



Economy RC 1000

Actual Test 09

## 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) spaciouly  
 (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


 GO ON TO THE NEXT PAGE

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

## 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
- muscle ache
- chills
- cough
- sore throat
- 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

GO ON TO THE NEXT PAGE 

Actual Test 09

225

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 ----- . No further

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

GO ON TO THE NEXT PAGE 



## 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.

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

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

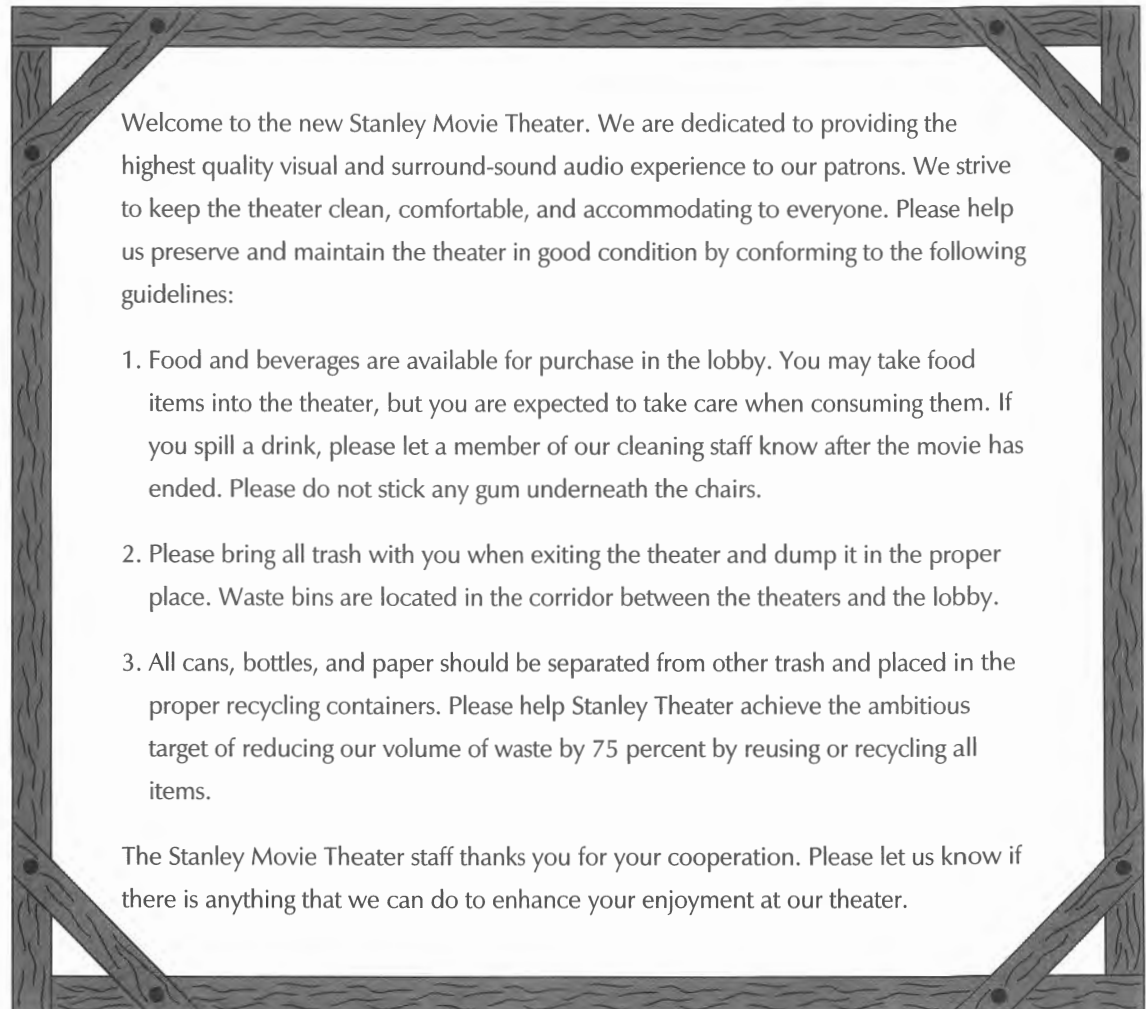
159. What is mentioned about the September 28 event?

- (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.

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

Questions 160-162 refer to the following notice.



Welcome to the new Stanley Movie Theater. We are dedicated to providing the highest quality visual and surround-sound audio experience to our patrons. We strive to keep the theater clean, comfortable, and accommodating to everyone. Please help us preserve and maintain the theater in good condition by conforming to the following guidelines:

1. Food and beverages are available for purchase in the lobby. You may take food items into the theater, but you are expected to take care when consuming them. If you spill a drink, please let a member of our cleaning staff know after the movie has ended. Please do not stick any gum underneath the chairs.
2. Please bring all trash with you when exiting the theater and dump it in the proper place. Waste bins are located in the corridor between the theaters and the lobby.
3. All cans, bottles, and paper should be separated from other trash and placed in the proper recycling containers. Please help Stanley Theater achieve the ambitious target of reducing our volume of waste by 75 percent by reusing or recycling all items.

The Stanley Movie Theater staff thanks you for your cooperation. Please let us know if there is anything that we can do to enhance your enjoyment at our theater.

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.

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.

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



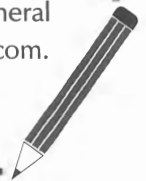
## OFFICE MEMORANDUM

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](http://www.mhw.gov/insurance). For all general queries, you may reach me through extension 501 or via e-mail at [korzen@noisec.com](mailto: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

## 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

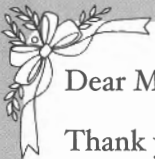
To Whom It May Concern,

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

## 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

GO ON TO THE NEXT PAGE 



**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.

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 Valteau*

Marie Valteau

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. Valteau's letter?
- (A) To introduce customers to hotel policies
  - (B) To encourage families to visit the resort more often
  - (C) To express her gratitude to new guests
  - (D) 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
- (A) coupons
  - (B) permits
  - (C) goods
  - (D) passes
198. If the adult visits River Water Park with children this summer, what benefit can he get?
- (A) He can master circus skills.
  - (B) He doesn't have to pay the entrance fee.
  - (C) He can get a discount.
  - (D) He is given free food and drinks.
199. How much must an adult pay to enter River Water Park on weekends?
- (A) Free
  - (B) \$10
  - (C) \$17
  - (D) \$20
200. What is mentioned about River Water Park?
- (A) Reimbursements are not provided under any circumstances.
  - (B) All attractions are closed during low season.
  - (C) Credit cards are not accepted.
  - (D) Visitors are allowed to bring food and drinks in.