:	New software
Date:	April 4
<p>Bradley, I've come across a new software program that I think will be very useful for creating checklists to organize our projects. — [1] —. It's called Close Project, and it seems fairly easy to work with. — [2] —. Users log in to view a list of items that need to be completed for each project they are working on. — [3] —. This helps to keep better track of the progress of each project. There's even a mobile application that allows users to take photographs to show an actual problem, such as a broken pipe. — [4] —. I've downloaded a sample program. Would you be interested in coming to my office this afternoon to go through it with me? Let me know.</p> <p>Aiko</p>	

155. Why did Ms. Yamashita send the e-mail to Mr. Watkins?

- (A) To reschedule an appointment
- (B) To confirm that he has received a sample
- (C) To inform him about a new product
- (D) To find out whether he has completed a project

156. What does Ms. Yamashita ask Mr. Watkins to do?

- (A) Contact her
- (B) Call a subcontractor
- (C) Send some photographs
- (D) Write some project notes

157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"Then they check 'Completed' when each task is finished."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 158-160 refer to the following announcement.

Win Free Juice for the Summer!

Here at Fresh Burst we want to celebrate the approaching summer! We'll reward the customer who comes up with a juice flavour that is brand-new. The lucky winner will receive a case of twenty-four 250 ml. bottles of the new juice every month from 1 July through 30 September! We'll also take photographs of you with your new juice to use in our advertising campaigns.

All you have to do is leave a comment describing your idea for a new flavour on our Fresh Burst social media page, then share your post with your friends. In your post, don't forget to include the creative name you've invented for your new juice!

The contest runs from 6 January until 14 February. The winner will be notified by 25 April. Please note that the competition is only open to people aged 18 and over. Please also note that we cannot accept entries that include logos, product names, or other materials that are copyrighted by other companies.

158. What type of organization most likely is Fresh Burst?

- (A) A local newspaper
- (B) A photography studio
- (C) A social media platform
- (D) A beverage manufacturer

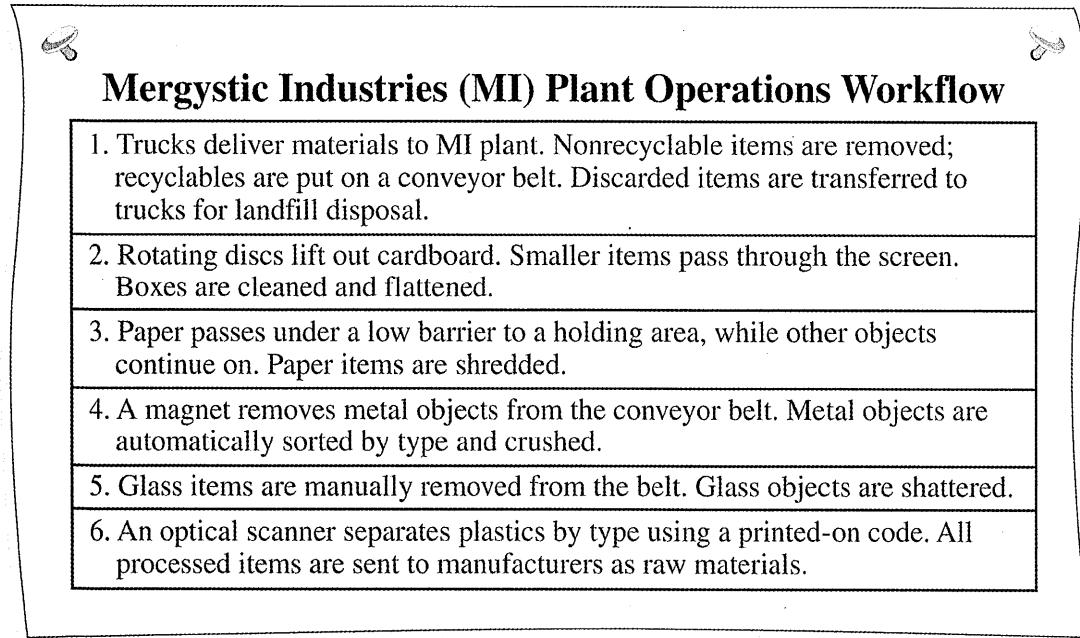
159. When is the deadline to enter the competition?

