



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. If you want to purchase a lower priced ticket, either contact us through regular mail ----- call our hotline and then we will send you an application immediately.
(A) or
(B) neither
(C) nor
(D) both
102. In order to brand your business, you'd better include your ----- in every letter you send to customers, which helps remind them of whom they do business with.
(A) signing
(B) signed
(C) signature
(D) to sign
103. We are proud to announce that Dax Shepard has been ----- as our new managing director to oversee corporate expansion in Europe.
(A) deposited
(B) predicted
(C) operated
(D) appointed
104. The general manager has ----- that any information customers enter be used only to respond to their inquiries and requests.
(A) suggested
(B) suggesting
(C) suggest
(D) suggestion
105. This list is comprised of thousands of ----- to various magazines, including computers, automobiles, garments and electronics.
(A) spectators
(B) witnesses
(C) participants
(D) subscribers
106. Additional information on ----- financial aid such as grants and scholarships can be obtained from career offices at each university.
(A) extend
(B) extensive
(C) extent
(D) extension
107. We are opening a fully renovated condominium ----- located in a quiet setting, and complete with many amenities.
(A) conveniently
(B) correctly
(C) greatly
(D) widely

108. ----- for reconstruction contracts has been getting stiffer over the years since it can generate enormously lucrative earnings.
 (A) Competitively
 (B) Competition
 (C) Competitive
 (D) Competes
109. Many people were standing in line outside of the box office to ----- a limited number of low-cost tickets, which are offered as specials each month.
 (A) support
 (B) achieve
 (C) purchase
 (D) replace
110. The article provides readers with tips on how to get ----- out of debt by setting financial goals and eliminating unnecessary spending.
 (A) totally
 (B) total
 (C) totaled
 (D) totaling
111. ----- all the alterations to the plan have been approved, they should be submitted to the appropriate office no later than the end of the month.
 (A) Like
 (B) Once
 (C) Unless
 (D) Despite
112. Ms. Cordova was struggling to successfully complete the task assigned to her by -----.
 (A) herself
 (B) he
 (C) hers
 (D) she
113. The general hospital was able to improve patient care significantly without hiring more staff by ----- in a new information system.
 (A) invests
 (B) invested
 (C) investing
 (D) invest
114. Automakers are recovering from weak results ----- a series of complicated restructuring processes, and experiencing increased revenues and profits as a result.
 (A) through
 (B) behind
 (C) above
 (D) except
115. Our experienced and skilled technicians can be of much help in the event that you ----- delete something essential from the program.
 (A) accident
 (B) accidental
 (C) accidents
 (D) accidentally
116. Most companies like all their employees ----- on innovative products and to believe passionately in their mission.
 (A) to work
 (B) works
 (C) be working
 (D) will work
117. Researching an employer's organizational structure, products, services and reputation is a highly recommended ----- for those preparing for job interviews.
 (A) practice
 (B) reference
 (C) plot
 (D) resource
118. Under no circumstances may you copy or distribute any secret information ----- appropriate written permission from us.
 (A) upon
 (B) without
 (C) until
 (D) along
119. It is important to look through the documents ----- that everyone in charge can know at which stage they should be completed.
 (A) concerning
 (B) over
 (C) so
 (D) since

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120. Most of the hotels have their own pool and sun terrace with a pool-side bar which serves drinks and snacks ----- the day.
(A) throughout
(B) from
(C) about
(D) between
121. When the ----- for this new safety policy was under consideration by the managers, a number of experts were asked for their comments.
(A) proposing
(B) propose
(C) proposes
(D) proposal
122. We do apologize for the inconvenience resulting from the service which is now temporarily -----.
(A) unavailable
(B) related
(C) stylish
(D) disinterested
123. The restaurant, closed for extensive renovations, assured customers that it ----- them with better-quality food and exceptional service.
(A) will provide
(B) provide
(C) providing
(D) to provide
124. Any employees who are ----- late or absent from work may be subject to disciplinary actions, regardless of their position.
(A) consistently
(B) steadily
(C) sensibly
(D) exactly
125. Most of the employees are entitled to a maximum of one hour for a lunch break, depending on ----- assigned work schedule.
(A) ours
(B) their
(C) theirs
(D) ourselves
126. Your personal information, including credit card numbers, mailing address, e-mail address and phone numbers, will be collected in order for us to ----- your order for products.
(A) affect
(B) contain
(C) fulfill
(D) mention
127. A questionnaire asked ----- to evaluate the appearance and the overall brightness of the new merchandise.
(A) shopping
(B) shoppers
(C) to shop
(D) shopper
128. When the installation process is ----- and an "OK" screen appears on the computer, please remove the last CD and click "reboot."
(A) complete
(B) entire
(C) whole
(D) total
129. All the workers are required to ----- verify that the proper maintenance of storage facilities is conducted with extreme care.
(A) periodic
(B) periodical
(C) periodically
(D) period

