

Actual Test

_ 실전문제 10회

Economy RC 1000 (III)





READING

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

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

Part 5

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

101. Some visitors to Dubrovnik feel that it is too ----- with tourists to be enjoyable during the summer.
(A) crowd
(B) crowds
(C) crowding
(D) crowded
102. The bicycles designed by Andre Lim are ----- easy to assemble and attractive to many young people.
(A) both
(B) while
(C) not only
(D) nor
103. Before Mr. Kim joined our company as a sales analyst, he ----- in the sales sector for several years already.
(A) works
(B) has worked
(C) will work
(D) had worked
104. Our dedicated team has ----- produced high quality, innovative products since the company was established in 1995.
(A) lightly
(B) briefly
(C) consistently
(D) enormously
105. The continuing spread of office automation has increased worker -----, resulting in job consolidation and lower demand for accounting clerks.
(A) produce
(B) to produce
(C) productively
(D) productivity
106. Teachers must be ----- in the use of the new technology so that their students can benefit.
(A) revealed
(B) trained
(C) understood
(D) taken

- 107.** Award-winning Maida Stewart is one of the Australian artists ----- paintings are currently on display in the Dots exhibition at Pace Gallery.
- (A) who
 (B) whom
 (C) whoever
 (D) whose
- 108.** As an administrative assistant, you are responsible for ordering office ----- such as pens, papers, ink cartridges, and staplers.
- (A) facilities
 (B) attributes
 (C) supplies
 (D) members
- 109.** You will report ----- to the project manager and you will be responsible for overseeing the work of engineers and designers.
- (A) direction
 (B) directing
 (C) directly
 (D) directs
- 110.** The event was well ----- and covered by numerous media including television stations and newspapers across the country.
- (A) publicizing
 (B) publicized
 (C) publicity
 (D) publicize
- 111.** All visitors to the main office are ----- to present their identification cards to the security guard when entering the building.
- (A) prompted
 (B) required
 (C) insisted
 (D) appealed
- 112.** In 2009, Italian fashion designer Valentino Garavani announced his retirement ----- 45 years in the fashion business.
- (A) within
 (B) on
 (C) after
 (D) along
- 113.** Our monthly production capability is expected to grow significantly, owing to the ----- of our own factories in China.
- (A) expand
 (B) expands
 (C) expansion
 (D) expansive
- 114.** Coles Online Delivery is a new service enabling customers to order ----- groceries on the Internet.
- (A) they
 (B) them
 (C) themselves
 (D) their
- 115.** For your reference, we have enclosed a ----- of the renewal notification which will be sent to subscribers.
- (A) fund
 (B) payment
 (C) copy
 (D) collection
- 116.** The board of directors on December 20 ----- the annual budget which won't be official until signed by President John Wei.
- (A) approved
 (B) approvable
 (C) approval
 (D) approvingly
- 117.** ----- Mega Foods imports only one kind of cheese now, the company will be importing a total of five varieties by next year.
- (A) Until
 (B) Once
 (C) Unless
 (D) Although


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118. Technological progress is making it possible to produce goods more ----- with less labor input.
(A) efficient
(B) efficiency
(C) efficiently
(D) efficiencies
119. The university's Career Services Center can assist students in finding part-time work and the jobs available are posted ----- the entrance to the office.
(A) from
(B) of
(C) beside
(D) with
120. After carefully reviewing a number of job applications, we are pleased to ----- you the marketing director position.
(A) offer
(B) hire
(C) relocate
(D) ask
121. You will be required to show valid identification prior to processing a refund request ----- a receipt.
(A) without
(B) along
(C) between
(D) outside
122. If you are planning to install the machine by yourself, then we recommend that you visit one of our ----- dealers that can give you additional installation assistance.
(A) authorized
(B) authorization
(C) authority
(D) authorize
123. In preparation for the quarterly sales meeting, please print out the latest sales figures for Mr. Cho and mail it to -----.
(A) himself
(B) his
(C) he
(D) him
124. With the signing of the ----- contract, we would like to welcome you as a supplier to our company.
(A) enclosed
(B) shaped
(C) trained
(D) engaged
125. Lawmakers must ----- find a way to cut another 11 million dollars from this year's budget to fix the error.
(A) quicker
(B) quickest
(C) quickly
(D) quickness
126. The Super Tip toothbrush was ----- designed to remove bacterial plaque while effectively cleaning all surfaces of the teeth.
(A) quite
(B) specially
(C) seldom
(D) profoundly
127. In order to reduce costs, Busan Consulting's ----- use of office space and equipment has been adopted by many local businesses.
(A) economical
(B) economy
(C) economist
(D) economize
128. The manager has asked Mr. Lim to submit his final report on the sales of the new washing machine ----- April 30th.
(A) with
(B) toward
(C) between
(D) by
129. The Perfect Pet Parlor is a chain of stores ----- a large selection of pet food and pet accessories at a reasonable price with excellent sales support.
(A) sell
(B) sells
(C) sold
(D) selling

- 130.** Since Mr. Kane is on vacation until next week, all product ----- should be made to Mr. Park in the customer service department.
 (A) problems
 (B) concepts
 (C) inquiries
 (D) positions
- 131.** ----- direct flights are available from Atlanta to Calgary International Airport, although major airlines offer good connections through Chicago, Denver or Houston.
 (A) No
 (B) Not
 (C) None
 (D) Never
- 132.** Thanks to careful -----, the installation of the new equipment did not disrupt or affect the plant's activities.
 (A) plan
 (B) planner
 (C) planning
 (D) planned
- 133.** The members meet ----- a week to discuss the next steps to be taken in achieving their objective.
 (A) each
 (B) every
 (C) once
 (D) one
- 134.** ----- who has questions regarding the hospital bill, pricing information or insurance coverage can contact our customer service representative.
 (A) Others
 (B) They
 (C) Herself
 (D) Anyone
- 135.** The display is for paper size selection, and shows the paper sizes that are currently ----- in the copier.
 (A) invited
 (B) prepared
 (C) loaded
 (D) commended
- 136.** Snacks and soft drinks will be served, but participants can bring ----- they like on the hiking trip.
 (A) wherever
 (B) however
 (C) whomever
 (D) whatever
- 137.** Current uniforms must ----- be worn while on duty and should be kept well maintained.
 (A) always
 (B) nearly
 (C) strongly
 (D) almost
- 138.** Only full-time employees and their family members are entitled to use the company ----- such as the company gymnasium for free.
 (A) facilities
 (B) guidelines
 (C) products
 (D) procedures
- 139.** As a local business association member, you may advertise ----- our website free of charge, for employment, or items for sale.
 (A) of
 (B) up
 (C) as
 (D) on
- 140.** The new SM-8 model is ----- suited for transporting four adults; however, like most sedans, the rear seat is a bit narrow for three adults.
 (A) perfectly
 (B) gradually
 (C) heavily
 (D) slowly


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Part 6

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

Questions 141-143 refer to the following letter.

Dear Ms. Johnson,

Your letter received on August 1st, requested that we discontinue delivery of the *Sunday Times Gazette* newspaper, effective August 15th. However, you recently ----- your

141. (A) renewed
(B) enrolled
(C) offered
(D) reviewed

subscription, and there is credit still on your account. Please let us know how you wish the credit to be handled. ----- mark your selection on the instructions attached and return this

142. (A) Terribly
(B) Comfortably
(C) Simply
(D) Currently

entire letter in the envelope provided.

Thank you once again for letting us serve you. We hope you ----- a regular *Sunday Times*

143. (A) became
(B) had become
(C) becomes
(D) will become

Gazette subscriber again, sometime soon.

Sincerely,

TONY MOODY

TONY MOODY

Customer Service Director

Questions 144-146 refer to the following advertisement.

One of the best options when you choose to stay in Ubud is Barong Resort. From Ngurah Rai International Airport, you ----- without hassles to this resort.

144. (A) came
(B) can come
(C) comes
(D) had come

This one-hour drive will give you a wonderful experience, passing green rice fields on your way to the resort ----- some quaint villages, which specialize in handmade crafts.

145. (A) in addition
(B) beside
(C) as well as
(D) together

The road is also ----- to Monkey Forest which can be reached with a quick 10-minute walk.

146. (A) close
(B) closing
(C) closed
(D) closure

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Questions 147-149 refer to the following notice.

With the expansion of the Wellness Recreation Center, projected to open Fall 2011, the Recreational Sports Department will be able to build on our current tradition of offering students a wide ----- of healthy activities at all ability levels.

147. (A) section
(B) extent
(C) variety
(D) restriction

-----, of the many activities we currently offer, the City of Laredo and TAMIU community

148. (A) However
(B) Otherwise
(C) And then
(D) Accordingly

are planning to participate in an array of youth activities beginning Summer 2010. These 2-to 3-week-long activities promote health and wellness while providing fun and safe activities for the youth of Laredo and TAMIU.

Activities would include softball, soccer, basketball, and other recreational events. If you are interested in ----- your son/daughter for our youth camp, please contact us at

149. (A) registering
(B) attending
(C) accepting
(D) operating

326-3015 for more information.

Questions 150-152 refer to the following memo.

To : Sales Department personnel
From : Louis Caldera, Director
Date : August 2, Thursday
Re : Michelle Drumbel's retirement

A retirement party ----- on Friday for Michelle Drumbel, who has worked as a sales manager.

150. (A) is held
(B) will be held
(C) had been held
(D) was held

The party will begin at 6:30 p.m. on August 10th, in south conference room 107. All of you are cordially invited to contribute to a gift that our department will present to Michelle in honor of her hard work over the past 20 years. My assistant, George will be collecting your donations through the week. I hope that you will be able to join us to ----- Michelle's

151. (A) celebrating
(B) celebrated
(C) celebrate
(D) celebration

distinguished career with our company.

The delicious dinner buffet will be provided by Las Cruces Foods. Please contact George by August 8 to let us know ----- you will be able to attend.

152. (A) whether
(B) how
(C) what
(D) whichever

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Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following advertisement.

Northwest Lawn Care, Inc. Specializing in landscaping and property maintenance for over 20 years.

- Lawn mowing
- Leaf collecting
- Hedge trimming
- Tree trimming/removal
- Planting
- Fertilizing
- Liming to correct pH imbalance
- Seeding

Northwest Lawn Care, Inc. is a full service company providing lawn care and property maintenance service. We stand ready to help you with all your lawn care and property maintenance needs.

Given the large number of competing services available that can mow your lawn, why would you want to pick Northwest? You might ask, what makes Northwest different? Why do we have such a phenomenal retention rate with our customers?

Maybe it is our well-trained technicians who are proud of their work, who really care about how your lawn looks and are eager to help you when you have special requests.

With more than 40 teams serving the greater North Carolina area, we guarantee a service call will be made within two days! This year we will also be expanding our services to include laying new turf and cleaning out gutters.

It's time for you to contact us for your free estimate.

Northwest Lawn Care, Inc.
Phone: 336-246-3434
Fax: 336-246-2974

Office Hours
Monday - Friday: 9 a.m. till 9 p.m.
Saturday - Sunday: 9 a.m. till 3 p.m.

153. What does the company guarantee in the ad?
- (A) Accuracy in billing
 - (B) Speedy service
 - (C) 24-hour availability
 - (D) Cheap prices

154. What new service is this company going to be providing?
- (A) Weed control
 - (B) Harvesting
 - (C) Deck installation
 - (D) Gutter cleaning

Questions 155-157 refer to the following form.

APPLICATION FORM

Announcing a special service for readers of the *Chicago Daily*!

We offer a service that delivers private, non-commercial messages for you every Tuesday in the *Chicago Daily*. Messages appear under the following classifications.

Please check the one that applies to your message:

- | | |
|---|--|
| <input type="checkbox"/> Giveaways
<input type="checkbox"/> Personal | <input type="checkbox"/> Wanted
<input type="checkbox"/> Shared Accommodation |
|---|--|

1. Your message is allowed a maximum of 30 words. Be sure to include your telephone number. If there is a possibility that someone other than yourself may answer the phone, include your name with your number. Type or write your responses neatly in order to make your application legible.

- Full name : _____
- Full address : _____
- Telephone numbers
 - Home : _____
 - Work : _____
 - Mobile phone : _____

2. Mail or fax this form to :

Message Placement Section
Chicago Daily
 211 Main Street
 Chicago, IL 73234

Fax: 415-692-7711



155. Where can this form be found?

- (A) In a magazine
- (B) In a newspaper
- (C) On a bulletin board
- (D) In a memo

156. What is mentioned in the form?

- (A) You can use a free commercial ad service.
- (B) You have to write more than 30 words.
- (C) You have to send the form by e-mail.
- (D) Your message will be carried on Tuesday.

157. What information is NOT required on the form?

- (A) Business telephone number
- (B) Residential address
- (C) Fax number
- (D) Subscriber's name

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Questions 158-160 refer to the following letter.

Dear Valued Customer,

Thank you very much for your recent request for our special coupons that can be used in any FOOD Factory store in North America.

We have enclosed three special coupons for you to use in our stores. Please be reminded that these coupons are valid only for one week from September 8 - September 15. Please show both your membership card and coupons to the cashier before payment.

Once again, I appreciate your interest in our special coupons and we hope you will enjoy shopping at FOOD Factory. We hope to continue to satisfy you with the best service possible.

Sincerely,

Robert Moore

Robert Moore

FOOD Factory

SAVE \$1.00

Save \$1.00 on two
packs of mixed nuts

SAVE \$1.50

Save \$1.50 on two
Marth's cheese crust
pizzas

SAVE \$2.00

Save \$2.00 on three
boxes of Market S
crackers

158. What is the purpose of the letter?

- (A) To offer special discounts
- (B) To announce the opening of a new shop
- (C) To inform the customer of a service change
- (D) To answer questions asked by customers

159. What should customers show to the cashier?

- (A) A membership card
- (B) Coupons
- (C) Coupons and a receipt
- (D) Their membership card and coupons

160. How much is saved with the coupons for three packs of mixed nuts and a box of Market S crackers?

- (A) \$1.00
- (B) \$1.50
- (C) \$2.00
- (D) \$3.00

Questions 161-162 refer to the following advertisement.

Get \$200 off your trip to Las Vegas!

Priceline.com introduced today a limited-time offer where leisure travelers can book any Priceline Vacation package to Las Vegas and get \$200 off their flight and a three-night hotel package.

Look at some examples of our excellent rates!

Hotel	Hotel Only (per night)	With Promotion (flight from London +3 nights with \$200 off)
Villa Premiere Hotel and Spa	from \$292	from \$1,016
Plaza Inn	from \$219	from \$950
Royal Cabo	from \$303	from \$1,130

Notes:

To qualify for the special promotional offers, travelers must purchase their vacations by August 1, 2009, and begin their trip by October 31, 2009. Prices are per-person based on double occupancy including round-trip airfare. Taxes are not included.

Purchases must be made with a valid Versa credit card. Enter promo code LAVCO1001. Promotion is valid for flights and hotel bookings for two or more people. Rates and rooms are subject to availability. For full details on the limited-time offer, visit www.priceline.com/vacations.

Thank you.

161. Under what condition would the promotion NOT be valid?
- The customer departs from London.
 - The customer travels alone.
 - The customer pays with a Versa credit card.
 - The customer books on July 31.

162. What can be assumed about the prices listed in the ad?
- They can be lowered by additional promotion coupons.
 - They will increase when taxes are added.
 - They are guaranteed until the end of October.
 - They are lower than competitors' prices.

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Questions 163-165 refer to the following minutes from a meeting.

Cornerstone Festival Planning Committee

Board Meeting Minutes : Sunday, July 10 at 1:00 p.m., Hogg Park Office

Present : Jenny Freeman, Erica Miller, Leo Jones, Alison Raban

Absent : Jake Bowers

Finance Committee Report provided by Chair, Erica Miller

- Miller reviewed balance sheet with committee members. She explained that several items, including plastic bags and aluminum cans, had risen in price, requiring higher spending.
- Jones provided a list of vendors that sell recyclable plates, cups, forks and spoons. The committee reviewed all prices and agreed to purchase from Amy's Event Supplies.

Development Committee Report provided by Chair, Alison Raban

- Raban provided the schedule for Friday and Saturday events and activities, which include the performance by Anberlin Band, the seminar with speaker Gabriel Salguero, and the Breakaway program for youth. MOTION to accept schedule was seconded and passed.
- Raban asked for suggestions for activities schedule for Sunday, the final day of the festival. MOTION to bring ideas to next board meeting (July 15) was seconded and passed.

※ Meeting adjourned at 2:50 p.m.

※ Minutes submitted by Alison Raban on July 10 at 3:10 p.m.

163. Which committee member handles financial issues?

- (A) Jenny Freeman
- (B) Erica Miller
- (C) Leo Jones
- (D) Alison Raban

164. What has NOT yet been decided?

- (A) The vendor for cups and plates
- (B) The music band that will perform
- (C) The events on the final day of the festival
- (D) The person who will address the audience in the seminar

165. When will the group get together again after this meeting?

- (A) The following Sunday
- (B) In five days
- (C) Tomorrow
- (D) After the festival

Questions 166-169 refer to the following magazine article.

Space Hotel is Not a Dream Any More

Believe it or not, booking a hotel in space may become a reality sooner rather than later, and if things go as planned, the Galactic Suite will actually be inviting guests to travel around the world in one and a half hours.

The Boston-based construction company says that the space hotel will be the most expensive accommodation in the galaxy, costing \$3 million for a three-day stay. During their stay at the luxurious hotel, guests will be able to see the sunrise 15 times a day and use Velcro suits to crawl around their rooms by sticking themselves to the walls.

There are a number of inconveniences in the weightless environment. "It is the restroom in zero gravity that is the biggest challenge," the president of the firm, John Shannon says. But they may have solved the issue of how to take a shower in weightlessness. The guests will enter a compartment in which bubbles of water will float around. In addition, they can eat "space food," which includes Mexican tacos and Japanese noodles.

Everything sounds exciting, right? But, who can afford such a luxurious trip? Surprisingly, several millionaires have already made reservations for accommodations at the hotel in space. An Indian entrepreneur was ahead of everyone else.

An American research company predicts that the space hotel industry will be quite popular in the near future. Increasing demand for space-tourism will make expenses cheaper. It is said that space tourism will be available to the general public within 20 years.

166. How much does it cost to stay at the space hotel?

- (A) \$2 million per day
- (B) \$3 million for 3 days
- (C) \$4 million for one week
- (D) \$12 million for 3 days

167. Which activity is NOT mentioned in the article?

- (A) Training programs
- (B) Seeing the sunrise
- (C) Eating space food
- (D) Taking a shower

168. According to the article, what will happen in 20 years?

- (A) The number of space hotels will double.
- (B) People's fear associated with going into space will be lowered.
- (C) Only millionaires will make reservations.
- (D) Space tourism will be affordable to the average person.

169. Who will be the first guest of the space hotel?

- (A) An entrepreneur from Mexico
- (B) A company president from America
- (C) A business owner from India
- (D) A private investor from Japan

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Questions 170-173 refer to the following memo.



From : Jack Wells, Executive Vice President
To : All Employees
Date : July 1
Re : Corporate Volunteer Project - Days of Caring

Days of Caring is an exciting opportunity for corporations in Morris County to get acquainted with local health and human services agencies. Our company has participated in the project for ten years now, and I'd like to encourage you to share this valuable experience with other volunteers.

This year's Days of Caring will be held from September 12 to September 18. During this period, industry employees will provide three or more hours of service to nonprofit institutions in their communities. Days of Caring projects include simple repairs, landscaping, spring-cleaning, painting, and interaction with children and the elderly.

Last year, approximately 3,000 workers from two different brewing companies, including ourselves, took part in nearly 200 service projects, contributing over 11,000 volunteer hours to the communities where the businesses were located.

The company will offer paid time off to participating employees. We invite you to get involved by completing the attached registration form and submitting it to Glenn Casamassa in the Social Responsibility Department by the end of this month.

170. Why was the memo written?

- (A) To organize a new team of volunteers
- (B) To announce a change in an event
- (C) To inform employees of a new policy
- (D) To persuade employees to take part in an event

171. Where does Mr. Wells work?

- (A) At a brewing firm
- (B) At a nonprofit organization
- (C) At a community center
- (D) At a consulting agency

172. What is NOT mentioned about the upcoming event?

- (A) It will last for a week.
- (B) Staff who attend the event will get a paid vacation.
- (C) It is not a nation-wide event.
- (D) About 3,000 people will participate.

173. According to the memo, by when must registration forms be submitted?

- (A) July 1
- (B) July 31
- (C) September 12
- (D) September 18

Questions 174-176 refer to the following course schedule.

BEREA HIGH SCHOOL PUBLIC SEMINARS WINTER SCHEDULE Culinary Arts

Cooking 101

This class has been created with considerable thought and care based on the requests of our local residents, who want to build basic skills that will help them become confident beginning cooks.

These skill and knowledge classes will teach students how to read and follow recipes, and explain culinary terminology. If you're tired of living on fast food, then this class is for you.

- When: Wednesday evenings, 6-8 p.m., beginning August 27
- How Much: \$49 for 4 sessions, 8 instructional hours
- Where: Berea High School Room E-99

Quick and Easy Meals

Do you struggle to make healthy meals for you and your family because you simply can't find the time? Would you like to eat healthier, but you don't really know that many quick and easy meal options? Do you or your family have the impression that healthy meals are going to be bland and tasteless? If you answered "yes" to any of these questions, you're definitely going to want to be in this class.

The class will include easy and delicious recipes for the whole family, kid-friendly dishes and low-fat recipes. Basic nutrition info will be included in all sessions.

- When: Wednesday evenings, 6-8pm, beginning October 2
- How Much: \$ 49 for 4 sessions, 8 instructional hours
- Where: Berea High School, Room E-99

174. Who are these classes designed for?

- (A) High school students
- (B) New restaurant employees
- (C) Average people who don't cook
- (D) Immigrants

175. What is the purpose of the Cooking 101 course?

- (A) Teach basic cooking skills
- (B) Teach budget-friendly recipes
- (C) Teach kitchen-tool maintenance
- (D) Teach special recipes for kids

176. What is NOT covered in the Quick and Easy Meals course?

- (A) Nutrition tips
- (B) Low-fat dishes
- (C) Dessert preparation
- (D) Easy recipes for the family

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Questions 177-180 refer to the following letter.

Dear Laura,

I was so sorry to hear that your shop recently closed down. Perhaps there just isn't a large enough market for custom-made shoes in a town of this size. As you know, I have three pairs of shoes that you made for me, and I love them.

While there are not enough customers to use such a specialty shop, the boutique that Lela Roberts and I run downtown could make use of your skills. We both know the quality that you produce, and we do not see one business failure as a reflection on your abilities. Even though we cannot offer you the same experience as running your own business, we are willing to make space in our store for your workshop if you would be willing to share the rent with us. We can discuss any possible cut of the profits at a later date, but I assure you that the majority will be yours.

Please let me know what you think. I think this could be a really good opportunity for both of us. Feel free to call me at any time, either at the store (468-1589), or at home (435-9963). I look forward to hearing from you.

Yours sincerely,

Eva Enrique

Eva Enrique

177. What is the main purpose of this letter?
(A) To announce the closing of a store
(B) To offer financial aid to a store
(C) To propose a business partnership
(D) To inquire about shoemaking skills
178. Why did Laura's business go out of business, according to Eva?
(A) A lack of suitable customers
(B) Her store's poor location downtown
(C) Laura's failure to create awareness of her store
(D) Laura's lack of experience in business
179. Who is Eva Enrique?
(A) A real estate agent
(B) A shoe designer
(C) A shop owner
(D) Laura's former colleague
180. What is NOT mentioned in the letter?
(A) Eva's suggestion will attract more tourists to the town.
(B) Eva has a store downtown.
(C) Eva has got products from Laura's store.
(D) Laura doesn't run her own business now.

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Questions 181-185 refer to the following letter and brochure.

Dear Ms. Blamires,

Bestest Fitness has been providing our members the best environment for more than 15 years. Now, we have approximately 60,000 members all over Australia and we are very proud to say that our program is perfectly designed to fulfill our members' needs on a daily basis.

Our experienced and qualified instructors can give you advice on the best fitness program by having a counseling session. And if you want to lose weight in a healthy manner, we are willing to help you find the best way to work out and slim down. We have also arranged excellent and safe exercise programs for kids and the disabled.

For more details, please see the enclosed brochure. If you have any questions, leave us an e-mail message at information@bestest.com at any time, or you can contact us toll-free call (1-800-551-7790) during our business hours.

Sincerely,

Richards Grant

Richards Grant

Manager

Bestest Fitness

BESTEST FITNESS

Facilities available:

Swimming pool, sauna, gym, yoga studio, table tennis, pool table, open member's lounge

	ADULT	JUNIOR (Under 16 years)
Swimming pool	\$3.00	\$2.50
Sauna	\$2.50	\$1.50
Gym	\$2.00	\$1.00
Personal trainer	\$10.50	\$8.50
Yoga	\$3.00	\$3.00
Aerobics lesson	\$5.00	\$3.50
Table tennis	free	free
Pool table	free	free

(per hour)

Hours

Monday - Friday 6:00 a.m. - 10:00 p.m.

Saturday and Sunday 7:00 a.m. - 6:00 p.m.

181. What can be inferred about Ms. Blamires?
- (A) She requested some information.
 - (B) She is a member of Bestest Fitness.
 - (C) She works at Bestest Fitness.
 - (D) She sent a letter of complaint.
182. In the letter, the word “arranged” in paragraph 2, line 4, is closest in meaning to
- (A) settled
 - (B) run
 - (C) installed
 - (D) inaugurated
183. What did Ms. Blamires receive with the letter?
- (A) A coupon
 - (B) A pamphlet
 - (C) A membership card
 - (D) A counseling sheet
184. Which of the following is NOT mentioned about Bestest Fitness?
- (A) There are qualified and experienced instructors.
 - (B) It costs 2 dollars for an adult to use the gym for an hour.
 - (C) They help each member select the best program.
 - (D) They have a large number of members worldwide.
185. When is a suitable time for Ms. Blamires to call Bestest Fitness?
- (A) Monday 5:00 A.M.
 - (B) Tuesday 7:00 P.M.
 - (C) Saturday 6:30 A.M.
 - (D) Sunday 7:30 P.M.

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Questions 186-190 refer to the following two e-mails.

To: Petrish Deaze<petrish9@financialconsult.com>
From: Steven Hernandez<merrysteven@atcmulti.com>
Re: Phone conversation
Date: Monday, October 26

Dear Ms. Deaze,

I am writing to you to apologize for the inconvenience we had on the telephone just before. As you noticed, the conference call switch on my phone was acting up and several outside conversations interrupted us. I'm afraid that we may have lost or miscommunicated some important information at the end of conversation.

I know that you were talking about the value of the WebWide and IntelCom stocks we inquired about three days ago. However, I could not hear any more than that.

Our phones are still acting strange, so if it is possible, would you please fax me the information today? I would very much appreciate it.

Sincerely,

Steven Hernandez

To: Steven Hernandez<merrysteven@atcmulti.com>
From: Petrish Deaze<petrish9@financialconsult.com>
Date: October 26
Re: Phone conversation and correction

Dear Mr. Hernandez,

Thank you for your e-mail. It is true our communication did not go as smoothly as I had hoped during our call, but please do not worry about it. I understand that office equipment does break down at inconvenient times.

I called to inform you that two of the stock prices I faxed you last Friday were inaccurate. WebWide should be 1150.5 not 1155.5 and IntelCom should be 930.25 not 935.25.

I should have faxed the corrected data, but, unfortunately, our fax machine broke down yesterday morning and the replacement ordered hasn't arrived yet. We both happened to have technical problems in our offices.

If you have any questions, please contact me anytime at the above e-mail address or by fax after Wednesday, the 28th. Once again, thank you for your concern.

Sincerely yours,

Petrish Deaze

186. What is the purpose of Mr. Hernandez's e-mail?
(A) To set up a conference call
(B) To explain why his fax didn't arrive
(C) To apologize for an inconvenience
(D) To ask Ms. Deaze to buy some stocks
187. What has disturbed their conversation?
(A) Failure of the phone
(B) Some equipment going out
(C) The power outage
(D) The street noise
188. Why didn't Ms. Deaze fax the information?
(A) Her fax machine was out of order.
(B) She didn't have the correct fax number.
(C) She was too busy.
(D) She forgot to send it.
189. In the second e-mail, the word "concern" in paragraph 4, line 2, is closest in meaning to
(A) worry
(B) insecurity
(C) interest
(D) anxiety
190. When did Ms. Deaze fax Mr. Hernandez the wrong information?
(A) October 23
(B) October 26
(C) October 27
(D) October 28

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

Your website is the face of your business online!

Let Websitework design your company website now, and see your profits skyrocket. A website is a great way to make customers aware of your business, especially in the age of online communication.

Our specialty is in creating profitable websites for small and mid-sized companies. If you arrange a consultation with Websitework, you'll receive help in clearly determining your target market. By predicting the number of visitors to your site, our marketing team will review your online marketing strategy and search for ways to market the site itself. We'll provide affordable packages to suit your company's budget and we'll even update your site on a monthly basis.

In addition, you can post all the latest company news and press releases, and set up a secure transaction system. You can even add attractive features such as a calendar, currency converter, and shipment tracking system.

Over 95% of our customers have reported an average 20% jump in sales since they used our service. Visit our website and check out our gallery and testimonials at www.websitework.net to see the testimonials for yourself.

Dear Design Department:

I have checked your gallery and testimonials carefully and would like to have you design the website for my small shipping business.

But I have a few questions. First, can I select additional features like an electronic shopping cart, credit card processing, and identity theft protection? Second, can you provide translations of web pages to Spanish? And last, how easily can I take control of and administer the content of my website?

Please contact me as soon as possible with the answers, as I hope to complete my site by early next month.

Thanks for your cooperation in advance.

Sincerely,

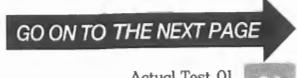
Amos Badeah

Amos Badeah

President

Amos' Shipping and Transportation

191. What is the main benefit of having a company website?
(A) To inform people of a business
(B) To encourage customers to buy its products
(C) To find new customers
(D) To communicate with designers
192. Which of the following will Websitework NOT help companies with?
(A) Designing a marketing plan
(B) Estimating net profits from the website
(C) Promoting the website
(D) Maintaining the website regularly
193. What is this company best known for?
(A) Increasing sales by 20%
(B) Designing quality websites
(C) Yielding high profits
(D) Manufacturing lucrative websites
194. What addition to the website is NOT mentioned?
(A) A calendar
(B) A tracking function
(C) Company news
(D) An electronic shopping cart
195. What does Amos Badeah plan to do on his website?
(A) Start refurbishing his delivery business site
(B) Provide information in Spanish
(C) Administer the design department
(D) Advise clients on website design

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

To : Fred Stanford <fstanford@century22.com>

From : Sean Price <sprice@lawoffices.com>

Re : Office Space for Rent

Dear Fred,

After visiting the Century 22 Realty website I learned that you have office space for rent in New Jersey. Beginning in January, I will be relocating my law practice to the Roland Heights district of the city and need to rent some property. I would prefer a location that includes parking spaces for my clients. I would be interested in hearing about what potential properties you have for rent in the area. Would you please contact my assistant, Maureen at 788-877-6556 with information regarding the property at your earliest convenience?

I will be traveling to New Jersey next week and I would like to set up a meeting so that I can visit the office space. You can fax me the appropriate details at 1-898-776-8788.

Warm Regards,

Sean Price

Grand Opening OFFICE SPACE AVAILABLE

Century 22 Realty welcomes business professionals to consider renting office space at four separate locations in the Roland Heights District in New Jersey.

WINCHESTER PROPERTY

Fully-furnished office property. Conveniently located within a 5-minute walk from the King Street Subway Station. Prices for offices from \$550 per month.

MARYLAND PROPERTY

Spacious office available. Hardwood floors and high ceilings. Access to parking lot adjacent to office building. Prices for offices from \$650 per month.

ROCKEFELLER PROPERTY

Recently-restored industrial property. Newly-designed lofts are perfect for business professionals looking for modern office space. Prices for offices from \$900 per month.

DIAMOND PROPERTY

Brand-new offices. Internet access provided. Located within walking distance of Trinity Towers Subway Station. Prices for offices from \$1,250 per month.

See something you like? Call Century 22 today at 1-800-221-1332 or visit our website at www.century22.com for more information. You may also fax us at 1-800-221-1333 or stop by the office at 22 Shelbourne Street, Hoboken, New Jersey.

196. What is Mr. Price most concerned about?

- (A) The size of the office space
- (B) The parking arrangements
- (C) The proximity to the subway
- (D) The price of the office

197. Who is Mr. Price?

- (A) A realty dealer
- (B) An employee at a law office
- (C) A secretary
- (D) Fred's co-worker

198. What office space will Mr. Price likely be interested in?

- (A) Winchester Property
- (B) Maryland Property
- (C) Rockefeller Property
- (D) Diamond Property

199. What is indicated about the Rockefeller Property?

- (A) It has just been renovated.
- (B) It is in a residential area of the city.
- (C) It is in a quiet area.
- (D) It is near a subway station.