- (A) January 6
- (B) February 14
- (C) April 25
- (D) September 30

160. What is NOT a requirement for entering the competition?

- (A) Being at least 18 years old
- (B) Including a logo with the entry
- (C) Sharing a post on social media
- (D) Creating a name for the new product

Questions 161-163 refer to the following chart.



161. What type of business most likely is Mergystic Industries?

- (A) A manufacturing firm
- (B) A package-printing company
- (C) A recycling plant
- (D) A shipping company

162. According to the chart, what happens to cardboard boxes in the process?

- (A) They are put behind a screen.
- (B) They are cleaned.
- (C) They are filled with products.
- (D) They are crushed.

163. What items are most likely removed from the conveyor belt at stage 4 ?

- (A) Milk cartons
- (B) Glass jars
- (C) Steel cans
- (D) Plastic bottles

Questions 164-167 refer to the following article.

New and Notable in Tarryville

Many in our small city thought we would never have a restaurant-delivery service. — [1] —. But thanks to two enterprising young people, we now have TVL Delivers! Alicia Kazarian and Theresa Cho were in their final year at the local university when they came up with their plan last May. “We were studying for exams one night and wanted to avoid going out for dinner. We were frustrated by the limited options available in Tarryville for food delivery. We wanted an easy way to find, order, and pay for our meals. — [2] —. But no such service existed here,” said Ms. Cho.

In an effort to fill the food-delivery gap in Tarryville, TVL Delivers connects diners and restaurants on an online platform that serves each of their needs. — [3] —. Restaurants can reach a broader clientele, and customers can choose from an impressively diverse list of vendors, select and order their food, and pay through one of a number of online payment methods, all

from the convenience of their home or office. The restaurants partnering with TVL Delivers are spread across most of Tarryville’s neighborhoods and offer food options to suit any budget. — [4] —. “We think we’re off to a good start, but we already have improvements in mind,” said Ms. Kazarian. “Some food-delivery services promise that orders will be delivered in as little as 30 minutes. We hope eventually to deliver within a specified time, but we need to ensure that all aspects of our service are working properly before officially making that promise.”

The head of the Tarryville Business Council, Barry Porter, expressed enthusiasm for the new business. “Of course, I am always excited for a new business to open here in Tarryville. But this is a business that local residents have long wished for. And, with the recent opening of Crisley Office Park on the south side of the city, I am sure TVL Delivers will be a success.”

- 164.** What is the purpose of the article?
- (A) To review a restaurant that just opened
 - (B) To interview a famous Tarryville resident
 - (C) To report on the construction of a new city building
 - (D) To describe a recently launched business
- 165.** According to the article, what is NOT offered by TVL Delivers?
- (A) Guaranteed delivery times
 - (B) Online menus
 - (C) Convenient payment options
 - (D) A variety of participating vendors
- 166.** What does Mr. Porter suggest about the businesses at Crisley Office Park?
- (A) They will soon move to another location.
 - (B) They will order from TVL Delivers.
 - (C) Some of them will be restaurants.
 - (D) Some of them will hire local university students.
- 167.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “We also wanted to be able to choose from a range of cuisines and price points.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 168-171 refer to the following letter.

3 November

Rhys Tomasen
Hiring Manager
Slepoy Marketing Ltd.
Level 7, 500 Exeton Street
Sydney, NSW 2000

Dear Mr. Tomasen,

I would like to thank you again for the opportunity to interview for the position of staff photographer with Slepoy Marketing. Although I am disappointed that I was not chosen, I enjoyed meeting you and your staff. Your decision to go with another candidate does not diminish my belief that your company is a first-rate marketing firm, which rightfully deserves the many awards it has won.

Incidentally, during our meeting you happened to mention your upcoming mountain-themed campaign as well as the fact that your company often hires freelance photographers. I will be traveling in Asia for the next three months, and plan to shoot landscape photographs that might be appropriate for this campaign. Should you be interested, I would be happy to send you some of those pictures.