- 130.** The growing number of vacant housing units on the ----- for more than 6 months implies that excessive supply still exists.
 (A) sale
 (B) place
 (C) advertisement
 (D) market
- 131.** The elegant hotel we stayed at was ----- and bright and had a private entrance and patio with a view of the ocean.
 (A) spacing
 (B) spacious
 (C) spaciousness
 (D) spaces
- 132.** ----- to focus resources and investment on this rapidly growing business, we have to make a strategic decision.
 (A) Whether
 (B) According
 (C) In order
 (D) How
- 133.** We, one of the leading manufacturing companies, would like to build a ----- beneficial relationship with your esteemed company.
 (A) precisely
 (B) respectively
 (C) punctually
 (D) mutually
- 134.** Please read the terms and conditions carefully to determine whether or not you can request a refund or ----- for the products you ordered.
 (A) replacement
 (B) complaint
 (C) receipt
 (D) promotion
- 135.** Applicants are advised to fill out an application form concisely to impress potential employers, without being too ----- or boring.
 (A) repeating
 (B) repetitive
 (C) repetition
 (D) repeat
- 136.** Passengers will get to their destination on time ----- our departure time is a little late due to a mechanical problem.
 (A) as if
 (B) while
 (C) because
 (D) even though
- 137.** All the terms of the agreement must be clear so that the meaning and intent won't be ----- by either party.
 (A) misinterpret
 (B) misinterpretation
 (C) misinterpreted
 (D) misinterpreting
- 138.** People don't put much importance into a powerful marketing tool and ----- miss the opportunity to gain more potential customers.
 (A) now that
 (B) in case
 (C) therefore
 (D) otherwise
- 139.** The plans are under serious consideration ----- extension of better garbage collection, street maintenance and adequate sewage services into the province.
 (A) for
 (B) next
 (C) while
 (D) onto
- 140.** You'd better consider the factors that assess the effectiveness of the ----- training system and implement corrective actions in a timely manner.
 (A) enlisted
 (B) opportune
 (C) international
 (D) appropriate

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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.

Ms. Adrina Arc,
General Manager
Garta Engineering
Arlington CA 95402

Dear Ms. Arc,

I read about your job vacancy in the newspaper. It stated that your company is looking for individuals who possess excellent communication skills and a leadership background to train entry-level employees. As my enclosed résumé -----, I have more than 10 years of the training

141. (A) shows
(B) showed
(C) showing
(D) show

experience you seek.

I have also attached a list ----- all my previous supervisory work experience as required.

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

Please don't hesitate to contact any of the people on the list. ----- can attest to the fact that I am a

143. (A) He
(B) They
(C) Whose
(D) Which

strong candidate for the position.

I would welcome the opportunity to discuss these qualifications with you. Please contact me at (352) 555-8140 at any time. I look forward to hearing from you soon.

Sincerely,
Dane Cook

Marilyn Appleton
135400 Hilltop Avenue
Mantana CA 99444
September 3, 2007

Enclosure : Résumé & list

Questions 144-146 refer to the following announcement.

Dear members :

The Houston Book Club thanks you for ----- your ASAF membership.

- 144.** (A) enrolling
(B) renewing
(C) offering
(D) removing

Annual membership dues from September 2007 through September 2008 are \$350.00.

Please click the purchase button below to complete your renewal process by credit card.

Or if you'd like, you will ----- be granted an option to pay by sending us a check or money order

- 145.** (A) lately
(B) also
(C) only
(D) then

by post. In that case, please make it payable to ASAF of Houston, P.O.Box 123756 Houston, TX 77251.

As our way of saying thank you, we will offer a travel certificate for a free one-night stay at your choice of 3 different hotels.

We hope you ----- to enjoy the Houston Book Club for years to come.

- 146.** (A) have continued
(B) continued
(C) will have continued
(D) continue

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Questions 147-149 refer to the following advertisement.

Gardening can be a success

Dear Fellow Gardeners,

Get valuable tips from a newly published book by Tomas Gray. In his book, the writer tells the story about ----- he could turn his passion of gardening into a lucrative business.

147. (A) it
(B) what
(C) how
(D) when

Owing to increasing customer awareness of the hazards of using a lot of pesticides in food production, people are rushing for organic produce. Only if you have a small back garden you can develop a thriving business ----- a couple of years, though.

148. (A) within
(B) during
(C) under
(D) besides

If you want to start your own business in organic produce, Tomas Gray's book can ----- you

149. (A) charge
(B) lose
(C) produce
(D) make

money.

Questions 150-152 refer to the following article.

Concert by New York Symphony

The New York Symphony Orchestra is internationally recognized as having achieved a top place among prominent orchestras.

The NYSO will make musical history next week on October 10, 2007. An official announcement ----- by Maria Simpson, the former music director, yesterday.

150. (A) made
(B) will be made
(C) was made
(D) had made

Singers and Actors will also be able to have the opportunity to perform in full production, accompanied ----- the famous orchestra and presented at the Shore Theater.