200. What is NOT mentioned as a method of contacting Century 22 Realty?

- (A) E-mail
- (B) In person
- (C) Telephone
- (D) Fax



READING

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

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

Part 5

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

101. The awards ----- will begin at approximately 6:00 this evening, at which time winners are requested to be present to receive their awards.
(A) ceremony
(B) advice
(C) product
(D) invention
102. For defective merchandise, we will gladly ----- the product or give you a full refund.
(A) replace
(B) cause
(C) interfere
(D) return
103. At the same time, the company also won a two-million-dollar ----- for maintenance of the trains for the next seven years.
(A) contract
(B) contracts
(C) contracted
(D) contracting
104. We are planning to implement a ----- paper-recycling program for all branch offices effective next month.
(A) revising
(B) revision
(C) revise
(D) revised
105. Mr. Ken O'Hara, Chief Executive of ESB, after more than 40 years service with the company, has announced ----- decision to retire in July 2010.
(A) ours
(B) these
(C) us
(D) his
106. Dieting during pregnancy is never -----, as it can limit the nutrition available to the baby.
(A) subjected
(B) restored
(C) recommended
(D) opened

107. Open Society Institute has ----- offered to sponsor a number of participants from developing countries for attendance at the OA Workshop.
- (A) enormously
 (B) financially
 (C) exceptionally
 (D) generously
108. If you would like a demonstration ----- the new product, just ask the BKM staff at the booth.
- (A) along
 (B) during
 (C) of
 (D) into
109. The sales manager has been asked to lead a ----- of the Asian market's future outlook during the board meeting tonight at 7 p.m.
- (A) discussion
 (B) goal
 (C) group
 (D) happening
110. NDRC is the national authority that is in charge of setting guidance tariffs that are ----- implemented by the local authorities.
- (A) subsequent
 (B) subsequent to
 (C) subsequently
 (D) subsequence
111. ----- the CEO was giving a speech to the newly hired employees at the training session, a secretary took a picture of him.
- (A) While
 (B) Yet
 (C) Rather
 (D) As though
112. The company ----- working on the project for the main office even before it chose the land to build on.
- (A) will begin
 (B) had begun
 (C) has begun
 (D) is beginning
113. Reservations are made on a first-come, first-served basis and are ----- to room availability.
- (A) plain
 (B) public
 (C) subject
 (D) general
114. We expect our sales to rise ----- to around \$200 million over the next 24 months.
- (A) sharp
 (B) sharply
 (C) sharpen
 (D) sharpness
115. Ruth Akorful is a baker and has been managing ----- business for several years.
- (A) hers
 (B) herself
 (C) her own
 (D) she
116. The Leighton Group is a service-based organization and our success is ----- on the quality of the service we offer.
- (A) depend
 (B) dependable
 (C) dependent
 (D) dependence
117. After months of -----, we are pleased to announce that the company and your union have reached an agreement that resolves 9 out of 10 pending grievances.
- (A) specialty
 (B) composition
 (C) priorities
 (D) negotiations
118. Michael, the former CEO of the company, is looking forward to seeing many friends and ----- at next year's show in August.
- (A) acquainted
 (B) acquainting
 (C) acquaintance
 (D) acquaintances


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119. The building built by Emaar Properties was ----- scheduled to be completed at the end of this year but the target date has been changed due to revisions in the building's design.
- (A) fluently
(B) currently
(C) considerably
(D) originally
120. Following the visit to your production facility in Hong Kong next week, we ----- a comprehensive factory automation program to meet your company's needs.
- (A) will create
(B) was created
(C) having created
(D) had been creating
121. Either the marketing director or the sales manager will represent Centum Construction Inc. ----- the Bexco Architecture Conference.
- (A) among
(B) up
(C) at
(D) of
122. Your new coffee machine comes with detailed ----- which will help you use it more effectively.
- (A) instruct
(B) instructing
(C) instructions
(D) instructional
123. ----- she joined our company three years ago, Mrs. Mashimo has greatly expanded our customer base.
- (A) When
(B) Before
(C) Whereas
(D) Since
124. Neobucks has more than 3,000 stores in the United States and 25 other countries, and its logo is ----- recognizable.
- (A) universe
(B) universal
(C) universally
(D) universality
125. If you would like to comment on a recent experience with us, please ----- a customer satisfaction survey before leaving your room.
- (A) complete
(B) completion
(C) completed
(D) completely
126. As space is limited, be sure to contact Bill in the personnel department a minimum of three days in advance to ----- for a workshop.
- (A) approve
(B) express
(C) register
(D) record
127. As a manager, you are also responsible for maintaining a work ----- that is comfortable and ergonomically safe.
- (A) environment
(B) participation
(C) reaction
(D) incident
128. The tree-lined trails and ----- slopes make Whistler Mountain a dangerous place to ride, even for experienced cyclists.
- (A) heavy
(B) forceful
(C) steep
(D) strict
129. Many people prefer to shop at The Bay Department Store as it offers a lifetime warranty on ----- purchases.
- (A) any of
(B) each
(C) all
(D) every

130. In an unprecedented ----- of generosity, Patty DeDominic, the founder of DeDominic & Associates, pledged a \$1-million donation that will help local charities.
 (A) act
 (B) progress
 (C) chance
 (D) number
131. Satyam Computer Services Ltd. has extended the ----- for submitting applications for the marketing manager position to April 13th.
 (A) calendar
 (B) intention
 (C) deadline
 (D) admission
132. If mechanical problems occur at the time of your scheduled trip, alternatives will be discussed with you whether to reschedule the trip for a ----- time.
 (A) later
 (B) recent
 (C) further
 (D) following
133. All work will be discussed in detail before a written ----- is given to any client.
 (A) estimate
 (B) estimates
 (C) estimated
 (D) estimating
134. We have ----- with community groups and business partners to support local economic development projects.
 (A) recalled
 (B) collaborated
 (C) provided
 (D) employed
135. All sales representatives should know ----- information about the product they are selling and be able to answer any questions.
 (A) approached
 (B) detailed
 (C) probable
 (D) loyal
136. Mountain Equipment Co-op. has deeply discounted their winter items to ----- room for the new spring merchandise.
 (A) making
 (B) make
 (C) makes
 (D) made
137. While ----- a foreign country, it would be wise to take only what you will absolutely need during the day and leave anything else in the safe in your hotel room.
 (A) in
 (B) through
 (C) with
 (D) along
138. At the annual stockholders' meeting, large printed material will be made available on request for ----- with visual impairment.
 (A) those
 (B) them
 (C) whose
 (D) which
139. A recent survey indicates ----- young women in particular are showing a strong preference for online shopping.
 (A) what
 (B) that
 (C) which
 (D) those
140. The office manager is ----- for supporting staff members and ensuring that their work is done efficiently.
 (A) responsibility
 (B) responsibilities
 (C) responsible
 (D) responsibly


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Part 6

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

Questions 141-143 refer to the following notice.

Good news for Craft-Bilt dealers in 2008!

Many prices reduced!

There will not be a price ----- this year. In fact, the prices of certain products imported

141. (A) decline
(B) negotiation
(C) settlement
(D) increase

from the US are actually being reduced by 2%. These include Contempo aluminum window frame components and PanelCraft panels.

As railing kits no longer include posts, please refer to Product Bulletin #39. We will not be updating the catalogs this year. So please make a note in your catalog to ----- you of the

142. (A) provide
(B) remind
(C) explain
(D) assign

changes.

These changes will be ----- as of February 15.

143. (A) effect
(B) effects
(C) effective
(D) effectively

Questions 144-146 refer to the following information.

How to Open an Account

Opening an RBC Royal Bank banking account is ----- You can get started right now and

144. (A) useful
(B) easy
(C) strict
(D) complete

open your account online.

When you click through to the Open an Account page, you'll be asked to select the type of account you wish to open, ----- to answer a few simple questions.

145. (A) then
(B) later
(C) afterward
(D) and then

Within two business days, we will mail you a Welcome Kit that has everything you need to complete the process.

Just follow the directions in the Welcome Kit, and return the required information to us, along with the required identification. We will then activate your account, so that you can deposit funds. If you prefer, you can complete this ----- at your RBC Royal Bank branch.

146. (A) project
(B) stage
(C) volume
(D) transition

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Questions 147-149 refer to the following advertisement.

The Chris Geith Group has several ----- in London. We are looking for ambitious,

- 147.** (A) offices
(B) factories
(C) vacancies
(D) restaurants

hardworking applicants who are ready to begin a career in the business world. No previous experience is necessary. All new representatives will learn from a team of experienced representatives who share a common goal.

Applicants should have excellent communication skills, leadership qualities, and problem-solving abilities. ----- course work in economics and marketing is not necessary, it can

- 148.** (A) Although
(B) Because
(C) Despite
(D) Whenever

be helpful. Please be aware that applications are not available on our website. To apply for one of these positions, you must email your resume to info@chrisgeith.co.uk, and then you ----- an application to complete and return.

- 149.** (A) will send
(B) were sent
(C) will be sent
(D) will have sent

Questions 150-152 refer to the following letter.

Dear Jonathan Brown,

As we approach the end of our company's fiscal year, we would like to ----- our contract

150. (A) make
(B) cancel
(C) renew
(D) terminate

with your printing firm. Your company has done a wonderful job with Historic Homecrafts this year. As the print quality was high, we have received several ----- from advertisers

151. (A) compliments
(B) complaints
(C) corrections
(D) compensations

and subscribers.

We also publish two other national magazines and would like to receive quotes from you for their production and distribution. As you can see from the enclosed samples, these are similar in format and size to Historic Homecrafts.

If you are interested in continuing business with us, please send a brief proposal -----

152. (A) specify
(B) specifies
(C) specified
(D) specifying

prices and turnaround times to me by next Friday.

Sincerely,

Miranda Priestly

Miranda Priestly

Editorial Department Manager

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Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following advertisement.

Career Planner Career Counseling

If you're seeking a career change but don't know where to start, give Career Planner a call. Our counselors are on call seven days a week to help you make the leap for your dream job. So when you finally decide to make a career change, you will start by taking a qualified career test to assess your desires and abilities. When you first visit our office, you will be given an interest-based career test. This test will quickly and accurately give you insight into the best career for you. We also offer confidential counseling over the phone for those who are too busy to visit our office. Our counseling sessions are reasonably priced, too. Throughout a two-hour session, for only \$99.95, you can quickly receive all the benefits of knowing the best-suited careers for you. Call us today at 415-728-0098 for a free brochure.

153. Who is this ad targeted at?
- (A) Housewives
 - (B) Vocational counselors
 - (C) Mid-career employees
 - (D) New graduates

154. What happens first when customers visit the Career Planner office?
- (A) They will be given advice by phone.
 - (B) Their skills will be evaluated.
 - (C) They will pay for test fees.
 - (D) They will listen to a 2-hour lecture.

Questions 155-156 refer to the following poster.

02

BC Bike Race 2009

After a very successful inaugural race in 2008, BC Bike Race is back for the 2009 season and registration has just begun! For BC Bike Race 2009, from June 28th-July 4th, 2009, we will welcome up to 400 riders to challenge the 7 stages from Victoria to Whistler, BC.

While our inaugural 2008 event was a success, we are planning a bigger, better bike race for 2009. After last year's event, we asked our valued racers for suggestions in order to improve the event for this year. Surveys said that the BC singletrack was a highlight, so Dean Payne, BCBR President, has announced plans to increase the singletrack for 2009.

Participants should gather at parking space A or B by 7:30 AM. (See map on the back.) There will be fully-stocked aid stations throughout the course and you will get access to complimentary bike repair services by Obsession Bikes, which guarantees that you will be riding every day, should you have bike tech problems – big or small. Although no serious accidents occurred during the past tour, we will collect a non-refundable sports insurance fee of \$5.00 from every participant.

Don't miss your chance! If you haven't already done so, check out the 2009 Race Package Details at www.bcbikerace.com, get your team together, and join us for BC Bike Race 2009 – "The Longest Singletrack Mountain Bike Race on the Planet!"

Canceled in case of rain

155. What service is provided for free?

- (A) Light meals and drinks
- (B) The charge for parking
- (C) Transportation to the site
- (D) Repair of the bikes

156. What is NOT mentioned on the poster?

- (A) The route is different from last year's.
- (B) Many participants joined the previous tour.
- (C) They're planning to increase the singletrack.
- (D) Participants have to pay \$5 for a sports insurance fee.

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Questions 157-159 refer to the following notice.

Affordable Rental Cars in the Summer

In commemoration of the opening of the new branch offices in China, Alamo Car Rentals is offering \$10 off daily rates at all the new locations until the end of August. The new offices are located in Beijing, Shanghai, and Hong Kong. In addition to these new rental sites in China, this special offer also applies to some other Asian cities like Tokyo, Seoul, and Bangkok. Customers who rent our cars on weekends are also eligible to participate in our prize competition. The first-prize winner will get a trip to Europe.

To be a potential winner of the competition, you must make a reservation in advance. Drivers must be at least 21 years old and have a valid driver's license. This special offer does not require any promotional codes and is available to everyone. Why not use this chance in Asia? Alamo Car Rentals is always with you.

157. Why is the company launching the campaign?
- (A) To commemorate their 3rd anniversary
 - (B) To promote their services in Europe
 - (C) To celebrate their business expansion into China
 - (D) To compete with other companies in the industry

158. According to the notice, what can you get if you rent the company's car on Saturday?
- (A) A \$10 discount on fuel
 - (B) A chance to win a trip to Europe
 - (C) Complimentary drinks
 - (D) Unlimited miles
159. Where is this promotion NOT available?
- (A) Singapore
 - (B) Seoul
 - (C) Bangkok
 - (D) Beijing

Questions 160-162 refer to the following letter.

Ms. Kathy Anderson
Director of Human Resources
Warsaw Inc.
739 Washington Avenue
Portland, OR 78968



Dear Ms. Anderson,

I am writing in response to your advertisement which appeared in yesterday's issue of *Newsweek* and I would like to apply for the position of manager at Warsaw, the established and renowned restaurant chain. My interest in Warsaw has grown out of a desire to work for a restaurant that is a leader in Greek cuisine. My research tells me that Warsaw provides some of the best Greek food in the nation.

In 2003, I graduated from Portland University where I got a degree in Tourism and Hotel Management. I also attended additional courses to broaden my knowledge about food tourism.

As you can see from the enclosed CV, I have nearly ten years' experience in the food industry. I have worked in three different restaurants which served Mexican, Italian, and Chinese food. I was responsible for managing these restaurants for seven years. For the last two years, I have been working as the manager of Chinese Express in L.A.

Although I am not currently living in Portland, I would be happy to relocate. I would appreciate having an opportunity to meet with you and discuss the position. I look forward to hearing from you in the near future.

Sincerely,

Rose Sullivan

Rose Sullivan

160. Which position is Ms. Sullivan applying for?
- Head chef at a Greek restaurant
 - General manager of a hotel
 - Supervisor of a food manufacturing company
 - Manager of a restaurant chain

161. Where is Ms. Sullivan currently working?
- LA
 - Mexico
 - Portland
 - Greece

162. How many years of management experience does Ms. Sullivan have?
- One year
 - Three years
 - Seven years
 - Ten years

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Questions 163-165 refer to the following article.

Stephen Moyer, the star of the MU soccer team, and jazz singer Anna Paquin announced their engagement in a joint statement yesterday. Although these stars revealed their relationship in February, they had been dating for months before they decided to go public. It will be his first marriage and her second. Paquin, 35, has two children, Billy and Lilac, to whom Moyer, 30, will become stepfather. "We couldn't be happier and are looking forward to the next chapter of our lives," the couple said at a press conference yesterday. No date has been set yet for the wedding. Both reportedly have very busy schedules and want to enjoy the engagement experience for a while before heading down the bridal path.

Moyer, 30, has played in the World Cup twice and is now playing with the MU team in Holland. They met after a concert that was held in Holland two years ago. They soon fell in love with each other. Her latest album, *Tulip*, was inspired by their relationship.

Paquin will leave for Montreal to play at the Jazz Festival 2010 starting next week, while Moyer will return to the States for training with the national team, in preparation for the FIFA 2010 World Cup in South Africa.

163. Which of the following is NOT true?

- (A) Paquin is a singer.
- (B) Moyer is a professional soccer player.
- (C) Paquin has been married before.
- (D) Paquin and Moyer have just got married.

164. Where did they meet?

- (A) In the States
- (B) In Holland
- (C) In South Africa
- (D) In Montreal

165. What is *Tulip*?

- (A) The name of Moyer's team
- (B) The name of a jazz group
- (C) The name of Paquin's album
- (D) The name of Paquin's daughter

Questions 166-169 refer to the following letter.

Dear Sirs,

Four months ago, I signed up for a premium membership at Fitness First at a monthly fee of \$55. When I signed up, I was told that I was free to cancel my membership at any time, for any reason, with no extra payment.

Since I joined, I have been extremely disappointed in the Fitness First's facilities and staff. The locker rooms and swimming pools are poorly maintained and extremely dirty. The Jacuzzi has been out of order for more than a month and repairs on it have not even begun. The Pilates class schedule has been changed several times, without notice, and the instructor never seemed to be fully devoted to the class.

I telephoned Fitness First and was told that — contrary to what I was told verbally when signing up — I would have to pay a “processing fee” of \$75 to end my membership. One week later, I received a bill in the mail saying I still owed the processing fee.

I refuse to pay this fee. If you continue billing me, I will be discussing the matter with my lawyer. In addition, I will be filing formal complaints with the City Business Bureau and the Health Department about the unsanitary condition of your facilities.

I suggest you discuss the matter with your billing department immediately.

Julia Londale

Julia Londale

- 166.** What is the main point of this letter?
- To discuss a membership upgrade
 - To suggest improvement of the facilities
 - To inform a health club of disapproval about a cancellation fee
 - To ask the gym to accept a refund request
- 167.** Why is Ms. Londale unhappy with her club membership?
- The gym didn't provide enough information initially.
 - The club facilities are poorly managed and maintained.
 - The fee has been increased unexpectedly.
 - The receptionist was very rude to her.
- 168.** How does Ms. Londale feel about being charged the processing fee?
- She understands that it is part of the contract.
 - She is happy that the fee wasn't as high as she expected.
 - She is angry that she was told differently when she joined.
 - She felt that it was not an important matter.
- 169.** What is Ms. Londale least likely to do if she gets a request for the processing fee again?
- Consult a lawyer
 - Make a formal complaint
 - Report it to the Health Department
 - Pay the processing fee

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Questions 170-172 refer to the following proposal.

PROPOSAL

The new Ryan Borges thriller *L.A. SUNSET*, centering on Anthony Palmer (played by Borges) and the beautiful Sarah Filan (played by Matteson), as they try to solve mysterious crimes in the Los Angeles beach communities, will hit theaters this Christmas.

I suggest the following promotional campaign:

- Start with ads in Los Angeles in October and expand their range to the entire country by December.
- Our main target group : people aged 18 to 35
(People in this age group love Borges and Matteson's mix of attractiveness, strength, and fidelity.)
- Use freeway and subway signs, the Internet, and fast food chains.
- A contest with L.A. Sunset products could create buzz.
(The grand prize: a trip to Hollywood for the film's opening)

Reasons this will work:

- Ryan Borges and Erica Matteson
- Movie fans are highly likely to want to see these two major stars.
- Internet and fast-food chains are the best spots to expose the target audience to the film's advertisements.

I would like to present these ideas to the executive board at MTU Pictures.

Thank you.

Atkins McDonald
Director of Marketing
HandHeld Entertainment

170. Why was this proposal written?

- (A) To review a film
- (B) To present a marketing idea
- (C) To advertise a newly-released play
- (D) To call for a promotion proposal

171. What is going to be promoted?

- (A) A book
- (B) A play
- (C) A movie
- (D) Actors

172. What will Mr. McDonald probably do next?

- (A) He will explain the plan to executives.
- (B) He will talk to the two stars.
- (C) He will create ad posters.
- (D) He will provide contest prizes.

Questions 173-176 refer to the following article.

Intersil Corp. to Move: Local Residents Get Jobs, Company Gets Tax Benefits

Intersil Corp., manufacturer of high-performance wireless networking solutions, announced today that it will relocate its corporate headquarters from Irvine, Calif. to Milpitas, effective December 1, 2010. The company plans to accommodate the expanding operation with the relocation of the finance, human resources, IT and sales operations facilities.

Intersil Corp. cited Milpitas' skilled work force, good access to an international airport, and the generous tax incentives offered by the state government and the cost-effective environment as the main reasons for choosing the city for its new head office.

The move is expected to generate up to 90 new high-paying jobs for local residents. With an average annual salary of \$50,000, Intersil's annual payroll for workers in Milpitas will surpass \$4 million. This is good news for the city.

"Our attractiveness as a place to live and work, makes this city an excellent home for Intersil where they can prosper and grow well into the future. Also, Intersil's impressive salaries will significantly impact the local economy," said Mayor Ronald Lopez.

Although the relocation will cost Intersil Corp. a significant amount of money, executives feel it is a worthwhile investment. "We can continue to execute our plan towards profitability, while building our company for the future in the new site," CEO Adriana Cruz said in a press statement.

- 173.** What is the article mainly about?
 (A) The condition of a city's local economy
 (B) The increase of the employment rate
 (C) The relocation of a company
 (D) The amendment of an existing tax law
- 174.** What is indicated about Intersil Corp.?
 (A) The current headquarters is in Milpitas.
 (B) Its business is expanding.
 (C) It has a cost-effective environment.
 (D) It has highly skilled workers.
- 175.** The word "surpass" in paragraph 3, line 3, is closest in meaning to
 (A) exceed
 (B) cover
 (C) improve
 (D) escalate
- 176.** How does the CEO feel about the company's plan?
 (A) Worried
 (B) Frustrated
 (C) Pressed
 (D) Confident

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Questions 177-180 refer to the following interoffice memo.



Inter-office Memo

We would like you all to pay attention to the following things we can do to reduce our waste in pursuit of an environmentally-conscious workplace.

1. Packaging

- Eliminate unnecessary packaging, extra boxes or layers and use lightweight packaging.

2. Copying / Printing

- Print or copy on both sides.
- Edit documents on screen and review before printing.
- When creating documents, reduce them in size and then put them together to make a master copy.
- Make only the necessary number of copies from the master copy.
- Eliminate unnecessary copies, notes, and memos by posting office announcements in central locations.
- Use outdated letterheads for in-house memos.
- Use narrow-lined notepads.

3. Equipment

We have decided on the following:

- To buy only what you know you will use
- To purchase new equipment that contains less toxic materials and can cause fewer problems with waste disposal
- To use fluorescent lights instead of incandescent bulbs
- To have copiers, computers, and other equipment checked regularly in order to prolong their life spans
- To donate food, furniture and other materials to local organizations, such as homeless shelters or charities

177. Who is this memo intended for?

- (A) Residents
- (B) Office employees
- (C) An environmental agency
- (D) Company board members

178. What is the main topic of this memo?

- (A) How to cut down on waste
- (B) How to manage the office environment
- (C) How to circulate memos
- (D) How to purchase equipment

179. What suggestion is made about the equipment?

- (A) To buy products in bulk
- (B) To purchase used equipment to reduce costs
- (C) To institute periodic maintenance checkups
- (D) To lease inexpensive equipment

180. Which method of reducing the amount of photocopying is NOT suggested?

- (A) To make as few copies as possible
- (B) To use a copy counter when photocopying
- (C) To make double-sided copies
- (D) To minimize the size of the copy

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Questions 181-185 refer to the following two letters.

May 22

Dear Mr. Washington,

I am writing to complain about the late delivery of the computer set I ordered at the end of April. The customized video display terminals were supposed to be delivered by May 16. I requested to have the order shipped on or before May 10. You assured me that the set would be delivered within 6 days. However, they arrived 3 days late and I faced considerable difficulty with my work due to the delay.

Sincerely,

Timothy Macquire

Timothy Macquire

Director

Computer Science Department

May 25

Dear Mr. Macquire,

Thank you for writing us about your dissatisfaction concerning the delay in receiving your customized video display terminals (our invoice #CP-80-1200). The delay, however, was not caused at our end. As specified in your purchase order of April 28, we shipped via Fexter – a logistics company that you selected. The terminals were actually picked up on May 10, as you can see from the attached air bill (Fexter #55-MC9908). Also, you can find shipping details on your order in our order tracking service and see where the delay occurred at our website www.comtechpro.com.

From what I see, it appears that Fexter is responsible for the delay. Please let me know if I may help further in this matter.

Sincerely,

James R. Washington

James R. Washington

181. What is the purpose of the first letter?
- (A) To ask for express shipping of the monitors
 - (B) To request extra service from ComtechPro
 - (C) To express disappointment about an order
 - (D) To ask for a compensation for the delay
182. When did Timothy receive his order?
- (A) May 16
 - (B) May 19
 - (C) May 22
 - (D) May 25
183. When were the monitors ordered?
- (A) April 26
 - (B) April 28
 - (C) May 10
 - (D) May 22

184. What is enclosed in Mr. Washington's letter?
- (A) A report by the sales person
 - (B) A copy of the price quote
 - (C) A copy of the air bill
 - (D) The sales receipt
185. According to Mr. Washington, who is responsible for the problem?
- (A) ComtechPro
 - (B) The university
 - (C) Fexter
 - (D) The Computer Science Department

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Questions 186-190 refer to the following card and message.

Hotel Suite 126

For security purposes, each hotel suite is equipped with an electronic locking device that prevents anyone other than the hotel guest from accessing the suite. Each room key has a special numerical code that is automatically erased at the check-out time on your scheduled date of departure. Should you require a time extension for your room, please phone the front desk to inform the staff of the changes to your departure time. Check-out occurs daily at one o'clock p.m.

Thank you.

Hello, this is Lorne Peters in Suite 126. I was originally scheduled to check out on Sunday, March 3rd, but I have an urgent business meeting on Monday and need to extend my stay. My meeting will not finish until late Monday night, so I think that I had better stay until Tuesday.

I was also wondering if it would be possible to delay the usual check-out time on Tuesday for an additional hour. Please leave me a note at the front desk letting me know whether or not this will be possible. I will pick up the message Monday morning. Finally, I would like to schedule a wake-up call for Monday morning at 6:30.

Thank you.

186. What has been done to make the suites safer?
- (A) Security guards are posted at all entrances.
 - (B) Cameras are installed in all hallways.
 - (C) Numerical codes on keys are changed often.
 - (D) The front doors of the hotel are locked at 10:30 p.m.
187. What is NOT indicated about Mr. Peters?
- (A) He is staying in Suite 126.
 - (B) He will attend a meeting on Monday.
 - (C) A staff member will wake him up by phone.
 - (D) He will check out on Sunday morning.
188. In the phone message, the word "extend" in paragraph 1, line 3 is closest in meaning to
- (A) prolong
 - (B) supplement
 - (C) protrude
 - (D) enlarge
189. What time would Mr. Peters like to check out of the hotel on Tuesday?
- (A) 11 a.m.
 - (B) Noon
 - (C) 1 p.m.
 - (D) 2 p.m.
190. How will the hotel inform Mr. Peters whether or not he can extend his stay?
- (A) With a phone message
 - (B) By e-mail
 - (C) By fax
 - (D) With a written message

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Questions 191-195 refer to the following advertisement and form.

Access Grid's Business Training Academy

787 Seventh Avenue, New York, N.Y. 10019, U.S.A.

Join fellow entrepreneurs from all areas of business and learn how to achieve the best results for your business. Access Grid seminars are conducted by today's prominent business leaders in the country. Advance registration is recommended as attendance is limited to 100 participants per seminar. All payments must be received by Access Grid on or before the date of each seminar for the registration to be valid. Registrations received without payment will NOT be processed.

Seminar Schedule

April 1 (Monday) : 5:00-8:00 P.M.

Technical Education / Developer Training

David A. Aaker, Economic Institute of Los Angeles

April 4 (Thursday) : 6:00-8:00 P.M.

Proper Accounting Management Practices

Bonita Kale, Dublin Financial Group

April 8 (Monday) : 9:00-11:00 P.M.

New Product Marketing Basics

Geral Nadler, Shoba Marketing Consultant

April 11 (Thursday) : 9:30-11:00 P.M.

Problem Solving & Troubleshooting

John Janthan, Maggie Leadership Group

Standard Registration is \$100 or pay \$200 for Premium Registration to receive the following benefits:

- Priority seating
- All copies of related documentation
- Free admission to the question & answer sessions with the lecturers

Access Grid's Seminar Online Registration Form

Name :

E-mail :

Address :

Telephone :

Fax :

Registration type

Premium Registration Standard Registration

I am registering for the seminar on

Registration submitted on

Thank you for your registration. You will receive confirmation by e-mail within 24 hours.

191. For whom is the advertisement intended?
 (A) Financial consultants
 (B) College students
 (C) Seminar coordinators
 (D) Business owners
192. What is NOT suggested about the seminars?
 (A) The number of attendants is limited to 100 people.
 (B) Experts in each field will present the lectures.
 (C) They will all be held in New York.
 (D) A registration fee must be paid after attending the lectures.
193. When will the topic of marketing be discussed?
 (A) On April 1
 (B) On April 8
 (C) On April 11
 (D) On April 18
194. How much will Mr. Fainaru pay for his registration?
 (A) Nothing
 (B) \$100
 (C) \$200
 (D) \$300
195. When will Mr. Fainaru receive the reply from Access Grid?
 (A) Around March 19
 (B) Before April 1
 (C) After April 11
 (D) Around April 11

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Questions 196-200 refer to the following two e-mails.

To : Meals on Wheels Catering
From : Suzanne Ferriss
Re : Recipe

Dear Melody,

I just wanted to say thank you for everything you did for the wedding reception last Sunday. The food that you served was just right, and everything your company did was fantastic. The selection, appearance and timing were perfect! My daughter (the bride) truly loved the Asian dish that you served. Do you think you could tell me how to make it so I could show her? Perhaps as a second wedding present for her?

Sincerely,
Suzanne Ferriss

To : Suzanne Ferriss
From : Richard Grant
Re : Recipe

Dear Ms. Ferriss,

I am replying to your e-mail on behalf of Melody, who is on a business trip for two days. It was our pleasure to be at such a beautiful event. The recipe for the Asian dish, which is a popular dish served with many different vegetable dishes, is as follows:

Spicy Asian stir-fried beef

- ① Trim and thoroughly wash 500 grams of fresh Chinese cabbage.
- ② Cook a chopped onion, a crushed garlic clove, a teaspoon of chilly oil and two tablespoons of sesame oil in a little butter.
- ③ Put the Chinese cabbage and minced beef into the pan and cover tightly, cooking for 10 minutes.
- ④ The key is to cover the pan for the final five minutes.
- ⑤ When the beef has cooked, you're done!

Thank you once again for letting us be a part of your daughter's very special day.

Richard Grant

196. What is the main purpose of Suzanne's e-mail?

- (A) To complain about the catering
- (B) To compliment the food service
- (C) To inquire about a party
- (D) To invite someone to a wedding

197. What does Mr. Ferriss want to know?

- (A) How to make something
- (B) A dessert recipe
- (C) When to serve a dish
- (D) The secret to Asian food

198. Why did Richard reply to Suzanne's e-mail?

- (A) He is the head chef of the catering company.
- (B) He is a friend of Suzanne's.
- (C) His colleague is out of the office.
- (D) He created the recipe himself.

199. What is the most important part of the cooking process?

- (A) Covering the pan for a portion of the cooking
- (B) Crushing the garlic thoroughly
- (C) Using 1kg of the finest Chinese spinach
- (D) Adding the cumin seeds at the end of the cooking process

200. Which food might the bride most likely prefer?

- (A) Chinese cabbage salad
- (B) Garlic bread
- (C) Pickled onions
- (D) Asian stir-fried beef



READING

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

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

Part 5

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

101. To fulfill our customers' needs and to increase ----- product quality we've bought a new cutting device.
(A) our
(B) ours
(C) us
(D) ourselves
102. The CBC has new guidelines that require each employee to get a supervisor's ----- before ordering any office supplies.
(A) admission
(B) permission
(C) commission
(D) intermission
103. As the largest dealer in the state, Auto Fair maintains an ----- inventory of new vehicles for immediate delivery.
(A) impress
(B) impressive
(C) impressively
(D) impressed
104. Ami Natasha not only remained but received a ----- just two weeks after the company reduced its staff by 10 percent.
(A) promotion
(B) promotes
(C) promoted
(D) promoting
105. The boarding pass is available from ----- the check-in counter or the self-service machines.
(A) either
(B) neither
(C) both
(D) not only
106. In addition, the branch offices in Washington and Atlanta ----- new interns last week.
(A) welcome
(B) welcomed
(C) will welcome
(D) has welcomed

- 107.** Unilever Inc. has announced a new strategy that places ----- emphasis on customer satisfaction and product quality.
 (A) greater
 (B) greatly
 (C) more greatly
 (D) as great as
- 108.** Be sure to read and follow all the ----- contained in the manual and keep it in a safe place for future reference.
 (A) circumstances
 (B) instructions
 (C) evidence
 (D) confirmation
- 109.** From winning an Olympic gold medal in 2000 to becoming an NBA champion in 2008, Kevin Garnett has shown ----- to be one of the most talented players.
 (A) he
 (B) him
 (C) himself
 (D) his
- 110.** Mr. Ken, your customer service representative was very helpful in getting the best price for shipping my packages ----- Europe.
 (A) like
 (B) with
 (C) than
 (D) to
- 111.** After 50 years in business, Quick Star Shipping ----- tries to provide on-time delivery service, which its customers can rely on.
 (A) soon
 (B) still
 (C) later
 (D) once
- 112.** ----- the holiday shopping season approaches, police ask shoppers to avoid leaving valuable items in vehicles.
 (A) So that
 (B) As
 (C) Besides
 (D) Due to
- 113.** DSC believes that we have a ----- to our customers, to the communities where we work and where we do business.
 (A) responsibly
 (B) responsible
 (C) responsibility
 (D) responsibilities
- 114.** The new turbines of GE Energy are scheduled to be ----- and commissioned between April and December next year.
 (A) set up
 (B) taken to
 (C) given out
 (D) put down
- 115.** This section of the handbook explains ----- you should do if there is an emergency with your water, gas or electricity supply.
 (A) which
 (B) where
 (C) how
 (D) what
- 116.** To be considered for the position of marketing director, applicants must be creative and dynamic with a university degree in marketing or a ----- field.
 (A) probable
 (B) mutual
 (C) related
 (D) frequent
- 117.** Samsun Electronics has plans to launch 10 mobile phones in 2010, ----- its plans to expand in the European market more aggressively.
 (A) confirm
 (B) confirmed
 (C) confirming
 (D) confirmation


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118. The coffee mugs given as gifts for those who donated \$180 or more to the Winter Fundraising Drive will be shipped early next week or perhaps -----.
(A) sooner
(B) often
(C) still
(D) greater
119. This booklet introduces you to a compact digital SLR camera, which is ideal for beginning ----- and amateurs.
(A) photographs
(B) photography
(C) photographic
(D) photographers
120. The Bridge Cinema De Lux has ushers who will ----- patrons to their seats if necessary.
(A) book
(B) visit
(C) escort
(D) reserve
121. Efforts to sell government-owned corporations have been ----- successful so far, and the privatization effort is moving ahead.
(A) moderate
(B) moderator
(C) moderating
(D) moderately
122. There are many small Indian companies, with potential, which are ----- to form partnerships with U.S. firms to jointly develop advanced technologies.
(A) constructive
(B) eager
(C) relative
(D) delicious
123. It is ----- that each department work closely with the MIS department, which coordinates all corporate data.
(A) prone
(B) vital
(C) poised
(D) ready
124. The FDA reviews the preclinical research data and then makes a decision ----- whether to allow the clinical trials to proceed.
(A) out of
(B) because of
(C) as to
(D) up to
125. The Silo House Restaurant will also be open this weekend, but anyone wanting to eat there should make ----- to ensure a seat.
(A) reserving
(B) reservations
(C) reserve
(D) reserved
126. Residents of the city have ----- to the nearby mountains, creeks and beaches, as well as a wide range of educational and cultural facilities.
(A) availability
(B) exercise
(C) donation
(D) access
127. If, for any reason, you are not going to make your ----- travel plans, please call us at 800-347-5633.
(A) scheduling
(B) scheduler
(C) scheduled
(D) schedule
128. Wherever possible, avoid taking sleeping pills, which must only be used in ----- stressful situations or in connection with psychological or physical illnesses.
(A) readily
(B) accurately
(C) eagerly
(D) particularly
129. Because of his outstanding work, Mr. Tianfu Yang has been highly ----- for the position of marketing director by the board of directors.
(A) recommendation
(B) recommended
(C) recommend
(D) recommending

130. Mr. Lim, the head of the union, ----- a letter last week that stated his contract with the company was terminated.
- (A) was sending
 - (B) would send
 - (C) will be sent
 - (D) was sent
131. Because of the impending storm, the second meeting of the Christopher Dawson Society will be ----- until next Tuesday.
- (A) directed
 - (B) presented
 - (C) belated
 - (D) postponed
132. The area surrounding the Lachine Canal in Montreal has the highest ----- of industrial buildings in the country.
- (A) relation
 - (B) preparation
 - (C) transformation
 - (D) concentration
133. ----- the Pinquip Company was founded, many political changes were taking place in the Philippines.
- (A) In addition to
 - (B) On the other hand
 - (C) At the time
 - (D) Despite
134. We ordered the new office equipment on Tuesday, but it was not delivered until the ----- Saturday.
- (A) upcoming
 - (B) available
 - (C) frequent
 - (D) following
135. If you would like to see ----- our products are made, we are happy to show you around our factory.
- (A) during
 - (B) about
 - (C) how
 - (D) whom
136. ----- other equipment manufacturers, Orange Line provides unparalleled service and support through our teams who provide quick response services and repairs.
- (A) Despite
 - (B) Aside
 - (C) Unlike
 - (D) Except
137. After all entries have been submitted, a panel of independent judges ----- the winning slogan based on originality.
- (A) will choose
 - (B) was choosing
 - (C) choose
 - (D) has chosen
138. The seminar was especially ----- for newly-appointed managers since it provided a number of essential guidelines and strategies.
- (A) useful
 - (B) cooperative
 - (C) exact
 - (D) capable
139. Mr. Sasaki in the personnel department has advised employees to become more familiar with company ----- regulations.
- (A) safely
 - (B) safe
 - (C) safeties
 - (D) safety
140. The system is currently under redevelopment and will be unavailable ----- the next few weeks.
- (A) as
 - (B) greatly
 - (C) for
 - (D) when



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Part 6

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

Questions 141-143 refer to the following letter.

Dear Mr. Hernreich,

If you are in need of a highly-motivated book keeper who can handle the day-to-day details necessary to continue a smooth operation, I would appreciate your consideration of my enclosed resume.

Over the past nine years, I ----- diverse experience in accounting, administration and

141. (A) gains
(B) have gained
(C) will gain
(D) was gained

customer service within the manufacturing, retail, and automotive services industries. I have sound knowledge ----- credit policies and collection procedures to control accounts

142. (A) of
(B) among
(C) across
(D) toward

receivable and loss reduction, while retaining good customer relations and business. I am interested in the opportunities available at your company and hope to hear from you to arrange an interview. I can be ----- by phone at (808) 959-5438.

143. (A) contracted
(B) consolidated
(C) supported
(D) reached

Sincerely,

Libby Grobmyer

Questions 144-146 refer to the following notice.

Parking Peak Periods - Advice to Travelers

With current record-setting volumes in air travel, vehicle parking at Calgary International Airport's terminal parkade can reach its maximum ----- during peak periods. The busiest

144. (A) contamination
(B) elimination
(C) temperature
(D) capacity

periods are generally Wednesday and Thursday during the week and over long-weekends. When the terminal parkade is crowded, alternate surface parking facilities are made available. ----- of the alternate facilities will result in some additional time or inconvenience

145. (A) Using
(B) Used
(C) Use
(D) Useful

walking to or from the terminal building. Travelers are encouraged to allow additional time during peak periods.