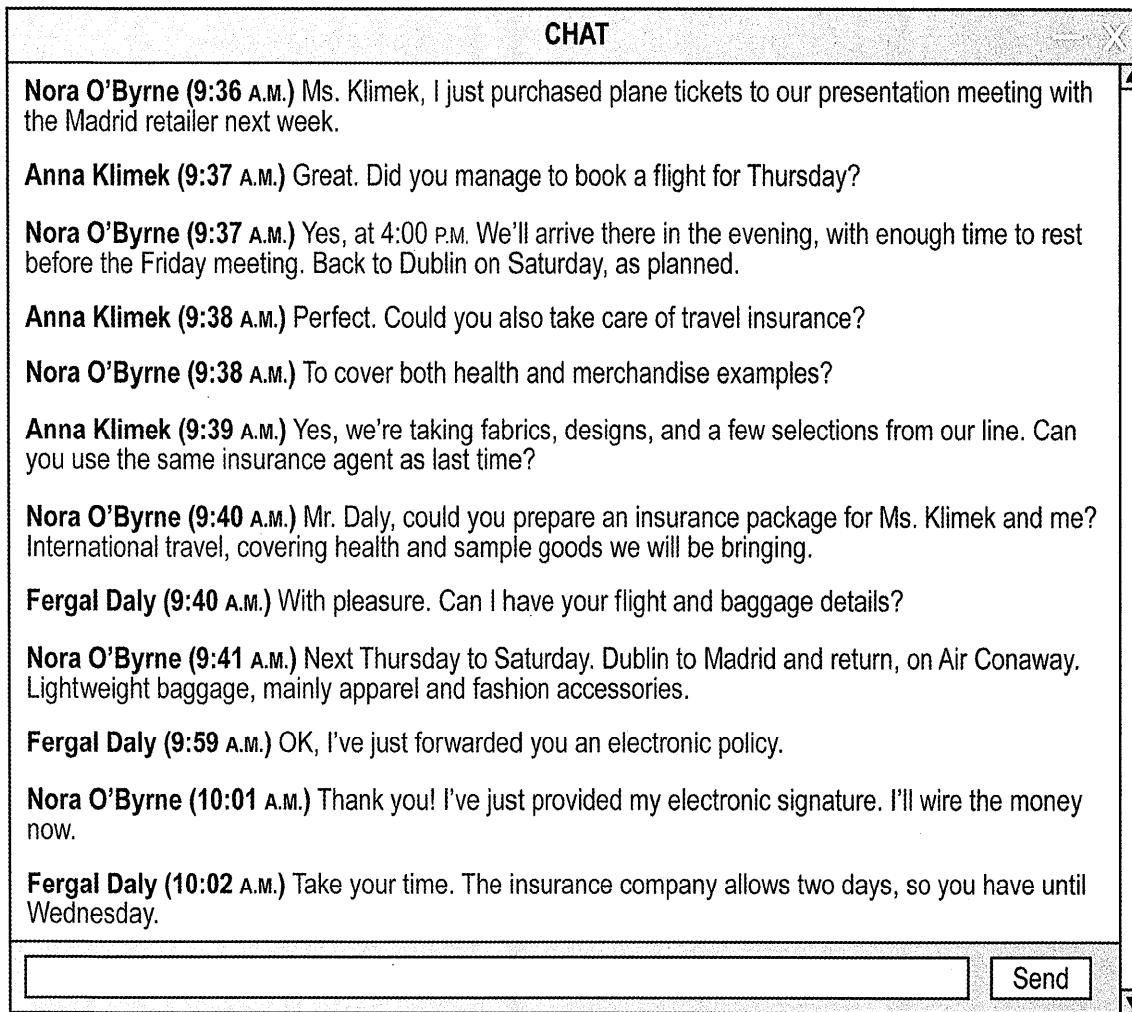
Thanks again for meeting with me. I hope to have another opportunity to speak with you at this year's Graphic Arts Conference in Brisbane.

Sincerely,

Ye-Eun Whang
Ye-Eun Whang

168. Why did Ms. Whang send the letter?
- (A) To decline a job offer
 - (B) To offer her services
 - (C) To inquire about a job opening
 - (D) To suggest a candidate for a position
169. What is Ms. Whang's opinion of Slepoy Marketing?
- (A) It is worthy of its many awards.
 - (B) It offers services that are in high demand.
 - (C) It has good hiring practices.
 - (D) It values staff collaboration.
170. What does Ms. Whang want to send Mr. Tomesen?
- (A) A list of references
 - (B) Some marketing ideas
 - (C) A conference program
 - (D) Some photographs
171. When does Ms. Whang hope to see Mr. Tomesen again?
- (A) At a second interview
 - (B) At a marketing meeting
 - (C) At a photography session
 - (D) At a professional conference

Questions 172-175 refer to the following online chat discussion.