151. (A) following
(B) by
(C) beyond
(D) into

Purchasing tickets early is -----, because many fans are expected to undoubtedly rush to the

152. (A) advice
(B) advising
(C) advisor
(D) advisable

concert.

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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 newspaper article.

Airport Expansion in the Works

FORT REGINALD – The Fort Reginald Ministry of Transportation is currently finalizing plans to expand Mirabel International Airport. According to sources, a minimum of 142 million Euros, more than half coming from overseas investment, is to be earmarked for the project. The Ministry cites the steady increase in air traffic and the deregulation of air transport as the major factors that have led to the elaboration of a project for the expansion and modernization of the current airport.

The main feature of the project will be a major new addition to the terminal, to be designed by the architect Santiago Cervantes. This will expand the total size of the air terminal to cover an area of 25,000 square meters, including five additional gates, and experts estimate it will be capable to handle 2.5 million passengers per year. The groundbreaking ceremony is slated for early this September, and construction is expected to be completed in about 18 months.

153. Where will the largest portion of the funding for the expansion come from?

- (A) Mirabel International Airport Authority
- (B) Fort Reginald Ministry of Transportation
- (C) Passengers
- (D) Foreign investors

154. What is NOT part of the proposed plan for the airport?

- (A) The demolition of the existing terminal
- (B) An investment of more than 142 million Euros
- (C) Building more gates to handle more passengers
- (D) A new addition designed by a famous architect

Questions 155-156 refer to the following notice.

PORTABLE DATA STORAGE DEVICES

Please be advised that, effective immediately, personal data storage devices, such as key drives and portable hard drives, will not be allowed on company premises. Because they pose too much of a security risk, personnel are asked to refrain from bringing such devices to the office. Employees who require a means of mass storage for bringing work home with them are asked to fill out a requisition form and submit it to their manager for approval. Those with appropriate security clearance will be issued a special company portable hard drive. This will be checked by security and scanned for sensitive data or potential security risks (viruses or other malicious software) upon entering and leaving the building. Your cooperation in this important new procedure is very much appreciated.

- 155.** Where would this notice most likely be posted?
- (A) In a doctor's office
 - (B) Next to a photocopier
 - (C) On a public-interest bulletin board
 - (D) At a front-entrance security desk

- 156.** What are employees asked to do if they need to bring work home with them?
- (A) Use their own mass storage devices
 - (B) Get permission to use a key drive
 - (C) Make a request with their supervisor
 - (D) Check their personal hard drive with security

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Questions 157-159 refer to the following letter.

Kratschen Pharmaceutical Canada, Inc.

100 Wellington Avenue
Toronto, Ontario, Canada

Ms. Julia Kruger,
Kratschen Pharmaceutical Group, Inc.
Kratschen Plaza
175 Rubens Strasse
Berlin, Germany

Dear Ms. Kruger,

It will be our pleasure to welcome you to our offices for the strategic planning meeting.

Heinrich Nasse informs me that you will be arriving in Toronto on Lufthansa flight LA843 on Monday, January 15 at 6:30 a.m. I have made arrangements to have my assistant, Ms. Cathy Somerset, meet you at the airport and drive you to our offices. I have also instructed her to make sure that everything is to your satisfaction for the duration of your stay, so if there is anything you need, please feel free to ask her. We have made a desk and computer available for you to use to prepare your presentation materials for the meeting on Wednesday. If you have any other special requirements, please give me a call, and I will make the necessary arrangements.

A room has been booked for you at the InterContinental Hotel, which is a short taxi ride from our offices. They have an excellent restaurant where you can have your breakfast. Otherwise, I can certainly let you know of many other restaurants in the area. You may feel free to have your lunches in the staff cafeteria here at the office. I'm sure you will find it surprisingly good. Ms. Somerset will help you with your transportation while you are here with us.

I look forward to meeting with you in person in a few days.

Sincerely,

John Mitchell
President, Kratschen Pharmaceutical Canada, Inc.

157. Why is Ms. Kruger going to Toronto?

- (A) To inspect the facility
- (B) To install a new computerized system
- (C) To give a presentation at a meeting
- (D) To attend a conference

158. Why might Ms. Kruger need to contact Mr. Mitchell before she arrives?

- (A) To request a hotel reservation
- (B) To ask to use a computer
- (C) To let him know what flight she will be on
- (D) To find out if she can use a digital projector

159. Where does Mr. Mitchell say Ms. Kruger should have her lunch?

- (A) At the InterContinental Hotel
- (B) At a restaurant in the area
- (C) At the Kratschen Pharmaceutical offices
- (D) At his favorite restaurant

Questions 160-162 refer to the following memorandum.

In response to the numerous requests we've received, the Fitness Center will be starting up yoga classes this September. We have hired a new instructor with eight years of experience instructing classes in Hatha yoga. The classes will be held on Monday and Wednesday mornings at 7:45 a.m. in the Fitness Center aerobics hall, but if there is enough demand, we will be opening another class starting at 6:45 a.m. As always, there is no charge for employees, and members of the general public who wish to join can do so for \$25 for the eight-week session, or \$3 per class. I recommend that you register early, as space is limited.