----- you wish to check on parkade status prior to coming to the airport, please call

146. (A) Now that
(B) Unless
(C) Should
(D) Would

403-735-1372.

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Questions 147-149 refer to the following notice.

Your gift can change the future!

The Edmonton Public Library believes in the power of people. The strength of the Library lies in people working together, people like you who want to ensure that the Library will ----- a rich community resource for generations to come.

147. (A) remain
(B) appear
(C) exist
(D) occur

You can play an important part in meeting many challenges the Library ----- by making a

148. (A) face
(B) faces
(C) facing
(D) faced with

gift to the Edmonton Public Library today.

Make a Donation

- By phone : To make a donation by phone, please call the Fund Development Office at (780) 496-1856.
 - By Mail or Fax : Please print the donation form now. This form will provide instructions for your donation.
- * You can also make a donation at any branch of the Edmonton Public Library.

Planned Giving

A planned gift to the Edmonton Public Library allows you to create a legacy for your community ----- meeting your own financial and personal objectives.

149. (A) because
(B) while
(C) during
(D) at

Depending on your circumstances, you may be able to:

- Reduce income and estate taxes
- Reduce or eliminate capital gains taxes

For more information on planned giving, please contact Adam Zawadiuk at (780) 496-7060 or by email at azawadiuk@epl.ca.

For more information, please contact the Fund Development Office.

Email: fundmanager@epl.ca

Phone: (780) 496-1856

Fax: (780) 496-1982

Mailing Address: Fund Development Office,

Edmonton Public Library 7

Sir Winston Churchill Square Edmonton,

AB T5J 2V4

Questions 150-152 refer to the following advertisement.

Custom House is the largest independent foreign exchange(FX) company in North America and one of the most ----- companies in the world.

150. (A) rely
(B) reliant
(C) relying
(D) reliable

The company's award-winning on-line technology and international network of trading offices enables clients, who are both individuals and *Fortune 500* companies, to easily and securely ----- foreign invoices and also exchange foreign receivables. Custom House

151. (A) pays
(B) pay
(C) paying
(D) be paid

handles more than US\$15 billion in FX transactions annually for over 50,000 clients in Australia, Canada, Italy, New Zealand, Singapore, the United Kingdom and the United States. The company recently ----- its 83rd international branch in Singapore.

152. (A) open
(B) opening
(C) opened
(D) have opened

Custom House offers foreign exchange currency drafts, international wires, forward contracts, a rate watch service and market updates. Custom House has been a winner of Canada's 50 Best Managed Companies Award for 2000, 2001, 2002, 2003, 2004 and 2005. Visit us at www.customhouse.com.

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Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following article.

Trend in American Houses

It comes as no surprise that houses have grown in size and cost over the years. At the beginning of the last century, the average home was 80 square meters. In 1950 the average home was 110 square meters, growing to an average size of 220 square meters in 2000. Costs in 1900 were about \$5,000, \$11,000 in 1950 and \$200,000 last year.

Another interesting fact revealed in the National Association of Home Builders (NAHB) report is that although homes have grown in size, lot sizes have begun to decrease significantly. In 1990, the average lot size was 1,630 square meters. Just eight years later the average lot size was 1,430 square meters. In its profile of a typical new home in 2012, the report suggests the average lot size is expected to decrease by another 100 square feet while the house size will increase to 250 square meters.

153. What was the size of the average American house around 1900?
- (A) 80 square meters
 - (B) 110 square meters
 - (C) 220 square meters
 - (D) 250 square meters

154. Compared to homes in 2000, how large is the average house in 2012 expected to be?
- (A) 30 square meters larger
 - (B) 100 square meters smaller
 - (C) 100 square meters larger
 - (D) 250 square meters larger

Questions 155-156 refer to the following advertisement.

PREMIER LIMOUSINE SERVICE

Are you planning a special night out on the town? Why not get a limousine for the occasion? Premier Limousine Service, PLS, provides limousine transportation services for special events including birthdays, anniversaries, proms, bachelor parties, nights on the town, airport service, corporate events, and employee rewards.

We have been in business since 2000 providing safe and professional service. All of our drivers are professionally trained chauffeurs. Also, we have a fleet of luxury limousine sedans that will seat anywhere from six to 20 people. Each sedan is equipped with:

- Tinted windows for privacy
- Flat-screen TV equipped with DVD player
- Full-stereo sound system
- Refrigerator stocked with drinks
- Snack bar
- Phone

Rent by the day or hour at our competitive rates. Just pay a general fee and enjoy all the sedan's amenities. Return customers will receive 20% off for the entire month of April. All drivers hold commercial licenses and have passed our own rigorous driver training courses.

Our company is very serious when it comes to our business. We are current members of the National Limousine Association, the Virginia Limousine Association, and the Bedford Area Regional Chamber of Commerce. Call us and see how we can make your special occasion even better!

Not applicable to sedans for 20 people.

155. Who can receive a discount on the service?

- (A) Anyone who uses the service during the month of April
- (B) Any customer that uses the service at any time
- (C) Customers who have used the service before
- (D) First-time customers and those who rent 20-person sedans

156. What can be inferred about the drivers?

- (A) They appear in commercials.
- (B) They own the sedans they drive.
- (C) They can be selected upon the customer's request.
- (D) They have been trained by the company.

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Questions 157-159 refer to the following directions.

Have you ever wondered about the effectiveness of your telephone skills? Most people today do a lot of business over the phone, but how effective are their phone skills? Effective phone skills begin with a good attitude.

Steps:

1. Once you pick up the phone, you must remember to be professional and use your first name.
2. Try not to keep a caller on hold for a long time. Always ask the caller if he/she would mind being placed on hold.
3. Be patient and listen to what the customer is saying. (*Effective listening skills are very important.)
4. Try to resist distractions that will pull your attention away from the caller.
5. Develop note-taking skills; write down the caller's name, company and phone number.
6. Do not interrupt the caller, except to draw out his thoughts.
7. When you are about to end a call, it is a good idea to recap or summarize the caller's needs. Repeat the caller's name, company and phone number. This will assure the caller that he/she will receive the information he/she wanted to get. Also, let the caller know what actions will be taken, when you will be sending out the information, or when someone will be contacting him/her regarding his/her call. Finally, always thank the caller for calling.

Tip: Try to smile when you speak to people on the telephone. It will show up in your voice.

157. What are these directions about?

- (A) How to improve your first impression
- (B) How to train telemarketers
- (C) How to communicate effectively over the phone
- (D) How to deal with customer complaints

158. When you answer the phone, what should you do first?

- (A) Use your last name
- (B) Use your first name and company name
- (C) Use a professional name
- (D) Use your first name

159. Which of the following is mentioned in the directions?

- (A) Smile when you speak on the phone
- (B) Keep a caller on hold for a long time
- (C) Always confirm what the caller is saying
- (D) Discourage the caller from speaking at any time

Questions 160-161 refer to the following notice.

To All Employees

Please read the following information in order to be prepared in the unlikely event of a fire or other emergency:

- On every floor, there must be two illuminated exit signs over each exit door at the end of the corridor. All employees should familiarize themselves with the location of these emergency exits. Elevators should never be used under fire conditions or any suspected fire conditions.
- If a fire alarm has been activated, calmly evacuate the building via the nearest emergency exit. An alarm will sound as soon as the emergency exit doors are opened, alerting others in the building to begin evacuation. Do not waste valuable time by gathering your belongings to take with you. Leave all personal belongings at your desk.
- If smoke is present, keep low to the floor. Take short breaths to avoid inhaling any more smoke than necessary.
- Proceed to the evacuation control point on the ground floor of the east end stairwell (see attached map) and remain there to await any further instructions. Do not attempt to re-enter the building, nor allow others to do so, until the fire department has declared it safe.

160. What does the notice instruct employees to do?
- (A) Block off the elevators if a fire occurs
 - (B) Remember where the exits are
 - (C) Remove personal items from their offices
 - (D) Call the fire department from a safe location

161. What should people do when they hear an alarm?
- (A) Move to a designated location
 - (B) Collect important documents
 - (C) Switch on the emergency lights
 - (D) Shut all the doors and windows

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Questions 162-164 refer to the following e-mail message.

From: Mary Dickens
To: Allison Harleycat
Subject: Re: Undelivered Order

Dear Ms. Harleycat:

Thank you for writing to us at www.Affiliano.com. We are sorry to hear that the delivery of your order has not been completed yet (#267740 and #267741). According to the order summary in My Account, estimated delivery date would be August 7 and August 21 respectively. However, since a considerable amount of time has passed, these packages seem to be lost. Please accept our sincere apologies for this inconvenience.

We want to be sure that you receive your order as quickly and safely as possible. But before we can proceed, we need you to verify the shipping address for these orders to check whether the address is the reason for the missing shipments. The shipping address for the original orders is as follows:

Allison Harleycat
600 Old Sanford Oviedo Rd.
Winter Springs, Florida 32708
USA

Could you please click the link at the bottom of this message to send us an e-mail letting us know if this address is correct? As soon as we hear back from you, we will take further appropriate actions.

Thank you for shopping at www.Affiliano.com. Please visit our homepage to provide the information we requested.

Sincerely,

Mary Dickens
Affiliano.com Customer Service

162. Why had Ms. Harleycat written to Affiliano?

- (A) To apologize for the late delivery
- (B) To announce that her orders have not arrived
- (C) To inform them she received the wrong items
- (D) To complain about the service of the post office

163. What does Ms. Dickens think about the shipments?

- (A) They were received by Ms. Harleycat on schedule.
- (B) They are being returned to her company.
- (C) They are being delivered to Ms. Harleycat.
- (D) They might be lost.

164. What will Ms. Harleycat most likely do next?

- (A) Send copies of the order forms to Ms. Dickens
- (B) Call Affiliano's toll-free number
- (C) Notify Ms. Dickens of the order numbers
- (D) Visit the website

Questions 165-168 refer to the following advertisement.

Dolcepress is offering the very best in stationery!

Looking for that unique greeting card or perfect stationery? Really want one-to-one communications with your loved ones? We might be selling exactly what you are looking for as we go beyond the standard templates to create attractive designs that are often kept and framed after the occasion.

Dolcepress delivers unrivaled quality selection and customer service!

We specialize in handmade personalized greeting cards & keepsakes, with unique fabric designs and hand-printed messages that, "Warm the heart and tickle the spirit." 80 new cards have just been added with "bundle" pricing; the more cards you buy the less they are! We also customize and personalize gift packages for any occasion of your choice, including cards and framed keepsakes along with other related items.

Our 10 highly qualified staff are waiting for you at our Ithaca store. All of our staff work closely with our clients to create one-of-a-kind designs that compliment your event or occasion. Dolcepress's craftsmanship is famous for its superior quality.

Check out our online stationery catalogue and print it out or call at 24-58760 to order a catalogue.

Store Hours

Monday-Friday 8:30 A.M.-9:00 P.M.
 Saturday/Sunday 9:00 A.M.-7:00 P.M.

[Click here](#) to find our store locations.

- | | |
|--|--|
| <p>165. What type of company is Dolcepress?</p> <p>(A) A graphic design company
 (B) A party items company
 (C) A stationery company
 (D) A department store</p> | <p>167. How can the catalogue be ordered?</p> <p>(A) On the Internet
 (B) By telephone
 (C) In person
 (D) By fax</p> |
| <p>166. What is indicated about Dolcepress?</p> <p>(A) It is a new company.
 (B) It will open a new store in Ithaca.
 (C) It sells only ready-made products.
 (D) It has more than one store.</p> | <p>168. When does the store open on Tuesday?</p> <p>(A) 8:00 A.M.
 (B) 8:30 A.M.
 (C) 9:00 A.M.
 (D) 9:30 A.M.</p> |

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Questions 169-171 refer to the following report.

New evidence suggesting that prune sauce may be beneficial to men with stomach cancer was presented at the recent meeting of the American Medical Society in Los Angeles. The study was conducted with men between the ages of 45 and 55 who had recently been diagnosed with various forms of stomach cancer. They were administered 180 milliliters of prune sauce daily for four weeks. Researchers at the University of Rochester Medical Center measured several aspects of the volunteers' health status before and after their meals. They found a significant reduction in cancer cells in 64 percent of the men. Another 22 percent had some reduction in cancer cells, 10 percent had no change, and only four percent had an increase.

Although the findings are promising, it is too early to generalize the finding as this is just a preliminary study and it will take some time to determine that eating prune sauce can actually fight cancer. The researchers will apply for a federal government grant that will allow them to continue the study with more subjects.

169. Who were the subjects of this research study?

- (A) Members of the American Medical Society
- (B) Senior citizens in Los Angeles
- (C) Middle-aged men with stomach cancer
- (D) Healthy men who volunteered in this experiment

170. How are the results of research described?

- (A) Ambiguous
- (B) Encouraging
- (C) Nonsensical
- (D) Disappointing

171. What will the researchers do next?

- (A) Try other types of sauces
- (B) Keep watching the original group of men
- (C) Publish their findings
- (D) Ask the government for more money

Questions 172-175 refer to the following article.

A Closer Look at the Glaxo Global 1,000

Glaxo, the corporation that ranks the performance of companies in the U.K., is now evaluating the top international companies round the world in what is called the Glaxo Global 1,000 group. As part of the statistics and analyses made available on their Website, www.glaxoratings.com, they are taking a closer look to see what the secrets of the successes of these top organizations are. They say that being big helps a company stay competitive in a global economy, but size alone does not guarantee success.

In an attempt to better analyze the reasons for success, Glaxo looked at various statistics and results of their multidimensional rating system that is based on sales, market value, profits and assets. They then regrouped these 1,000 companies by industry and analyzed what was happening to each of them in terms of profits earned, long- and short-term return on equity, the dividends paid, sales growth and the market price of the company's stock. They received the assistance of one outside company in making growth forecasts and another company that could audit accounting methods. With the assistance of these firms, they crossed out corporations from their study that didn't meet the standards of accounting, management, or legal issues.

Of the 1,000 companies, fewer than 100 passed in all categories. One global high performer was the Japanese company Nippon Telegraph & Telephone. This company showed a 49% growth in profits and a 46% total return in the past year. The debt-to-total capital is only 12% and the growth forecast for the next three to five years is expected to be 40%.

172. What is Glaxo?

- (A) A company that analyzes what makes a business successful
- (B) The parent company of a group of international businesses
- (C) A consulting company for better business performance
- (D) A company that predicts the earnings growth of major international companies

173. Which category is NOT included in their rating system?

- (A) Sales
- (B) Profits
- (C) Assets
- (D) Market share

174. What is suggested about "1,000" in the article?

- (A) The factors considered for standards
- (B) The number of companies involved
- (C) The number of employees involved
- (D) The percent of growth expected

175. Who assisted Glaxo in making its analysis?

- (A) A team of selected evaluation professionals
- (B) Two outside companies
- (C) Nippon Telegraph & Telephone
- (D) A team of accountants

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Questions 176-180 refer to the following email.

To: eva.reed@freehytechnologies.biz

From: wlampy@industrialmanagement.com

Subject: Thursday's meeting

Date: January 14th, 2010

Dear Ms. Reed,

I'm afraid that I will be unable to keep our appointment for next Thursday due to some unforeseen business. I realize this meeting was important to both of us, but we're having some trouble with a major parts supplier. I have to fly over to Bangkok and take care of this or our manufacturing operation will grind to a halt.

We are quite interested in hearing more about the process your firm has developed to cut our manufacturing costs. If it is as efficient as you say it is, it could allow us to possess a financial edge over our rivals.

I know you have had offers from other companies, but I am confident that a large operation like us would be able to easily top any other bids. We are prepared to pay a significant premium for an exclusive license to the techniques. I think it would be worth your while to hold off on signing with anyone else.

If you don't mind waiting for me, I should be back on Tuesday night. I'll ask my secretary to arrange our meeting for the following morning. You could join me for breakfast.

I hope to see you then.

William Lampy
Chief Operations Officer
Industrial Management Inc.

176. What is the purpose of this e-mail?

- (A) To turn down an application
- (B) To cancel a meeting
- (C) To renew a contract
- (D) To ask for a confirmation

177. Why is Mr. Lampy going to Bangkok?

- (A) To attend the annual conference
- (B) To search for new suppliers
- (C) To look into the details of the contract
- (D) To talk with one of the company's vendors

178. Why does Mr. Lampy think Ms. Reed should wait and talk to him?

- (A) He wanted to see more suppliers in Bangkok first.
- (B) She canceled the appointment they had scheduled.
- (C) He wants her to revise their contract.
- (D) His company can pay more than other potential clients.

179. When does Mr. Lampy suggest they meet?

- (A) Monday morning
- (B) Tuesday night
- (C) Wednesday morning
- (D) Thursday night

180. The word "afraid" in line 1, is closest in meaning to

- (A) sorry
- (B) angry
- (C) frightened
- (D) worried

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

In-house Memo

To : All workers
From : Security office manager
Date : June 26
RE : New identification badge system

Effective July 1, newly added security precautions will be implemented. All identification badges worn are to be in plain sight every time a person enters one of the company's facilities. There will be no exceptions. It will no longer be possible to enter the factory grounds without a form of proper and valid company identification. The old red identification badge will no longer be accepted.

In addition, the employee parking lot closest to the main entrance will no longer be available for use. Employees are requested to use the Warehouse Lot, formerly the truck parking area, which is located across Highway 117, and take the pedestrian overpass to come to the main entrance. The area in and around the main entrance can only be used only for dropping off and picking up personnel. We appreciate your cooperation in this matter.

Sincerely,

Andrew Nagorski
Security Department



From : Robert Natale<rober7@atcshipping.com>
To : Andrew Nagorski<andrewsec@atcshipping.com>
Date : June 28 10:20 AM
Subject : New ID badges

Dear Andrew,

You must be really busy with all of the changes that are going on right now. Actually, it is because of these changes that I need to get a new employee ID badge. I found out that from next week I won't be allowed to proceed past the front gate without it. I was out of town on business when they were issued to everyone else and have been getting in the factory by signing the guest pass list until now. That won't work anymore, will it? Please let me know where and how I can get a new ID badge.

Sincerely,

Robert Natale

181. What is the purpose of the memo?
- (A) To announce the opening of a new parking facility
 - (B) To announce staff changes
 - (C) To explain a new policy to employees
 - (D) To give directions to the company
182. What change in the company's policy is stated in the memo?
- (A) Present a red ID badge at the gate
 - (B) Show a driver's license at the entrance
 - (C) Be accompanied by a security guard
 - (D) Display a new ID badge prominently
183. How are workers to get to the factory from their cars?
- (A) They can take the company shuttle bus.
 - (B) They should use the overhead bridge.
 - (C) First, they must pass the factory and then come back.
 - (D) A request to drive a car must be made.

184. Why does Robert NOT have a new identification badge?
- (A) He is supposed to leave the company soon.
 - (B) He was away from the office during the ID issuing period.
 - (C) He is a temporary worker.
 - (D) He did not apply for the badge in advance.
185. What information is Robert likely to want to know?
- (A) Whether to bring a picture of himself
 - (B) Where to park his truck when he comes to work
 - (C) How long he should be out of town on business
 - (D) How to have a new ID badge issued

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Questions 186-190 refer to the following advertisement and letter.

Seeking teachers at Advanced Education Center(AEC) The Best Place for Your Career

What We Do

Make and Sell Teaching Materials for Children and Adults

What You Do

Explain various goods intended for children by home tutoring or by phone conversation

Working Hours

You have three options:

- ① 9:00 a.m. - 2:00 p.m. (\$9/hour)
- ② 2:00 p.m. - 6:00 p.m. (\$10/hour)
- ③ 6:00 p.m. - 9:00 p.m. (\$11/hour)

* There is no overtime pay, as you will never be asked to work overtime.

Working Days

- We are open on weekdays, from Monday to Saturday.
- National holidays and Sundays are holidays.
- Choose a flexible work plan that ranges from two to five days a week.

Qualifications

- No age limitation, teaching experience preferable
- More than three years of sales experience preferable

Contact for Interviews

Email or mail us a resume and a cover letter by January 20, 2010.

Dick Walf

Human Resources Department

AEC

Dear Mr. Walf,

I read your advertisement in the January 2010 issue of *Woman's Life*, and I have a keen interest in working for you. I would like to work from 2 p.m. to 6 p.m., and work four days: Monday, Tuesday, Thursday and Friday. I have four years of experience in the same field of work. I can meet you any day this month except January 20-23.

Also, I have a few questions about the job. First, what kinds of jobs are there except for telephoning people and visiting people's homes? The other question is whether I can change the number of days I work a week from four to three from January of next year.

Please let me know if and when I can come in for an interview. I am looking forward to hearing from you soon.

Sincerely,

Susan Smith

Susan Smith

186. What is indicated about the Advanced Education Center?
- There may be additional pay if performance is good.
 - Some part-timers can work once a week.
 - AEC deals with educational books.
 - Woman's Life* is issued by AEC.
187. What are applicants asked to send to the personnel office?
- A letter of recommendation
 - A personal history
 - A transcript
 - A copy of a teaching certificate
188. What is the main purpose of the letter?
- To meet the interviewee
 - To express gratitude for employment
 - To request shift work
 - To apply for a position
189. What can be inferred about Susan Smith?
- Dick and Susan are familiar with each other.
 - Her interview may be scheduled after January 23.
 - She will work on weekends.
 - Susan has tutored children for more than five years.
190. How much could Susan earn per week in 2011?
- 40 dollars
 - 120 dollars
 - 160 dollars
 - 176 dollars

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Questions 191-195 refer to the following e-mail and press release.

From : Susan Lockport<suzy@davidsonoffice.com>
To : Frank Roland<frank@davidsonoffice.com>
Date : Wednesday, October, 2 17:32:44

Please accept my thanks for attending the meeting this afternoon. This e-mail is intended to remind everyone of the details that were covered in today's meeting, which will appear in the Davidson Office press release at 9 a.m. tomorrow morning. The press release will provide details about the appointment of our new vice president. Any questions should be directed to Jennifer Wordsworth in the human resources department.

Warm Regards,

Susan Lockport
Director
Davidson Office Co.

New Direction for Davidson Office

October 3, 09:00

Davidson Office Co. is pleased to announce the promotion of Hal Park. Since joining the company seven years ago, Mr. Park has advanced quickly, working at the company's head office in Seoul, as well as with their overseas division in Florence, Italy for two years. Susan Lockport, the director of personnel at Davidson Office speaks very highly of Mr. Park and stated today that "we see a bright future ahead for Mr. Park and Davidson Office."

Mr. Park has accepted a five-year contract from Davidson Office and he will assume the position left vacant by Richard Kyscinski. Mr. Kyscinski left company in September to pursue business interests in the Philippines. Mr. Park is responsible for increasing Davidson Office's revenue over the past three years by over 15%, making him the perfect candidate to replace Mr. Kyscinski. A resume and brief biography of Mr. Park will be posted on the company website.

191. What is the main purpose of Susan Lockport's e-mail?
- (A) To announce the resignation of the vice president
 - (B) To confirm details of an appointment
 - (C) To request a public speaker for tomorrow's press conference
 - (D) To plan a merger with another company
192. Who is Ms. Wordsworth?
- (A) A director of Davidson Office
 - (B) An employee in the personnel department
 - (C) A vice president
 - (D) A customer service representative
193. What is NOT mentioned about Mr. Kyscinski?
- (A) He used to work for Davidson Office.
 - (B) He will pursue business interests in Southeast Asia.
 - (C) Davidson Office had a higher income thanks to him.
 - (D) Someone else will replace him at Davidson Office.
194. In the press release, the word "assume" in paragraph 2, line 1, is closest in meaning to
- (A) take on
 - (B) except
 - (C) apply for
 - (D) understand
195. Who is the new vice president?
- (A) Susan Lockport
 - (B) Richard Kyscinski
 - (C) Hal Park
 - (D) Jennifer Wordsworth

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Questions 196-200 refer to the following e-mail messages.

TO: Rosalin Hopes<hope@bolddesign.com>
FROM: Addington Symonds<symonds@ceproducts.com>
DATE: October 7
SUBJECT: Design meeting

Thank you very much for sending me an e-mail yesterday with an attachment containing several designs for our built-in air-conditioner project. I would like to say that our maintenance team admired the shape, size, and overall stylish design of the air-conditioners. However, we hope that you can make some changes to the appearance to reflect some of the current trends in home appliances. Our President, Sam Fimen, suggested that you might select some more subtle patterns, like flowers or drawings, for the surface. We think these luxurious patterns may make the products more desirable.

I would like to meet you to further discuss the designs and patterns. I will be on a business trip from Oct. 15 to 18. After that I'll be back in my office, so please contact my secretary, Sera Jones, to schedule our meeting at your earliest convenience.

Best regards,

Addington Symonds

TO: Addington Symonds<symonds@ceproducts.com>
FROM: Rosalin Hopes<hope@bolddesign.com>
DATE: October 10
SUBJECT: RE: Design meeting

Thank you for your quick reply. Upon reading your message, I would like to say that I am so grateful to know that you like my work. As for your suggestions, I just created a second file which contains some more designs and patterns that we can discuss when we meet. I have attached this file to this e-mail. You can take a look at them after you come back from your business trip.

I contacted Ms. Sera Jones to tell her that I would be available on Oct. 20. According to Ms. Jones, you are available that morning. I will see you in your office at 10:00 a.m. If you would like to change the time, please call me back.

Sincerely,

Rosalin Hopes

196. When did Rosalin Hopes attach the first file?
(A) October 6
(B) October 15
(C) October 18
(D) October 20
197. What is Rosalin Hopes' occupation?
(A) Secretary
(B) Designer
(C) Janitor
(D) Mechanic
198. What is suggested as a point to be improved?
(A) The exterior of the item
(B) The manufacturer of the product
(C) The number of the patterns
(D) The size of the air-conditioner
199. What did Ms. Hopes offer Mr. Symonds in her e-mail?
(A) An estimate for the proposed changes
(B) A sample of the air-conditioner parts
(C) A tentative plan for discussion
(D) A plan for a business trip
200. When will Mr. Symonds and Ms. Hopes most likely meet?
(A) As soon as Mr. Symonds returns from his trip
(B) Two days after Mr. Symonds comes back
(C) Between Oct. 21 and Oct. 22
(D) On the afternoon of Oct. 20

03



READING

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

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

Part 5

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

101. The newspaper editor, Mr. Lim has invited a distinguished architect to write about ----- famous buildings.
(A) he
(B) him
(C) his
(D) himself
102. All employees are required to attend ----- the morning and the afternoon sessions of the training workshop on Friday.
(A) when
(B) both
(C) which
(D) some
103. This course provides students with the tools for thinking about ways to enhance ----- among races, ethnic groups and social classes.
(A) collaborative
(B) collaborate
(C) collaborated
(D) collaboration
104. The new employee orientation will be held in one of the Training Facility classrooms and it will begin ----- at 8:00 a.m.
(A) promptly
(B) prompt
(C) promptness
(D) prompts
105. Employees who wish to participate in the FSA Program must submit their ----- paperwork to the Human Resources Department by Dec. 16.
(A) conclusive
(B) absolute
(C) completed
(D) exhausted
106. UPS guarantees the ----- of your important shipments from the U.S. to more than 580 international cities.
(A) deliverable
(B) deliverer
(C) deliver
(D) delivery

107. Old magazines and important papers are stored ----- the top shelf in labeled files.
 (A) out
 (B) on
 (C) to
 (D) for
108. The Sharp Hotel has decided to offer a free shuttle ----- to the beach every day from 8 a.m. to 9 p.m., leaving every hour.
 (A) service
 (B) serve
 (C) will serve
 (D) servings
109. The committee recommended ----- more systematic procedures for the management of employee performance evaluations.
 (A) proceeding
 (B) remarking
 (C) developing
 (D) persuading
110. It will be ----- to develop an updated employee manual incorporating the many changes that have occurred over the past twelve years.
 (A) necessity
 (B) necessitate
 (C) necessarily
 (D) necessary
111. In ----- for the Christmas shopping season, the local fire department has started inspecting malls and other business establishments in the Busan area.
 (A) presentation
 (B) determination
 (C) preparation
 (D) administration
112. Mr. Lim could solve the problem with the Sonya 468 Software ----- after reading the enclosed manual.
 (A) ease
 (B) easy
 (C) easily
 (D) eased
113. When you initiate conversations with your new employees, greet them ----- to make them feel comfortable and listen with interest.
 (A) exceptionally
 (B) personally
 (C) essentially
 (D) commonly
114. Infosys Technologies Ltd. has instituted an annual award of \$5 million for Korean scientists who have achieved excellence ----- research in biotechnology.
 (A) in promoting
 (B) for the promotion
 (C) by promoting
 (D) as a promotion
115. ----- the meeting, agenda items are discussed by the board of directors and minutes are taken by the secretary.
 (A) When
 (B) While
 (C) Instead
 (D) During
116. Please forward the message ----- the advertising agency in Busan to Mrs. Hwang's office directly.
 (A) as
 (B) out
 (C) up
 (D) from
117. The automobile industry is becoming increasingly reliant on computers to improve efficiency and ----- costs.
 (A) pursue
 (B) fasten
 (C) reduce
 (D) refrain
118. An ----- large number of our customers prefer the payment convenience of debit cards.
 (A) increase
 (B) increasing
 (C) increases
 (D) increasingly

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119. Ms. Kennedy was given the responsibility for managing the downtown building project, which ----- by the board of directors.
(A) is overseeing
(B) was overseen
(C) has been overseeing
(D) be overseen
120. Recommendations for the prize will be considered by the committee, ----- are not necessarily required to receive it.
(A) while
(B) after
(C) then
(D) but
121. When renting a car, it is important to take ----- to inspect the car thoroughly and document any damage including minor scratches.
(A) need
(B) idea
(C) cause
(D) time
122. Ms. Jespersen is ----- to accept your invitation to become a member of the Washington Community Reinvestment Association.
(A) pleasure
(B) please
(C) pleasing
(D) pleased
123. The Family and Medical Leave Act requires employers to ----- employees up to 12 weeks of unpaid leave a year for family medical emergencies.
(A) retrieve
(B) grant
(C) donate
(D) require
124. Since pension benefits may be a major source of your retirement income, you should ----- consider the following options before making your decision.
(A) care
(B) careful
(C) carefully
(D) more carefully
125. The marketing team members are supposed to be on time ----- tomorrow's advertising planning meeting.
(A) across
(B) under
(C) for
(D) down
126. Because the number of staff registering for the seminar was ----- estimated, Mr. Kim had to book a larger meeting room.
(A) inaccuracy
(B) inaccurately
(C) inaccurate
(D) inaccuracies
127. Before ----- to the terms of use, please know that membership is not free, but, we do offer many different membership rates.
(A) agree
(B) agreed
(C) agrees
(D) agreeing
128. We are planning to launch the new product throughout the country ----- a reliable distributor and a wholesale dealer are found.
(A) on the other hand
(B) as well as
(C) instead of
(D) as soon as
129. The North East is one of the best regions in ----- to start a new business, according to Business and Enterprise North East statistics.
(A) what
(B) which
(C) where
(D) whose

130. The affordable land prices, good drainage and excellent soil conditions have been conducive to the high agricultural ----- of our region.
- (A) construction
 (B) movement
 (C) output
 (D) research
131. While the supervisor is responsible for preventing injuries, each worker must be attentive to their personal safety, ----- the safety of their coworkers.
- (A) even though
 (B) in order to
 (C) in addition to
 (D) whether
132. Pioneer Steel guarantees that all information gathered through this website is strictly ----- and used only by Pioneer Steel.
- (A) confide
 (B) confides
 (C) confidential
 (D) confidentially
133. No matter ----- busy they are, all workers at the factory are encouraged to take short breaks every 50 minutes.
- (A) if
 (B) where
 (C) how
 (D) so
134. The pockets are a bit different than the ones ----- in the catalog, as the zipper is on the side of the pocket, not in the center of the pocket.
- (A) pictured
 (B) informed
 (C) sampled
 (D) exposed
135. It is important to arrive at the airport 45 to 90 minutes ----- your scheduled departure time.
- (A) next to
 (B) ahead of
 (C) down
 (D) aboard
136. Korean information technology firms are ----- predicting an economic upturn in the fourth quarter despite concerns over a strong won and surging oil prices.
- (A) cautiously
 (B) accidentally
 (C) equally
 (D) tightly
137. The quarterly sales report indicated that the company's profits were 11 percent higher than previously -----.
- (A) predict
 (B) predicted
 (C) predicting
 (D) prediction
138. The new spring menu at Outback Restaurant features fresh salads made with ----- blends of Asian and European ingredients.
- (A) presented
 (B) healthy
 (C) physical
 (D) immediate
139. The city of Calgary has made a successful ----- from an industrial town to a bustling tourist destination, with the creation of shops, restaurants, and hotels.
- (A) location
 (B) transition
 (C) cooperation
 (D) suspension
140. The deadline for registration is rapidly -----, so contact our office immediately if you are interested in attending.
- (A) arranging
 (B) approaching
 (C) setting
 (D) declaring

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Part 6

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

Questions 141-143 refer to the following advertisement.

In the heart of downtown Stratford, the Annex Room ----- outstanding food and drinks in a

141. (A) offered
(B) offers
(C) will offer
(D) will have offered

smoke-free atmosphere. Enjoy cocktails, stone oven thin-crust pizzas and innovative cuisine prepared by the finest chefs in town. Try a martini from our extensive list, or sip a glass of wine or draft beer at the bar.

We have the perfect atmosphere to enjoy any occasion. Settle back with friends in the lounge area, savor a private evening as a couple, relish a special day with friends and family, or have a great meal before or after a ----- at the theater.

142. (A) construction
(B) renovation
(C) strike
(D) performance

Our flame-fired oven, which is trimmed in hammered copper, imparts a wonderful flavor to our pizzas, flatbreads, vegetables, chicken and seafood. You can find it in no other dining ----- in this area.

143. (A) relocation
(B) spot
(C) hall scraps
(D) venue

Hours of Operation:

May ~ November (Tuesday ~ Saturday 11:30 a.m. 2 p.m., 5 p.m. onward)
December ~ April (Wednesday ~ Saturday 5 p.m. onward)

Questions 144-146 refer to the following letter.

Dear Ms. Starkey,

We ----- your recent letter and challenge to David Dorsen's assessment. We apologize for
144. (A) review

- (B) have reviewed
- (C) will review
- (D) will be reviewing

----- inconvenience that may have caused you. We will be sending a new adjuster to

145. (A) any

- (B) few
- (C) many
- (D) several

review the damage to your roof and ceiling. ----- your letter clearly outlines the nature of

146. (A) Since

- (B) That
- (C) Although
- (D) As though

the damage, we will send it along with the adjuster.

We would appreciate it if you could show him where the damage occurred. I am confident we can rectify the situation in a way satisfactory for both of us. We appreciate your patience in this matter.

Sincerely,

Janet Gallant

Janet Gallant

Customer Service Department

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Questions 147-149 refer to the following letter.

CEO Welcome Letter

Dear Cardholder:

Welcome to Cardlinx Systems. As one of the founders of the Pre-Paid Card Industry, I have been providing services to thousands of customers for over five years. This experience allows Cardlinx Systems to have the best possible understanding of ----- our

147. (A) that
(B) what
(C) how
(D) which

customers expect from our various card programs.

Cardlinx Systems cards can be used to make withdrawals at millions of ATMs around the world ----- to make purchases at millions of global merchants like restaurants, gas

148. (A) as long as
(B) as little as
(C) as soon as
(D) as well as

stations, grocery stores and many other retail stores. You can add more money to your account at thousands of locations around the country or send in funds to our main office using several different methods. All of our cards can be used to send money to family members and friends ----- around the world with a simple card-to-card transfer from one

149. (A) anonymously
(B) finally
(C) instantly
(D) surprisingly

card to another.

As a worldwide leader and innovator in the Pre-Paid Card Industry, Cardlinx Systems will continue to introduce new card products and services for your convenience.

Thank you for being a Cardlinx Systems Customer.

Sincerely,

Ezell Brown
CEO
Cardlinx Systems

Questions 150-152 refer to the following notice.

Rex Consulting Ltd.'s head office relocation

January 5, 2010

Rex Consulting Ltd. ----- into a new office in the Sofia City Center, next to the Palace of

150. (A) moving
(B) moves
(C) has moved
(D) will move

Justice.

