

READING TEST

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

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

PART 5

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

101. As you instructed, we have enclosed the damaged merchandise together _____ a written request for a full refund.
- (A) in
(B) by
(C) from
(D) with
102. Mr. Matthews, a reporter for the *International Daily* newspaper, will be on _____ assignment until further notice.
- (A) special
(B) specialize
(C) specially
(D) specializing
103. The August shipment has just _____ from Busan and is waiting in the receiving dock.
- (A) sent
(B) arrived
(C) delayed
(D) examined
104. Before the situation was explained to him, Franco _____ believed that the automobile prototype was the finished product.
- (A) wrong
(B) wronging
(C) wrongly
(D) wronged
105. The advertisement said that 20 percent would be _____ from the regular price at the time of purchase.
- (A) deduct
(B) deducted
(C) deduction
(D) deducting
106. Mr. Adams will not be able to complete the report by himself and would appreciate it if someone would volunteer to help _____.
- (A) he
(B) him
(C) himself
(D) his
107. We are _____ seeking volunteers to participate in an upcoming consumer research study for Mayfee Marketing.
- (A) significantly
(B) currently
(C) completely
(D) slightly
108. _____ she loves animals, Ms. Peters is a technician at the Eldridge Veterinary Center.
- (A) If
(B) So
(C) Unless
(D) Since

- 109.** All members of the design team are expected to submit their completed drafts to Ms. Conroy _____ next Friday.
- (A) instead of
(B) no later than
(C) although
(D) otherwise
- 110.** For reasons of _____, anyone entering the construction area must wear a hard hat.
- (A) safety
(B) safe
(C) safely
(D) safer
- 111.** Hua Husing's achievements in biochemistry were remarkable, _____ considering that he was only twenty-six at the time.
- (A) greatly
(B) unusually
(C) especially
(D) positively
- 112.** Drivers are asked to park _____ cars within the white lines.
- (A) their
(B) theirs
(C) they
(D) themselves
- 113.** Ms. Kushida's managers feel that she deserves special _____ for her performance in the last sales campaign.
- (A) recognition
(B) accomplishment
(C) capability
(D) balance.
- 114.** Financial experts note that the mild weather in the last few years has had a _____ effect on agricultural productivity.
- (A) clear
(B) clearly
(C) clearing
(D) clearness
- 115.** Please remember to _____ your account number and signature on all payment checks.
- (A) describe
(B) include
(C) contain
(D) involve
- 116.** Although the two computer processors differ in price, they are _____ in terms of their quality.
- (A) compares
(B) comparing
(C) comparison
(D) comparable
- 117.** The *Cornwall Times* is published weekly by QYC Newspapers, Inc., a _____ of Woodbridge Media Holdings.
- (A) division
(B) category
(C) selection
(D) separation
- 118.** Dr. Kim's acceptance speech is expected to last _____ ten minutes, after which dessert will be served.
- (A) fast
(B) about
(C) closely
(D) fairly
- 119.** Our office secretary had made a backup of the computer files, so the information was _____ successfully after the power failure.
- (A) recovered
(B) recover
(C) recovering
(D) recovery
- 120.** All commercial catering businesses refrigerate perishable food to _____ it from spoiling.
- (A) remove
(B) oppose
(C) prevent
(D) forbid

GO ON TO THE NEXT PAGE

- 121.** LTD Enterprises is currently seeking an _____ individual to replace the current director, who will be retiring at the end of the month.
- (A) accomplished
(B) illustrated
(C) observed
(D) influenced
- 122.** Due to new restrictions on international travelers, certain types of plants cannot _____ into most countries without a permit.
- (A) bring
(B) be brought
(C) brought
(D) bringing
- 123.** In order to keep up with the _____ demand for our products, we will have to hire a minimum of four additional workers.
- (A) elaborating
(B) useful
(C) tracking
(D) increasing
- 124.** The _____ of the new inventory process has had a significant impact on our management of resources.
- (A) habit
(B) adoption
(C) trade
(D) reservation
- 125.** All loose objects, such as bags and laptop computers, must be placed _____ in the overhead bins prior to takeoff.
- (A) secure
(B) more secure
(C) securely
(D) security
- 126.** _____ her time at the university, Dr. LeFleur built a solid reputation for leadership among both students and faculty.
- (A) Into
(B) Upon
(C) About
(D) During
- 127.** _____ Ms. Fukui is willing to continue working part-time, she hopes to be offered full-time employment eventually.
- (A) While
(B) That
(C) Either
(D) Even
- 128.** It is _____ to hear that our sales department has started to pursue overseas markets aggressively.
- (A) encourage
(B) encourages
(C) encouraged
(D) encouraging
- 129.** Genter Electronics has always followed the _____ that the risk involved in developing new technology is one that is worth taking.
- (A) conduct
(B) principle
(C) character
(D) order
- 130.** The home sales and rental markets should strengthen soon, as _____ usually benefit when the local economy improves.
- (A) it
(B) both
(C) that
(D) which