- 172.** In what industry do Ms. O'Byrne and Ms. Klimek most likely work?
- (A) Insurance
(B) Advertising
(C) Clothing
(D) Health care
- 173.** When will a presentation probably be given?
- (A) On Wednesday
(B) On Thursday
(C) On Friday
(D) On Saturday
- 174.** What are Ms. O'Byrne and Ms. Klimek planning to take on board the airplane?
- (A) Customers' orders
(B) Training materials
(C) Heavy luggage
(D) Product samples
- 175.** At 10:02 A.M., what does Mr. Daly mean when he writes, "Take your time"?
- (A) A payment does not need to be made immediately.
(B) A signature is not needed until next week.
(C) A document will be sent tomorrow.
(D) A flight has been delayed.

TEST 10

GO ON TO THE NEXT PAGE

Questions 176-180 refer to the following articles.

New Theatre Almost Ready

By Nigel Smith

LIVERPOOL (15 August)—Work is nearing completion on a new theatre, which will become the first new theatre in the city for the past 20 years. The Cricket Theatre, which is being built on the site of the former Fletcher shoe factory, will have an auditorium that can seat 400 patrons. The theatre will be operated by the Watts-Spicer Group, which owns three other theatres, two

in London and one in York.

The venue is expected to open in October, said Watts-Spicer's chairperson, Colin Watts. "We have just completed the longest stage of the project, which was slower than expected due to back-ordered seats from Australia. We are expecting to open with the musical *Backup* on 30 October." The Cricket Theatre will host a variety of productions, from traditional plays to special engagements with artists of all kinds.

Cricket Theatre's *Backup* Is Wonderful

By Clara Kennedy

LIVERPOOL (2 December)—The Cricket Theatre's first production, *Backup*, opened last night to a full house. Theatregoers were clearly delighted by this new musical, which is based on a true story. *Backup* follows Babette Jones, a young backup singer for famous musical acts, through her 23-year struggle to become a successful solo act. Liverpool native Tami McClure, as Ms. Jones, thrilled the audience with her wide-ranging vocals. Paul Robinson, who played her fearless manager, also put in a strong performance. Costume designer Sophie Wright's fashions were exquisite.

Backup's strong production values and the Cricket Theatre's reasonable ticket prices point to a long and successful future for this new theatre. *Backup* runs until 5 February at the Cricket Theatre.

176. What is indicated about the Watts-Spicer Group?
- (A) It runs multiple theaters.
(B) It owned the Fletcher shoe factory.
(C) It is an Australian company.
(D) It operates the oldest theater in the city.
177. In the first article, the word “stage” in paragraph 2, line 4, is closest in meaning to
- (A) phase
(B) platform
(C) scene
(D) presentation
178. What is implied about the Cricket Theatre?
- (A) Its prices are very high.
(B) Its shows will mainly be musical comedies.
(C) Its expected opening was delayed.
(D) Its next production begins in January.
179. According to the second article, what is indicated about *Backup*?
- (A) It had low ticket sales.
(B) It disappointed the audience.
(C) Its story is fictional.
(D) Its story takes place over several decades.
180. Who is Ms. McClure?
- (A) A performer
(B) A manager
(C) A costume designer
(D) A set designer

Questions 181-185 refer to the following article and online review.

KENT (26 February)—Stellar Chocolates is a local business offering a wide selection of handcrafted delicacies. With two shops in Kent, the business is well-known in the area. Recently, however, Stellar Chocolates gained national recognition by earning top awards from the Chocolate Council last month.

Stephanie Davidson, who co-owns the shops with Brian Markus, emphasises the sources and quality of Stellar Chocolates. “Before launching the business, Brian and I spent several months travelling to areas of the world known for quality cacao-bean production. We inspected the plants and learned about traditional harvesting and roasting processes,” she said. In fact,

production started only after the co-owners had secured the finest ingredients for their products. They now incorporate a variety of other ingredients such as chili, basil, and even wasabi, to create a unique line of chocolates.

Demand for Stellar’s line has continued to grow, and the firm expects to open a third shop in Bath later this year. Ms. Davidson noted that they have found additional space in an old mill to be converted for retail use. “The new shop will be our largest, and we plan to establish a mail-order business so that we can ship not just domestically but also internationally,” she said.