The company's main office is now located on the third floor of a renovated administrative building. The address is 99 Knyaz Boris Street. The access to the office building is -----

151. (A) relative
(B) relatively
(C) relatives
(D) related

easy if you enter from Pozitano Street at Vitosha Boulevard and if you are coming -----

152. (A) as
(B) by
(C) to
(D) on

car, please use the Macedonia Square parking lot.

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Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

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

From : Manny Alfonso<malfonso@tu.org>

To : Alicia Holden<aholden@tu.org>

Re : Guest Lecture Series

Date : January 25

Hi, Alicia,

I have some incredible news regarding the "Your Money Matters" lecture series. Although it was quite hard to find someone available to take time off for us, I was finally able to convince one of the world's most distinguished financial experts, Dr. Irv Lowenberg, to deliver a talk about foreign investment in the so-called BRIC countries: Brazil, Russia, India and China. His preferred lecture dates and times are as follows:

June 9 at 7 P.M. or June 23 at 6:30 P.M.

As he has a very tight schedule at the University of Toronto, our earliest response would be most appreciated by him. Therefore I suggest that we arrange a brief meeting of the committee members as soon as possible in order to finalize the arrangements. Please let me know what you think.

Regards,

Manny Alfonso

153. In which area is Dr. Lowenberg an expert?
(A) History
(B) Religion
(C) Economics
(D) Law

154. What will the chairperson most likely do after reading the e-mail?
(A) Promptly organize a committee gathering
(B) Directly contact the proposed speaker
(C) Ask the other members to submit their proposals
(D) Overview her colleagues' suggestions

Question 155-157 refer to the following advertisement.

Bass Pro Shop

FISHING, HUNTING, OUTDOOR GEAR FREE CATALOG

RECEIVE FREE CATALOGS AND SHOP OUR 2010 OUTDOOR SUPPLIES!

THE OLDEST MAIL ORDER COMPANY IN THE USA!

HIGH-QUALITY MERCHANDISE AT AFFORDABLE PRICES!

Your merchandise should arrive within 3-4 business days. Order your 238-page full-color catalog, which will be the ultimate shopping guide for you. For faster service, please fill out the form below, then fax to: 1-800-227-7776

FIRST NAME: David LAST NAME: Lampy

ADDRESS: 242 Highland St., Fullerton, CA 92634

155. Who is most likely to show interest in this ad?
- (A) Music fans
 - (B) Outdoor lovers
 - (C) Equipment manufacturers
 - (D) World travelers
156. What does Bass Pro Shop handle?
- (A) Camping gear
 - (B) Color inkjet printers
 - (C) Business suits
 - (D) Appliances
157. What will Mr. Lampy probably do to get a free catalog?
- (A) Call a 1-800 number
 - (B) Wait for more than a couple of days
 - (C) Order it by visiting the website
 - (D) Send the form by fax

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Questions 158-160 refer to the following information.

Benhamn Reeves Band Concerts in Fancy Costumes

With each ticket you receive a free anniversary poster to commemorate the 10th annual Benhamn Reeves Band concert.

The Benhamn Reeves Band will perform with internationally renowned singers and dancers in magnificent costumes. The concert also will create a special atmosphere in City Arena and Golden Hall, the largest and most famous concert halls in and around Benhamn Reeves City.

The Benhamn Reeves Band concerts will even fulfill the wishes of Strauss lovers by performing the most impressive pieces by the Strauss Dynasty, such as *The Blue Danube Waltz* and *The Radetzky March*. You are sure to enjoy the Benhamn Reeves Band concerts.

For further information please check our web site: www.benhamnreeves.com or contact us at 072-5382-5566.

- The tickets should be ordered at least eight weeks before the event is held.
- We have the right to resell the tickets in case of delay in payment.
- You can cancel your booked tickets up to 24 hours before the concert with a 30% cancellation fee.

Dates

August 2010

- 11.08.2010, Fri-20:15
12.08.2010, Sat-20:15

September 2010

- 02.09.2010, Sat-20:15
03.09.2010, Sun-19:30
09.09.2010, Sat-20:15

158. From where can you assume the Benhamn Reeves Band gets its name?
- (A) A city name
 - (B) A hall name
 - (C) A song title
 - (D) A play title

160. When does the Benhamn Reeves Band plan to play?
- (A) In 10 years
 - (B) In eight weeks
 - (C) In August alone
 - (D) In August and September

159. What is *The Radetzky March*?
- (A) Another name for the band
 - (B) The name of a Strauss fan club
 - (C) The nickname of one member of the band
 - (D) A piece of music composed by an artist

Questions 161-162 refer to the following article.

Analysts announced today that orders to manufacturers have gone down by 4.2 percent this quarter, and it was the biggest decline in five years. It was larger than the 3.5-percent drop that economists had been expecting. They believe manufacturing will continue to be under pressure for many more months, reflecting a deepening recession that already is the longest slump in a quarter-century.

Orders for durable goods like automobiles and electronics fell by 7.0 percent in August, while orders for nondurable goods, such as food, petroleum products and chemicals, fell 1.9 percent, the most since December. The slumping commercial aircraft industry and housing sector are leading these declines. Labor costs, however, are on the rise. While this is good news for workers, the concern is that with productivity gains slowing over the past year and the cost of labor rising, these trends could make the Fed's job of keeping inflation under control more difficult. Economists are hoping that factories will not raise the prices of their products to meet the demand of labor costs, which could fuel inflation.

Investors seemed to welcome the news of slower productivity as a sign that the central bank may finally cut interest rates, as major indexes rose several points today.

161. What is mentioned about durable goods?

- (A) Orders for them have dwindled this quarter.
- (B) Their output is up by 7.0 percent this quarter.
- (C) They include food and asphalt.
- (D) Their request declined by 1.9 percent this quarter.

162. What can be inferred about investors?

- (A) They are hoping that the central bank won't lower interest rates.
- (B) They fear inflation may prevent interest rate cuts.
- (C) They are pleased about the current rate of productivity.
- (D) They are selling their options for fear of inflation.

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Questions 163-165 refer to the following notice.

Introducing a new way to get to the airport: the Newark Liberty Airport Express

The new bus service between Grand Central Station and Newark Liberty Airport will start on May 1st. The scheduled service operates every 20 minutes during peak periods and every 30 minutes during off-peak periods. It will take The Newark Liberty Airport Express an hour to get to the airport, depending on traffic.

Each bus is equipped with luggage bays underneath and rest rooms. When you board a Newark Liberty Airport Express Bus, you will get a relaxing, stress-free ride to, or from, the airport.

The travel will cost only \$15 one-way; \$25 round trip. If your travel plans involve Newark Liberty Airport and Grand Central Station, then you definitely should be on a Newark Liberty Airport Express Bus!

The drop-off point at the airport is on the ground floor of each terminal, conveniently located near the airline check-in counters. Pick-up is on the upper level of each terminal, near the baggage claim areas.

From May 1st through May 14th, 2010, passengers using public transportation at the Grand Central Station will be eligible for a free ride to the airport.

Discount fares

Children under 10, \$7 off

Senior citizens over 65, \$10 off

163. How long does it take from Grand Central Station to the airport on the Newark Airport Express?

- (A) About half an hour
- (B) Just one hour
- (C) More than two hours
- (D) Nearly one and half hours

165. How much would you pay if you take the airport bus from Grand Central Station on May 1st?

- (A) \$7
- (B) \$10
- (C) \$15
- (D) Nothing

164. Where can you catch the Newark Airport Express?

- (A) Opposite Grand Central Station
- (B) At several designated bus stops downtown
- (C) In front of the airline check-in counters
- (D) On the upper level of any terminal

Questions 166-169 refer to the following letter.

CMC
Training & Consulting
2582 Circle Dr., Suite 302
Secaucus, NJ 07094

June 17

Hydrogenic Enterprises
N. 3871 Route 4 East
Fort Lee, NJ 07024

Dear Mr. Hoebrechts,

I have created the following programs and estimate for you, which are customized to meet your company's specific needs. Please review these and let me know if you have any questions or suggestions.

Better Interpersonal Skills, 2-Day Workshop

Audience: All employees

Effective communications between customers and business is essential for organizational survival, employee retention, and conflict avoidance. Employees will be equipped with skills on how to interact with people effectively with positive energy.

The High Performance Leadership, 1-Day Seminar

Audience: Supervisors, Managers, Executives

By investing in business leadership development, the business executive will earn greater respect from those they lead, while creating a return on investment, which can be greater than any other form of professional development.

Closing the Deal, 2-Day Workshop

Audience: Sales and marketing staff

Your employees will learn the best methods for closing the deal with convincing argumentation and discover creative closes for any selling scenario as developed by sales expert Zig Ziglar. A sure thing for improving performance of your sales staff, this sales training course is engaging and entertaining and a must for any sales-oriented business.

Consulting by the hour, also available. I look forward to hearing from you.

Fees

- 1-Day Seminar \$1,350
 - 2-Day Workshops \$2,500
 - Hourly Consulting \$175 per hour
- * 15% discount on consulting appointments that are 3 hours or longer

Ruth St. Pierre

Ruth St. Pierre
President of CMC

166. What is the main purpose of this letter?
- (A) To postpone a training program
 - (B) To request feedback about the programs
 - (C) To confirm the details of training seminars
 - (D) To inquire about the cost for training seminars
167. What is the cost of the workshop for a sales worker?
- (A) That will depend on the number of attendants.
 - (B) \$1,350
 - (C) \$2,500
 - (D) \$2,500, minus 15%

168. Who is Mr. Pierre?
- (A) The training supervisor for Hydrogenic Enterprises
 - (B) The CEO of a training and consulting company
 - (C) The director of sales at Hydrogenic Enterprises
 - (D) The president of Hydrogenic Enterprises
169. Which program is NOT described in the letter?
- (A) Hourly consultations
 - (B) How to be a more effective leader
 - (C) How to interview and hire personnel
 - (D) How to enhance salespeople's performances

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Questions 170-173 refer to the following contract terms.

Overseas Teaching Internship (OTI) participants receive information about the placement from the contracting organization. Furthermore, OTI participants will receive the following three documents: Notice of Appointment, Terms and Conditions of your contract and an attached Statement of Agreement. Please read these documents carefully, and promptly address any questions about the contract to your contracting organization. Sign the Statement of Agreement and return it promptly to the Contracting Organization.

OTI participants will receive information about flights and the Bangkok Orientation through the travel agent. If you have questions regarding travel arrangements, please call the travel agent.

If you have reason to believe that you will be unable to fulfill the entire 12-month period of your contract with your contracting organization, please withdraw from the program before you come to Thailand, and advise the embassy or consulate as soon as possible so that an alternate applicant who can fulfill the contract term can be found. If notice of your withdrawal is delayed, an alternate placement will not be made, causing an impediment to the progress of the English classes at the schools under the jurisdiction of the contracting organization to which you were assigned. Moreover, if you resign after arriving in Thailand, you will have to pay the price of your air ticket to Thailand and other hotel charges.

Please note that the terms and conditions of your contract are not negotiable. Arrival in Thailand constitutes agreement to those terms and conditions.

- 170.** What needs to be signed and returned?
- (A) Terms and Conditions
 - (B) All of the documents
 - (C) Statement of Agreement
 - (D) Notice of Appointment
- 171.** When do the terms of the contract become binding?
- (A) When the signed documents are received
 - (B) Upon initially setting foot in Thailand
 - (C) On the approval of the Contracting Organization
 - (D) At the point when the embassy is contacted
- 172.** What would be the result of a delayed notice of withdrawal?
- (A) The school to which the applicant was assigned would be without a teacher.
 - (B) The cost of the plane ticket and hotel would be high.
 - (C) The teacher would have to be assigned to an alternate site.
 - (D) They would be impeded from leaving by their contracting organization.
- 173.** The word “note” in paragraph 4, line 1 is closest in meaning to
- (A) write
 - (B) inform
 - (C) know
 - (D) attach

Questions 174-176 refer to the following advertisement.

HOSPITAL VISIT MAY CAUSE MORE DEATHS

A leading medical doctor says that a visit to the hospital in the US is one of the major causes of death. Even by the lowest estimates, hospital errors are the eighth leading cause of death in the U.S. ahead of car crashes, breast cancer, and AIDS. Hospitals are breeding grounds for infection, including potentially deadly infections resistant to antibiotics. Hospital food not only tastes bad, but can also worsen a patient's health by causing malnutrition. Learn these facts and many others that can save your life. So if you are facing hospitalization, prepare to take steps to protect yourself. *Stop Hospital Infections* can help you do so. The guide comes as a monthly newsletter with information on things to avoid and ways to improve your health during your hospital stay.

Normally, the newsletter sells for \$120/year but for a limited time, you can receive an additional academic report for only \$4.00/issue. This report comes out three times a year. Call now 1-800-555-9854 now to place your order, so that you do not miss a single copy of *Stop Hospital Infections*.

174. Which causes the eighth greatest number of deaths in the US?
- (A) AIDS
 - (B) Breast cancer
 - (C) Hospital mistakes
 - (D) Automobile accidents
175. What does the advertisement say about hospital food?
- (A) It does not taste good.
 - (B) It provides all the nutrition one needs.
 - (C) The price is expensive.
 - (D) It is provided to patients on time.
176. What is the average monthly fee for the subscription of the newsletter if you also receive the reports?
- (A) \$4.00
 - (B) \$10.00
 - (C) \$11.00
 - (D) \$132.00

Questions 177-180 refer to the following report.

COMPARATIVE ASSESSMENT OF TS387A AND TS731K SYNTHETIC FIBERS

The R&D team recently administered a strict test of both the TS387A and TS731K synthetic fibers and the results are as follows:

TS731K, the newer fiber, is slightly more durable than TS387A. The TS731K was also more resilient in severe environments, including unbearable heat and freezing cold. It is also more difficult to cut and tear accidentally. Furthermore, TS731K absorbs a number of different dyes and retains color well. After several cycles of tests in a regular washing machine, dyed TS731K was much less likely to run than TS387A.

TS731K, however, requests a slightly higher manufacturing cost. Also, due to its resiliency, it cannot be neatly cut. Unfortunately, it will never be suitable for delicate garments, but could guarantee high profitability as a material for pants, jackets, and loose-fitting shirts.

Currently we are using TS387A to mass produce a number of garments. This fiber still presents better quality than what most other clothing companies are using and we have had a continuous increase in our operating profits. Under the current circumstances it might be costly and unnecessary to convert to TS731K at this point, despite its clear superiority. We certainly need to seriously consider changing to TS731K only when it appears our competitors are catching up to us.

177. What is the purpose of this report?
- (A) To evaluate raw materials
 - (B) To promote a newly set-up service
 - (C) To expose the dangers of certain products
 - (D) To discuss the differences between services
178. What is NOT mentioned as a feature of TS731K?
- (A) It is good for use with dyes.
 - (B) It is not adversely affected after several washes.
 - (C) It is rather expensive to produce.
 - (D) It is not suitable for loose-fitting shirts.

179. What does the report suggest doing?
- (A) TS731K should be used.
 - (B) TS387A should continue to be used.
 - (C) The use of TS387A should be abandoned.
 - (D) TS731K and TS387A should be used together.
180. What is the rationale behind the suggestion?
- (A) TS731K is much better than TS387A.
 - (B) TS387A is a product of low quality.
 - (C) TS387A is still a relatively good product.
 - (D) TS731K is easier to manufacture.

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

To : All Staff Members
From : Personnel Manager
Re : Application Procedures



If you would like to apply for a promotion in your department, please hand in the following documents by April 5;

- Designated application form with a photo
- Two letters of recommendation from your current supervisors

The board of directors will carefully review your application and at least two candidates in each department will be invited to perform ten-minute presentations on future performances and perspectives on June 10. It will be followed by a couple of interviews before the board decides who is suitable for being promoted. The final decision will be made and you will be notified via e-mail by the beginning of August. If you have any questions, send me an e-mail at tom@mczi.com and I will get back to you as soon as possible. Thank you for your attention.

Sincerely,

Tom Gallon,
Human Resources Department

To : Tom Gallon<tom@mczi.com>
From : Tony Parsons<tony@mczi.com>
Subject : Application for Promotion

I'm writing to ask you a few questions about the letters of recommendation that I need to submit with my resume. It has been only a year since I started working here at MCZ International and unfortunately one of my two bosses, Mr. Donovan, has been working in the branch office in Osaka for the upcoming international project with Yamamoto Industry. I haven't had a chance to work with him and he obviously doesn't know much about my performance and abilities. My other boss, Mr. Dellington, has agreed to write a letter of recommendation.

Do I still have to submit one more letter to apply for the promotion? Or should I still ask Mr. Donovan to write a letter of recommendation for me? Please let me know as soon as possible, as it will take more than a week to get a letter from Mr. Donovan.

Sincerely,

Tony Parsons
Sales Department (Ext: 4413)

181. Which of the following is NOT scheduled before the end of July?

- (A) Interviews
- (B) Presentations
- (C) The examination of forms submitted
- (D) Notification of a promotion

182. What is Tony Parsons concerned about?

- (A) His picture
- (B) His academic background
- (C) His presentation skills
- (D) His letters of recommendation

183. What can be inferred about Tony Parsons?

- (A) He has a good reputation in the office.
- (B) He is working in Osaka now.
- (C) He has only one supervisor for his department.
- (D) He has been at MCZ International for a year.

184. Who is Mr. Dellington?

- (A) The personnel manager
- (B) A staff member in the Sales Department
- (C) The manager of a branch office in Osaka
- (D) A member of the board

185. When was the e-mail written most likely?

- (A) In March
- (B) In May
- (C) In June
- (D) In July

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Questions 186-190 refer to the following advertisement and letter.

Internship Opportunity With Capital Hotel and Buffet Restaurant

Capital Hotel and Buffet Restaurant is seeking applicants for its summer internship program. The program will run from June 3 through September 10 and will offer two internships: one in marketing and one in restaurant management.

The marketing internship will be involved in creating marketing and sales promotion plans. The program is ideal for both marketing students and recent marketing graduates who want to add real working experience to their educational credentials focusing on sales in hospitality in a fun and exciting environment. As part of a team with other interns, you are asked to plan and implement several promotional events throughout the summer.

The restaurant management internship is designed to recruit the best and brightest students and recent graduates within the fields of hospitality, food and beverage, cooking and related areas of study.

Students participating in this internship will gain experience in our organizational operations and customer service areas and will work with a team of other interns to create new ideas for our hotel, restaurant, and food and beverage department. We will offer successful interns full-time employment at the end of the program.

If you are interested in the application, please send your cover letter and resume to Mr. Eric Plinsk at Central Plaza by May 20. Applications can also be sent by e-mail to eplinsk@capital.com.

Dear Mr. Plinsk,

I am writing to apply for your restaurant management internship. I am a business student at Adelaide University intending to pursue a career in the hospitality industry. I also have two years of work experience in customer relations in the food and beverage industry.

I strongly believe that I will be a suitable candidate for Capital Hotel and Restaurant's summer internship program. More importantly, I feel that my internship with Capital Hotel and Restaurant would be beneficial for me. Your company has an outstanding reputation for customer satisfaction, and I am sure that my educational background, working experience and enthusiasm will be an asset to your hotel.

I am confident that you would find it worthwhile for us to meet. I am available for an interview at any time. Should you want to contact me, I can be reached at rarkansas@ua.au.

Thank you for your time and consideration.

Sincerely,

Rose Arkansas
Rose Arkansas

186. According to the advertisement, what will marketing interns NOT be expected to do?
- Learn door-to-door sales
 - Make marketing plans
 - Gain some job experience
 - Organize promotional events
187. What could a successful applicant expect at the end of the internship?
- To be nominated for a prize
 - To be employed as a staff
 - To get a certificate
 - To be interviewed in person
188. Why was the letter written?
- To participate in a conference
 - To ask for an application form
 - To propose a marketing strategy
 - To express an interest in the program
189. In the letter, the word "suitable" in paragraph 2, line 1, is closest in meaning to
- ideal
 - respective
 - available
 - impeccable
190. What might Rose Arkansas enclose with her letter?
- A diploma
 - A letter of recommendation
 - A record of her employment
 - A transcript

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

From : Jim O'Rourke<jim@woldale.com>
To : Adam Eastbourne<adam@jppartners.com>
Subject : Upcoming Lecture on September 25th
Date : September 3

Hello Adam!

I really appreciate you offering to be our keynote speaker at the Wolfdale Law Society Luncheon. We are all eagerly awaiting your lecture on business ethics, which will be a very informative.

When we spoke on the phone last week, I told you that the luncheon would be held in the boardroom, but due to the high number of people that want to hear your presentation, we have decided to book the larger ballroom on the second floor of the Wolfdale Community Center. In addition, please pick up a security pass at the front desk on your way in. I'll notify the security guard that you will be arriving.

If you are interested in distributing notes on your presentation prior to your lecture, my assistant Judy Landry would be happy to make the necessary number of copies. Please forward a copy of these notes to her by Tuesday, September 20. Her e-mail address is jlandry@woldale.com. If you have any additional questions, or if you require any devices for your presentation, please feel free to contact me. We'll see you at the lecture.

Sincerely,
Jim O'Rourke

From : Adam Eastbourne<adam@jppartners.com>
To : Jim O'Rourke<jim@woldale.com>
Subject : RE: Upcoming Lecture on September 25th
Date : September 4

Dear Jim,

I am also looking forward to the lecture for the Wolfdale Law Society on September 25th. Having practiced law now for eighteen years, and having been involved in various business projects, I have had a great deal of personal experience with business ethics. I'd like to pass on some of this knowledge to you and your colleagues.

During my lecture, I have asked John Greenspan, one of the junior lawyers at our firm, to accompany me in order to help with the technical side of my presentation. John will set up

and operate the projection devices that I will incorporate into parts of my lecture.

With regard to the notes for my lecture, I appreciate your offer and will be in contact with your assistant over the next week or so. I will probably only need a couple of pages per person.

Thanks,

Adam Eastbourne

191. What is the purpose of Mr. O'Rourke's e-mail?

- (A) To confirm the details of a lecture
- (B) To cancel a room that had been rented
- (C) To announce a change in company policy
- (D) To establish an itinerary for a business trip

192. What should Mr. Eastbourne do first when he arrives at the Wolfdale Community Center?

- (A) Contact Mr. O'Rourke's assistant
- (B) Pick up a security pass
- (C) Go to the boardroom directly
- (D) Distribute his notes

193. When will Mr. O'Rourke and Mr. Eastbourne meet?

- (A) On September 3rd
- (B) On September 4th
- (C) On September 20th
- (D) On September 25th

194. Who is John Greenspan?

- (A) An attendant of the lecture
- (B) A security officer
- (C) A lawyer
- (D) An accountant

195. What will Mr. Eastbourne do next week?

- (A) Set up a business meeting
- (B) Deliver a speech
- (C) Send notes to Ms. Landry
- (D) Make copies of the notes

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

One Set of Clothes for Work and Play

They wear designer clothes every day, but these fashion plates don't walk down runways. They're employees at Hotel Mariposa. From the bartenders and the bellmen to the concierges and maids, everyone is wearing a new stylish uniform designed by acclaimed fashion designer Alfonso Prodi. They're so stylish, in fact, that workers don't even have to get changed before going to a restaurant or bar after work.

"Wearing a stiff uniform does not allow the person to be themselves," says Floyd Mitchum, president of Klimax Hotels where employees wear seasonal lines by designer Vincent Foxworth. "It's hard to expect employees to do their best work if they don't feel their best about themselves."

More and more, hotels are turning to fashion designers to design uniforms that don't feel or look like uniforms. Rindia Corp., the world's largest manufacturer of mass-produced uniforms has recently turned to top fashion designers to redo their various lines of clothing for the service industry. "Hotel employees are not interested in wearing something that feels like a uniform," says Rindia spokesperson Phil Adams. "They want to look like they just bought something at an upscale department store. People tend to feel better when they are wearing a designer label." And if they happen to go to a party after work, they can do so in style.

From : Priscilla Jalaian<PriscJa@hotel.com>
To : Lance Alvarez<LanceAlv@hotel.com>
Subject : RE: New Uniforms
Date : September 24

Mr. Andrews told me we should go with the designs for the new uniforms by designer Jose Pamerac, so I've already ordered enough for all staff members plus surplus to match our current supply of uniforms. The order will take six to eight weeks to fill. In the meantime, I would like you to begin informing staff of the upcoming transition and the rules regarding the new uniforms. I hear the staff are eagerly awaiting their new designer clothes, so I don't think you'll hear any complaints about them.

1. Staff who enter from the hotel's main entrance must be in uniform before they arrive for work.
2. When entering from one of the employee entrances, you do not have to be in uniform.
3. As with the previous uniforms, cleaning will be handled by the hotel, and the uniforms should be dropped off in the usual collection areas.
4. Employees may wear their uniforms home if they so desire.
5. Only three uniforms will be issued to each employee. When you turn one in for cleaning, you may then pick up another one.

I'll be sending a package to you in the next few days with design sketches of the new uniforms and all the information regarding the proper handling of them. If anyone has any questions, tell them to call me at my office.

Sincerely,

Priscilla



196. What is the article mainly about?
(A) New fashion designs
(B) The costs of doing business
(C) Changes in the hotel industry
(D) A trend in workplace attire
197. Who is Phil Adams?
(A) A staff member at a hotel
(B) A fashion designer
(C) A hotel president
(D) A company representative
198. What probably happened before the e-mail was sent?
(A) Employees complained about their uniforms.
(B) Priscilla sent a package to Lance.
(C) Lance had a meeting with the staff.
(D) Mr. Andrews made a decision.
199. How many uniforms have been ordered?
(A) Enough for all employees
(B) Only three of each kind
(C) An amount equal to the current supply
(D) Double the amount actually needed
200. What are the hotel employees required to do?
(A) Be in uniform when using the employee entrance
(B) Hand in a dirty uniform before receiving a clean one
(C) Wear their uniforms when leaving work
(D) Use the main entrance during working hours



READING

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

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

Part 5

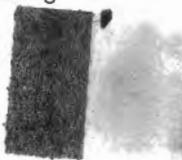
Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

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

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

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



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


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Part 6

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

Questions 141-143 refer to the following letter.

Dear Ms. Tamada

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

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

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

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

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

organization into the next decade.

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

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

Sincerely,

Robert Patrick

Robert Patrick
President

Questions 144-146 refer to the following notice.

Sears Canada Inc. Return Policy

Effective May 4, 2010

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

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

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

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

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

The following are non-refundable:

- Installed or customized items
- Shipping charges

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

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

are satisfied with your purchase.

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Questions 147-149 refer to the following advertisement.

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

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

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

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

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

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

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

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

considered the highest in the industry.

Programs:

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

Questions 150-152 refer to the following memo.

MEMORANDUM

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

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

150. (A) Because of

- (B) Besides
- (C) On contrary to
- (D) In addition to

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

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

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

The central parking building will be under refurbishment from June 1st to August 15th. During that period, employees who normally park on levels two through four will need to park in a special section of the city lot at the corner of Adams and Mason Streets.

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

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

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

05

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Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following letter.

Dear Mrs. Zena Bastow,

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

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

Website: www.maplegatemedia.com

Phone: 203-431-7787

Thank you for subscribing to *Fly RC*!

Sincerely,

Rosamund Moon

Rosamund Moon

Fly RC

153. Why has this letter been sent?

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

154. How often is *Fly RC* published?

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

Questions 155-156 refer to the following instructions.

CAUTION

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

155. What is the normal position of the crown?

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

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

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

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Questions 157-159 refer to the following advertisement.

Sail through England!

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

Weekend Breaks

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

Midweek Breaks

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

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

URL: www.narrowboatholidayuk.com

E-mail: bookings@narrowboatholidayuk.com

157. What is this advertisement for?

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

158. What does the customer receive before departure?

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

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

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

Questions 160-161 refer to the following advertisement.

Do You Have Good Credit?

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

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

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

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

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

- 160.** According to the advertisement, what is provided with the initial credit report?
- Free service for two months
 - Information on job-offer negotiation
 - Half a year of credit monitoring
 - A guarantee of a good interest rate

- 161.** What is NOT mentioned about the service?
- It offers a discount on a loan rate.
 - It can be continued for a monthly fee.
 - It includes observation of your credit.
 - It helps to understand your credit report.

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Questions 162-164 refer to the following article.

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

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

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

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

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

162. What is the article mainly about?

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

163. When does everything described occur?

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

164. Which group is NOT mentioned?

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

Questions 165-168 refer to the following notice.

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

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

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

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

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

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Questions 169-172 refer to the following advertisement.

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

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

169. What is this advertisement for?

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

170. What is one feature of this product?

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

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

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

172. Where can this product be purchased?

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

Questions 173-177 refer to the following article.

Global Oil Production Peak Nearing

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

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

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

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

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

- 173.** What is the main point of the article?
- The oil in the North Sea fields is running out.
 - Drilling technology needs to be improved.
 - Oil reserves are being depleted.
 - Oil company profits are lower than expected.
- 174.** How much oil is currently being produced globally?
- About 2.3 billion barrels a year
 - Less than 20 billion barrels a year
 - More than 20 billion barrels a year
 - Approximately 40 billion barrels a year
- 175.** How much is the demand for oil expected to increase by 2020?
- 20%
 - 40%
 - 60%
 - 80%

- 176.** What can be said about the global oil fields?
- Global oil field exploration has been decreasing since the 1960s.
 - Oil production has already fallen off dramatically.
 - Current production from the oil fields does not meet the demand.
 - New oil resources have been discovered.
- 177.** What is mentioned about alternative energy sources?
- The experts say that their development is not necessary.
 - China invests much money in developing them.
 - They will be used instead of gasoline some day.
 - They are priced reasonably.

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Questions 178-180 refer to the following letter.

SPECIALISTS IN CONTRACT & INTERNATIONAL LAW

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

April 12

Mr. Jones,

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

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

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

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

We are looking forward to your visit to our office.

Sincerely yours,

Theresa Woolsley
Theresa Woolsley
Secretary

178. What is Mr. Lewis' likely profession?

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

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

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

180. What is NOT mentioned about the patent?

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

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

ONLINE MARKETING FINANCIAL SERVICES

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

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

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

Nicholas Baldwin
234 White Strip Lane
NSW 2011
Australia

Marcus Verbeek
mverbeek@westbank.com

OBJECTIVE

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

EDUCATION

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

PROFESSIONAL EXPERIENCE

West Bank	(1999~)
Calgary, Alberta	Financial Advisor
Currently employed by West Bank in the financial services sector. Still heavily involved in online customer service.	

Gage Consulting (1997-1999)

Vancouver, British Columbia Consultant

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

References: Available upon request

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

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Questions 186-190 refer to the following two letters.



To Whom It May Concern:

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

Sincerely,

Paul A. Cantor

Paul A. Cantor

Dear Mr. Cantor:

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

With sincerest apologies,

John Smyth

John Smyth

General Manager

Tenderloin Steakhouse

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

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

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

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

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

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

Sincerely,

Richard Wagner

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

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

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

Sincerely,

Nane Quartay

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

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

The New Hope Recycling

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

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

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

Dear New Hope Resident,

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

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

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

Sincerely,

Phillipa Kolnas

Phillipa Kolnas

Director of Public Works



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



READING

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

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

Part 5

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

101. We seek to hire employees who either have experience in the field ----- have completed an HVAC training course at an approved institution.
- (A) if
(B) but
(C) so
(D) or
102. The drive to lower costs and ----- productivity on production lines is universal throughout the automotive industry.
- (A) consent
(B) increase
(C) participate
(D) persuade
103. Hyde Paints claims that with their new roller you will be able to spread paint more -----, paint faster, and work more effectively.
- (A) evens
(B) evenly
(C) evened
(D) evenness
104. Until Mr. Mato and Mrs. Kaori moved to the newly renovated offices on the second floor, both of ----- used temporary office space.
- (A) their
(B) them
(C) theirs
(D) they
105. Ms. Linda is scheduled to replace Mr. Kay ----- factory manager at the end of the year.
- (A) about
(B) as
(C) like
(D) out
106. All rooms at the hotel have been designed in a classical style that is both ----- and comfortable.
- (A) elegance
(B) elegantly
(C) elegant
(D) more elegantly

107. The instructor was ----- to receive a positive response from the participants at the end of the course when they were asked their opinions of the overall quality and structure of the training.
- (A) convenient
 (B) steady
 (C) pleased
 (D) creative
108. One of the ----- of the Parking Division of the Transportation Department is to enforce the state and municipal parking regulations.
- (A) responsible
 (B) responsibly
 (C) responsibility
 (D) responsibilities
109. After the company implemented the cleanup of the polluted river, the city government decided that no ----- penalty was necessary.
- (A) longer
 (B) sooner
 (C) fewer
 (D) further
110. AAS Executive Transportation is a premier limousine company ----- the Houston metropolitan area.
- (A) serving
 (B) served
 (C) server
 (D) serves
111. The successful candidate will be able to work effectively on ----- and as part of a team.
- (A) they
 (B) their
 (C) their own
 (D) themselves
112. For the agreement to be -----, it is necessary to have a written document which explicitly lays down the terms.
- (A) validate
 (B) validity
 (C) valid
 (D) validates
113. Alabama's death rate from all alcohol-related causes has increased ----- since 1998 and is now 23 percent higher than the U.S. average rate.
- (A) notice
 (B) noticing
 (C) noticeable
 (D) noticeably
114. Since he joined our company in 2006, Mr. Ogawa has proven himself to be a very ----- employee.
- (A) valuably
 (B) valuable
 (C) valuing
 (D) value
115. Dr. Takahashi is also an active researcher who ----- the latest advances into his patients' treatments.
- (A) renovates
 (B) integrates
 (C) collaborates
 (D) translates
116. In 2009, Mr. Haist and Ms. White dissolved their partnership by ----- consent and Ms. White became a sole owner.
- (A) actual
 (B) punctual
 (C) mutual
 (D) crucial
117. Please submit the proposal according to the instructions provided and make sure it ----- before the submission deadline.
- (A) is delivered
 (B) delivery
 (C) is delivering
 (D) delivered
118. As a leader in the area of computer security, IBM has made security standards the highest ----- since its inception.
- (A) adjustment
 (B) provision
 (C) change
 (D) priority

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119. Normally a person will regain consciousness ----- four and five days after a car accident.
(A) between
(B) whether
(C) except
(D) when
120. Healthy Workplace Club would like ----- all employees, along with their families, to participate in the event this June.
(A) to invite
(B) invitation
(C) invitingly
(D) invited
121. ----- the copy shop is located in the office building, it attracts many office workers.
(A) After
(B) Since
(C) Despite
(D) Therefore
122. In accordance with the municipal act, two members of the city council are appointed on a ----- basis for a one-year term.
(A) rotating
(B) rotates
(C) rotations
(D) rotate
123. Sending a letter of apology ----- after a customer complaint is a highly recommended practice.
(A) inwardly
(B) promptly
(C) highly
(D) extremely
124. The Korean Association of the Auto Industry, also ----- as KAAI, publishes a quarterly technical magazine.
(A) known
(B) knowing
(C) knew
(D) knows
125. If you have any questions about the regulations for ----- taxes with the federal government, please contact your accountant first.
(A) informing
(B) telling
(C) applying
(D) filing
126. All sales reports for the ----- year must be submitted by January 31 of the following year.
(A) late
(B) current
(C) closed
(D) direct
127. Mr. Zhou is our general engineer who is responsible for ----- productivity of the factory, developing new products and solving the problems occurring during production.
(A) increasing
(B) increases
(C) increased
(D) increasingly
128. Most students have logged in to check their grades immediately via the website ----- waiting for written notification.
(A) out of
(B) except for
(C) as to
(D) instead of
129. Please accept our sincere apologies for the recent ----- in telecom services in some parts of the country.
(A) irritation
(B) outbreak
(C) controversy
(D) disruption
130. In addition, DRS has been redesigning its website to make it ----- consumer-friendly and useful.
(A) more
(B) many
(C) good
(D) much

131. Elizabeth Farnsworth will lead a discussion with a ----- group of voters in Denver on their views of the upcoming presidential election.
- (A) diverse
 (B) diversity
 (C) diversely
 (D) diversify
132. Natural Resources Canada provides a comprehensive list of vehicles ranked ----- their fuel efficiency.
- (A) in order to
 (B) according to
 (C) similar
 (D) allowing
133. We have ----- confidence in the product's ability to provide unrivaled protection in an exposed blast environment.
- (A) productive
 (B) eventual
 (C) informative
 (D) absolute
134. Although a number of studies have been conducted to examine the ----- of the anti drink-driving campaign, no consistent conclusion could be drawn.
- (A) happiness
 (B) effectiveness
 (C) prosperity
 (D) satisfaction
135. Please let our sales representative know ----- you would prefer to receive your order by mail or courier if you need to get it earlier.
- (A) than
 (B) whereas
 (C) whether
 (D) such
136. Under ----- and chief executive officer Chip Mason, Legg Mason has acquired many successful fund management firms and usually operates them independently.
- (A) foundation
 (B) founder
 (C) found
 (D) founded
137. Flat-panel LCD and plasma TVs have been highly reliable products that require ----- repairs during the first three years.
- (A) quite
 (B) often
 (C) any
 (D) few
138. The details of the project will be made ----- as soon as the final version has been agreed upon by the board.
- (A) publicly
 (B) publicize
 (C) public
 (D) publicized
139. All chocolate-covered apples are ----- wrapped and the entire gift basket is wrapped in a cellophane bag to ensure freshness during shipping.
- (A) individually
 (B) reservedly
 (C) positively
 (D) approximately
140. Thanks to the widespread ----- in production techniques, it has been possible for our plant in China to produce more durable trucks.
- (A) belongings
 (B) advances
 (C) commitments
 (D) inspections


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Part 6

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

Questions 141-143 refer to the following article.