In order to ensure the health and welfare of our staff, we require that those wishing to participate in the yoga course have their family physician fill out a health history form. You can pick up the forms prior to the start of September at the front desk in the Fitness Center. Please return the completed form, signed by your doctor, when registering for the class.

No special equipment or footwear is needed, but we recommend stretchable, loose-fitting clothing. In addition, for those of you wanting to get extra practice at home, special mats will be available for purchase for a nominal charge starting in September.

Jessica Bale, Fitness Center Coordinator

160. What is the purpose of this memo?

- (A) To advertise the start of a new fitness course
- (B) To introduce the new fitness center
- (C) To announce the hiring of a new staff member
- (D) To remind staff about their health check-ups

162. What is mentioned about equipment employees are required to bring?

- (A) They need to buy a mat.
- (B) They must wear loose yoga pants.
- (C) They are not allowed to use footwear.
- (D) They don't need any special equipment.

161. What are employees asked to do before registering for the class?

- (A) Buy a special mat so they can practice at home
- (B) Pay \$25 for the eight-week course
- (C) Get a special form filled out by their doctor
- (D) Attend an information session at the fitness center

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Questions 163-164 refer to the following notice.

IMPORTANT NOTICE

All employees of Roger's Cable are no longer allowed to park on the side streets on the opposite side of Manordale Avenue. We have received complaints from the residents of the neighborhood and the by-law enforcement about employee vehicles. Effective immediately, all staff are required to purchase a parking pass for the underground parking beneath the building for \$35 per month. Ask your manager to have the parking fees withheld from your monthly pay deposit. Thank you for your cooperation.

163. Who issued this notice?

- (A) The Manordale Residents' Association
- (B) The employees of Roger's Cable
- (C) A by-law enforcement officer
- (D) A manager at the company

164. What are employees asked to do?

- (A) Ask their manager for a permit to park on the side streets
- (B) Ask the residents for permission to park near Manordale Avenue
- (C) Pay to park in the underground parking lot
- (D) Buy a parking permit for one of the city parking lots



Questions 165-166 refer to the following notice.

Towel Policy

Thank you for choosing the Wellington Hotel – your home away from home in the heart of Chicago! We care about the local environment, and in an effort to reduce our water consumption and the amount of harmful detergents we use, we have put the following policy into effect.

We ask all guests to please hang up the towels that do not require changing on the towel racks. Place all used towels in the bathtub, and they will be exchanged for fresh towels. Should you require any additional towels, please feel free to contact the front desk staff.

Thank you for doing your part to protect the environment.

165. Where would this notice likely be found?

- (A) In the laundry room
- (B) At the reception desk
- (C) In the guest's bathroom
- (D) In the hotel's public restrooms

166. What are guests asked to do if they require clean towels?

- (A) Leave them in the bath
- (B) Make a request at the front desk
- (C) Ask the housekeeper
- (D) Put them on the floor

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Questions 167-170 refer to the following letter.

Sylvie Depardieu,
Small Business Association of Windover,
P.O. Box 7465,
Windover, VT

Dave Mitchell
Manager, Sunrise Health Foods
154 Beecham Avenue, Unit 3A
Windover, VT

Dear Mr. Mitchell,

As a long-time member of the Small Business Association, I'm sure you're as upset as the rest of us about the recent hydro rate increase of 29 percent which took effect in October. The difference in our monthly electricity bills is considerable, and for small businesses such as ours that are struggling to make ends meet, I'm sure I don't need to tell you what the increase could mean in the long term.

I wanted to let you know that, as President of the Small Business Association of Windover, I have taken the initiative to contact the State Corporation Commission on behalf of the Association to voice the concerns of small business owners in the area and to register our opposition to this rate increase.

In doing so, I was informed that final approval for this increase has not yet been given to Vermont Hydro by the Commission. Commissioners will decide in the near future whether to approve all, some, or none of the requested 29 percent increase. If the full 29 percent increase is not approved, customers will receive a refund for any overcharges (so save your monthly statements).

This pending decision gives us an opportunity to prevent the increase. That is why I am writing to all of the members of the Association to ask for your support. As customers of Vermont Hydro, we can all contact the Commission and register our opposition to this rate increase. Now, it is your turn to be proactive. Call to register your opposition and pass the word along to businesses in other areas served by Vermont Hydro; even your friends and family could call – every little bit helps.

You can call the State Corporation Commission at (800) 553-7845 between 8:15 a.m. and 5 p.m. Monday through Friday. You will be directed to leave your name, address, telephone number and a statement of opposition. The call takes only 2 to 3 minutes. Every call is tabulated and will hopefully make a difference in the final decision made by the commissioners.