The screenshot shows a web browser window with the URL <http://www.stellarchocolates.co.uk/reviews>. The page features a navigation bar with links for Home, Our Product Line, Customer Reviews (which is highlighted in bold), and Contact. The main content area contains a customer review by Cynthia Ragusa, which reads:

Today I visited the new Stellar Chocolates shop that opened a few weeks ago in the former mill, expecting to see an ordinary candy store. What a surprise! I was delighted to taste some free samples while watching the chocolates being made by hand. I even had a chance to chat with one of the owners, who told me about the origin of their business. She met her co-owner ten years ago in a class at university, and they came up with the business idea for an assignment. They got such positive comments from their professor and fellow students that they decided to turn their idea into a career project. I look forward to many future visits, as the shop is just around the corner from my home.

Cynthia Ragusa

- 181.** What is stated about Stellar Chocolates in the article?
- (A) It sells a variety of items in addition to chocolates.
 - (B) It does most of its business through mail orders.
 - (C) It has been recognized for excellence in chocolate making.
 - (D) It has recently automated its manufacturing process.
- 182.** What is indicated about Mr. Markus?
- (A) He was interviewed for the article.
 - (B) He is a frequent customer.
 - (C) He met Ms. Davidson at university.
 - (D) He oversaw the conversion of the mill.
- 183.** In the article, the word “finest” in paragraph 2, line 11, is closest in meaning to
- (A) healthiest
 - (B) best
 - (C) thinnest
 - (D) most common
- 184.** What is suggested about Ms. Ragusa?
- (A) She seldom eats chocolate.
 - (B) She used to work in a mill in Kent.
 - (C) She is a colleague of Ms. Davidson’s.
 - (D) She lives in Bath.
- 185.** What is indicated about the newest Stellar Chocolates shop?
- (A) Its opening was delayed.
 - (B) Its hours have been extended.
 - (C) It is located in a former post office.
 - (D) It offers complimentary samples.

Questions 186-190 refer to the following e-mail, Web page, and form.

To:	Alex Gulin <alex.gulin@senmail.ca>
From:	Kohek Apparel <orders@kohekapparel.com>
Date:	August 27
Subject:	Kohek Apparel order confirmation

Dear Alex:

Thank you for your online order from Kohek Apparel! Your order should arrive within 5–10 business days. See below for details:

Order Number: 96781

Deliver To: 22 Exeter Street, Toronto, M4B 1B3 CANADA

Order Summary:

Description	Item Number	Color	Size	Price
Jogging suit	P394	Charcoal gray	Large	\$78.00
Cotton shirt	S963	Bright white	Large	\$36.00
Wool sweater	SW852	Sky blue	Large	\$45.00
Fleece jacket	J109	Moss green	Large	\$65.00
Total \$224.00				

We appreciate your repeated business! To receive a coupon for 10 percent off your next order, visit our website and enter the promotional code RC008.

<http://www.kohekapparel.com/returns>

KOHEK APPAREL—Return Policy

Kohek Apparel strives to create high-quality, great-fitting items at a reasonable price. We want you to be completely satisfied with your order and would like to make the return process as easy as possible.

To return an item, request a shipping label by emailing customersupport@kohekapparel.com. A printable shipping label will be emailed to you. Once you receive it, place the item in the same box it arrived in, along with a completed return request form (found on the back of your invoice), and tape the shipping label to the box. If you no longer have the original box, place the item in a different box. Your purchase will be fully refunded once we receive the package.

Returns within the United States are completely free. For returns from Canada, a \$6 shipping charge will be deducted from your refund. From all other countries, the shipping charge is \$12.

KOHEK APPAREL—Return Request

Name: Alex Gulin

Customer ID: A.Gul370

Order Number: 96781

Returning Item Number: J109

Reason for the return: Item was too large. Order a different size? No Size _____

Comments:

I've been ordering the same size from Kohek Apparel for years. I was surprised that this time the sizing was off. But I'm happy with my other items.

- 186.** What is suggested about Kohek Apparel?
- (A) It has added several new items to its inventory.
 - (B) It offers discounts to returning customers.
 - (C) It specializes in summer apparel.
 - (D) It does not ship items internationally.
- 187.** What do all of the items in Mr. Gulin's order have in common?
- (A) They are made from the same material.
 - (B) They are the same price.
 - (C) They are manufactured in Canada.
 - (D) They are the same size.
- 188.** What do customers need to do when returning an item?
- (A) Use a box of a specific size
 - (B) Submit a form online
 - (C) Print out a shipping label
 - (D) Use a specific delivery company
- 189.** What item is Mr. Gulin returning?
- (A) A jogging suit
 - (B) A shirt
 - (C) A sweater
 - (D) A jacket
- 190.** What is indicated about Mr. Gulin?
- (A) He will be charged a return shipping fee.
 - (B) He is dissatisfied with the refund policy.
 - (C) He is going to order a replacement item.
 - (D) He will not buy clothes again from Kohek Apparel.