Elizabeth Town is a community of around 20,000 residents and is conveniently ----- in a

141. (A) locate
(B) locating
(C) located
(D) location

historic part of southern Pennsylvania.

The town serves as a residential community for ----- who work in Hershey, Harrisburg,

142. (A) they
(B) them
(C) those
(D) anyone

and Lancaster. Elizabeth Town offers easy ----- to major metropolitan areas. For

143. (A) solution
(B) access
(C) approach
(D) permission

example, Philadelphia, Baltimore, and Washington, D.C. are within ninety minutes, and Pittsburgh and New York City are within three and a half hours.

Questions 144-146 refer to the following notice.

Warranty

Appliance Help offers you a one year warranty on all parts and accessories.

We sell only Original Equipment Manufacturer(OEM) parts. These are replacement parts that are provided and approved by the manufacturer of your appliance.

----- part purchased from Appliance Help is guaranteed free from defects. If your part fails

144. (A) Most

(B) All

(C) Any

(D) Other such

within one year from the date on the original purchase invoice, it ----- by our warranty policy.

145. (A) will replace

(B) is replacing

(C) would have been replaced

(D) will be replaced

If you have a part that ----- for warranty replacement, please have your original purchase

146. (A) applies

(B) qualifies

(C) accounts

(D) compensates

order number ready. We will place a new order for you. It will take approximately 2-3 weeks for your warranty to be processed. Shipping costs will be the responsibility of the customer.

To place an order under warranty, please contact us by email or phone toll-free at 1-800-470-7119. Please be ready with your original order number, part number and email address.

Questions 147-149 refer to the following letter.

September 12, 2009

Mr. Pedro Mendez
Three F Printing Co.
2100 Orlando Street
Cocoa Beach, FL 32339

Dear Ms. Mendez,

IBEX ----- the national meeting of plant safety officers at the Gold Coast Hotel on October

147. (A) hold

(B) held

(C) is holding

(D) will have held

5th, 6th and 7th. We are expecting about 1,500 attendees.

Could you please ship 1,500 of your workshop brochures to me at the address ----- above?

148. (A) stated

(B) stating

(C) states

(D) statement

They need to arrive by September 15th in order for us to include ----- in the attendees'

149. (A) it

(B) his

(C) them

(D) itself

welcome packets. Thank you for your prompt attention to this matter.

Sincerely,

Joshua Jackson

Joshua Jackson

Public Relations Department

Questions 150-152 refer to the following advertisement.

About SkiCanada

At SkiCanada, we design dream winter vacations for groups and individual travelers to over a dozen spectacular resorts in Canada.

SkiCanada's winter vacation destinations are close to home for Americans. Yet they provide the adventure of a far-away journey, a touch of the charm of Europe, unique Canadian hospitality, and a great currency exchange advantage.

We believe that a vacation can only be ----- when it is custom-tailored to fit the

150. (A) succeed
(B) successive
(C) successful
(D) successfully

requirements and preferences of each person. Our job is to make sure that everyone gets the right balance of comfort and excitement ----- produce the experience of a lifetime.

151. (A) so as
(B) in order to
(C) for
(D) therefore

Each request is given individual ----- by one of our knowledgeable Destination Specialists

152. (A) attention
(B) inspection
(C) celebration
(D) coordination

who will find the best Canadian arrangements for each individual traveler.

SkiCanada website: www.ski-canada.com

For reservations email travel@ski-canada.com

Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following letter.

Velon Refrigerators S. A.
323 Via Da Costa,
Sao Paolo, Brazil
Tel: (40) 77211
Website: <http://www.cosmo.br>

May 13
Ms. Karen Woodward, Executive Manager
Higham Industries
150 Towns Road
Chicago, IL 60601
U.S.A.

Dear Ms. Woodward,

Thank you for your letter dated May 7 about a possible alliance between our two companies. We are quite excited at the proposal of teaming up on a project. We would like to discuss it with you further and welcome you to visit our office in Sao Paolo to discuss the matter in detail. Any time after May 30 will be fine with us.

One thing that needs to be addressed before we move forward is the price of the products you will provide. One of the priorities of our business has been marketing quality refrigerators at reasonable prices. If we can reach an acceptable price range, we would like to go ahead and sign a contract with you immediately. Please send us your ideas regarding this issue so that we can examine them prior to the meeting.

Sincerely yours,

Alejandro Zaralejos
Alejandro Zaralejos
Vice President

153. What topic did Ms. Woodward address in a previous letter?
(A) Purchasing Mr. Zaralejos' company
(B) Forming a partnership with Velon
(C) Launching a new line of refrigerators
(D) Relocating her company to Sao Paolo

154. What will the two companies probably talk about next?
(A) Who will be in charge of the project
(B) When to put the new products on the market
(C) How much the products will cost
(D) What modification should be made in the contract

Questions 155-156 refer to the following advertisement.

Looking for HR outsourcing services in Honolulu, Hawaii? Talent HR Solutions is the premier PEO services & human resources services company in Honolulu that will manage your firm's daily human resources functions. We will focus on streamlining your business, cutting expenses, so you are able to concentrate on expanding your client base. Your employees will appreciate the enhanced benefits and professional outsourced HR & PEO services in Hawaii.

We understand that many businesses face human resources problems and simply do not have time to handle them efficiently. We at Talent HR Solutions will take care of your human resources obstacles. Our Honolulu PEO services and human resources administration outsourcing are able to handle issues such as tax filing, health benefits, payroll management, and professional recruiting. Our clients report that employee retention rates have increased by at least 50 percent since using our services. If your company needs assistance in outsourcing HR administration & PEO services, request a free quote and one of our representatives will contact you.

155. What is the purpose of this advertisement?
- (A) To encourage employees to use a payroll service
 - (B) To train business owners on how to focus on their companies
 - (C) To give information about the history of the company
 - (D) To advertise an outsourcing service

156. What do Talent HR Solutions' clients say?
- (A) Their employees tend to stay on the job
 - (B) Their employees' productivity has increased.
 - (C) Their employees' tenacity has gone up
 - (D) Their employee turnover rate has risen.

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Questions 157-159 refer to the following notice.

Regarding your stay at Lord Manaus Hotel

Lord Manaus Hotel is about a 15-minute walk from Manaus' main attraction, the famous Opera House, and within easy walking distance of several restaurants and shops. Although it is about 20-30 minutes away from Termini Station on foot, the hotel offers a 24-hour free shuttle. If you wish to take a taxi, they leave from the designated taxi area just outside of the station. The fare should be approximately US\$10-15, including tip.

Attendees who have already received the conference bag with their name badges can directly proceed to the hotel front desk for check-in. If you have not been given the bag yet, please report to the conference office (Room 320). Please note that all rooms are single accommodation only.

The conference office hours are presented below, though it may be unattended for short periods during lunch time. If you have any questions or assistance outside these hours, ask one of the local organizers who can be found in the convention room wearing pink badges.

<input type="checkbox"/> 21 October (Mon)	16:00 - 18:00
<input type="checkbox"/> 22 October (Tue)	08:00 - 18:00
<input type="checkbox"/> 23 October (Wed)	08:00 - 16:00
<input type="checkbox"/> 24 October (Thu)	08:00 - 16:00
<input type="checkbox"/> 25 October (Fri)	08:00 - 12:00

157. For whom is the notice intended?

- (A) Organizers of an event
- (B) Participants in an upcoming conference
- (C) Tourists interested in the local area
- (D) Prospective employees of the Lord Manaus Hotel

158. What is mentioned in the notice?

- (A) Everyone should wear a name tag.
- (B) A limousine will be provided upon request.
- (C) Each person will be provided with a room for one.
- (D) The hotel is located in the suburb.

159. What is mentioned about Room 320?

- (A) It will be open for four hours on October 25.
- (B) The local organizers can usually be found there.
- (C) It is where lunch will be served each day.
- (D) Event participants should be gathering there each day.

Questions 160-162 refer to the following information.

The 20th Annual Columbia Wine Tasting Festival will be held at Columbia State Historic Park from 4-8 p.m. on Saturday, October 2. This year we will spotlight 25 of the newest and lesser-known vineyards in California.

Booths from the wineries are set up, and the sampler can taste one or all of the wines from a particular local winery, whose selections are usually available only at the cellar door. Several years ago, the festival began to invite some international wineries, too. This year, four European vineyards are presenting their selections which vary in color and sweetness.

More than 50 wineries will offer several of their wines to attendees to taste as well as to purchase. And a dozen restaurants including Chartwells will serve a wide array of appetizers during the event.

You can help select the best wine of the festival with a vote for your favorite. Event tickets are available from the Columbia College Foundation. They cost \$40 in advance or \$45 the day of the festival. All proceeds go to benefit programs operated by the Columbia College Foundation.

160. What is indicated about the event?
- (A) People may sample wine on the occasion.
 - (B) Four booths will be installed at the festival.
 - (C) Attendees can vote on which vineyards to invite.
 - (D) Wines from 50 different countries will be featured.

161. What is the focus of this year's festival?

- (A) Well-known vineyards
- (B) International vineyards
- (C) Large vineyards
- (D) California vineyards

162. How many food vendors are scheduled to participate?

- (A) 12
- (B) 25
- (C) 30
- (D) 50

Questions 163-165 refer to the following advertisement.

Scenic Pacific New Zealand Tour

New Zealand is a dream destination for many reasons; our great outdoors and natural environment, adventure, culture and a vast array of holiday experiences.

Stop dreaming and start packing!

Auckland has two beautiful harbours surrounding the city, Waitemata and Manukau, and water is within kilometers of everything. There's something for everyone in Auckland – family attractions, great beaches, spectacular waterfront, marine playground, fantastic shopping, unrivaled cuisine, entertainment and a vibrant nightlife and culture of a cosmopolitan city.

The package includes:

- Round-trip airfare from Chicago to New Zealand
- Three nights accommodation in Auckland
- A luncheon cruise around the impressive Auckland Harbour
- Two nights accommodation on New Zealand's spectacular Coromandel Coast
- All breakfasts

Airport tax and fuel surcharge are not included.

Dates

① 11/10 - 11/15	\$1,189
② 11/16 - 11/29	\$1,379
③ 11/30 - 12/16	\$1,129
④ 12/17 - 12/29	\$1,599

163. Where is this advertisement distributed?

- (A) All over the world
- (B) In the South Pacific
- (C) In a U.S. city
- (D) At the gateway to New Zealand

164. What is NOT included in the package?

- (A) Airfare
- (B) Dinners
- (C) Hotels
- (D) Breakfasts

165. If you would like to return by December 18, how much would you have to pay?

- (A) \$1,129
- (B) \$1,189
- (C) \$1,379
- (D) \$1,599

Questions 166-169 refer to the following article.

The Blackstone Group, a successful private equity, announced yesterday it has acquired the auto-parts manufacturer TRW Automotive. The acquisition has surprised many industry observers who had not expected Blackstone's entry into the automotive industry. At a press conference yesterday, Blackstone chief executive, Aimee M. Adler, told reporters that she plans to expand the auto-parts manufacturer's overseas presence. "We aim to make inroads into the Asian market with TRW," she said.

TRW Automotive produces components for European automakers, such as Citroen Motors (24% of sales), Sabel (15%), and Renault (11%). Products include: chassis systems, brake, steering, suspension systems and safety systems such as airbags, security alarms, and seat belts. The deal was the biggest the automotive industry has seen in over a decade.

- 166.** What does the article mention about the TRW Automotive purchase?
- It was not predicted.
 - The deal will bring positive results.
 - It has not been finalized yet.
 - It was welcomed by the automotive industry.
- 167.** What is NOT a TRW Automotive product?
- Brake systems
 - Safety belts
 - Automotive air conditioners
 - Suspension systems
- 168.** Which company purchases the most TRW Automotive products?
- Blackstone
 - Citroen Motors
 - Sabel
 - Renault
- 169.** The word "expected" in paragraph 1, line 3, is closest in meaning to
- concluded
 - agreed
 - forecasted
 - arranged

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Questions 170-172 refer to the following advertisement.



COLORADO HOT SPRINGS HIKES

Native Americans have long considered hot springs sacred. Some people claimed they had magic healing powers. But hikers just think hot springs make them feel awfully good after a long day of hiking. Colorado offers some of the world's best hot springs amid some of the most stunning scenery on Earth.

Conundrum Hot Springs

Conundrum is just outside Aspen in the Maroon Bells-Snowmass Wilderness, so yes, it is popular. But head there midweek and the nation's highest spring might be all yours. The water emerges in the 100° to 105°F range; perfect for lying back. This is a sensitive salmon spawning area, so visitors are requested not to use soap and to take out all trash and waste.

Bear Valley Hot Springs

An 18-mile canoe ride from the Frank Church-River Junction, Bear Valley Hot Springs feature heated waterfalls and baths averaging 110 degrees. Campers are asked to leave the area as pristine as they find it. Visit our website for more information on hot springs hikes in wonderful Colorado.

170. How do hikers see hot springs?

- (A) As a place to rest and relax
- (B) As a magical site
- (C) As a sacred site
- (D) As a chance to enjoy the beautiful scenery

171. What do salmon do at Conundrum Hot Springs?

- (A) Damage the hot springs
- (B) Leap up the falls
- (C) Lay their eggs
- (D) Provide food for hikers

172. What are campers at Bear Valley Hot

Springs supposed to do?

- (A) Bring their own soap
- (B) Clean up the area before they leave
- (C) Feed the salmon
- (D) Reserve a canoe in advance

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Questions 173-176 refer to the following letter.

Flinch West
1929 NRC Building
Tuchman Street
Toronto, ON M7T 3L4

Mr. Philippe Jacon
Director of Operations
Tristan Electronics
319 Ellery Way
Vancouver, BC V4N 2J9

Dear Mr. Jacon:

As a customer of Flinch West you may have read that East Bay Express has just completed a successful bid for our parent company in Toronto, GFT (Gironde-Flinch Transport) Group. In October of last year East Bay Express made an offer to acquire the shares from GFT shareholders. East Bay Express has now secured in excess of 98% of GFT Group's shares, allowing them to complete its acquisition of GFT Group's operation in Toronto.

The Flinch West Directors believe this is a good outcome for our customers and our employees. It will enhance our ability to support existing customers and add new clients. East Bay Express is a respected company with its headquarters in Chicago and it understands our market and our customers well.

It is important to emphasize what is not changing. The high standards for which Flinch West is famous will be maintained. The freight regulations will also remain the same, so the recent change in the GFT Group ownership has no impact upon you. We remain committed to dependable transportation service, and be assured that all of our customers' deliveries will arrive in a safe and timely manner.

It means Flinch West will continue to provide and maintain the most reliable and cost-effective courier services for our extensive client base. This recent change in ownership will position Flinch West as a major company in the local transportation service field.

To answer any specific questions you may have on the change of shareholder ownership, I have enclosed a leaflet that can answer the most frequently asked questions. Alternatively you can contact Paul Laphen who has been personally assigned to your account at 1-403-284-2162 and he will be pleased to answer any questions.

Yours sincerely,

R. Cory Giudice
R. Cory Giudice
CEO Flinch West

173. What is the purpose of the letter?
- (A) To inform Mr. Jacon of the recent acquisition
 - (B) To ask Tristan Electronics for a merger
 - (C) To advise Mr. Jacon to buy the stocks
 - (D) To reply to questions about Tristan Electronics
174. Where is Flinch West's present parent company located?
- (A) Toronto
 - (B) Chicago
 - (C) Ottawa
 - (D) Vancouver

175. What is Mr. Jacon asked to do if he has a question regarding the new owner?
- (A) Send a written request
 - (B) Place a call to Mr. Laphen
 - (C) Visit the company website
 - (D) Make an inquiry via email
176. The word "committed" in paragraph 3, line 3 is closest in meaning to
- (A) appointed
 - (B) devoted
 - (C) related
 - (D) surprised

Questions 177-180 refer to the following travel brochure information.



Discover Mexico: Quintana Roo

What to Expect

Mexico's Caribbean includes four distinct choices:

- Cancun – a modern resort with plenty of shopping, sightseeing, and dining options
- Cozumel – an idyllic Caribbean island famous for day trips and good food
- Los Cabos – a colonial city with easy access to Mayan ruins
- Yelapa – a broad area, south of Cancun, which includes the village of Playa del Carmen, plus newer developments near the area's eco-parks

When to go

High season runs from mid-December through Easter week. This subtropical oasis offers 350-plus days of sunshine each year, with cool winter evenings, very low humidity, and fresh sea breezes.

Flight times

Cancun is 3.5 hours from Chicago, 4 hours from New York, 4.5 hours from Los Angeles and 5 hours from Seattle.

Must-see sights

- The Yelapa eco-parks offer visitors a chance to see many species of plants and animals found nowhere else on the planet.
- Take a boat tour to the Marietas Islands nature sanctuary, or visit an unspoiled beach like Caletas or Playa las Animas.
- Eco-tour through the local mountain ranges, or kayak through Banderas Bay, where you can see exotic wildlife and verdant vegetation.

Insider Tips

- Vallarta is known for its gorgeous ceramics, which range from affordable souvenir trinkets to world-class artistic pieces.
 - Vallarta cuisine is famous for its pico de gallo, a fruit and vegetable salad sprinkled with lime and chile de arbol, and signature sweets like nut paste and fruit rolls.
 - The area near Old Vallarta is famous for its bird and deer hunting. Hunting season runs from late October through the end of February.
 - Most Cancun resorts offer all-inclusive vacations, which include food, drinks, and activities at one hassle-free rate. Some offer European plan (room-only) pricing, too.
- 

177. If you like to shop, where should you visit?

- (A) Cancun
- (B) Cozumel
- (C) Los Cabos
- (D) Yelapa

178. From which city can you get to Quintana Roo most quickly?

- (A) Seattle
- (B) Chicago
- (C) New York
- (D) Los Angeles

179. Which is the best place for travelers who want to hunt animals?

- (A) Cozumel
- (B) Old Vallarta
- (C) Yelapa
- (D) Cancun

180. What is mentioned about Cancun resorts?

- (A) They require you to pay extra for meals.
- (B) They offer room-only options.
- (C) They serve complementary local drinks.
- (D) They include everything for one price.

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



WANTED

Healthy Food and Beverages Inc. is a fast-growing new company headquartered in Torrance, California. If you have motivation, we offer a variety of global opportunities. We are looking for a sales specialist to handle sales in Asia.

The position will be based in Singapore but will require extensive travel throughout Asia and the Pacific region, especially to Japan, Hong Kong and Taiwan. The primary responsibility of the job is general management of the distribution and sales networks in the company's Asian market. Fluency in Chinese or Japanese is required. The successful candidate must have strong leadership and negotiation skills, a bachelor's degree in marketing and five years of sales experience at a managerial level. Excellent computer skills are preferred.

For further information, please call Mr. Tom Callahan and send your resume with sales history to Michael Cainy May 30th at michael@hfb.com.

Robert A. Fabian

555 Universal Hollywood Dr.
Los Angeles, CA 91608-1001
213-680-5200
robe@aul.com

Objective

A challenging position in management with a successful growing company

Experience

Distribution Manager, 2007 - 2008

Food Gourmet Distribution Center, Scranton, PA

Responsible for inventory control at a large distribution center

Sales Manager, 2005 - 2006

Young Jeans Co., New York, NY

Responsible for executing sales plans, hiring and training a successful sales team and managing accounts

Education

BA, Business (2003), San Jose State University

181. Where is Healthy Food and Beverages Inc.'s headquarters located?
(A) Taiwan
(B) Hong Kong
(C) Singapore
(D) Torrance
182. What position is available?
(A) Sales specialist
(B) Travel agent
(C) Shop clerk
(D) Accountant
183. What is NOT a requirement for the position?
(A) Willingness to travel
(B) Having a BA
(C) Knowledge of computers
(D) Having strong leadership skills
184. In the resume, the word "inventory" in line 11 is closest in meaning to
(A) warehouse
(B) ventilator
(C) invention
(D) stock
185. Why might Mr. Fabian's application be rejected?
(A) He doesn't have enough experience.
(B) He doesn't have a degree.
(C) His house is too far away from the head office.
(D) He demands a high salary.

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Questions 186-190 refer to the following e-mails.

FROM : David Faber<davidfaber33@times.net>
TO : Colin Falconer<colin@apfy.com>
RE : Application

Dear Personnel Manager Assistant,

I am responding to your ad in the *Daily Telegraph* this week for a marketing manager and I am very interested in joining your company. I have had 15 years of experience in marketing, and am currently employed as the marketing supervisor of Stevens Products Inc. I feel my background may be of interest to you.

My qualifications include:

- Over 5 years of sales experience in a retail setting, including experience moving store locations
- Experience with hiring, training and all aspects of staff management
- Scheduling, payroll, monthly reports, and inventory skills
- High level of familiarity with the marketing of high-ticket items and display design

Along with my retail experience, I also have excellent communication skills. I am professional and considerate at all times when dealing with both customers and store staff. I believe that my extensive experience and professionalism make me a perfect candidate for this position.

My resume is attached and provides more detailed information on my qualifications and background. I look forward to meeting with you soon to further discuss this position. Thank you for your consideration.

Sincerely,

David Faber

FROM : Colin Falconer<colin@apfy.com>
TO : David Faber<davidfaber33@times.net>
RE : Re: Application

Dear Mr. Faber,

Thank you for your recent application for employment with All Products For You. We would like to schedule an interview with you for Monday, November 9, at 10:00 a.m., with Carolina Valdez, Head of Personnel. The interview will take place at our main office, in room 304. Please ask for guidance at the front desk when you arrive. A map is attached.

Following your interview, you will be given a test to complete. The test will require approximately one hour and a half. If you are unable to come in at this time, or if you have any other concerns, please feel free to call us at 418-787-220.

Best regards,

Colin Falconer
Personnel Manager Assistant

186. Which position is Mr. Faber applying for?
(A) Customer service representative
(B) Receptionist
(C) Manager
(D) Sales representative
187. Which kinds of experience does the first writer NOT have?
(A) Staff management
(B) Marketing and display design
(C) Computer programming
(D) Dealing directly with customers
188. Who will Mr. Faber meet during the interview?
(A) The chief executive officer
(B) The leader of human resources
(C) The head of the marketing department
(D) The marketing manager assistant
189. What is Mr. Faber asked to do?
(A) Stop by the information desk
(B) Arrive early for the interview
(C) Contact Mr. Falconer
(D) Forego the examination
190. What did Colin Falconer attach in his e-mail?
(A) An itinerary
(B) A guidebook for the interview
(C) The directions to the office
(D) The company address

06

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

SOLAR HARVEST
Denver Boulder Castle Rock
(303) 555-9384

Are you tired of spending your hard-earned cash on electricity bills that keep going up? Do you want to contribute to a healthier environment by reducing your consumption of fossil fuel? SOLAR HARVEST has what you're looking for: solar panels to power your home's energy needs.

You can greatly reduce or even eliminate your monthly electricity bill with one of our roof or off-grid solar panel installations. Prices vary depending on roofing style and energy requirements. Call us for a full estimate.

Solar Panels	Price
SP-72, 72 Watt	\$429.00
SP-100, 100 Watt	\$553.00
SP-155, 155 Watt	\$745.00
KC-200, 200 Watt	\$938.00

If you're ready to start saving, call us today!

Dear Jere Tomei;

Thank you for choosing Solar Harvest as your provider of high quality solar panel installation and service. Based on the package you have requested (ten of our SP-100 panels) to offset your energy needs, it will cost \$16,000 (not incl. tax) to equip your home with them. As your house has a multi-angle roof, the price is about \$2,000 more than the original estimate we gave you over the phone. If you decide to replace these panels with higher wattage models at a later date, you may do so for a reduced installation fee.

While the estimate was higher than we had anticipated, I would like to inform you that on May 1, the state government will be offering credit of up to 30% for the cost of solar panel installation, up to \$25,000. As this incentive will hold for any work completed after May 1, you will be eligible for this credit. I have also enclosed a conversion chart so you can estimate your first year's energy and cost savings. The planned period for installation will be two weeks beginning on April 23. We will contact you again before construction to finalize the details.

Sincerely,

Aaron Billings

Aaron Billings

Sales department manager

Solar Harvest

191. What is stated about solar panels?
- (A) They will reduce some utility costs.
 - (B) Solar energy is less cost-effective than other types of energy.
 - (C) Their installation fee is inexpensive.
 - (D) Solar panels last forever.
192. How much would it cost to install three 72 Watt solar panels?
- (A) \$429
 - (B) \$900
 - (C) \$1,287
 - (D) \$2,700
193. Why will the installation cost be higher than the original estimate?
- (A) More expensive solar panels will be used.
 - (B) The government has raised taxes.
 - (C) Mr. Tomei's style of house makes installation difficult.
 - (D) Mr. Tomei changed his order.

194. What will the government be offering?
- (A) Low interest rates on mortgages
 - (B) Free power for solar panel installers
 - (C) Reduced energy costs to solar panel users
 - (D) Credit to residents who install solar panels
195. What did Aaron Billings include with his letter?
- (A) The construction schedule
 - (B) An explanation of the savings solar panels provide
 - (C) An application for credit from the bank
 - (D) A brochure with all the solar panel models available

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

To : Residents of Chesterfield Apartments
From : John Greenfield, Superintendent
Subject : Safety Inspection
Date : September 24

Every fall, an inspector from the municipal safety department conducts a routine inspection of the apartment buildings within the city limits. My office was contacted recently by the municipal safety department to inform my staff and me that the inspector, Rudy Travis, will arrive on Thursday, October 14 to conduct the safety inspection.

While the inspector is completing this process, my legal advisor and I will accompany him. We will inspect each floor of the apartment complex to ensure that all of our safety measures meet the municipal safety standards.

The inspection should take no longer than two days to complete and tenants should not be disturbed during this time. If you have any questions regarding the safety inspection 200, please contact my assistant, Jane Ryan at 877-6356.

Thank you.

September 27

Dear Mr. Greenfield,

My name is Dorothy McGregor and I live in apartment 512 of the Chesterfield Apartment Complex. I have resided here for over twenty years now and have always enjoyed the comfort and security that this apartment complex has been able to provide. Recently, however, I have noticed a few areas of concern around the building that I wanted to bring to your attention before the building inspection is conducted in October.

I have noticed that there is a loose handrail in the north stairwell between the third and fourth floors. I am afraid that one of the elderly residents might injure themselves if they try to hold on to the rail. Also, when riding in the elevator last week I lifted the emergency phone and it was not functioning.

After receiving the inspection memorandum I tried to contact you in your office, but your assistant informed me that you would be away on business for the next week. Therefore, I have decided to write this letter instead. Please repair the items that I have brought to your attention at your earliest convenience.

Sincerely,

Dorothy McGregor

196. What is the purpose of the memorandum?
- (A) To conduct a survey of the apartment superintendents
 - (B) To offer residents a discount on next month's rent
 - (C) To inform the occupants of upcoming inspections
 - (D) To announce renovations of the building
197. Who will be visiting the Chesterfield Apartment Complex on October 14?
- (A) A guest speaker
 - (B) The superintendent
 - (C) The resident of apartment 512
 - (D) The safety inspector
198. Why did Dorothy McGregor write the letter?
- (A) To make the superintendent aware of safety problems
 - (B) To try to have her rent lowered
 - (C) To complain about the security in the building
 - (D) To welcome the safety inspector to Chesterfield Apartments
199. What does Mrs. McGregor suggest about the handrail?
- (A) It is too high to reach.
 - (B) It needs to be repainted.
 - (C) It might be dangerous for seniors.
 - (D) It has been pulled out of the wall.
200. Who did Mrs. McGregor speak to when she phoned the superintendent's office?
- (A) Mr. Greenfield
 - (B) Mr. Travis
 - (C) Ms. Chesterfield
 - (D) Ms. Ryan



Actual Test 07

READING

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

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

Part 5

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

101. The employee lounge on the second floor is closed for daily cleaning ----- 3:00 and 4:00 p.m.
(A) from
(B) between
(C) into
(D) among

102. Julia Angwin is an award-winning ----- at *The Wall Street Journal*, where she writes about the convergence of technology and media.
(A) journal
(B) journalist
(C) journalism
(D) journalistic

103. You may continue to receive this error message ----- all the computers on your network have been repaired.
(A) except
(B) until
(C) soon
(D) earlier

104. Please, read the instruction manual ----- when using the washing machine for the first time.
(A) carefully
(B) harmlessly
(C) extremely
(D) hardly

105. It is almost impossible both to find ----- to buy the first edition of the *Benny* comic book.
(A) such
(B) if
(C) but
(D) and

106. Wolf Robotics can replace worn-out ----- to keep your existing equipment functioning at its peak performance.
(A) dividends
(B) components
(C) representatives
(D) institutions

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


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

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

Part 6

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

Questions 141-143 refer to the following letter.

Dear Mr. Johnson,

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

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

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

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

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

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

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

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

Sincerely,

Philip Broyles

Philip Broyles

Customer Service Department

Questions 144-146 refer to the following letter.

Dear Mr. Henshaw,

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

144. (A) announced

- (B) deserved
- (C) pleased
- (D) committed

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

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

145. (A) endurance

- (B) salary
- (C) vacancy
- (D) allocation

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

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

146. (A) complements

- (B) to complement
- (C) complement
- (D) complementary

and for our company.

Congratulations again.

Sincerely,

Emily Didonato

Emily Didonato

Human Resources Department

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Questions 147-149 refer to the following notice.

Post Date: Thursday, July 10, 2009

Removal Date: Wednesday, August 21, 2009

ATTENTION HRT PASSENGERS!

PLEASE BE ADVISED OF THE FOLLOWING SERVICE IMPROVEMENTS

EFFECTIVE JULY 13, 2009

MAX SERVICE IMPROVEMENTS

MAX Route 962 - Routing Change

New routing at Victory Crossing heading towards downtown Norfolk.

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

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

and McLean St.

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

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

St. Paul and Plume St. - all day

Waterside and Commercial - all day

City Hall and Monticello - 6 p.m. to 3 p.m.

City Hall and Court - after 3 p.m.

MAX Route 967 - Schedule Change

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

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

Please see MAX schedule improvements.

Thank you for riding with Hampton Roads Transit.

757-222-6100

www.gohrt.com

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

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

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

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

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

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

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

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

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

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

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

Sincerely,

JEREMY PIERCE
JEREMY PIERCE
Human Resources Director

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Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-155 refer to the following article.

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

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

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

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

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

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

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

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

155. What is NOT mentioned in the article?

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

Questions 156-157 refer to the following notice.

HENRY'S Foods MILEAGE CLUB

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

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

156. Who has the right to use this card?

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

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

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

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Questions 158-159 refer to the following resume.

Sandra Ellison

14695 Brooks Ct., SE, Florence, IN 46521

Home phone: (645) 345-7886

Cellular phone: (010) 534-8889

E-mail: ellisos@mailbank.com

Employment Objective

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

Experience

May 2005-August 2005

Director, *Flowers for Emily*, Sydney Drama Guild

April 2004-August 2004

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

November 2002-February 2003

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

January 2002

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

October 1996

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

Education

June 2002

Bachelor of Arts, University of Melbourne

Major in Drama, Minor in Film History

References

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

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

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

Special Skills

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

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

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

Questions 160-162 refer to the following letter.



Hotel Do Canal

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

July 8

Dear Mr. Ashley:

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

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

Sincerely,

Harold Westing
Harold Westing
General Manager



- 160.** Why has this letter been sent?
 (A) To confirm a hotel reservation
 (B) To complain about the booking system
 (C) To inquire about accommodations
 (D) To apologize for poor service

- 161.** What will Hotel Do Canal do in the future?
 (A) Train personnel more thoroughly
 (B) Hire more skilled people
 (C) Fire the front desk clerk who served Mr. Ashley
 (D) Provide an improved booking system

- 162.** What has been sent along with the letter?
 (A) A full refund of Mr. Ashley's bill
 (B) A discount coupon for a trip to Portugal
 (C) A membership upgrade document for Mr. Ashley
 (D) A voucher for a night's stay at the hotel

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Questions 163-164 refer to the following article.

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

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

163. What is the article mainly about?

- (A) Cholesterol-lowering food
- (B) A precaution for pregnant women
- (C) A blood disorder
- (D) Problems of extreme diets

164. What is NOT mentioned as a possible

cause of the problem?

- (A) Lack of exercise
- (B) Rigorous vegetarianism
- (C) Intestinal disease
- (D) Consuming insufficient amounts of iron

Questions 165-167 refer to the following memorandum.

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

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

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

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

Regards,

Lauren Popko
 Lauren Popko

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

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Questions 168-171 refer to the following letter.

Office Max

623 Sprite Way
Glenburnie, MD 21061

September 4, 2009

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

Dear Ms. Grocett,

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

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

Sincerely,

Patrick McCann
Patrick McCann
Customer Relations

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

Questions 172-175 refer to the following notice.

Notice of Personal Baggage Inspection

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

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

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

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

Smart Security Saves Time!

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

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Questions 176-180 refer to the following article.

The Valley Times

A Perfect Match for Pizza Lovers

Kellen Raine, Staff Writer

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

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

176. What is this article mainly about?
(A) The success of a pizza company
(B) The joining of two companies
(C) Expansion of pizza chains
(D) Managing a large corporation
177. Who will be responsible for money matters in the new company?
(A) Kellen Raine
(B) A Sicilian family
(C) Linzy Fugazzi
(D) Cary Cooper
178. What makes Verizone Pizza's products so popular?
(A) Special topping
(B) Large slices
(C) Brick-oven baked pizza
(D) Italian tradition
179. What is NOT mentioned about the new company?
(A) It will launch new pizza.
(B) The merger will take place at the first of the year.
(C) New York-style pizza won't be available any more.
(D) It is expected to make a handsome profit.
180. The word "joining" in the paragraph 1, line 2, is closest in meaning to
(A) establishing
(B) separating
(C) forming
(D) combining

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

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

Dear Warren Fahy,

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

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

Sincerely,

Tom Farrell

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

Dear Tom Farrell:

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

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

The address we have is as follows:

565 Rock Street
Toronto, ON M4R 3P2
Canada

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

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

Sincerely,

Warren Fahy

Onestop Online Store

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

Questions 186-190 refer to the following notice and survey.

Thank you for choosing Gift Heaven!

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

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

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

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

Customer Satisfaction Survey

Name : Philip Moore

Address : 787 Prospect Avenue,
West Springfield, Massachusetts 01153

How often do you shop at Gift Heaven?

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

How helpful is our staff?

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

WHY?

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

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

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

WHY?

The goods aren't displayed in a rational order.

How often do you visit our website?

- | | |
|---|---------------------------------|
| <input type="checkbox"/> Daily | <input type="checkbox"/> Weekly |
| <input checked="" type="checkbox"/> Monthly | <input type="checkbox"/> Yearly |
| | <input type="checkbox"/> Never |

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

- | | | |
|------------------------------|--|-----------------------------------|
| <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Not sure |
|------------------------------|--|-----------------------------------|

WHY?