Sylvie Depardieu

167. What is the current position of the sender?

- (A) She is a member of the State Corporation Commission.
- (B) She is the mayor of Windover.
- (C) She is an employee of Vermont Hydro.
- (D) She is the president of the Small Business Association.

168. What is the main purpose of this letter?

- (A) To inform residents of the increase in their electricity service rates
- (B) To ask for help from the members of the association
- (C) To complain to Vermont Hydro about their new rates
- (D) To tell business owners where they can get more information

169. What information is NOT included in the letter?

- (A) The phone number of the State Corporation Commission
- (B) The hours during which the Commission receives calls
- (C) The average increase in user's monthly bills
- (D) The amount of the Vermont Hydro rate increase

170. Who should be contacted about the matter?

- (A) Vermont Hydro
- (B) The State Corporation Commission
- (C) Sylvie Depardieu
- (D) The Windover Small Business Association



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Questions 171-173 refer to the following advertisement.

Burnett & Sons, Professional Reupholsters

Enhance the Value and Beauty of Your Furniture!

Provided that a sofa or chair is in good shape on the inside and only needs new fabric on the outside, all that's needed is 'recovering.' When a piece needs work on the inside, including new webbing, re-tied springs, new fillings, and re-cushioning, then a full-scale reupholstering is called for. Either of these jobs requires the skills of a professional upholsterer, and that's why you should choose Burnett & Sons. We are specialists in this field, and have been in the upholstery trade for 18 years. Call us now at (020) 7622-9347.

If your old piece has a good frame, there's some significant savings to be had. Remember, good frames don't wear out! If your old sofa frame has lasted ten years or more, it's probably good quality. Reupholstering that sofa instead of buying a new one can mean significant savings. The price of a good wooden frame has jumped by more than 100% in recent years. And they don't make them like they used to!

The professionals at Burnett & Sons use only the highest-quality modern materials and time-tested traditional skills, providing you with results that are even better than the original. You'll get a full measure of value for your money, with quality that's hard to match. Stop by our workshops, conveniently located in central London, or stop by our website at www.burnettupholsters.com to see our impressive gallery of before-and-after photos. We offer convenient door-to-door pick-up and delivery service and are available to visit your home for a quotation.

171. Who would be interested in this advertisement?

- (A) Someone who is interested in buying new furniture
- (B) Someone who wants to learn how to reupholster
- (C) Someone who will recover or fix a sofa or armchair
- (D) Someone who needs a new frame built

172. What is NOT mentioned as an advantage of hiring Burnett & Sons?

- (A) You can have them give you a price at your house.
- (B) You can have your sofa's frame rebuilt.
- (C) You can make use of modern materials and traditional skills.
- (D) You can have your piece picked up and dropped off.

173. What is available on the company's website?

- (A) Pictures of work they have done for their customers
- (B) Directions to their other workshop location
- (C) Pieces of the fabrics they have available
- (D) A discount coupon

Questions 174-177 refer to the following letter.

Dalton, Fitch, and Cope Attorneys

143 W. 23rd St., Unit 130B, Chalmers Building, 13th floor, New York, NY

August 27th

Reginald Mercer, Attorney at Law

19 Market Close,

Newport, MD 55055

Dear Mr. Mercer:

This confirms that we have received your August 18th letter and the draft of the distribution contract you enclosed. I have read the draft thoroughly and discussed it with my client, Mr. Fukazawa. The following initial points will need to be resolved before we can move ahead with negotiating the finer points of the contract:

- Term. The term would need to be at least ten years before my client could seriously consider entering into the contract.
- Unit Price. The unit price would need to be at least \$140.50 before my client could consider the contract financially feasible.
- Controlling Law. My client does business only in the State of New York and does not desire to engage a lawyer in Maine, so the contract will need to provide that New York law controls.
- Publicity. My client requests that the last sentence of paragraph 3 on page 2 of the contract be changed to read as follows: "Publicity given to the program or services provided herein, including, but not limited to, notices, information, pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Licensor, shall identify the Agency as the sponsoring agency and will not be released without prior written approval from the Agency."

Please discuss these points with your client at your earliest convenience and let me know if your client is willing to pursue negotiation of a contract along these lines.

Yours truly,
Adrian Cope,

cc: T. Fukazawa

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174. Who sent this e-mail?

- (A) Mr. Fukazawa
- (B) Reginald Mercer
- (C) Mr. Fukazawa's lawyer
- (D) Mr. Mercer's lawyer

175. What did Mr. Mercer previously send to the writer of this letter?

- (A) A draft of a legal document
- (B) A letter asking for some changes
- (C) A request for distribution rights
- (D) The final version of a contract

176. What is NOT mentioned as a proposed change to the contract?

- (A) Extending the duration of the agreement
- (B) The unit cost of the product
- (C) Control of the marketing of the product
- (D) The cost of shipping the product

177. What is the recipient asked to do?

- (A) Make the changes to the contract
- (B) Talk to his client about the requirements
- (C) Ask his client not to continue the negotiations
- (D) Sign the contract once the changes are made

Questions 178-180 refer to the following information.