Questions 191-195 refer to the following schedule, newsletter article, and form.

Kuraki Motors Canadian Dealer Annual Meeting Schedule for Friday, June 8		
7:30 A.M.	Breakfast	East Ballroom
9:00 A.M.	Keynote Address CEO Katsuhiko Nakamuro	South Ballroom
10:30 A.M.	Kuraki Business Outlook Vice President Jiro Higa	South Ballroom
Noon	Lunch	East Ballroom
1:30 P.M.	New Product Debuts Chief Designer Yuna Yamashita	South Ballroom
4:00 P.M.	Dealer-Led Seminars: The Modern Dealership Digital Campaigns	Mara Room Flora Room
6:00 P.M.	Dinner	East Ballroom

Canadian Dealer Meeting

By Josie Hopkins, *Kuraki Now* Staff Writer

Executives from Kuraki Motors returned to Toronto for an annual meeting of the nearly 1,000 Canadian representatives of the brand. The two-day event kicked off on Friday morning with CEO Katsuhiko Nakamuro, who gave a keynote address highlighting progress on the company's new manufacturing plant in Toronto. He was followed by Vice President Jiro Higa detailing increased production levels and expected growth. Attendees then had the opportunity to attend two days of seminars. But the highlight of the event was the unveiling of two new models, the sleek Daino sedan and Kuraki's new hybrid, the Pura. The models will be rolling into dealerships in August.

Kuraki Motors Canadian Dealer Annual Meeting—Survey Form

Thank you for attending this year's dealer meeting. We would appreciate your feedback. Please use the following rating scale to rate each of the seminars you attended.

Rating Scale: 4 = excellent; 3 = very good; 2 = satisfactory; 1 = poor

Seminars	Rating
The Modern Dealership	4
Digital Campaigns	n/a
Proven Methods to Attract Salespeople	4
Internet Sales Success	n/a
The Business Model of the Future	n/a
Standing Out from the Competition	4

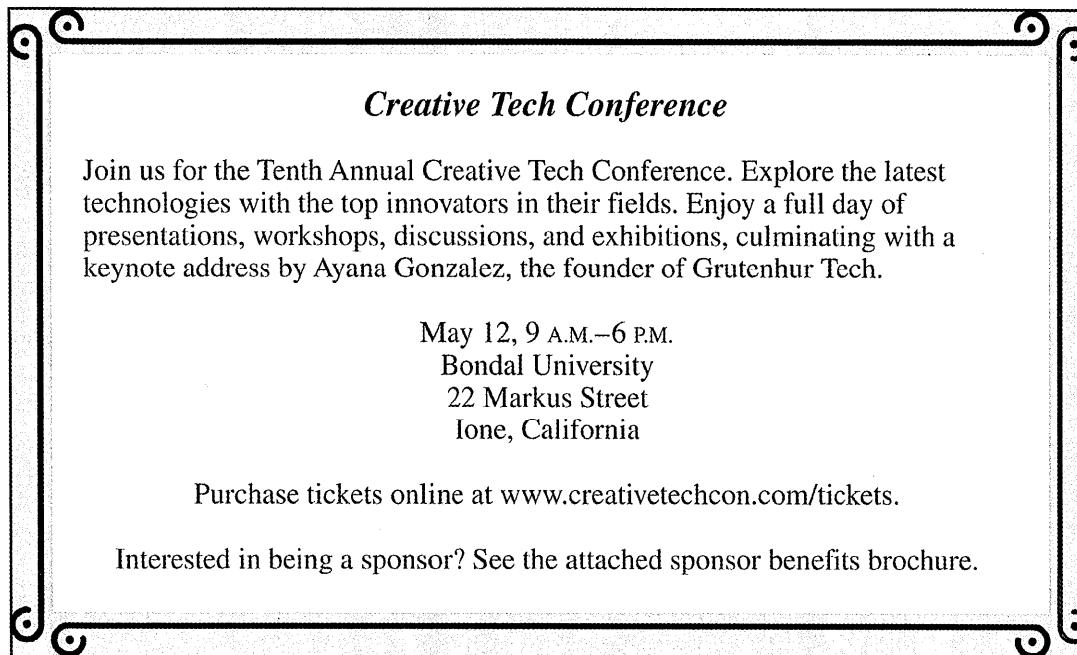
Comments:

The seminars on both days were informative as always. I wish that some were not scheduled at the same time and that more were offered before lunch on Saturday. Some of my colleagues were unable to stay for the afternoon sessions.