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

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

- | | |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
|------------------------------|--|

GIFT HEAVEN

07

186. Why is Gift Heaven conducting a questionnaire?
 (A) To provide customers with coupons
 (B) To make their service better
 (C) To plan to release a new product
 (D) To look for a talented person to hire

187. In the notice, the word "coupons" in paragraph 4, line 2, is closest in meaning to
 (A) vouchers
 (B) passes
 (C) papers
 (D) letters

188. How would Philip Moore most likely describe Gift Heaven?
 (A) Friendly
 (B) Neat and clean
 (C) Inconvenient
 (D) Inexpensive

189. What will Gift Heaven most likely do for Philip Moore?
 (A) Send some coupons
 (B) Register him in the customer club
 (C) Send an apology by e-mail
 (D) Ask additional questions

190. What is NOT mentioned about Gift Heaven?
 (A) It's been in business for a long time.
 (B) It has some shops overseas.
 (C) It has a website.
 (D) It is offering delivery service now.

GO ON TO THE NEXT PAGE

Questions 191-195 refer to the following letters.

October 4

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

To Whom It May Concern:

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

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

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

Sincerely,

Pam Houston

Pam Houston

Dear Ms. Houston,

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

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

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

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

Warmest regards,

Frank Asch

Frank Asch

President of SC Construction

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

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

International Auto Show

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

Public Show Dates

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

Special Public Sneak Preview

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

OFFICIAL OPENING DAY

Saturday, March 7th

Festivities begin at 9 A.M.

SHOW FLOOR OPENS AT 11 A.M.

Press Preview

Wednesday, March 4th & Thursday, March 5th

Media credentials required

Dealer Preview

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

Credentials required

From : Michelle Zapatos<mzapatos@mamicenter.org>

To : Richard Sanders<sanders@mamicenter.org>

Subject : Auto Show Updates

Date : March 1

Dear Richard Sanders,

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

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

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

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

Sincerely,

Michelle Zapatos
Public Relations Manager

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



READING

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

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

Part 5

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

101. Please remember to ----- your account number whenever submitting payments or contacting our Customer Service Department.
(A) extend
(B) address
(C) include
(D) maintain
102. Mr. Wasserman has held various senior executive positions in several companies throughout ----- 30-year career and now serves as the Chief Financial Officer for sportswear manufacturer, Ness Nostalgia Co.
(A) he
(B) his
(C) him
(D) himself
103. According to the Neo Burger employee manual, uniforms including a hat and an apron must be worn ----- all food-preparation activities.
(A) about
(B) under
(C) during
(D) against
104. It is ----- to store food items in a cool, dry place in order to prevent bacteria growth.
(A) advisable
(B) advisory
(C) advisedly
(D) advise
105. The courier service company requires a recipient's signature to confirm ----- of the parcel.
(A) delivery
(B) deliver
(C) delivered
(D) deliverer

- 106.** Successful candidates will be posted to either Beijing ----- Shanghai, and relocation assistance will be available.
 (A) or
 (B) unless
 (C) then
 (D) and
- 107.** Wheat production has ----- been an important part of the agricultural industry in Pennsylvania.
 (A) history
 (B) historian
 (C) historically
 (D) historical
- 108.** Any deliberate violation of the company regulations is never acceptable and should be clearly discouraged ----- the management.
 (A) on
 (B) to
 (C) from
 (D) by
- 109.** The itinerary for your upcoming business trip is currently being made out and you will be ----- it via email.
 (A) notified of
 (B) notified
 (C) notifying
 (D) notifying of
- 110.** ----- shuttle service is available upon request between the hotel and the airport for those arriving by air.
 (A) Definite
 (B) Traveling
 (C) Spacious
 (D) Complimentary
- 111.** Thanks to our state-of-the-art computer network and distribution system, we have achieved more than a 97% in-stock status on ----- displayed on our website and in our showrooms.
 (A) advertising
 (B) merchandise
 (C) retailers
 (D) refund
- 112.** Zada Rugs, established as a small business in 1980, has now ----- into an internationally known company for quality, unique Persian rugs.
 (A) enveloped
 (B) endorsed
 (C) evolved
 (D) evaded
- 113.** Mr. Lim will be appointed to head the customer service department ----- he has undergone management training.
 (A) after
 (B) then
 (C) that
 (D) while
- 114.** We recognize that regular technical training is ----- to maintaining creative, motivated, and knowledgeable employees.
 (A) vital
 (B) vitally
 (C) vitality
 (D) vitalize
- 115.** If Ms. Chu has the most ----- on the board of directors, then logically she should bear the greatest responsibility.
 (A) permission
 (B) conclusion
 (C) allowance
 (D) authority
- 116.** In order to help factory workers to work much -----, the new Samson machines will be installed next week.
 (A) more efficiently
 (B) efficiently
 (C) efficient
 (D) most efficiently
- 117.** We will do our best to ensure your purchase is shipped within a day ----- the order is placed by 5 p.m.
 (A) over
 (B) even
 (C) while
 (D) when


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118. The manager ----- office supplies from the stationery store downtown every Thursday, so you should notify him of your needs by Wednesday.
- (A) orders
(B) ordered
(C) order
(D) to order
119. Our main office is conveniently located close to the city center and is easily ----- by all major bus routes.
- (A) retainable
(B) presentable
(C) accessible
(D) capable
120. I would like to thank Mrs. Song, ----- has agreed to give an opening speech at our annual conference.
- (A) who
(B) some
(C) he
(D) also
121. LDC Inc. ----- the right to restrict visitors when the potential for disruption of the production process occurs.
- (A) collects
(B) turns
(C) reserves
(D) continues
122. Job security is often considered a ----- of public sector jobs, but substantial changes are under way.
- (A) character
(B) characterize
(C) characteristic
(D) characteristically
123. The Red Sox announced on Tuesday that Epstein will ----- his former duties, with the same titles and authority he had when he left on October 31.
- (A) function
(B) withdraw
(C) gather
(D) resume
124. Koryo Networks is cutting about 20 jobs as well as reducing salaries ----- reduce operating costs by \$3.2 million annually.
- (A) for
(B) because
(C) so that
(D) in order to
125. We are planning to release a new model of our compact car, the Pony, available next September ----- silver, white and black.
- (A) in
(B) of
(C) at
(D) to
126. Before taking off and landing, flight attendants must make sure that ----- of the passengers is properly seated.
- (A) every
(B) all
(C) each
(D) much
127. Employers are expressing concerns regarding the availability of workers with the ----- skills and knowledge they need.
- (A) specialize
(B) specialized
(C) specializing
(D) specialization
128. Since the men's clothing department has been ----- busy, the manager would like to hire more part-time employees to help customers with their shopping.
- (A) immediately
(B) unexpectedly
(C) exactly
(D) attentively
129. A pilot project to power streetlights using solar energy ----- on Amman Ring Road.
- (A) will be implemented
(B) are implementing
(C) to implement
(D) implement

130. To build customer ----- in your business it is essential to make your customers feel that they are your top priority.
 (A) brand
 (B) honesty
 (C) location
 (D) loyalty
131. The information you requested should be arriving ----- via US mail.
 (A) shortly
 (B) shortness
 (C) shorten
 (D) short
132. The team leader position requires strong organizational skills, excellent oral and written communication skills and ----- to detail.
 (A) guidance
 (B) alternative
 (C) attention
 (D) requirement
133. With a 40 percent ----- in profits over the last year, the Superstore Grocery chain has been experiencing significant growth.
 (A) increases
 (B) to increase
 (C) increased
 (D) increase
134. E-Auction does not hold security deposits, ----- does it guarantee the safety of transactions.
 (A) and
 (B) whether
 (C) which
 (D) nor
135. Even with today's spotlight on environmental issues, the majority of consumers will not ----- purchase eco-friendly products for environmental reasons alone.
 (A) importantly
 (B) necessarily
 (C) decidedly
 (D) loyally
136. The federal government will ----- a new foreign trade policy next month, aimed at boosting exports, especially from the agriculture sector.
 (A) be announced
 (B) announce
 (C) announcing
 (D) have announced
137. We have all the Kenmore dishwasher parts you need and will gladly help you get your dishwasher back in working -----.
 (A) progress
 (B) sequence
 (C) order
 (D) charge
138. CLEO had an ----- year, growing by 105% over 2009, and showing a constant increase not only in advertising sales, but in newsstand numbers as well.
 (A) exception
 (B) exceptions
 (C) exceptional
 (D) exceptionally
139. Before submitting the quarterly sales report, we will need to make ----- to the sales figures on page 5.
 (A) revisions
 (B) revising
 (C) revised
 (D) revisory
140. Mr. Yamato is also responsible for ----- how best to use the information that we obtain from our customer satisfaction survey.
 (A) preserving
 (B) determining
 (C) commencing
 (D) creating


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Part 6

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

Questions 141-143 refer to the following letter.

Dear Mr. Thompson,

This letter is to ----- our phone conversation reserving one room from July 1-7 at the

141. (A) confirm
(B) cancel
(C) postpone
(D) reconsider

Grand Elegance Hotel for Dr. Georgina Michel. Dr. Michel will be attending the Society of Emergency Room Physicians conference. Dr. Michel will be arriving at noon on July 1st and departing at 6 p.m. on the 7th. She has requested a non-smoking room with a double bed.

During our phone call, you mentioned a room rate of \$147 per night. ----- is a check for

142. (A) Encloses
(B) Enclosure
(C) Enclosing
(D) Enclosed

that amount to guarantee the room. Dr. Michel ----- the remainder of the bill upon checkout.

143. (A) took care of
(B) will take care of
(C) was taking care of
(D) would have taken care of

Please send a confirmation at your earliest convenience.

Sincerely,

Anna TOrv

Anna TOrv

Questions 144-146 refer to the following article.

Since 1973, Florida Hospital Altamonte has been providing quality healthcare ----- the

144. (A) from
(B) with
(C) to
(D) toward

residents of Seminole, North Orange, East Lake and West Volusia counties. Each year, this state-of-the-art facility ----- approximately 14,000 inpatients, 97,000 outpatients,

145. (A) have treated
(B) was treating
(C) will treat
(D) treats

43,000 emergency patients, and performs over 10,000 surgical procedures, making it the largest and most ----- hospital in Seminole county.

146. (A) comprehend
(B) comprehensible
(C) comprehensive
(D) comprehension

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Questions 147-149 refer to the following notice.

Lost and Found

If you find a lost article on the bus, please hand it into the DRT Operator. If you've lost something on the bus, please call the Customer Service Center at 1-866-247-0055.

Lost articles are returned to Customer Service Centers, ----- on the area where the article

147. (A) depend
(B) dependable
(C) depending
(D) dependence

was found. In many circumstances, your lost article can be picked up ----- day. To help us

148. (A) the other
(B) following
(C) the same
(D) impending

----- your article, please note, if possible, any of the following details:

149. (A) correct
(B) use
(C) publish
(D) locate

- Bus number
- Time of trip (am rush, mid day, pm rush)
- Where you were sitting on the bus
- Description of item – color, size, type
- Any identification with the article
- Your name and phone number

Articles may be claimed at Durham Region Transit Customer Service Centers. Please confirm if the item is found in advance.

Updated January 6, 2010

Questions 150-152 refer to the following letter.

Dear Ms. Mendez,

Circulation of our newsletter, *Towing Industry Report*, has climbed 110% since you took over its editorship almost three years ago. Our contract is now up for renewal and we are eager to continue the successful working relationship that we -----.

150. (A) built
(B) have built
(C) will build
(D) will have built

Enclosed is a copy of a new contract that is very similar to the ----- document.

151. (A) renewed
(B) existing
(C) restricted
(D) reviewed

The only change of note is an increase in your royalties, paying you 1% of all new subscription sales and 0.5% of all renewal subscription sales.

We would be delighted to have ----- continue as editor of *Towing Industry Report* and

152. (A) it
(B) him
(C) you
(D) them

look forward to further cultivating our solid working relationship in the years to come.

Sincerely,

Joseph Smith

Joseph Smith

Editorial Department Director

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Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following notice.

Traffic Regulations

Grid Florida and GF Inc. have adopted new regulations pertaining to on-site traffic and parking in order to provide safety and security to visitors, workers, and facilities, and to minimize disturbances and congestion.

To accomplish these goals, it is necessary for all users of this facility to become familiar with the regulations and observe them. The regulations are applicable to all workers, managers, and visitors.

- Motor vehicles driven on the property should be operated in a safe and courteous manner at all times.
- Any accident or damage on the property involving a motor vehicle must be reported to the Security Office immediately, regardless of the extent of damages involved.
- The speed limit on the property is 20 miles per hour.
- All traffic signs must be observed.

153. What is the purpose of this notice?

- (A) To outline the features of the incorporation
- (B) To streamline paperwork
- (C) To advertise a new opening of a plant
- (D) To notify people about new policies.

154. What is NOT included in the traffic rules?

- (A) To drive all vehicles safely and courteously
- (B) To comply with the speed limit
- (C) To report any accident to the police officials
- (D) To follow every traffic indicator

Questions 155-156 refer to the following letter.

Monroe Bank

2 Steel Street
Denver, Colorado 61264

Jonathan Douloff
1256 Broadway Avenue
Denver, Colorado 61271

September 3

Dear Mr. Douloff,

Thank you for your interest in joining the Monroe Bank team. Please fill out the enclosed application for employment and submit it within two weeks. Three positions are currently available: consumer banking, private banking, and mortgage loan assistant. Select a position that best suits your interests and abilities.

At Monroe Bank, we take great pride in our employees. We seek to generate an environment that recognizes and rewards hard work and encourages personal and professional development. The continual expansion of our business means increasing employment opportunities at Monroe. When new employees join our team, they are offered valuable experience and expertise that come from collaborating with a talented group of colleagues dedicated to professionalism and quality customer service.

Monroe Bank is not just a good place to work but also a great place to begin a career.

Best wishes,

Sally Lennon
Sally Lennon
Monroe Bank

155. Why did Ms. Lennon send this letter?
- To respond to an inquiry
 - To ask about retirement plans
 - To hire an applicant
 - To apply for a bank account

156. What is NOT an advantage of working at this bank?
- Respect for the staff
 - An atmosphere that promotes hard work
 - A chance to gain experience
 - A financial aid package

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Questions 157-159 refer to the following information.

What you need to know before you have a health checkup

Blood Test

- You must have nothing to eat or drink (besides tap water) for 12 hours prior to your blood test appointment. However, you must not fast if you are an insulin-dependent diabetic.

Carotid Exam (main artery on the neck)

- It would be helpful if you would wear a shirt or blouse that is loose-fitting for easy access to your neck area.
- Remove earrings and necklaces before the exam.

Abdominal Exam

- Do not eat solid foods 6 hours prior to the exam.
- This exam requires a sonographer to scan your abdomen directly, so please wear a two-piece outfit.
- If you are diabetic and are not comfortable fasting for 4 hours, please limit yourself to a "diabetic meal."

Peripheral Exam

- Please do not wear stockings for this exam.
- Shirts with sleeves that can be easily pulled above the elbow and pants that can be pulled above the ankle would be helpful.

Don't worry about pacemakers, hearing aids, dental work, or previous surgery. They will not be damaged, nor will their function be disturbed by our exams. They will not interfere with the results of our tests. All exams are completely painless except for the blood test, which requires only a small prick of the finger.

157. What is this information about?

- (A) Which hospital to go to
- (B) Directions for test takers
- (C) How to make an appointment with the doctor
- (D) Who will pay for the check-up

158. How would a prior surgical operation affect test results?

- (A) The results could be inaccurate.
- (B) A small amount of pain would be experienced.
- (C) The test would be performed earlier.
- (D) The results would not be influenced.

159. What is mentioned about the abdominal exam?

- (A) Test takers should pay in full before checkups.
- (B) It is free of pain.
- (C) Diabetics should not get the exam.
- (D) Test results will be sent out within a week.

Questions 160-161 refer to the following article.

Many residents living in Kenya are on the edge of starvation as their food supply has been deteriorating rapidly due to this summer's extensive drought, a representative of a U.N. food aid organization reported Tuesday. The country has been on short rations from the government since critical food shortages have begun to attack some areas. Victims of the famine have been seen foraging in fields for roots or anything they can eat.

World Food Program Officials(WFP) announced that children under 5 and pregnant and nursing mothers are at acute risk. It has been reported that some deaths have already occurred and children try to survive on only barley porridge. The WFP indicated that it would have to close down its operations for over two-thirds of a million people if the members of UN countries do not immediately take measures to remedy the situation. The Officials said that if they don't receive any donation by May 15th, it would close its office.

160. What is mentioned in the report?
- (A) There was a very bad flood in Africa this summer.
 - (B) Food aid organization was discounted on May 15th.
 - (C) Many Kenyans are facing starvation.
 - (D) The government has stored food reserves for emergency.

161. What makes the situation even worse?
- (A) Kenyans are on the lookout for food.
 - (B) Other countries have not been donating enough food.
 - (C) WFP is going to close its office soon.
 - (D) More flooding is expected.

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Questions 162-164 refer to the following notice.

Feeling run-down or sluggish due to jet lag, many business travelers find that they are frequently unable to concentrate on their work. This loss of work efficiency could prove costly. Jet lag disrupts our natural rhythms, confusing the “body clock,” which regulates the usual waking and sleeping hours.

Jet lag may affect physical and mental performance and the symptoms include fatigue, insomnia, disorientation, headaches, lightheadedness, loss of appetite, and more. Medical evidence also shows that jet lag makes travelers more susceptible to illness such as colds, flu, and upset stomachs. The following are a few simple tips to help you minimize the effects of jet lag:

- Try to sleep on the plane as much as you can, but immediately adjust your sleeping schedule to the hours of your destination upon arrival. This means staying awake until nightfall if possible, even if you are tired on the day of arrival.
- Drink plenty of fluids during and after the flight as dehydration is a leading cause of jet lag. This advice also includes avoiding alcoholic and caffeinated drinks.
- Exercise moderately on the flight while you are awake. Stretch your arms and legs and walk up and down the aisles to stimulate circulation.
- Adjust your eating schedule to the regular mealtimes of your destination soon after arrival. If possible, refrain from rich or exotic foods for the first couple of days. This will allow you to use your energy to recover and adjust to the new cycle rather than to digest heavy foods.

162. Who is most likely to read this notice?

- (A) Travel agents
- (B) Patients in a hospital
- (C) Airplane passengers
- (D) Airport staff

163. What does the notice ask travelers to do during the flight?

- (A) Avoid intake of any liquid
- (B) Stay awake until arrival
- (C) Take sleeping pills
- (D) Stretch their legs

164. What are people advised to do after arrival?

- (A) Catch up on sleep regardless of the time of day
- (B) Drink caffeinated beverages to wake up
- (C) Avoid heavy or unfamiliar foods
- (D) Take medicine to aid digestion

Questions 165-168 refer to the following warranty.

FREE 2-YEAR WARRANTY ON ALL DIGITAL CAMERAS

Every camera we sell now includes a free 2-year warranty

- Cases, chargers and batteries are supplied with a 2-year warranty.
- Memory cards are supplied with warranties ranging from 5 years to lifetime.

If you buy a product from UK Digital Cameras, then you may return it within 14 days from the day you receive it, as long as the goods are in new condition and with all of the original packaging. We will replace the products or issue a full refund (not including the delivery costs).

1. Within 30 days

If your camera develops a fault within the first 30 days, then simply return it to us in the original box with all the accessories for a replacement. Let us know how much it costs to return it and we'll refund you!

2. Within 12 months

If your camera develops a fault within the first year, then you need to return it to the appropriate manufacturer as they cover the first year of the warranty. If you prefer, you can return the faulty item to us, but we only forward it to the appropriate manufacturer. Once repaired, it would be returned to us and then forwarded to you. This whole process can add over a week to the repair period.

3. Within 24 months

If your camera develops a fault after a year and within two years, then simply return it to us and we will get it repaired at an authorized repair centre (at our own expense) and then return it to you within 10-14 working days.

Note: The guarantee may become void if the item has been dropped, affected by liquids or battery leakage. In addition, if it is too costly to repair an item, the manufacturer may replace it, and if the item is discontinued, the manufacturer will replace it with the nearest model.

165. What is not included in the two-year warranty?

- (A) A charger
- (B) A case
- (C) A battery
- (D) A tripod

166. If your camera breaks 10 months after receipt, where should you send it for a quick repair?

- (A) An authorized repair centre
- (B) A UK Digital Camera shop
- (C) The maker
- (D) The nearest wholesaler

167. The word "void" in paragraph 6, line 1, is closest in meaning to

- (A) effective
- (B) invalid
- (C) verified
- (D) confirmed

168. What can be inferred from the information?

- (A) The customer can get an exchange if necessary.
- (B) The delivery cost is always free.
- (C) On-site repairs are performed.
- (D) Customers can use the warranty in case of battery leakage.

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Questions 169-172 refer to the following article.

Eco-friendly or Convenient?

Hamilton, New Zealand – There has been a controversy over bus transportation between the city officials and residents in Hamilton, New Zealand. The first six hybrid buses will make their debut in the Hamilton area for the first time in the country. The new buses feature a combination of electric and bio-diesel engines to reduce exhaust gas.

The mayor, Robin Brook and his aides believe that the hybrid buses compliment Hamilton's many environmental initiatives. On the other hand, some residents in Hamilton oppose the proposal because the city will not be able to provide as many buses as the current numbers due to the high cost of hybrid buses.

"Hybrid buses might be eco-friendly transportation, but they are not convenient to us at all. We will have to wait for a bus for a long time to go downtown," says David Paterson who lives in Silverdale, a suburb of Hamilton. Ray Brandon, a leader of a citizen group, asserts that the costs of the new system are too high. He and the other members of the group insist that the city use smaller buses instead of buying hybrid ones.

According to Waikato University's research led by Dr. Eisenberger, if smaller buses are introduced, the amount of exhaust gas will be reduced significantly. Further, since the city doesn't have to cut the number of buses, residents can benefit from the bus services without the inconvenience caused by the change to a more eco-friendly bus. Some critics think that this will be the biggest issue in dispute in the city mayoral election next year.

169. What led to the dispute between the city officials and residents of Hamilton?
- (A) A mayor's unfair electioneering
 - (B) A decision to change the bus route
 - (C) A proposal to protect the environment
 - (D) A plan to change a part of the transport system
170. According to the article, why does David Paterson oppose the city's proposal?
- (A) Hybrid buses are not significantly quiet.
 - (B) The new bus fare will go up.
 - (C) Smaller buses have a more passenger-friendly design.
 - (D) The new system is less convenient for residents.
171. What is likely to take place in the city next year?
- (A) An election for mayoralty
 - (B) Introduction of hybrid buses
 - (C) Consultation with the bus operators
 - (D) A large-scale residents' campaign
172. Who conducted the research on emissions?
- (A) Robin Brook
 - (B) David Paterson
 - (C) Ray Brandon's assistant
 - (D) Dr. Eisenberger

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Questions 173-177 refer to the following letter.

Norman Tarky
Invitrogen Inc.
235 Trestin Blvd.
San Diego, CA 75890

Dear Mr. Tarky:

I am responding to an ad you put in the *Canberra Times* seeking a Regional Marketing Manager. I hope you will consider me as a candidate for the position.

I have enclosed my resume, which highlights my qualifications. You will see on it that I have had many years of experience as a marketing manager. I'm very familiar with your company, Invitrogen, and your products, and am confident that I can lead in the development of a sales-driven culture. I think that Invitrogen's products are far superior to all similar items on the market.

Currently I work for an adult critical-care product line and my duties include delivering competitive sales guides and information to the sales channel, training and supervising marketing staff, organizing and executing marketing projects, and reporting to the CEO. I believe my experience and accomplishments demonstrate my versatility, strong analytic skills and decision-making abilities.

I hope you will grant me the privilege of an interview. I look forward to hearing from you soon. I am available for an interview at whatever time is suitable for you, so please let me know when would be convenient for you.

Sincerely,

Anna Siyanova

Anna Siyanova

173. What kind of position does Ms. Siyanova want?
(A) A regional sales position
(B) A high-level management position
(C) A marketing executive position
(D) A part-time marketing position
174. What is being attached to this letter?
(A) A cover letter
(B) A curriculum vitae
(C) An application form
(D) A letter of recommendation
175. What does Ms. Siyanova NOT do currently?
(A) Store maintenance
(B) Manage staff members
(C) Tell the CEO about business matters
(D) Survey research
176. What can be inferred about Mr. Tarky?
(A) He used to work with Ms. Siyanova.
(B) He will meet with Anna Siyanova.
(C) He has lived in a suburb of San Diego.
(D) He is responsible for the recruitment.
177. What did Ms. Siyanova ask Mr. Tarky to do?
(A) Demonstrate his marketing ability
(B) Give her a grant
(C) Tell her a good time for an interview
(D) Arrange her schedule for her

Questions 178-180 refer to the following article.

Skyrocketing prices for imported oil are threatening economies around the world, impacting industries and businesses across the board. Higher crude oil prices, meaning higher energy prices, are causing a ripple effect on virtually all business aspects that are dependent on energy (directly or indirectly). The move is likely to tempt the users of fuels, such as electrical-appliance manufacturers and transportation firms, to raise the prices of their products and services to retain profits.

Politicians ensured that the government actions to address the growing crisis would bring a positive outcome to the economy. They do not want citizens and the business community to continue to worry about the high price of oil. Governments are demanding that the OPEC-member nations increase their export to lower the prices.

Environmental groups sent representatives who engaged in discussion on alternative sources of energy. The groups claim that developing new energy that is good for the environment would be a long-term solution. High dependency on imported oil will not stop the vicious cycle of low and high prices. The conclusion of the oil ministers' meeting scheduled for next week is highly anticipated.

178. What is causing problems in the global economy?

- (A) The world oil production forecast
- (B) Soaring oil costs
- (C) Oil producing nations' protests
- (D) Demonstrations by environmental groups

179. Why did the politicians ensure economic recovery?

- (A) To increase their oil imports
- (B) To develop new energy
- (C) To keep citizens from becoming concerned
- (D) To schedule the oil ministers' meeting

180. What do the environmental groups claim?

- (A) Different types of energy must be used.
- (B) Increases in crude oil prices are not bad.
- (C) Oil consumption should not be reduced.
- (D) Economies should remain dependent on oil.

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

Subject : Balancing Your Budget

Straight Talk for Married Women Sponsored by the Institute of Quantitative Research in Finance(IQR).

Location : North Little Rock Hotel Conference Room 201

Timetable:

9:00 Registration

* Please show your invitation or membership card.

9:30 Keynote address by Eileen Christelow, bestselling author of *Making Your Money At Home*.

10:00 Two Presentations

"Spending a little now will reward you in the future" by Kathryn Caputo (90 mins.)

"Find the balance between saving and spending for a lifetime of enjoyment with your family" by James Lange (60 mins.)

12:00 Lunch Break

** Discount tickets for hotel restaurants available

13:00 Panel Discussion

15:00 Question and Answer Session with lecturers

16:30 Closing Message by IQR chairman, Paul Edwards, President of Kersten Industries

From : Sharon Jaynes<sharon@ketmail.net>

To : Grace Cornish<grace@appet.com>

Re : IQR workshop

Dear Ms. Cornish,

I found the workshop held at the North Little Rock Hotel last week extremely beneficial and enlightening. The speakers made me think about how to save more money and spend it more wisely. It was financial knowledge I really should have learned a long time ago.

Due to traffic, however, I was delayed and didn't arrive at the hotel until 11:00. I'd like to ask whether you have a transcript or videotape of the presentations that were delivered before 11:00. If so, could you let me know how I could get a copy? I am eager to get all the advice I can about this very important topic.

A close colleague of mine told me about the conference and when I registered for it on your website, I checked the box to receive your weekly newsletter. I have yet to receive one, so I'd like to confirm my e-mail address with you. Please send all IQR materials to me at sharon@ketmail.net.

Thank you in advance for your help.

Sincerely,

Sharon Jaynes

181. Who most likely attended the conference?
(A) Customers wanting to switch banks
(B) Personnel staff looking for new recruits
(C) Stock brokers looking for good tips
(D) Women interested in money management
182. Who most likely is the e-mail writer?
(A) A bestselling author
(B) A hotel clerk
(C) An audience member
(D) An entry-level employee
183. What does Ms. Jaynes ask for in the e-mail?
(A) A copy of material delivered in the morning
(B) A discount on the next IQR event
(C) A video of the message by James Lange
(D) Advice about saving money
184. How did Sharon find out about the workshop?
(A) She found out from a coworker.
(B) She looked at a flyer posted at her office.
(C) She heard a radio commercial about the workshop.
(D) She visited the website.
185. What problem would Sharon Jaynes like to resolve?
(A) She cannot log on to the IQR website.
(B) She lost all her money in an investment.
(C) She did not receive the weekly newsletter.
(D) She lost her workshop brochure.

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Questions 186-190 refer to the following e-mails.

From: Sandar Faella<sfaella@brothersewing.com>
To: Jim Fairbairn<jim@brothersewing.com>
Date: August 10
Re: Brother LS-1520

Dear Jim Fairbairn,

It has come to my attention that in the last few weeks several unfavorable reviews have been posted about our Brother LS-1520 on popular fashion and product review websites based in North America and Europe. Two websites you may want to look at are www.userappraisal.com and www.reviewcenter.com.

Increasingly, more people are complaining about the durability of the sewing machine. We need to move quickly on this problem since the Brother LS-1520 is a very important part of this year's marketing campaign.

However, to adequately address this matter we need more details. Can you have your team do some research for us on this issue? And while you're looking into this matter, you might want to find out if our customers have any other concerns about the Brother LS series of sewing machine.

I'd appreciate it if you could get back to me within a week or so with an initial assessment. Thanks for your help.

Sincerely,

Sandar Faella

From: Jim Fairbairn<jim@brothersewing.com>
To: Sandar Faella<sfaella@brothersewing.com>
Date: August 15
Subject: Re: Brother LS-1520



Dear Sandar Faella,

We've done some research into the problem you mentioned in your e-mail of August 10. What we've found fully supports the compliments that were documented earlier. Fortunately, the problem is restricted to the previous model, the Brother LS-1450. According to customers, the model's attachment box and a few parts break very easily. Thus, you and the other managers in the product development department need to come up with an adequate solution.

In addition, there seems to be some dissatisfaction with the stitch quality of the Brother LS-1520. Customers are not happy because it is not very easy to use. I'll send you a more detailed report of our findings within the next week.

There is some good news, though. Our market research indicates that customers are quite satisfied with the price and the appearance of these models. So if your department can solve the problems we have indicated, I think everything should be okay.

Sincerely,

Jim Fairbairn

186. Why is Sandar writing to Jim?

- (A) To notify him of the launch of two websites
- (B) To ask him to look into customer satisfaction
- (C) To order a design for a new line of sewing machines
- (D) To ask him to evaluate the quality of a new product

187. In the first e-mail, the word “assessment” in paragraph 4, line 2 is closest in meaning to

- (A) accession
- (B) evaluation
- (C) apposition
- (D) succession

188. In what field does Sandar work?

- (A) Advertising
- (B) Distribution
- (C) Customer relations
- (D) Product development

189. What will Jim do within the next seven days?

- (A) He will do more research about other products.
- (B) He will find a solution to the problem.
- (C) He will forward a report on to Sandar.
- (D) He will send an initial assessment to Sandar.

190. What is correctly stated about customer satisfaction with the models mentioned?

- (A) Every customer is dissatisfied with the quality.
- (B) A few customers are satisfied with the stitch quality of the former model.
- (C) Customers are happy with the prices.
- (D) Customers are satisfied with the proposed solution.

Questions 191-195 refer to the following invoice and e-mail.

www.Kolumbookstore.com

We have shipped your items, and this completes your order. The following items were included in this shipment:

Qty	Item	Price	Shipped	Subtotal
1	Mastering French Music at Home	\$14.97	1	\$14.97
1	The Book of Basketball	\$16.50	1	\$16.50
1	The Digital Photography Book	\$27.67	1	\$27.67
1	The Christmas Sweater	\$8.10	1	\$8.10
1	Pioneer Women Cooks	\$15.29	1	\$15.29
1	The Conscious Cook	\$17.54	1	\$17.54

Item Subtotal : \$92.40

Shipping & Handling : \$8.74

Super Saver Shipping Discount : -\$8.74

Total : \$92.40

Paid by Credit Card : \$92.40

This shipment was sent to:

Esme E. Faerber
187 Tesuque Village
Tesuque, NM 87574
United States

Return policy:

We will gladly accept a return of merchandise 30 days from the postmarked date you receive your item. You are responsible for shipping and handling charges on returned items, unless it is a result of a shipping error or defective merchandise.

From : cnewman@gmail.com
To : service@kolumbookstore.com

To whom it may concern,

I received my order today and there were a couple of surprises. First of all, instead of *Classical and Contemporary Sauce Making*, I received a book titled *Mastering French Music at Home*. Also, my copy of *The Digital Photography Book* was severely damaged. I would like a replacement copy, please. I asked for standard shipping and was given the Super Saver Shipping Discount according to my online billing statement. However, when I got the invoice that came inside the books, my total had been adjusted to \$101.14, so apparently the \$8.74

discount had not been applied to the total. Please exchange a damaged book and a missing book for new ones, and let me know how to send back the two items to you. Also, please arrange for a credit of \$8.74 to my account. Thank you.

Regretfully,

Esme E. Faerber

- 191.** What is the purpose of the first e-mail invoice?
- (A) To advertise some bestselling books
 - (B) To inform the buyer of the goods to be sent
 - (C) To encourage the recipient to sign up for a course
 - (D) To provide information about cook books
- 192.** What is the person who placed the order likely interested in?
- (A) Management
 - (B) French wine
 - (C) Traveling
 - (D) Cooking
- 193.** Which is NOT a problem with Mr. Faerber's order?
- (A) He received an item he did not order.
 - (B) One of the books he received was damaged.
 - (C) There was a mistake with the shipping charges.
 - (D) His online order receipt was missing.
- 194.** What does Mr. Faerber ask the bookstore to do about the damaged item?
- (A) Replace it with a new one
 - (B) Provide an \$8 credit
 - (C) Issue a refund to his credit card
 - (D) Give him a discount on his next purchase
- 195.** How much must Mr. Faerber pay for the two items to be returned?
- (A) Nothing
 - (B) \$8.74
 - (C) \$92.40
 - (D) \$101.74

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Questions 196-200 refer to the following announcement and article.



MILO's Ultra Portable Debut!

Milo is going to unveil its entry into the portable gaming system market at the March 15 Bayside Electronics Expo. This highly anticipated device is expected to combine all the best features of a personal digital assistant (PDA) with an extremely powerful portable gaming system. The 5" screen can display over 20 million colors and game graphics are smooth and fluid. For the PDA functions, there is a slide-out keyboard and touch-screen function, in addition to 10 gigs of internal memory. Also, its built-in Wi-Fi capability allows users to access the Internet or play online games.

On hand to demo Milo's new device will be company president Graham Carter, as well as Patricia Fields, head of marketing, and Jonathan Crusher, head of Milo's gaming department. Also on hand will be Hideki Kurata of Score Games and creator of the wildly popular "UP in Arms" series of games. He will be discussing some of Score's "UP"-exclusive titles.

Will Milo Succeed Where Others Have Failed?

Maria Shurn

"We already dominate the PDA and handheld games market, so it was only natural for us to combine the two." This bold statement came from none other than Milo President Graham Carter as he opened the press conference to unveil Milo's PDA-cum-game machine.

Can Milo create a new market with this device? That remains to be seen. The Ultra Portable (UP) would be an impressive PDA or gaming machine on its own, but the combination is somewhat underwhelming. The fact is that most gaming devices are relatively simple, but PDAs are not. Historically, the target audiences for PDAs and games have been separate, even if the ages of the two overlap. Milo is aiming for PDA users who also want to play games – a niche market to be sure. However, children and teens are a key gaming demographic. Can the "UP" survive merely by catering to the over-thirty crowd? This should be Milo's primary concern.

While the specs for the device are impressive, Score Games is the only third-party license they have now. Unfortunately, the head of Milo's gaming division was not at the trade show, as previously expected, so there is no word on whether the "UP" will have any other company's game titles at launch.