Athena Airlines Passenger Briefing

This passenger briefing contains information about our flight itinerary to Phoenix and Salt Lake City. Please ask a customer service representative if you need further assistance.

Thursday 12/23/2007

Depart	SAN DIEGO, CA	BROWN FIELD MUNI	08:00 a.m.
Arrive	PHOENIX, AZ	PHOENIX SKY HARBOR INTL	09:53 a.m.
Flight Time	00:53	Time Change: Add 1 Hour(s)	
Catering Info: Light breakfast including danish, fruit and fresh orange juice			

Thursday 12/23/2007

Depart	PHOENIX, AZ	PHOENIX SKY HARBOR INTL	10:45 a.m.
Arrive	SALT LAKE CITY, UT	SALT LAKE CITY INTL	12:06 p.m.
Flight Time	01:21	No Time Change	
Special Notes: Transportation from Salt Lake Airport to your meeting will be provided by K & R Limo. Service - 602-555-1234			

Friday 12/24/2007

Depart	SALT LAKE CITY, UT	SALT LAKE CITY INTL	01:00 p.m.
Arrive	PHOENIX, AZ	PHOENIX SKY HARBOR INTL	02:15 p.m.
Flight Time	01:15	No Time Change	
Catering Info: Sandwich tray, fresh fruit and light dessert			

Friday 12/24/2007

Depart	PHOENIX, AZ	PHOENIX SKY HARBOR INTL	03:00 p.m.
Arrive	SAN DIEGO, CA	BROWN FIELD MUNI	02:55 p.m.
Flight Time	00:55	Time Change: Lose 1 Hour(s)	

178. What is this information related to?

- (A) A traveler's itinerary
- (B) A train schedule
- (C) A flight plan
- (D) A pilot's directions

180. How much time will be spent flying on the return trip?

- (A) 1 hour and 15 minutes
- (B) 55 minutes
- (C) 1 hour and 10 minutes
- (D) 2 hours and 10 minutes

179. What is this passenger's final destination on Thursday?

- (A) San Diego
- (B) Phoenix
- (C) Salt Lake City
- (D) Brown Field

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

To: All Premiere Life staff
From: William Fortright, CEO
Re: Annual charitable contributions

Season's greetings to everyone in our Premiere Life family! We wish you the very best! It is at this time of the year that we make a special effort to think of those who are less fortunate. We have made a tradition at Premiere Life of choosing one charity each year to make a charitable donation to as an organization, and this year, we have chosen WorldSight. For those of you unfamiliar with the good work this organization is doing, WorldSight provides medical assistance and food aid to people who are experiencing crises in areas of the world ravaged by famine and war. They are a non-governmental, non-profit organization, and they rely entirely on private charity. We were very pleased with your generosity last year in response to our pledge to donate to the United Way. We had promised them \$25,000, but as a result of your generosity, we were able to give \$40,000 – and no doubt made a difference in the lives of many, many people. This year, we're hoping to get even more staff members involved and raise even more for WorldSight. Alison McGee, the Human Resources manager, will be organizing the campaign this year. She will be passing out a form which you can use to pledge a certain amount of your January pay deposit, and we will pool all of your contributions and make one donation to WorldSight on behalf of all of you. If you would like to be involved, please fill out and return the signed form to her before you leave for your holidays on December 20th. Let's all give this holiday season and make a difference in the lives of those who are not as privileged as we all are.

To: McGee, Alison <amcgee@premierelife.com>
From: Allen, Jay <jallen@premierelife.com>
Date: December 21
Re: Forgot the form!

Hi, Alison! It's Jay from Accounting. I'm really sorry to bother you over the holidays, but I wanted to find out if there was any way I could get my contribution form to you. I had it all filled out on Thursday, but I guess I was in a big hurry to go on Friday and I totally forgot to drop it off with you. The ridiculous thing is that I had it in my hand. Sorry about that. I'm really interested in contributing, though. And if there's anyway I could get this to you, please let me know. Perhaps I could courier it to you. As far as I know, they're usually open right up until the 23rd for all those people who forgot to mail their Christmas presents! Let me know. I'll look forward to your e-mail.

Take care,
Jay Allen

181. What is this memo about?

- (A) A special company holiday
- (B) An annual campaign for charity
- (C) Some charitable organizations
- (D) An increase in pay

182. What does Mr. Fortright hope to do this year?

- (A) Get more staff to donate to charities this year
- (B) Make donations to both the United Way and WorldSight
- (C) Raise more for WorldSight than they donated to the United Way
- (D) Contribute more money to the United Way than to WorldSight

183. What are the staff asked to do?

- (A) Contact Alison McGee as soon as possible
- (B) Contribute some money to Ms. McGee
- (C) Fill out a form to have part of their pay withheld
- (D) Give a donation to the United Way

184. Who wrote the e-mail?

- (A) An employee of the United Way
- (B) An employee of WorldSight
- (C) A person who works with Alison McGee
- (D) Someone who handed in the form

185. What mistake did Mr. Allen make?

- (A) He left his form at the office.
- (B) He did not fill out his form properly.
- (C) He couriered his form to Ms. McGee.
- (D) He forgot to drop off his form.