- 131.** I do not _____ that the shipment schedule will change when our factories relocate, but if it does, I will notify you immediately.
- (A) regard
(B) appear
(C) follow
(D) anticipate
- 132.** _____ maintain a stable production facility for the next ten years, Vartacorp is currently negotiating access to new computer technologies.
- (A) On behalf of
(B) With regard to
(C) In order to
(D) In hopes of
- 133.** All résumés submitted to our human resources department will remain on record for one year from the date of _____.
- (A) receipt
(B) admission
(C) ownership
(D) membership
- 134.** We are pleased to announce that Ms. Vieri _____ her new position as market analyst on September 30.
- (A) has been starting
(B) will be starting
(C) was started
(D) is being started
- 135.** We may share your mailing address with our subsidiaries for marketing purposes unless you _____ request in writing that we not do so.
- (A) specific
(B) specify
(C) specification
(D) specifically
- 136.** It is _____ that the documents be meticulously examined before they are sent out to clients.
- (A) immediate
(B) imperative
(C) ultimate
(D) conclusive
- 137.** A key _____ still missing from the upcoming presentation to the client is an estimate of the total project cost.
- (A) elementary
(B) element
(C) elements
(D) elemental
- 138.** As the number of local residents' visits to public swimming facilities climbs, _____ the demand for lifeguards to supervise them.
- (A) as long as
(B) whereas
(C) so does
(D) as to
- 139.** It was Joanne Huber's groundbreaking work on the photoelectric effect that _____ her the lifetime excellence award.
- (A) honored
(B) achieved
(C) took
(D) won
- 140.** Neither Kato Business Service nor any of its _____ are responsible for the accuracy of this brochure.
- (A) affiliate
(B) affiliated
(C) affiliating
(D) affiliates

GO ON TO THE NEXT PAGE

PART 6

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

Questions 141-143 refer to the following memo.

To: Department Managers

From: Russel Wotenjowik, Vice President of Corporate Affairs

Re: New Director of Personnel

I am pleased to announce that Martina Mendez has accepted the _____ of director of

- 141.** (A) action
(B) employment
(C) order
(D) position

personnel here at Solomon Cosmetics. Ms. Mendez brings with her a tremendous amount of experience in this area, _____ as the human resources coordinator at Philbin Enterprises and

- 142.** (A) serves
(B) served
(C) has served
(D) having served

the director of benefits at Maxwell Corporation.

There will be a breakfast reception held in Ms. Mendez' honor on Monday at 8:30 A.M. in the cafeteria. _____, there will be a department managers meeting at 9:30. At the meeting,

- 143.** (A) Not only
(B) Following that
(C) Recently
(D) In that case

Ms. Mendez will outline her planned revision to personnel policies.

If you have any questions regarding Ms. Mendez' responsibilities, you can contact me at rwootenjowik@solomoncos.net or at extension 544.

Questions 144-146 refer to the following letter.

January 15

Esther Chen
555 Queens Road
Leeds, England

Dear Dr. Chen:

Thank you for your letter. We understand that you have decided not to _____ your subscription

- 144.** (A) renew
(B) include
(C) review
(D) supply

to *International Medicine*. We are truly sorry to lose you as a subscriber. As you know, most other journals in the field focus on specialized research topics, with little _____ to day-to-day medical

- 145.** (A) applying
(B) application
(C) applicants
(D) apply

care. Our magazine is one of the few to feature new advances in both medical research and clinical practice.

We would like to offer you a 40 percent discount on one year's subscription. Plus, if you call our subscription office before January 30, we will send you any issues you have missed free of charge. Please mention my name in order for your discount to be applied _____.

- 146.** (A) appropriately
(B) separately
(C) reasonably
(D) agreeably

We hope to hear from you.

Sincerely,

Robert Goldberg
Vice President, Subscriptions Department

GO ON TO THE NEXT PAGE

Questions 147-149 refer to the following e-mail.