196. According to the announcement, what is mentioned about the product?
- (A) People are interested in it.
 - (B) It will be sold at a higher price than originally planned.
 - (C) The product will have limited competition.
 - (D) It will replace Milo's first portable gaming device.
197. What feature does the new product NOT have?
- (A) A 5-inch screen
 - (B) A slide-out keyboard
 - (C) A touch-sensitive screen
 - (D) 20 gigs of memory
198. Why did Milo decide to make this new product?
- (A) They wanted to focus on a niche market.
 - (B) Their researchers have created a new technology.
 - (C) They have had great success in two related markets.
 - (D) Score Games brought the proposal to them.
199. What does Maria Shurn think the main problem is with Milo's new product?
- (A) Its price makes it something only business people can afford.
 - (B) It may not appeal to the age group that could buy it.
 - (C) The quality of its games is atrocious.
 - (D) There are not enough features to distinguish it from its competition.
200. Who was NOT at the demonstration?
- (A) Jonathan Crusher
 - (B) Hideki Kurata
 - (C) Maria Shurn
 - (D) Patricia Fields



READING

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

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

Part 5

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

101. Considering the state of the motor and labor costs for the repair, a new motor would be ----- than repairing it.
(A) cheaper
(B) cheapest
(C) more cheaply
(D) most cheaply
102. In some cases, we are able ----- the products at the service center, but if not, we can arrange for the product to be sent back to the factory so that we can investigate the problem.
(A) repaired
(B) repairing
(C) repairs
(D) to repair
103. Avisena, a new kind of medical billing and collections company, announced the ----- of Rich Lopez to the position of Executive Vice President last week.
(A) division
(B) intention
(C) permission
(D) promotion
104. Our customer support team is available by ----- phone and email to answer your questions.
(A) whether
(B) both
(C) either
(D) never
105. It is important to ----- a copy of all sales documents obtained at the time of purchase for your own records.
(A) retain
(B) imitate
(C) support
(D) resist
106. The vegetarian diet is more likely to meet the government ----- for fat, carbohydrate, and protein than a non-vegetarian diet.
(A) recommendations
(B) recommendable
(C) recommending
(D) recommend

107. While the temperatures are high ----- the day, the nights can be very chilly.
 (A) about
 (B) under
 (C) during
 (D) against
108. The new business plan does not necessarily need to contain a ----- marketing plan.
 (A) detail
 (B) details
 (C) detailed
 (D) detailing
109. Our sales staff has grown so large that we ----- hold our sales meetings at the Bexco Center, which accommodates up to 5,000 people.
 (A) frequently
 (B) sparsely
 (C) originally
 (D) approximately
110. Increasingly, a number of people agree that Australian wines are superior in quality ----- Chilean wines.
 (A) from
 (B) than
 (C) to
 (D) in
111. This year's Employee of The Year Award will be given to Sarah Morrison for having worked the ----- of all the staff at the company.
 (A) hardly
 (B) harder
 (C) hardest
 (D) hard
112. American Couplings, Inc. warrants that the products ----- to industry standards specified below and will be free from defects in materials.
 (A) to conform
 (B) conforms
 (C) conform
 (D) conforming
113. ----- the inclement weather, Mr. Ryan will not be able to attend the annual conference in Paris.
 (A) More so
 (B) Rather
 (C) Instead of
 (D) Due to
114. The change in ----- when compared to the first quarter of 2009 is attributable to lower-material costs and the impact of a stronger Korean won.
 (A) profitability
 (B) profitable
 (C) profited
 (D) to profit
115. The Payments Office is open to receive utility bill payments ----- in person Monday to Friday 9 a.m. to 4 p.m. and credit or debit cards may be used.
 (A) make
 (B) made
 (C) making
 (D) are made
116. The company recently announced ----- Hefty has assumed the title of president and CEO of the company.
 (A) what
 (B) because
 (C) while
 (D) that
117. Dr. James Hansen is ----- regarded as the leading climate change scientist in the country.
 (A) wider
 (B) widely
 (C) widened
 (D) widening
118. Applicants are required to present at least two forms of identification ----- applying for a library card.
 (A) with
 (B) since
 (C) or
 (D) when

119. LDC Phone Company announced it ----- KT Communications Corp. last week but the terms of the deal weren't disclosed.
- (A) merged
(B) remained
(C) acquired
(D) anticipated
120. The head of human resources posted a list of all the employees ----- are supposed to be transferred to another department next week.
- (A) whose
(B) who
(C) where
(D) when
121. Yeongdeok has extraordinary ----- for wind energy due to its strong and constant wind conditions.
- (A) potent
(B) potentiality
(C) potentially
(D) potential
122. ----- finding someone suitable for the position internally, Ms. Mackenzie from Koryo Savings Bank has been selected to head our Ulsan branch.
- (A) Even so
(B) Instead of
(C) Because
(D) Rather
123. It is essential that any of our personnel who drive company vehicles in connection with company business maintain a thorough record of any expenses -----.
- (A) owned
(B) incited
(C) occurred
(D) incurred
124. NTX Pharma, Inc. announced that the company has received final ----- from the Chinese government to sell its new medicines.
- (A) approve
(B) approval
(C) approved
(D) approvingly
125. We train all employees ----- to ensure that our customers always receive outstanding services.
- (A) avoidably
(B) lately
(C) regularly
(D) highly
126. The Microsoft Word software program used to do this task helps students check their spelling and correct mistakes by -----.
- (A) their
(B) they
(C) themselves
(D) theirs
127. It is important that you not leave the coffee machine ----- for a long time with water loaded.
- (A) idle
(B) spare
(C) void
(D) null
128. The Robert International school, located in the central part of Seoul, is ----- seeking a full-time English teacher who has experience teaching children.
- (A) urgent
(B) urgently
(C) urgency
(D) most urgent
129. The Ivystone Group will be ----- a free lunch to all customers visiting our Chicago showroom during lunch hours.
- (A) providing
(B) choosing
(C) meeting
(D) replying

130. Whether you are a seasoned marathoner or a recreational jogger, it is important to take ----- steps to avoid common running injuries.
- (A) prevent
 (B) prevents
 (C) preventive
 (D) prevented
131. Our knowledgeable sales representative can help you determine ----- computer products to order for your company.
- (A) which
 (B) that
 (C) how
 (D) where
132. Upon retiring from the Board of Directors, a member must return or destroy all documents of a ----- nature received from the company.
- (A) limiting
 (B) proportionate
 (C) confidential
 (D) surrounding
133. Upon receipt of the employment offer, Mr. Min extended his thanks to the president of the company for the ----- to join the company.
- (A) fortune
 (B) situation
 (C) event
 (D) opportunity
134. In order to ensure sufficient time for completing check-in procedures, please arrive at the airport at ----- one hour before departure.
- (A) lesser
 (B) a little
 (C) least
 (D) less
135. The company picnic is ----- to all employees and their families, and will include free refreshments and family activities.
- (A) invited
 (B) right
 (C) open
 (D) intended
136. The new vacuum cleaner by LC Electronics has been selling so well that they have decided to discontinue the ----- model.
- (A) previous
 (B) forward
 (C) away
 (D) precise
137. Every facility manager ----- to reduce energy costs, increase productivity and reduce greenhouse gas emissions.
- (A) like
 (B) was liking
 (C) would like
 (D) is liking
138. The Acclaim is ----- enough to meet the needs of the most demanding user and it is filled with a variety of features.
- (A) complete
 (B) typical
 (C) versatile
 (D) assorted
139. DPW has been ----- with evaluating school safety programs and offering technical assistance to appropriate personnel.
- (A) appointed
 (B) hired
 (C) charged
 (D) promoted
140. The factory manager had to cancel the meeting with the union leaders due to a ----- in his schedule.
- (A) combination
 (B) preservation
 (C) following
 (D) conflict


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Part 6

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

Questions 141-143 refer to the following information.

Flu Prevention Tips

Influenza (flu)

The flu is an infection of the respiratory system ----- by the influenza virus. There are

141. (A) resulted
(B) occurred
(C) caused
(D) happened

three types of influenza virus: A, B, and C.

Flu symptoms include:

- high temperature • cough
- muscle ache • sore throat
- chills • fatigue

Most people recover from the flu within one or two weeks, ----- others, especially the

142. (A) so
(B) but
(C) since
(D) otherwise

elderly, may feel weak for a long time after other symptoms go away.

Treatment

There are effective treatments that can reduce the duration of the flu and improve your quality of life. See your doctor within two days of when flu symptoms appear to find out if these and other treatments are right for -----.

143. (A) them
(B) him
(C) you
(D) it

Prevention

The best tool for preventing the flu is the flu vaccine, and the best time to get a flu vaccine is from early October to mid-November. You need a flu vaccine every year because new vaccines are developed annually to protect against new strains. Talk to your family doctor for more information.

Questions 144-146 refer to the following letter.

Dear Dave Mann,

Thank you for your contribution of \$75 to the Cassonville Volunteer Fire Department. Your efforts are helping make a difference here in Cassonville.

Please keep the fire department in mind ----- the year as you consider ways to improve

144. (A) across
(B) under
(C) among
(D) throughout

the well-being of your family and your community. Some donors find it ----- to make a

145. (A) earlier
(B) more eligible
(C) more convenient
(D) more recent

monthly commitment of \$15 or more to ensure that the good work of the volunteers is supported, even after the end of the annual fundraising campaign.

If you would ever like a tour of the fire department, we would be happy to show it to you. Again, thank you for your -----.

146. (A) distribution
(B) support
(C) substance
(D) promotion

Sincerely,

Clifford Mason
CLIFFORD MASON

09

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Questions 147-149 refer to the following letter.

Dear Mr. Dalziel,

Your account at Red Box Hardware in the amount of \$255.55 is 120 days -----.

147. (A) decided
(B) delinquent
(C) dependent
(D) deducted

credit will be extended to you until this amount has been received.

We ask for immediate payment or a suitable explanation ----- why we will not receive such

148. (A) regard
(B) regards
(C) regardless
(D) regarding

payment. Please return your payment in the enclosed self-addressed stamped envelope.

Your failure to respond to this notice will force us to contact our attorney and -----

149. (A) institute
(B) institution
(C) institutional
(D) institutive

collection procedures.

Sincerely,

James Byrd

JAMES BYRD

Customer Service Department

Questions 150-152 refer to the following article.

Everything has a season – including selling your house. Listing at the right moment could mean more money in your pocket.

Traditionally, spring is the hottest season for real estate. Sales ----- in May and stay

150. (A) reach
(B) peak
(C) decline
(D) demonstrate

strong in June. It's a good season ----- families to move since the weather is favorable.

151. (A) for
(B) on
(C) with
(D) of

People have just received their tax refunds, which they can use to help finance a down payment. And the nice weather in spring and early summer make it a great time to show your home.

If you can't sell in the peak season, consider listing your house in winter. It may sound counterintuitive, but you probably already have the house decorated and cleaned for holiday entertaining, so it shouldn't be hard to get it in shape for showing. Moreover, you will have ----- competition and may get a better price.

152. (A) fewer
(B) less
(C) more
(D) stronger

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Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following advertisement.

Eternal Radio Jingles

A jingle is a simple song to create an image in the consumer's mind about the business or service being advertised. By using a jingle package on various kinds of marketing, you can expect great results while spending less on advertising.

We at Eternal Radio Jingles can design a package for you that will allow you to use your jingle on website, television, radio, telephone on-hold and in-store announcements. Incorporating your advertising message into music reinforces the awareness a customer will have of your business more than nonmusical advertising.

Whenever your jingle is played, your brand recognition is maximized, and your marketing message in the musical theme is reinforced as well as multiplied. According to research, most consumers tend to choose what they want to buy based on how they feel about a particular product, and music can dramatically affect a person's emotions. Thus, music in advertising is pretty important for business.

153. Which product is being advertised?
- (A) Ring-back tone
 - (B) Computer software
 - (C) Music for commercial film
 - (D) Banner

154. Which is NOT a benefit of using jingles?
- (A) They cause the consumer to connect to the brand emotionally.
 - (B) They enhance brand recognition.
 - (C) They damage the marketing message.
 - (D) They can reduce advertising costs.

Questions 155-156 refer to the following article.

The World Cup is the jackpot and the TV networks are aware of it. That is why the bidding to televise the World Cup is a high-stakes game. Five major networks bid the price up to \$2 billion for the 2002 World Cup in Korea. SBC and JBC tried to get the contract by pooling their funds, but KBC snatched the big prize. KBC is in the lead for gaining TV rights to the next World Cup, but the International World Cup Committee(IWCC) will not make their final announcement until early next week.

Once rights and production costs have been recovered through ad revenue, the winning network and IWCC will share the profits equally. The IWCC sees the winning networks as not only a source of revenue but also marketing partners for all World Cup events and the financial well-being of the expanding World Cup movement. It is estimated that planning for every new event costs roughly an additional \$5 million.

155. What is the main topic of this article?

- (A) The race to broadcast the World Cup
- (B) Gambling on the World Cup
- (C) Advertising revenue through the World Cup
- (D) Fundraising activities for the World Cup

156. If total profits are \$10 billion, how much

- money will the IWCC receive?
- (A) \$2 billion
 - (B) \$5 million
 - (C) \$5 billion
 - (D) \$10 billion

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Questions 157-159 refer to the following letter.

Dear Alumni Club Member,

This is a reminder that our general meeting is scheduled for September 28 at the Kensington Hotel. This is a great chance to come out and meet with the executive members, rekindle old friendships and make some new acquaintances. We would like to hear how we can provide you with enjoyable programs. This meeting is open to all members and will be a chance for you to discuss upcoming events and activities as well as details of the NYC Club's next networking event scheduled for November.

We are also looking for inspired alumni who have time to be devoted to our 2011 executive team. The duties of executive team members are to attend a monthly executive meeting to plan upcoming events. If you are interested in joining the executive team, please submit a resume and two recommendation letters from other club members to Meg Walsh by e-mail at megw@mcollege.com before September 18. The results will be presented during the general meeting.

General Meeting

Time: 18:00

Date: September 28, 2010

Location: The Kensington Hotel

We look forward to seeing you!

Yours sincerely,

Manhattan College Alumni Club

157. To whom is the message addressed?

- (A) Graduates of an educational institution
- (B) Members of the parent-teacher association
- (C) Attendees of an upcoming convention
- (D) University faculty members

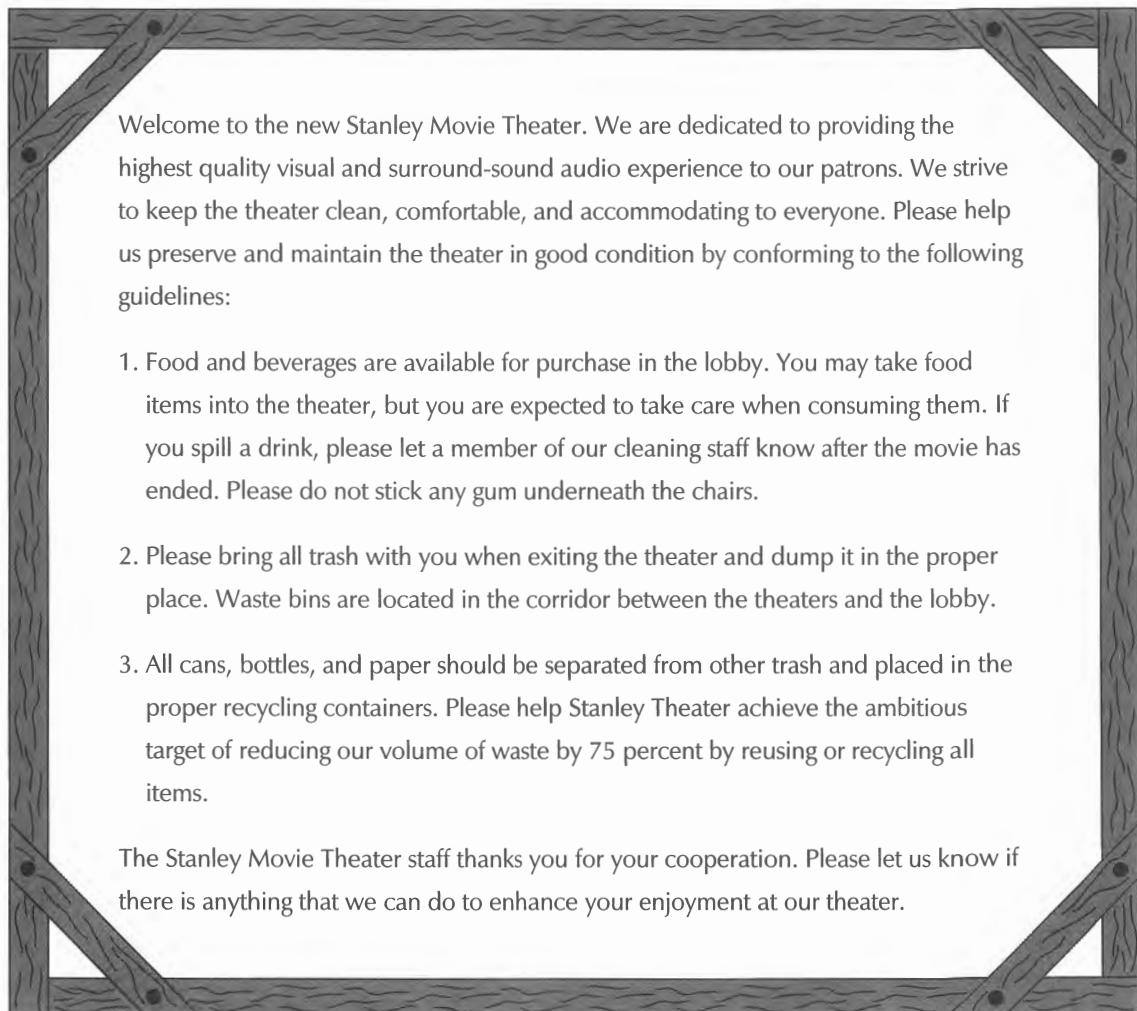
158. What is required of those who join the executive team?

- (A) A monthly fee
- (B) Attendance at every event
- (C) Making a membership directory
- (D) Reference letters

159. What is mentioned about the September 28 event?

- (A) It is expected to last for four hours.
- (B) Any member may attend.
- (C) It will be held at Kensington College.
- (D) All participants must register in advance.

Questions 160-162 refer to the following notice.



- 160.** What is the purpose of this notice?
- (A) To promote a newly-released movie
 - (B) To urge staff members to keep a high standard of service
 - (C) To announce the opening of a new facility
 - (D) To encourage patrons to keep a facility clean

- 161.** Where are the trash containers located?
- (A) In the hallway
 - (B) In the lobby
 - (C) Near the staff room
 - (D) Next to the exits

- 162.** What is indicated in the notice?
- (A) No food is allowed on the premises.
 - (B) The theater is accepting job applications.
 - (C) The theater uses highly advanced equipment.
 - (D) The theater specializes in art films.

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Questions 163-165 refer to the following advertisement.

POSITION AVAILABLE

EKOL Travel is looking for a customer service advisor to join our very busy Service department. Our travel agency is committed to serving our customers locally and internationally. The ideal person will need to have excellent customer service skills, be PC literate, and be fluent in French or German. Additional language skills such as Portuguese or Spanish would be an advantage. You must also be able to deal with incoming customer complaints and queries with the aim of providing a fast and efficient resolution in a busy and fast-paced environment. The position starts at the beginning of July. If you are seeking a new challenge and opportunity, please apply now. Applications can be requested by visiting or contacting us at the address below. Return your completed application with a copy of your resume as soon as possible. The deadline is June 20.

EKOL Travel
Scotts Tower 105 Orchard Road Singapore 228233
TEL (65) 8989-0274

- 163.** What is a requirement of the position?
- (A) Willingness to work on holidays
 - (B) Excellent computer skills
 - (C) Proficiency in Spanish
 - (D) A university degree
- 164.** When will the successful applicant begin working?
- (A) As soon as possible
 - (B) On June 20th
 - (C) In early July
 - (D) One week from the date of application
- 165.** What must be submitted with the application?
- (A) The applicant's photo
 - (B) A letter of recommendation
 - (C) A summary of work experience
 - (D) A copy of the applicant's identification

Questions 166-169 refer to the following article.

The local government of the small town of Antelope has a long history of passing municipal laws that protect local merchants against competition from large retailers whose size and buying power give them a competitive advantage over local retailers. On Monday morning, however, newly-elected Mayor Kelvin Daley announced plans to build a major shopping mall just outside Antelope. He said that the mall would include major nationwide retailers such as Trident Booksellers and Fashion Complex and it would boast a Carrefour superstore and Antelope's only IKEA outlet.

Local merchants are furious at this plan and many have vowed to rally the community to protest against the mayor's decision. The local retailers' association has signed a petition demanding a retraction of construction. Asked whether there was any chance of discontinuing the new shopping mall project, Mayor Daley said, "We are ready to move forward with a first-class development. I'm confident that this will benefit the residents of Antelope and that any efforts made by local merchants to oppose the plans would be ignored."

- 166.** Who is Kelvin Daley?
 (A) A local merchant
 (B) A public official in Antelope
 (C) A resident in Antelope
 (D) The CEO of Carrefour
- 167.** What is inferred about Trident Booksellers?
 (A) It has outlets all over the country.
 (B) It is headquartered in Antelope.
 (C) It will not have a store in the new mall.
 (D) It is the largest book retailer in the nation.
- 168.** How have local shop owners reacted to the news?
 (A) They have promised to fight the new law.
 (B) They support the mayor's decision.
 (C) They are all in need of a new shopping center.
 (D) They do not want the mall to be built.
- 169.** What is NOT mentioned about the mayor's opinion?
 (A) Some national chains will be opened in the mall.
 (B) It will bring good things to the local community.
 (C) Construction might be halted until further notice.
 (D) It will keep going regardless of local disapproval.

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Questions 170-172 refer to the following information.

Thank you for using Travel Leaders Services. Be sure to read the following information carefully before your departure date.

1. Check-In

Make sure you arrive in plenty of time before your flight, to permit the authorities to carry out the necessary checks. Here is a guideline for how long before your flight you should arrive;

- International flights – Check in a minimum of two hours prior to flight time
- Domestic flights – Check in 90 minutes prior to flight time

[Note] Boarding usually begins around 30-45 minutes before departure.

2. Over-booking

Airline flights may be over-booked. A person denied boarding on a flight may be entitled to a compensatory payment. The rules for denied boarding compensation are available at all ticket counters.

3. Baggage insurance

Airline and other travel suppliers' insurance for baggage have limited liability. Your personal insurance may not adequately cover losses incurred by cancellation, accident, illness or stolen or damaged property. We strongly urge you to purchase additional insurance offered to you. Ask our agency for appropriate insurance forms.

4. Prepaid Tickets

Instead of buying a ticket for oneself, a customer may use a ticket paid for by someone else. In this case, most carriers require a mandatory non-refundable service charge. This charge is ultimately the responsibility of the passenger whose name is on the reservation. We appreciate your understanding that this charge is imposed by the airline and not by this office and we are providing this service at your request.

170. What should passengers do if they cannot board an over-booked flight?

- (A) Contact the travel agency immediately
- (B) Get in touch with an attorney
- (C) Notify an insurance company
- (D) Stop by the ticket counter

171. Why does the travel agency recommend the purchase of additional insurance?

- (A) Coverage for losses may not be completely provided.
- (B) The travel agency gives policyholders a gift certificate.
- (C) The premiums for the extra coverage are very low.
- (D) There is a high likelihood of accidental damage.

172. How can a passenger receive a ticket already paid for by someone else?

- (A) By having it mailed to his/her home
- (B) By picking it up at the travel agency
- (C) By inquiring at the departure gate
- (D) By paying a surcharge at the airline counter

Questions 173-176 refer to the following memo.

OFFICE MEMORANDUM

DATE : January 1
TO : All staff
FROM : Chris Korzen
RE : Changes to company-provided health insurance laws

As you all may be aware, on January 1, 2010 a new company-provided health insurance law has come into force. The insurance fee that employers have to pay has been cut down to only 30% from 50% if the period of recruitment is less than five years. If employees have been with the company for five or more years, the company will pay 70% of the insurance fee.

There is a grace period of five months to allow employees to register with the new system before this system becomes fully compulsory (the changes are not automatic). It is in the best interests of the company that everybody registers for the new health insurance scheme as soon as possible. While employees, especially those who have not yet completed 5 years of work with the company, are free according to their legal rights to postpone their registration; we must make you aware that fines will be imposed for those people who register after June 1. Registrations must be made in person by a company representative, so leaving it until the last day of May is not recommendable.

A registration form is attached to the back of this memo; simply fill it out and return it to your departmental secretary. The secretaries will only be collecting the forms for the next three months, after which you can personally submit the form to me in the Administration Building. If you have any questions regarding how to complete the form, information has been posted on the internet at www.mhw.gov/insurance. For all general queries, you may reach me through extension 501 or via e-mail at korzen@noisec.com.



173. What is NOT mentioned about the new insurance scheme?
- (A) It is mandatory for every employee to join it.
 - (B) All workers need to cover some of their premium.
 - (C) Staff who joined the company within the last four years should pay 30% of their insurance fees.
 - (D) It becomes effective as of January 1.
174. The word “compulsory” in paragraph 2, line 2, is closest in meaning to
- (A) voluntary
 - (B) beneficial
 - (C) necessary
 - (D) desirable
175. By when do employees need to sign up?
- (A) By January 1
 - (B) By April 1
 - (C) By the end of the year
 - (D) By May 31
176. Where can staff get a registration form?
- (A) From the departmental secretary
 - (B) From the other side of the memo
 - (C) From the website
 - (D) From the administration building

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Questions 177-180 refer to the following article.

Cyber Monday

All over the world people are shopping online. This year online sales are expected to shatter records in every region of the world. In 2009, sales on "Cyber Monday" rose 26 percent over last year. "Cyber Monday" is a new term for the Monday after Thanksgiving, which is seen by many retailers, consumers and the media as the official kick-off to the online holiday shopping season. For the year, online retailers experienced a huge surge in purchases reaching 19 billion dollars.

While electronic commerce may be an international phenomenon, it is still more common in some countries than others. Eleven of the top twenty markets for online retailing are in Europe, with Britain leading the way as number one. Though many American companies have pioneered in the online marketplace, Americans, on average, don't far surpass the total purchases of Europeans over the Internet. In Asia, South Koreans and the Taiwanese are leading consumers.

Besides the quantity of purchases each country makes, there are variations in what people in different markets buy. Books are the most commonly purchased item in most countries, but there is less continuity after that.

The second most likely item to be purchased in America is DVDs. While in Japan it is groceries and in Latin America, consumer electronics. Europeans are more likely to purchase clothing and shoes over the Internet, while South Koreans are likely to buy cosmetics or nutritional supplements. There are other differences, too. Credit cards have become the most common form of payment throughout the world, but in China, cash on delivery is the most common way to pay.

177. Where is Internet shopping the most common?

- (A) Asia
- (B) Europe
- (C) North America
- (D) Latin America

178. What is mentioned about Cyber Monday?

- (A) Online stores made a lot of money during the Christmas season.
- (B) It is the name of an online shopping mall.
- (C) Online retail sales fell due to it.
- (D) Cyber Monday is a newly-coined word.

179. What is the second most commonly purchased item online in Japan?

- (A) Books
- (B) DVDs
- (C) Food
- (D) Consumer electronics

180. The word “pioneered” in paragraph 2, line 4, is closest in meaning to

- (A) began
- (B) experienced
- (C) integrated
- (D) succeeded

Questions 181-185 refer to the following two letters.

Prime Personnel Resources, Inc.
456 Wellington Street.
Jacksonville, Florida, 32099

To Whom It May Concern,

We are very interested in the secretarial and administrative recruiting service you run, and we would like to know how you provide your services and how much you charge for your temps. Specifically, regarding placement, we would like to know whether you charge a percentage of the person's salary or a flat fee. We would also be interested in some kind of guarantee. For instance, if the person leaves after a month's employment, is the fee refundable? We would very much appreciate it if you could send us brochure as soon as possible.

Sincerely,

Benjamin Hendricks

Benjamin Hendricks
Vice President, Personnel
Intel Enterprises

Dear Mr. Hendricks,

Thank you for contacting us regarding our secretarial and administrative recruiting service. As you might already know, our company has been providing quality full-time and part-time staff to companies in this city area for more than quarter of a century.

To answer your question, we guarantee that we provide only the most highly trained and effective temps at a flat rate of \$700.00. As per your second question, we guarantee all our personnel for three months from the signing of the contract. To be more specific, if our worker leaves before three months, the fee is completely refundable. However, if the person leaves your employment for reasons related to sickness or injury, we cannot be held liable for days lost from work, and we cannot refund the fee.

We are sending you our complete brochure and a list of our current clients. For your reference, the phone numbers of personnel managers are included, too. We are confident that you will be completely satisfied with our temps. In fact, some

of our clients have been using our service for over 10 years. Please let us know if there is anything else that you need to know.

Sincerely,

Adam Bennett

Adam Bennett

Sales manager

181. Why did Mr. Hendricks write to Prime Personnel Resources, Inc.?
- (A) To complain about a secretary
 - (B) To inquire about its job placement service
 - (C) To learn about its accounting operations
 - (D) To hire someone permanently
182. What does Mr. Hendricks request?
- (A) A refund on someone recently hired
 - (B) More information on the temp services
 - (C) A price quote on a specific employee
 - (D) A better deal on a past purchase
183. What is being sent in a separate envelope?
- (A) The clients' phone numbers
 - (B) The newest contract agreement
 - (C) The Prime Personnel Resources, Inc. brochure and client list
 - (D) References for current managers
184. What does Prime Personnel Resources, Inc charge \$700 for?
- (A) For the right to hold a job vacancy for three months
 - (B) For a job placement
 - (C) For a subscription to their newsletter
 - (D) For their client listing
185. How long has Prime Personnel Resources, Inc. been providing services in Chicago?
- (A) Less than 4 years
 - (B) About 10 years
 - (C) More than 25 years
 - (D) Exactly 50 years

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

Wanted

Safety Thru Design Inc., a product safety certification company, has two urgent vacancies for qualified candidates at its New York headquarters. Both positions are full-time and come with excellent benefits such as full medical insurance and a retirement pension plan. Anyone interested in this career opportunity send your resume, references and a brief cover letter to Mr. James Warren at warren@safetythrudesign.net

1. Administrative Assistant

Requirements:

- Four years' experience in office support or secretarial work.
- Considerable computer skills and knowledge of business communications
- High school diploma or equivalent

Primary Duties:

- Scheduling appointments for staff
- Managing telephone calls
- Corresponding with clients through e-mail
- Other administrative support

Salary:

\$1,900 to \$2,400 per month, depending on experience

2. Marketing Assistant

Requirements:

- Excellent written and verbal communication skills
- Proficiency in various computer programs
- University degree in marketing
- Experience in the field

Primary Duties:

- Event and promotion planning, corporate PR literature/tools (brochures and homepage) production
- Work to build and improve customer relations

Salary:

Negotiable

* Please be sure to include salary requirements in application

From: cecil@gmail.com
 To: warren@safetythruDesign.net
 Subject: application

Dear Mr. Warren,

I am writing this letter to express my interest in the position of Marketing Assistant at Safety Thru Design Inc. Please find my resume and cover letter attached for your review.

I would like to point out that I graduated from The University of Tacoma with a Bachelor's Degree in Statistics and was hired directly upon graduation due to my expertise with web design software. During the four years that I worked for Neosafety, I expanded my knowledge of the fast changing product safety industry. I also have a minor in English, so my writing and communication skills exactly what you need.

I would ask for a starting annual salary of \$45,000, which, I believe, matches my qualifications and the job's responsibilities. I believe I am highly qualified for this position. I look forward to hearing from you soon to discuss this opportunity further.

Sincerely,

Jennifer Henderson

- 186.** Where will the successful applicants work?
 (A) At a branch
 (B) At the head office
 (C) At a new office
 (D) In an overseas division
- 187.** Which requirement does Jennifer NOT meet?
 (A) Computer skills
 (B) Educational background
 (C) Experience in public relations
 (D) Fluency in two languages
- 188.** What is common to both job openings?
 (A) Computer skills are required.
 (B) They require overtime.
 (C) The candidates must have a bachelor's degree.
 (D) Over two years of experience is necessary.
- 189.** What is mentioned about Jennifer in her e-mail?
 (A) She has experience in the industry.
 (B) She is only available on a part-time basis.
 (C) She wants a different position within Safety Thru Design Inc.
 (D) She would like to be promoted quickly.
- 190.** What required item is NOT included in the e-mail?
 (A) A curriculum vitae
 (B) Desired wage
 (C) A cover letter
 (D) A letter of recommendation

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

From: Kevin Lewis<kevin@northtelcom.com>

To: Jonathon Wilkins<jon@bestcaterer.com>

Subject: Unsatisfactory menu

Dear Mr. Wilkins,

I am writing this e-mail to express my disappointment with the food served at our business conference on July 20. It was not only too spicy, but full of calories and fat. I do not think that kind of meal is appropriate at a gathering such as ours.

Over the past seven years, you have consistently catered our events with excellent food and service. This last time, though, I may not have been specific enough when we ordered and subsequently went over the menu for the luncheon. Although we discussed in detail the items to be included on the buffet, we did not go over how they would be prepared in our contract. Frankly speaking, I should have been more specific about our culinary needs.

Attached is my request for our next important conference to be held in September. Please be advised that I would like a precise menu for the dinner by August 20 so that I can look into it well in advance. If you have any questions, please contact my secretary, Ms. Judy Allen.

Sincerely,

Kevin Lewis

From: Jonathon Wilkins<jon@bestcaterer.com>

To: Kevin Lewis<kevin@northtelcom.com>

Subject: Re: Unsatisfactory menu

Mr. Lewis,

Please accept our sincerest apologies for our mistake and any unpleasantness we may have caused at your conference. I assure you that we will strive not to repeat this error. Above all, thank you for bringing the problem of the inappropriate dishes to our attention.

I've confirmed your request for next conference dinner in September. My staff members and I have started to coordinate a new menu as you have requested. I will send the new proposed menu as soon as I can in order to give you ample time to think it over.

By the way, I have a few questions of my own about your request, so I will be visiting your secretary in person within a couple of days. Please give my regards to her.

Sincerely,

Jonathon Wilkins

Bestcaterer Owner

191. What is the purpose of Mr. Lewis's e-mail?
- (A) To explain some changes in his next conference
 - (B) To complain about some food
 - (C) To confirm a reservation in advance
 - (D) To reschedule his stay at a hotel
192. What is Mr. Wilkins supposed to do by August 20?
- (A) Come up with a new plan
 - (B) Apologize to participants of the conference
 - (C) Send out a gift certificate
 - (D) Get in touch with Judy Allen
193. When was the conference probably held on July 20?
- (A) Early in the morning
 - (B) Around noon
 - (C) In the evening
 - (D) Late at night

194. What is mentioned about Mr. Wilkins?
- (A) He will host the conference in September.
 - (B) He manages the Bestcaterer.
 - (C) He was dissatisfied with the service of Bestcaterer.
 - (D) He will not do business with Mr. Lewis any longer.
195. What will Mr. Wilkins do next?
- (A) He will call Kevin Lewis.
 - (B) He will meet with Judy Allen.
 - (C) He will apologize for prior service.
 - (D) He will develop the new menu.

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

Dear Guests,

Welcome to Cedar Point Resort, a favorite vacation destination for people traveling in Ohio, and thank you for choosing South Shore Inn. We have been operating since the opening of Cedar Point Resort as a small, friendly and family-oriented holiday lodging in Sandusky on the Lake Erie Peninsula.

Cedar Point. Feel free to go hiking and take advantage of the breathtaking oceanfront views, or visit any of the numerous waterparks for some great summer fun. This resort area is known for providing the best facilities for children. This resort has a Kids Island where kids can take part in a wide variety of supervised activities and fun events including arts and crafts, and circus skills such as juggling.

In honor of the grand opening at River Water Park, we will offer every child free admission during this summer. Accompanying adults will receive vouchers for a discount at the information desk near the entrance. For more information on Kids Island and River Water Park, do not hesitate to ask any of the staff at the South Shore Inn.

Sincerely,

Marie Valleau

Marie Valleau

The owner of Cedar Point Resort

River Water Park

Operating Dates & Hours

Season	Operation time
Low Season: May, September, October	9:30 a.m. to 6:00 p.m.
High Season: June, July, August	9:00 a.m. to 8:00 p.m.

NOTE

During low season, some facilities will not be open.

* Ted Pool, some food stands, Tidal Wave Cafe, and some slides

Admission Prices

	Weekdays	Weekends
ADULTS	\$15.00	\$20.00
CHILDREN (under 12 years)	\$7.00	\$10.00

Food & Refreshments

This park does not allow outside food or beverages into the waterpark other than sealed bottles of water. Pizza, Mexican entrees, frozen yogurt and ice cream, grilled chicken, burgers, hot dogs and lots more are available throughout the waterpark.