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

Job Posting #A9872 JUNIOR CIVIL STRUCTURAL ENGINEER WANTED

Company: SuperCAD International
Location: Portland, ME 04101
Job Type: Temporary
Classification: Full Time
Salary Range: \$25,000 - 30,000

We currently have an opening for a JUNIOR-LEVEL CIVIL ENGINEER. Suitable candidates should have a bachelor's degree in Civil/Structural Engineering and experience with structural steel. Starting with a six-month contract, leading to permanent, full-time position. Experience is a plus, but not a must. Apply for this job at www.jobseekers.com/posting_A9872/apply. Call SuperCAD HR Manager Chris Galliano at 800-542-8347 x205 for location and details.

To: apply@jobseekers.com
From: pauldafoe@huntercommunication.com
Re: Job Posting A9872
Attachment: pauldafoeresume.doc (43 KB)

Dear Mr. Galliano,

I am writing in response to the job posting on www.jobseekers.com, regarding an available position at your firm as a junior civil engineer. I am interested in being considered for this position, as it is very much in line with my present career objectives. I also feel that I have sufficient credentials to warrant your serious consideration.

As you will be able to judge for yourself by referring to the attached copy of my résumé, I have ample experience in the engineering industry to meet the requirements of the job and to enable me to succeed as a member of your team. Please allow me to highlight the following:

EDUCATION

M.S. Structural Engineering and Structural Mechanics, University of California, Berkeley
B.S. Civil Engineering, University of California, Davis (Highest Honors)

PROFESSIONAL EXPERIENCE

1998-2004 Junior Civil Engineer with Karl Kennedy & Associates, Inc.

Provided civil engineering, structural engineering, consulting, failure analysis, forensic engineering, and related expertise to a wide variety of clients.

If it appears that my qualifications meet your current needs, I would welcome the opportunity to meet with you to discuss employment possibilities in more detail.

Should you require any additional information, or if you would like to meet with me for an interview, please do not hesitate to contact me at (426) 630-4483.

Thank you for your time and consideration, and I look forward to hearing from you.

Sincerely,
Paul Dafoe

186. What type of job is being advertised?

- (A) A part-time, permanent position
- (B) A full-time, permanent position
- (C) A part-time, contract-based position
- (D) A full-time, contract-based position

187. What are applicants asked to do?

- (A) Post their résumé on the jobseekers site
- (B) Visit the SuperCAD International website
- (C) Phone jobseekers.com for more details
- (D) Send their résumé directly to Chris Galliano

188. How much experience is required to apply for this job?

- (A) None
- (B) Six months
- (C) One year
- (D) Four years

189. What is Mr. Dafoe's purpose in writing this e-mail?

- (A) To find out more information about the position
- (B) To ask about the company's history
- (C) To request a meeting with HR
- (D) To see if they would like to see his résumé

190. What qualifications for this job does Paul Dafoe NOT have?

- (A) Civil Engineering background
- (B) Experience with structural steel
- (C) A bachelor's degree
- (D) Some work experience



Actual Test 05

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

To: Helen Blithe <lovelybunny@systek.com>
From: cs@electroland.com
Date: August 18th at 16:45
Re: Extremely dissatisfied!
Attachment: electroland_refundpolicy.doc

Dear Ms. Blithe,

Thank you for your e-mail of August 17th. We have investigated your complaint with the staff members of Electro-Land in Torrance (Redondo Blvd. branch). Unfortunately, we are unable to comply with your request for a refund and must uphold the decision made by the sales clerk that you dealt with at the store. She was following company policy.

I have attached a copy of our refund policy for your review. This would also have been printed on the back of your receipt. As you can see in point 4, we are not able to offer refunds on software that has been opened if you do not have the original receipt. I hope you can appreciate that, once the product is opened, it cannot be resold, and is therefore valueless to us.

In addition, I understand from your e-mail that your computer did not have the minimum requirements to run the software, so you could not use it. However, the minimum system requirements are listed by the manufacturer on the outside of the box the software came in. So, you did not have to open the box to find this out.

We regret the situation and hope to continue to serve you in the future.

Electro-Land Refund Policy for Electronic Games and Computer Software

1. If you have your receipt and the package has not been opened (the security seal is unbroken), we will offer you your choice of a refund or an exchange coupon.
2. If you do not have a receipt and the merchandise has not been opened (the security seal is unbroken), you will be offered an exchange coupon. Cash refunds are not available in this case.
3. If the package has been opened (the security seal is broken) and you have a receipt, you will be offered a refund or exchange only if the item is defective or unfit for the intended purpose.
4. If you do not have a receipt and the merchandise has been opened (the security seal is broken), no refund or exchange is permitted.