Name: Howard Gellman

191. In which location did Kuraki's senior executives make presentations?
- (A) East Ballroom
(B) South Ballroom
(C) Mara Room
(D) Flora Room
192. What is one purpose of the article?
- (A) To summarize the events that took place at an annual meeting
(B) To review the features of a new car model
(C) To provide details about seminars being offered
(D) To announce the promotion of Mr. Nakamuro
193. When were the Daino and the Pura most likely introduced to meeting attendees?
- (A) At 7:30 A.M.
(B) At 9:00 A.M.
(C) At 1:30 P.M.
(D) At 6:00 P.M.
194. What is indicated about Mr. Gellman?
- (A) He attended a seminar on Friday.
(B) He left before lunch on Saturday.
(C) He works in digital advertising for Kuraki.
(D) He plans to lead a seminar at next year's meeting.
195. What is Mr. Gellman's complaint about the seminars?
- (A) They were too long.
(B) The topics were boring.
(C) It was not possible to attend them all.
(D) He did not like the presenters.

Questions 196-200 refer to the following invitation, brochure, and e-mail.



The brochure has a title section and a main content area. The title section is "Creative Tech Conference Sponsor Benefits". The main content area contains text about the importance of sponsors, followed by four sections: "Innovator—\$5,000", "Creator—\$3,000", "Entrepreneur—\$2,000", and "Patron—\$1,000", each listing benefits. At the bottom, there is a contact email address.

Creative Tech Conference

Sponsor Benefits

We couldn't run the Creative Tech Conference without the help of sponsors. In addition to supporting entrepreneurs and innovators, sponsorship is a great way to get the name of your business out to our 500+ attendees in various tech fields. See below for sponsorship levels.

Innovator—\$5,000

- Your company's logo on a large banner displayed during the keynote address
- Free four-hour exhibitor booth
- Your company's logo featured on our Web site and conference program
- Half-price tickets for all employees that attend the conference

Creator—\$3,000

- Your company's logo on a large banner displayed during the final reception
- Free four-hour exhibitor booth
- Your company's logo featured on our Web site and conference program

Entrepreneur—\$2,000

- Your company's logo featured on our Web site and conference program
- Free four-hour exhibitor booth

Patron—\$1,000

- Your company's logo featured on our Web site and conference program

Please contact sponsors@creativetechconference.com for more information.

E-mail

To:	All Orlavel Analytics Staff
From:	Edsel Skyers
Subject:	Creative Tech Conference
Date:	May 2

Dear Staff,

I hope you will attend the Creative Tech Conference on May 12. It is taking place nearby at Bondal University. I have gone the past two years, and it is a great way to network and stay informed about the newest trends in our field. And because we are a sponsor of the event, our employees receive a discount on tickets. Plus, as some of you may know, the keynote speaker is a former employee! Let me know if you have any questions.

Edsel Skyers
 Product Development Director
 Orlavel Analytics

- 196.** What does the invitation state about the Creative Tech Conference?
- (A) It is organized by university professors.
 - (B) University students can request free tickets.
 - (C) It is a one-day conference.
 - (D) This is the first year the conference will take place.
- 197.** According to the brochure, what is a benefit of sponsoring the conference?
- (A) Sponsors can give a presentation at the conference.
 - (B) Sponsors are invited to a special reception.
 - (C) Sponsors can advertise their business to potential customers.
 - (D) Sponsors get free product samples.
- 198.** Why did Mr. Skyers write the e-mail?
- (A) To introduce his staff to a new employee
 - (B) To encourage his staff to attend an event
 - (C) To tell his staff about new technology
 - (D) To announce a research partnership with a university
- 199.** What is indicated about Ms. Gonzalez?
- (A) She is a sponsor of the Creative Tech Conference.
 - (B) She lives in lone, California.
 - (C) She opened a business 10 years ago.
 - (D) She previously worked for Orlavel Analytics.
- 200.** What type of sponsor is Orlavel Analytics?
- (A) Innovator
 - (B) Creator
 - (C) Entrepreneur
 - (D) Patron

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.