Parking

Parking is \$3 for the general parking lot, or \$20 for the VIP parking lot. Parking is free after 5 p.m.

General Information

- No cash refunds.
- Rain Check Policy: If the park is forced to close due to inclement weather, a complimentary one-day pass will be given to everyone as they exit the park.
- Prices and hours are subject to change without notice.
- Major credit cards are also accepted.

196. What is the purpose of the Ms. Valleau's letter?
- To introduce customers to hotel policies
 - To encourage families to visit the resort more often
 - To express her gratitude to new guests
 - To announce the opening of a new facility
197. The word "vouchers" in paragraph 3, line 2 of the letter, is closest in meaning to
- coupons
 - permits
 - goods
 - passes
198. If the adult visits River Water Park with children this summer, what benefit can he get?
- He can master circus skills.
 - He doesn't have to pay the entrance fee.
 - He can get a discount.
 - He is given free food and drinks.
199. How much must an adult pay to enter River Water Park on weekends?
- Free
 - \$10
 - \$17
 - \$20
200. What is mentioned about River Water Park?
- Reimbursements are not provided under any circumstances.
 - All attractions are closed during low season.
 - Credit cards are not accepted.
 - Visitors are allowed to bring food and drinks in.



READING

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

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

Part 5

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

101. We are known for our outstanding ----- to customer service and the unsurpassed quality of our products.
(A) commitment
(B) commit
(C) committed
(D) committing
102. The board of directors decided to ----- the prices of our software products because of unexpectedly high distribution costs.
(A) increase
(B) remain
(C) comment
(D) construct
103. The regional sales manager has asked Mr. Johnson to send ----- the final report of the quarterly sales figures by the end of the week.
(A) she
(B) her
(C) hers
(D) herself
104. XTO Energy Inc. has grown from its ----- in 1986 to one of the nation's largest independent oil and gas producers.
(A) cause
(B) solution
(C) growth
(D) inception
105. In November, the unemployment rate fell ----- 2.3 percent, its lowest level in five years.
(A) to
(B) at
(C) in
(D) on
106. Mr. Graves ----- employed by the same company in various capacities since 1988.
(A) is
(B) has
(C) has been
(D) could be

107. Dong Chan Lim has directed the ----- for all new employees at the Goldendew Jewelry Company since last year.
 (A) orientation
 (B) occupation
 (C) position
 (D) assertion
108. The maintenance process of Samsung Motors is ----- monitored by our managers and customers.
 (A) close
 (B) closer
 (C) closely
 (D) closest
109. Two forms of currently valid identification, including ----- a driver's license or a passport, must be presented.
 (A) neither
 (B) whether
 (C) either
 (D) both
110. Following are some specific factors that should be considered for a better understanding of the company's financial -----.
 (A) conditionally
 (B) condition
 (C) conditioned
 (D) conditional
111. The manager has asked Mr. Lim to submit ----- final report on the sales of the new washing machine by April 30.
 (A) he
 (B) him
 (C) his
 (D) himself
112. The Associated Press interviewed six people who restored power to their homes on -----, two of whom showed the AP how it is done.
 (A) them
 (B) their own
 (C) themselves
 (D) they
113. ----- the *Asian Times*, each year thousands of people get rich by investing in real estate.
 (A) Even if
 (B) According to
 (C) As though
 (D) Now that
114. We provide outstanding support and ----- training opportunities for our employees.
 (A) excellently
 (B) excellent
 (C) excels
 (D) excelled
115. Tony, AFIT's Founder and CEO, said he is pleased with the results of the recent survey ----- customer satisfaction.
 (A) regard
 (B) regards
 (C) regarded
 (D) regarding
116. Please read and understand the operation manual enclosed ----- you install your machine.
 (A) prior
 (B) near
 (C) before
 (D) past
117. Most of the customers indicated ----- the instructions for assembling our products are excessively complicated.
 (A) that
 (B) what
 (C) these
 (D) whose
118. Our ----- consultants make the effort to understand your business completely before recommending an appropriate solution for your needs.
 (A) conditional
 (B) requisite
 (C) secured
 (D) qualified


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119. Our technical support will be ----- available to aid our customers in using the SchoolWeb software.
- (A) continuous
(B) continuity
(C) continue
(D) continuously
120. Earlier this year, *Automotive News* named Mr. Sato its Person of the Year for his leadership during ----- contract negotiations with automakers.
- (A) noted
(B) delicate
(C) talented
(D) proficient
121. Tim Casey will be ----- of organizing our events this year with the assistance of his team members.
- (A) in place
(B) management
(C) leadership
(D) in charge
122. Installation of the maple floor is ----- complete for the Central Hall and second floor galleries.
- (A) nearly
(B) daily
(C) busily
(D) early
123. At the Calgary Public Library, you should speak quietly ----- avoid disturbing other people near you.
- (A) in order to
(B) even as
(C) before
(D) otherwise
124. All preparations are in the final phase and as soon as we get permission from CDA, the construction of the new ----- will begin.
- (A) build
(B) builder
(C) to build
(D) building
125. ----- houses are now more energy efficient than before, overall residential energy use is rising due to the increase in population.
- (A) Thus
(B) Until now
(C) Although
(D) Or else
126. To keep up with ----- operating costs, Miami-Dade Transit will increase Metrobus and Metrorail fares on May 1.
- (A) uplifting
(B) uprising
(C) lifting
(D) rising
127. The CEO has requested that the board of directors review the budget proposal for the next year -----.
- (A) attentive
(B) attentions
(C) more attentive
(D) more attentively
128. A federal report ----- yesterday stated that the nation's overall economy was growing at the slowest pace it has been in more than five years.
- (A) controlled
(B) managed
(C) achieved
(D) released
129. The Department of Public Safety ----- to a newly renovated facility at 200 Elm Drive, near Baker Rink, at the end of next month.
- (A) was relocated
(B) to relocate
(C) will relocate
(D) relocated
130. iSoft has seen its share price fall in recent months as a result of ----- problems with its \$6-billion contract to upgrade NHS's systems.
- (A) ongoing
(B) dissolved
(C) restrained
(D) considerate

131. Henry Stewart Conference Studies has arranged a special room rate with MEC Hotel and a limited number of rooms have been ----- for attendees on a first come, first served basis.
- (A) reserved
 (B) placed
 (C) collected
 (D) remained
132. Even though we spent millions of dollars on marketing and advertising, sales of our new product have been ----- .
- (A) disappoint
 (B) disappointed
 (C) disappointment
 (D) disappointing
133. A six-member team was sent to restructure the ailing company and they did it remarkably ----- in four years.
- (A) yet
 (B) even
 (C) partly
 (D) well
134. To ----- a disabled-parking permit, you must fill in an application form and send it to your medical practitioner to be completed.
- (A) achieve
 (B) allow
 (C) remind
 (D) obtain
135. All participants will be asked to complete a brief survey ----- the workshops as part of the registration process.
- (A) prior to
 (B) advanced
 (C) previous
 (D) in addition to
136. Minor problems in the design of our new music player could not have been solved without the ----- of our new vice president, Dong Chan Lim.
- (A) contribution
 (B) contributor
 (C) contributed
 (D) contribute
137. The ----- of the presentation should be between 10-15 minutes, and you will also turn in a one-page summary of your presentation.
- (A) instant
 (B) attention
 (C) specification
 (D) length
138. Since office equipment ----- outdated so quickly, many companies are forced to spend a lot of money purchasing new ones.
- (A) become
 (B) becomes
 (C) becoming
 (D) is becoming
139. When not in use, boats should be stored on the owner's property, and during winter months, boats should be ----- secured to the dock.
- (A) originally
 (B) faintly
 (C) properly
 (D) moderately
140. The CSU Career Fair is mutually ----- to both those seeking careers and those recruiting for prospective employees.
- (A) benefit
 (B) benefited
 (C) beneficial
 (D) beneficence

Part 6

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

Questions 141-143 refer to the following memo.

TO: All staff

FROM: Information Technology Department

SUBJECT: Internet use at work

The Internet is a wonderful resource which is full of information on a variety of subjects.

Media Broadcasting is pleased to be able to offer Internet access to employees. -----, we

141. (A) However
(B) Therefore
(C) In fact
(D) Moreover

must ask that use of the Internet during business hours be restricted to work-related research.

Unlike some companies, Media Broadcasting does not disallow personal use of the Internet entirely. We believe that personal use of the Internet can ----- a person's

142. (A) entitle
(B) enforce
(C) enhance
(D) encompass

knowledge and increase efficiency with work-related searches. As a result, Media Broadcasting allows personal use of our Internet connection ----- non-work hours.

143. (A) while
(B) during
(C) barring
(D) in addition to

Happy surfing!

Please let me know if you have any questions.

Questions 144-146 refer to the following letter.

Dear Ms. Park,

Thank you for ordering a Pinewood dresser kit. Pinewood kits are noted for their easy-to-read instructions and easy assembly.

To ensure that ----- customer is satisfied with their purchase, a Pinewood sales

144. (A) all
(B) each
(C) most
(D) some

representative will be contacting you in the next few days to ask you to complete a survey. The survey will take less than five minutes and will allow us to ----- furniture kits. I hope

145. (A) improve
(B) return
(C) repair
(D) remove

you will be able to speak with our representative when he calls.

For your further inspiration in interior decorating, I ----- our latest catalog of Pinewood

146. (A) enclosed
(B) will enclose
(C) have enclosed
(D) will have enclosed

furniture kits.

Sincerely,

Samantha Gilmore
Samantha Gilmore
Sales Manager

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Questions 147-149 refer to the following information.

Items Damaged in Shipping

We do our best to ensure that every package that leaves our warehouse is packed ----- to

147. (A) prominently
(B) shortly
(C) approximately
(D) appropriately

avoid damage.

We ship using trustworthy companies like FedEx and UPS. Still, accidents can happen so we'll make it up to you.

What to do if your shipment arrives damaged

If any of the items in your shipment are damaged, you need to contact us within 10 days of receiving your package. Click [here](#) to find out ----- to contact Neo Electronics' Customer

148. (A) how
(B) why
(C) what
(D) who

Service team.

What we'll need from you

We may have to ask you for some details about the damage if we're making a claim against the shipper for the damages. Please have the following information -----:

149. (A) by hand
(B) handy
(C) handful
(D) handiness

- ※ Part number of the parts received damaged
- ※ Model and serial number for the appliance
- ※ Details of the damage to the packaging and to the part

Questions 150-152 refer to the following advertisement.

PAA members are professional audiologists who are well trained and licensed to practice audiology within the Commonwealth of Pennsylvania. You can ----- on us for all of the

150. (A) count
(B) impose
(C) operate
(D) estimate

solutions to your hearing problems.

In our All About Hearing section, we have information about hearing problems and hearing aids and you will be able to locate a PAA audiologist who will be helpful to your hearing problems.

If you ----- to join or renew your PAA membership, you can do it online in the Join

151. (A) have liked
(B) will like
(C) should like
(D) would like

PAA/Renew section.

Join now if you're not a member! Read through the other sections if you or someone you know is ----- about hearing loss.

152. (A) concerning
(B) concerned
(C) concernment
(D) concerns

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Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

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

From : Tobias Jones, Vice President
To : Nick Sawyer, Project Manager
Re : 1102 Tatler Square
Date : October 10

In accordance with the contractor's requested modifications, we have adjusted the plans for the exterior of the building under construction at 1102 Tatler Square. Listed below are the changes, which are the final version of design plans for the exterior of the property. A meeting is going to be held on November 24th to decide whether any interior modification is needed. You will be informed immediately of the result of that meeting. The deadline for the completed building design is still December 24th.

Exterior design modifications:

- To comply with city building codes, the northern steps leading to the main entrance will be replaced with a ramp for wheelchair use.
- To further meet accessibility requirements for the disabled, we have come up with the idea of replacing the revolving door at the front entrance with a wider automatic sliding door.

Please let me know by tomorrow if you foresee any problems with these changes.

Tobias Jones

153. When can Nick Sawyer expect to be notified of more changes?
(A) October 10
(B) October 11
(C) November 24
(D) December 24

154. What change will be made in order to abide by the law?
(A) A sliding door will be replaced.
(B) A ramp will take the place of a staircase.
(C) The parking lot entrance will be moved.
(D) An additional back door will be installed.

Questions 155-157 refer to the following notice.

Finest Dining Mississauga

Dinner Menu, October 20

All specials are served with a choice of potato, soup, salad bar, dessert, and coffee or tea.

Leg of Lamb \$17.95

A traditional English favorite honey & herb-crusted roast leg of lamb with seasonal stuffing served with minted crushed potatoes & peas

Neapolitan Lasagna \$14.95

A classic Neapolitan lasagna from the south of Italy; it is not made with meat covered with cheese. Stuffed with mushrooms, eggplant, and artichokes in a savory cream sauce with a trace of rosemary.

German Sausage Platter \$14.45

Invented by our chef from Germany; a choice of extraordinary sausages reminiscent of the home country. Served with German potato salad, red cabbage, and sauerkraut.

Roast Pork with Knedliky \$18.45

A traditional Czech meal of juicy roast pork served with knedliky (Czech bread dumplings) and gravy; a complimentary side of sauerkraut available upon request.

Note: A 20-percent service charge will be added to your bill for parties of six or more.

155. What would a vegetarian most likely prefer?
- Leg of lamb
 - Lasagna
 - Sausage
 - Roast pork
156. What is special about the sausage platter?
- The recipe was created by the chef.
 - It represents traditional German food.
 - The sausages are stuffed with potatoes.
 - It is decorated with green vegetables.
157. What is mentioned about the Roast Pork with Knedliky?
- Czechs no longer eat this dish.
 - It is a very inexpensive item.
 - Coffee is offered upon request
 - Seven people can get a 20% discount on the dish.

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Questions 158-160 refer to the following memorandum.

TO : Office Staff
FROM : Carlos Domingo, Manager
DATE : July 21, 2009
SUBJECT : Recycling Program

In an effort to reduce the amount of paper in our offices, we have implemented a cost-saving, paper reduction program as follows:

- Provide clearly-labeled recycling bins near copiers, shipping and receiving areas, and in employee eating areas to collect white paper, mixed paper, newspaper, magazines, cardboard as well as non-paper products (glass, aluminum, plastic, etc).
- Use the blank sides of unneeded single-sided copies for inter-office use. (This does not include materials intended for clients or members of other organizations.)
- Do not use the copy machine for personal items.
- Departments should carefully assess their needs before ordering bulk print copies of information materials, like annual reports or brochures. In many cases, hundreds of unused copies end up in storage rooms clogging up storage space. So in case of bulk copies on non-recycled paper, please list your name, the reason for use, and the approximate number of sheets used on the "Paper Allocation List" that is now posted in the copy room.

We have come up with these guidelines because paper takes up a large part of the expenses for our firm. With everyone's cooperation, we hope that we will be able to achieve a reduction in the amount of money spent on paper products.

158. What may still be printed on non-recycled paper?

- (A) A letter to another firm
- (B) A document for a colleague
- (C) A note to Mr. Domingo
- (D) A memo regarding an upcoming office party

159. What is NOT mentioned about the copier?

- (A) There will be a garbage can next to it.
- (B) It can be used for any purpose.
- (C) The manager suggested using the back side of used paper.
- (D) In some cases, writing a list is requested.

160. Why have the new rules been implemented?

- (A) The manager has interest in environmental issues.
- (B) The company wants to cut costs.
- (C) Employees have been careless with important documents.
- (D) The price of new paper has gone up.

Questions 161-162 refer to the following advertisement.

Dalousie Chairs are practical, yet sophisticated. Sitting on a Dalousie can be a life-changing experience. While sitting on our Dalousie chair, you will be able to work productively, efficiently and safely as well as avoid any feeling of fatigue or discomfort.

We are happy to announce our new line of Dalousie Natural Chairs. Designed by a team of internationally-recognized designers, these chairs are ergonomic, and affordable.

At Dalousie, not only are we pursuing your comfort at Dalousie as our top priority, but we also highly value the environment. We support sustainable development by contracting exclusively with producers of wood, including oak, cedar and cypress, harvested in line with and certified by the Forest Stewardship Council. We are also proud to announce a novel sustainability initiative that is an industry first. The fibrous plants, such as bamboo and kenaf, are used in the making of our chairs.

Come experience the joy of sitting in a Dalousie Natural Chair. If you want to find yourself in a perfect comfort zone, give us a try.

We have our products ready for you to test today. See our homepage for the location of the Dalousie dealer nearest you, or call us toll-free for a catalog at 1-800-692-9535.



161. Which of the following is a feature of the new product?
- (A) It can be purchased by upper-middle class people.
 - (B) The company spent a lot of money to develop the product.
 - (C) It was designed by a group of famous designers.
 - (D) The chair has many built-in special functions.

162. To test the chair, what should you do first?
- (A) Stop by a dealer nearest to you
 - (B) Consult a catalog about the new products
 - (C) Email to schedule a consultation with a dealer
 - (D) Use the Internet to find a dealer

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Questions 163-165 refer to the following article.

In much of East Asia, where poverty and undernourishment still persisted just twenty-five years ago, the incredible economic success of recent years has brought unprecedented luxury and comfort. However, a wave of obesity has come along with the increased urbanization and adoption of more sedentary "Western" lifestyles, replacing the lean local diets and the once active lifestyles of the previously agriculturally-based populations. Health officials are issuing dire warnings of ailments and diseases that often accompany excessive weight gain. Cardiovascular disease, once believed to be rare in this population, is fast becoming one of the region's leading causes of death.

A more shocking fact is that Asian children have the fastest growing rate of obesity. The childhood obesity rate is becoming particularly widespread in China, topping 10% last year. Perhaps there is some cultural association with the problem – as excess weight is viewed as a sign of status and wealth, parents are perhaps likely to pamper their chubby children and prize them as symbols of their new affluence.

More shocking fact is that Asian children are 13 times more likely to have Type 2 diabetes than white children. With childhood obesity already an epidemic in Asia, there has also been a big increase in the number of children with Type 2 diabetes, reaching around 1 million – just under 70% of the world's total. Health officials predict that this number is likely to double by 2025 if this condition continues.

163. What is mentioned about East Asia ?
(A) Western industries are threatening agricultural areas.
(B) Changes in diet and lifestyle are threatening health.
(C) Viral diseases are spreading among children
(D) Chinese children hardly eat fast food.
164. What is mentioned as a cause of obesity in China?
(A) Undernourishment
(B) Active lifestyles
(C) A culture that equates obesity with success
(D) Cardiovascular disease
165. What do officials expect for the future?
(A) The Chinese will be proud of Western lifestyles.
(B) No person will be concerned about obesity.
(C) Fewer white children will be diagnosed with diabetes.
(D) The number of diabetic kids will increase twofold.

Questions 166-169 refer to the following memorandum.



From : Ben Francis, Mailroom Supervisor
 To : All employees
 Date : February 20
 Re : Office Supply Returns

As we well recognize that there are many complaints about the recently introduced return policy, we are reinstating our former policy regarding office supply returns. As of March 5, returns will no longer need to be handed to the accounting department as this process caused much unnecessary paperwork. Instead, office supply returns will be accepted at the mailroom as previously done. Attach a return form with the name of the store the item was purchased from, the total cost of the merchandise purchased, the date purchased, and the reason for the return, and bring them to the mailroom. Return forms are available at the mailroom. The mailroom is located on the fourth floor in room 455. If you have any questions, contact Ben Francis, Mailroom Supervisor, telephone: 738-9221, e-mail: bfrancis@hostworks.com.

Thank you,

Ben Francis

- 166.** What is the subject of this memo?
 (A) How to return office supplies
 (B) How to purchase office supplies
 (C) Relocation of the mailroom
 (D) Ben Francis' promotion
- 167.** Where should the staff return office supplies on March 6?
 (A) The office supply room
 (B) The purchasing department
 (C) The mailroom
 (D) The accounting department
- 168.** Which of the following information must be included on the return form?
 (A) The method of payment
 (B) The department account number
 (C) The price of the supplies
 (D) The reason for the purchase
- 169.** How can employees who have a question contact Ben Francis?
 (A) Stop by room 455
 (B) Fax at 738-9221
 (C) Online
 (D) By inter-office mail

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Questions 170-173 refer to the following letter.



Ms. Chloe Renault
23 Financial Complex
Montreal, QC J8H 6D7
Canada

September 5
Mr. Luke Potomac
Via Andrea del Verrocchio
Florence 338-7373
Italy

Dear Mr. Potomac,

On behalf of my colleagues, I would like to express my gratitude in your hosting myself and three other representatives at your restaurant in Florence last week. Due to the fact that my company produces high-end cutlery for restaurants such as yours, I was curious to see how the cutlery was meeting your customers' expectations.

Our marketing representative, Gino Vetriano, whom you know quite well, had told me that we would have a wonderful time in Florence, but I must say that you exceeded our expectations. My colleagues and I enjoyed the tour of the city, and especially our shopping experience at Ponte Vecchio. Since this was our first time to Italy, we were stunned by the beauty of the country, and of Florence itself.

We look forward to continuing this business relationship with you and encourage you and your colleagues to stop by our office in Montreal the next time you have the opportunity to do so.

Sincerely,

Chloe Renault
Chloe Renault

170. When did Ms. Renault take the trip?
(A) In the middle of August
(B) At the end of August
(C) In the middle of September
(D) At the end of September
171. What is inferred about Gino Vetriano?
(A) He gave Ms. Renault a tour.
(B) He works in Montreal.
(C) He is not acquainted with Florence.
(D) Ms. Renault visited Italy with Gino Vetriano.
172. For what does Ms. Renault thank Mr. Potomac?
(A) A sample product
(B) Cooperation on a project
(C) Flight tickets to Montreal
(D) A day of sightseeing
173. What does Ms. Renault invite Mr. Potomac to do?
(A) Hold a business meeting in Paris
(B) Check out her company's pamphlet
(C) Come to visit her in Montreal
(D) Purchase additional cutlery from her

Questions 174-176 refer to the following article.

The idea of artificial intelligence (known as AI) has long been thought of as the creation of human imagination. People regard AI as a robot in science-fiction movies because they have had no definitive demonstration of its intelligence. The fact is, AI has made many advances that are hidden from the general public and is about to expand our views of intelligence.

Research into AI started just after the second World War. In 1947, a British mathematician named Alan Turing came up with the idea to study AI through computer programs and not by merely building machines. From then on, many scientists have worked on the subject by programming computers. Turing wrote articles in 1950 that explained how to decide whether a machine is intelligent or not. He described that if a machine was able to trick people into thinking it was human, it must be intelligent.

The idea that robot cannot be intelligent is now beginning to fade away. In the past, robots have not been able to handle complex work. But computers, nowadays, can deal with difficult objects as well as learn. AI is becoming more technically advanced and will take our world to another level. However, it could pose a threat if we use it in the wrong way. We should be optimistic yet cautious about a future with AI.

174. Why didn't people acknowledge AI?

- (A) They have had no use for it.
- (B) They believed computers are impossible to use.
- (C) They hadn't seen convincing evidence of it.
- (D) They had seen it make many advances in technology.

175. Who is Alan Turing?

- (A) A movie director
- (B) A mechanical expert
- (C) A specialist in mathematics
- (D) A statistician

176. What is NOT mentioned about AI?

- (A) People are starting to consider the intelligence of machines today.
- (B) It is not necessary to be careful about AI.
- (C) Alan Turing laid the foundation of AI.
- (D) It could be misused.

Questions 177-180 refer to the following article.

A Godsend for Ice Cream and Water Bottle Companies!

Ice cream manufacturers in Britain have realized profits during the unusually hot summer. In the first seven months of this year, the ice cream sector reported 3 percent growth over the same period last year. "The weather really worked for the industry and last week we sold 3.4 million tubs of ice cream, easily one of our best weeks ever," said an executive director of Britain's Ice Cream Makers' Union.

Mineral water manufacturers are similarly surprised at the bonanza they have enjoyed from the heat wave. With 26 million bottles sold last week alone, a rise of 80 percent over the same week last year, companies selling bottled water reported the biggest sales increase in the history of the industry. Johnny Peterson, a marketing manager of Volt Soft Drinks, said, "We have also recorded unprecedented August sales, the highest ever bottled water sales for one week."

The ice cream and mineral water manufacturers have not yet counted their profits, but summer heat waves are always a godsend for these industries. On the other hand, these manufacturers must continue to meet consumer demand. There is a lot of pressure on the factory workers, who have to work overtime to keep up with the orders.

177. Who is Johnny Peterson?

- (A) A sales manager
- (B) A marketing manager
- (C) An executive director
- (D) A factory worker

178. What is indicated about ice cream?

- (A) Its sales have increased by 80% this year.
- (B) Ice cream makers credit the weather as the cause of increased profits.
- (C) English people prefer it to mineral water in the summer.
- (D) Ice cream manufacturers launched many new products this year.

179. The word "unprecedented" in paragraph 2, line 5, is closest in meaning to

- (A) expected
- (B) premature
- (C) untypical
- (D) exceeded

180. What can be inferred from the article?

- (A) Factory workers do not get paid for overtime.
- (B) Sales of summer-season products are not affected by the weather.
- (C) The demand for bottled water is high.
- (D) The heat wave proves strong enough to boost the overall economy.

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

FROM: Matt Hale
TO: Rachel Saffer
SUBJECT: Travel Arrangements

Hi, Rachel,

I would like to express my appreciation for your kind attention to my visit to your headquarters in Denver next month.

I received the itinerary and it looks good. I am glad that you will be meeting me at the airport, for I know very little about the city since this will be my first visit to Denver, although I have traveled several times through the Colorado.

The hotel reservation that you have made is satisfactory, but I am concerned that the hotel is a long way from your office. If possible, could you arrange to make a reservation at another hotel, preferably one within the walking distance of your office?

After my business is done, I will have some free time and would like to see some of the sights of the city. Please arrange for me a tour of the city for the early afternoon. It is also my wish to do some shopping while I am in Denver, as the holiday season is fast approaching.

Sincerely,

Matt Hale

FROM: Rachel Saffer
TO: Matt Hale
SUBJECT: Travel Arrangements

Dear Matt Hale,

In regard to the hotel arrangements while you are visiting this place from the 14th through the 17th, I believe that the hotel we have booked for you, although not within walking distance of our Lakewood office, is the best option because our office is located fairly far from the city center. I will arrange to have a car and driver at your disposal so that you can come and go to our office as you please.

I have talked with a local travel agency and found that there are three half-day tours to choose from: one to Garden of the Gods, one to Rocky Mountains and one to Hot Springs. There is no rush to make a booking for any of these tours, so feel free to decide which one you would like to go on when you get here. Furthermore, one of our

employees, Kristin Naden, will be assigned to act as your assistant while you are here and she will be glad to help with your shopping.

All of our employees are looking forward to your visit and learning from your presentation. If there is anything else that you need, feel free to let us know.

Sincerely,

Rachel Saffer

181. How many times has Mr. Hale visited Denver before?

- (A) Several
- (B) Never
- (C) A couple
- (D) Only one

182. When does Mr. Hale want to take a tour around the city?

- (A) Upon arriving in Denver
- (B) On the afternoon on May 17th
- (C) On the last day of the visit
- (D) During his private time

183. How will Mr. Hale likely get from the hotel to the office?

- (A) He will walk.
- (B) He will use public transportation.
- (C) He will be driven.
- (D) He will take the train.

184. Who is available to accompany Mr. Hale?

- (A) A travel agent
- (B) A chauffeur
- (C) Rachel Saffer
- (D) Kristin Naden

185. What will Mr. Hale do in Denver?

- (A) He will deliver a speech to some people.
- (B) He is going to meet with customers.
- (C) He will take a vacation there.
- (D) He will do fieldwork for his speech.

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

From: Meghan Pine
To: Noel Saunders
Subject: Job opening
Date: November 30
Attachment: Meghan_1.doc



Dear Mr. Saunders:

I am applying for the position of Senior Project Manager for Wallington Associates as advertised in the November 28 issue of *The Financial Review*. As my attached resume shows, I have an extensive background in banking, the investing sector, and finance management.

When I worked for Citadel Banking, I was in charge of multiple clients, advising them on appropriate investment paths including loan management. I started out with handling small loans and worked my way up to seven- and eight-figure loans for many blue-chip companies. During my time there, my team never had a single loan go into default.

At Maple Life I managed investment portfolios for many companies. Although I worked independent of any team support, I did have to meet with and guide representatives from various companies throughout the investment process.

At my last job I worked as part of a team that does consulting for major government and private-sector firms. I took the lead on many projects and brought quite a few new clients to the company.

I am available for an interview at any time. I thank you in advance, and look forward to hearing from you.

Sincerely,

Meghan Pine

* References available upon request

HAILCORP
1239 Park Avenue South
New York City, NY 10003
(212) 555-3938

Noel Saunders, Vice President
Wallington Associates
345 Fillmore Financial Plaza
San Francisco, CA 94102

Dear Mr. Saunders:

Meghan Pine was employed as consultant at Hailcorp for two years. She left the company after much success to further her education.

During her tenure with Hailcorp, Ms. Pine worked on teams that handled consulting for various federal and state companies, and many private-sector firms. She was instrumental in landing many lucrative contracts for Hailcorp. Ms. Pine also showed exemplary leadership skills whenever she had to fill in as a team leader. She is a great communicator, and she has unparalleled interpersonal skills.

I recommend Ms. Pine for any management or supervisor position. Please call if you would like any specific details regarding her time here. Ask for Judith Seams, her team leader.

Sincerely,

Nigel Cummings

Nigel Cummings
Project Manager

186. What did Ms. Pine attach to her e-mail?
- (A) A recommendation
 - (B) Cover letter
 - (C) A job application
 - (D) A work history
187. Of Ms. Pine's previous jobs, how many required her to work with a team?
- (A) Zero
 - (B) One
 - (C) Two
 - (D) Three
188. Which company deals with the government?
- (A) Maple Life
 - (B) Hailcorp
 - (C) Citadel Banking
 - (D) Wallington Associates
189. Why did Ms. Pine leave her last job?
- (A) To go back to school
 - (B) To find a better job
 - (C) To work for a former client
 - (D) To start her own company
190. What skill does Mr. Cummings say Ms. Pine has?
- (A) She can manage budgets effectively.
 - (B) She is good at speaking to people.
 - (C) She can manage several tasks simultaneously.
 - (D) She is a quick learner.

Questions 191-195 refer to the following notice and e-mail.

Recall Notice

As of March 5, all customers who purchased Xenix laptops (models Xenix LTPC-54 and LTPC-650) are asked to exchange their purchases as soon as possible. Xenix has issued a recall order for these models owing to faulty hard drives. These hard drives have shown signs of overheating and a tendency to lose data. Recent user complaints have led Xenix to issue a recall for all laptops in the 54 and 650 model series.

All consumers who have purchased Xenix laptops that are NOT the LTPC-54 or LTPC-650 models may have defective batteries that overheat. If you have a laptop with a Xenix laptop battery XAC-40V, please bring in your battery and exchange it for a replacement. You may choose from a Xenix-brand battery or a Xenix-approved third-party battery (Razor, GHUN, or Krimzon batteries are all approved). Choosing the latter option will not void your laptop's warranty unless you choose a non-approved third-party product.

For more information, please go to www.xenix.com/products/recall_faqs.

From: Robert Kebert <robkebert@xenix.net>
To: Shanti Ganguly <shanty@xenix.net>
Subject: Recalls
Date: March 7

I know you've been busy dealing with the public relations side of this recall, but I have some important updates for you. The problem with the hard drives overheating has been confirmed to occur only in the LTPC-54 model. To date, any data loss on the LTPC-650 model has been due to user error. As such, Xenix will only replace laptops for customers who bought the LTPC-54. Customers who purchased the LTPC-65D may have their hard drive replaced for free, but we will not replace the entire laptop itself.

As for the batteries, I would like you to update the list of approved third-party manufacturers. Please add RadioTime to the list and remove Razor from it. It turns out that Razor's batteries are not completely compatible with our brand of laptops. Also, we need to keep stressing that the problem with the XAC-40V battery is not overheating, as initially reported, but its inability to hold a charge for more than one hour.

I've already had a meeting with Bernard Tubayan, and he will take care of alerting retailers. I would appreciate it if you could update the FAQs section on the web so that it reflects these updates.

Thanks,

Robert

191. What made Xenix issue a recall?
(A) Criticism from a trade journal
(B) A Government order
(C) Negative customer feedback
(D) Complaints from retailers
192. What is the probable cause of the problem with the LTPC-54?
(A) Human error
(B) Overheating hard drive
(C) Battery malfunction
(D) Software incompatibility
193. What company's batteries are NOT approved for use in Xenix laptops?
(A) Razor
(B) GHUN
(C) Krimzon
(D) RadioTime

194. What was the problem with the Xenix-made batteries?
(A) They would overheat.
(B) They would cause data loss.
(C) They could not hold a charge very long.
(D) They were not compatible with most models.
195. What is Shanti Ganguly in charge of?
(A) Alerting retailers about the changes to the company's laptops
(B) Handling customer feedback
(C) Repairing faulty hard drives
(D) Updating the company's online content

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

Home Fixit to Add Environmental Sticker

By Bruce Hartigan

Home Fixit, the nation's second largest retailer, announced it will be following Four Mart, the nation's largest retailer, by joining the green movement.

Home Fixit said that starting next week they would affix a sticker to all products that promote energy conservation, are made from recyclable waste, or have been deemed to have a minimal impact on the environment, particularly in the areas of clean air and water. This system for identifying such products could see as many as 7,000 environmentally friendly products labeled in this manner over the next three years. These products will be identifiable by their Home Fixit Eco Friend stickers.

"Although most of these products are more expensive than regular products," Vivian Lacey, president for environmental innovation at the retailer, says, "Customers have been clamoring for these products." As concerns over pollution and climate change are raised, consumers are worried about how their shopping habits impact the environment.

Home Fixit plans to devote more shelf space to environmentally friendly products in the future. Suppliers that support the Eco Friend line will also be given preferential treatment at Home Fixit's stores as long as they produce Eco Friend goods at the same prices as conventional merchandise.

"People want to contribute to a clean environment, but they don't know how," says Ms. Lacey. "We are giving them an opportunity to do this as they shop."

From: Tobias Foucan<tfoucan@valusave.com>

To: Ivana Dench<idench@valusave.com>

Subject: Green Products for ValuSave

Date: May 9

Attachment: Productfile.doc

In the past, I know we have been reluctant to classify certain products as "green," or "environmentally friendly", because of lackluster sales, but I think the time has come where we could successfully market such products at ValuSave. Already larger retailers like Home Fixit and Four Mart have introduced entire lines of environmentally friendly goods that consumers are eager to purchase. I realize that our purchasing power is not as great as those of larger retailers, but there are ways in which we could also introduce such lines without affecting our profit margin.

We should start by looking at what products we already offer that are environmentally friendly. For example, natural insect killers and fluorescent light bulbs. Already sales of these products far outpace those that would not be classified as eco-friendly. Promoting their low impact on the environment would only attract more customers.

I've drawn up a list of existing products that could qualify for an eco-friendly label. While some of them do cost more than other similar products, we could do more to promote them by using in-store displays or by offering coupon discounts for certain items. A survey conducted about customers at our Tucson branch showed that they are interested in trying eco-friendly products. If we can get them to purchase these products just one time, I'm sure we will have hooked them for life.

Sincerely,

Tobias Foucan
Sales Manager

- 196.** What is the article mainly about?
- A classification system for products
 - Home Fixit's profit projections
 - Climate change and pollution
 - Customer concerns
- 197.** What is NOT mentioned in the article?
- Something special is stuck on the side of the product from Home Fixit.
 - Home Fixit begins the conservation campaign.
 - Goods with a sticker is more reasonable price than others.
 - Four Mart is one of the largest retailers.
- 198.** What problem does Tobias Foucan mention?
- Customers have complained about eco-friendly products.
 - ValuSave does not have as much money as Four Mart.
 - There are no eco-friendly products at ValuSave stores.
 - Sales of the new product line were lower than expected.
- 199.** In the e-mail, the word "outpace" in paragraph 2, line 3, is closest in meaning to
- surpass
 - associate
 - combine
 - allow
- 200.** What does Tobias Foucan want to do?
- Copy everything Home Fixit is doing
 - Conduct a customer satisfaction survey
 - Make a list of eco-friendly products
 - Sell eco-friendly products at a reduced price