An Exchange Coupon can be redeemed at any Electro-Land store for any purchase or (where applicable) a repair of the item. This coupon can be used to replace the returned merchandise with either the same item or an alternative of your choice. The value of the exchange coupon will be the system price of the returned merchandise on the day of the return. You will be requested to produce suitable identification, such as a Driver's License, or any other form of identification that contains your name, address, signature and photo will also be accepted.

191. Who sent the e-mail?

- (A) A customer
- (B) A salesperson
- (C) An employee
- (D) A manufacturer

192. What is included with the e-mail?

- (A) The original sales receipt
- (B) A copy of the store's policy
- (C) The manufacturer's instructions
- (D) The opened box

193. Why did Ms. Blithe want to return the product?

- (A) It was defective.
- (B) The box was already opened.
- (C) It did not work on her computer.
- (D) She did not like the software.

194. Why is the store unable to give a refund or exchange coupon to Ms. Blithe?

- (A) She did not have her receipt and the box was not opened.
- (B) She did not have her receipt and the box was opened.
- (C) She had her receipt and the box was opened.
- (D) She had her receipt and the box was unopened.

195. What would have happened if Ms. Blithe had had her receipt but the box had been opened?

- (A) She would not have got a refund or an exchange.
- (B) She would have got a full refund or an exchange coupon.
- (C) She would have got a replacement product.
- (D) She would have got her product repaired.



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

To: All members of Reinholdt Street bridge team
From: Michael Smith, manager, information services dept.
Re: Video Conference - Friday, August 21st at 6:45 a.m.

You are advised that there will be a video conference with head office this coming Friday. Everyone who has been involved in the planning and implementation of that project is expected to attend. The purpose of the meeting is to update Mr. Bill Sanderson, who is replacing Jim Watson in overseeing all government contracts, about the progress that has been made and what still needs to be done. This project is presently behind schedule, and Mr. Sanderson would like to get some idea of how far back the deadline needs to be pushed before he calls the city. Please send Mr. Sanderson a brief summary of your role in the project and any other information that you think might be pertinent so that he can have a chance to prepare for the meeting. Mr. Sanderson will also be asking you for your ideas about streamlining our work-flow, so please give that some thought and offer your suggestions.

The conference is scheduled to start at head office at 9:00 a.m. EST, and the time difference means that we will have to start at 6:45 a.m. Of course, we are aware that this falls outside of your regular work schedule. You will be compensated for your time at the overtime rate. The meeting should last about 2 hours, so you will be able to start your regular workday on time.

This is the first such conference that we have conducted, and if it is successful, we hope to hold all meetings between our San Diego branch and head office via video conference. So, your participation in making it successful is very much appreciated.

To: Bill Sanderson, billsanderson@avidconstruction_hq.com
From: Aaron Rothschild, aaron79@avidconstruction_sdb.com
Re: Video Conference

Dear Mr. Sanderson,

My name is Aaron Rothschild, and I am the senior engineer on the Reinholdt Street bridge project. I was asked by Michael Smith to e-mail you with some information with regard to the project schedule.

As I'm sure you are aware, the project has fallen behind schedule. We were originally slated to begin construction at the beginning of May, but there were numerous problems. The most significant of these was that we were unable to find a local firm that could handle the kind of blasting that the project required. The bridge called for blasting for the underpass for James Street, and this was very close to a residential area, requiring a very specialized excavation blast. None of the firms in the San Diego area had the necessary expertise. We were able to locate a company in LA that could do it, but this put us two weeks behind schedule.

At the video conference on Friday morning, I think one issue that would be important to address is why this oversight happened. We were under the impression that the blasting company that we usually hire would be able to do the job, but this is because we were not given a clear idea of the exact nature of the site until it was too late. I think this was a simple case of communication breakdown, but it would be useful to discuss it to ensure it doesn't happen again.

Yours truly,
Aaron Rothschild

196. Who wrote the notice?

- (A) Michael Smith
- (B) Aaron Rothschild
- (C) Bill Sanderson
- (D) Jim Watson

197. According to the notice, what will happen on Friday morning?

- (A) They need to arrive early to finish a project.
- (B) There will be a conference in the boardroom.
- (C) They will all have a video meeting with head office.
- (D) There will be a visit from Mr. Sanderson.

198. What are the readers of the notice asked to do?

- (A) Improve their work-flow
- (B) Get the project back on schedule
- (C) Stay at work late on Friday night
- (D) Send an e-mail to Bill Sanderson

199. What is the main purpose of the e-mail?

- (A) To introduce the members of the team
- (B) To explain the situation and suggest areas for improvement
- (C) To apologize for being behind schedule
- (D) To ask Mr. Sanderson for advice on the project

200. What is the main cause of the delay in the project, according to Mr. Rothschild?

- (A) The blasting company that they hired made a mistake.
- (B) The excavation blasting took longer than they had expected.
- (C) The company that they usually hire was not available.
- (D) They were not told they needed to hire a specialized blasting company.