To: Gamma Corporation Activities Club
From: Kate Gordy, outings coordinator
Date: January 3
Subject: Upcoming ski trip

Dear Gamma Corporation Activities Club Members:

I am pleased to announce that Gamma is sponsoring a ski trip to Setter Mountain on Saturday, February 12. On that day, a charter bus _____ the main parking lot at 7:30 A.M. We plan to

- 147.** (A) left
(B) had left
(C) will leave
(D) has left

arrive at Setter Mountain at 8:30 A.M., and we will ski all day. The bus will return at 6:30 P.M.

Setter Mountain is a beautiful ski resort located only an hour north of our office. Beginning skiers will have an opportunity to take a lesson from an expert instructor, and all _____ can

- 148.** (A) participation
(B) participates
(C) participatory
(D) participants

rent skis.

The trip costs \$26, which includes transportation and lunch.

Please e-mail _____ before February 1 if you are interested.

- 149.** (A) her
(B) me
(C) it
(D) them

Thank you,

Kate Gordy

Questions 150-152 refer to the following e-mail.

To: Sales Department <sales@baricorp.com>
From: Frank Garcia <garcia_frank@baricorp.com>
Subject: Sales results
Date: November 20

Dear Sales Staff:

I wanted to thank you for your hard work this last quarter. The months from July to September have historically been a difficult time for sales, but our dedicated sales team has met this challenge head-on. As a result, we have _____ our goals.

- 150.** (A) exceeded
(B) reduced
(C) followed
(D) explained

Our third-quarter sales summary showed a 10 percent _____ over the second quarter, when

- 151.** (A) increase
(B) increasing
(C) increased
(D) increasingly

we had actually been worried that sales would be lower than before.

By the end of December, I feel _____ that we can achieve the highest sales ratings this

- 152.** (A) strong
(B) confident
(C) likely
(D) probable

department has seen in a long time. Keep up the good work.

Sincerely,

Frank Garcia

Chief Financial Officer

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 e-mail.

From:	mburnes@worldstore.com
To:	wpitts@pma.net
Subject:	Your order #3456
Date:	January 13, 10:25 AM

Dear Mr. Pitts:

Severe weather conditions have caused substantial disruptions to air traffic in and out of many airports in the Midwest, where the World Store™ sorting facilities are located. As a result, many deliveries will be delayed by approximately 24 to 48 hours.

World Store™ is committed to providing the highest level of service possible. For the latest package status information, please go to "My Account" on Worldstore.com, where you will be able to track your package.

Thank you for your patience and understanding as we work through this situation.

Yours,
Michael Burnes
President
Worldstore.com

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

- (A) To postpone travel plans
- (B) To introduce a company Web site
- (C) To request the latest flight schedule
- (D) To give information about shipping delays

154. What does Mr. Burnes suggest Mr. Pitts do?

- (A) Respond to the e-mail for free shipping
- (B) Contact the carrier service immediately
- (C) Visit a Web site for more information
- (D) Call a company representative

GO ON TO THE NEXT PAGE

Questions 155-156 refer to the following memo.

From: Michael Bergmann
To: Brigit Ingersoll
Re: Awards Banquet

Per your request, I've put together a list of preferred caterers. In my opinion, Comfort Meals is the best: they are reliable, their charges are reasonable, and, above all, their food is delicious! Another food service provider I can highly recommend is Ethnic D'lites. They offer, among other things, a variety of South Asian dishes, and our employees and clients from that region in particular give them high marks.

With regard to your question about entertainment, I'm afraid I can't offer you any advice. Ramon Garcia (extension 5555) in the sales department may have some suggestions for you. On a couple of occasions he has hired musicians for our annual New Year's party.

I hope this information is useful. Good luck with the preparations for the October 12 events.

Michael

155. What is the purpose of the memo?

- (A) To inquire about the new telephone system
- (B) To congratulate an employee on a promotion
- (C) To discuss the price of menu items
- (D) To provide suggestions for an upcoming event

156. Why should Ms. Ingersoll contact

- Mr. Garcia?
- (A) To learn more about the new work procedures
 - (B) To ask for recommendations for entertainment
 - (C) To find out when a party will be held
 - (D) To verify the prices of a catered meal

Questions 157-159 refer to the following job advertisement.

Posted April 9

Part-Time Help Wanted!

Lomoxi Sporting Goods
213 Elmwood Highway
Flemington, NJ 08822
908-555-2150

Lomoxi Sporting Goods has an opening for part-time help starting in June. Applicants must enjoy working with customers and be comfortable using a computer. At least one year of retail experience is preferred. Applicants must be available to work all of the hours stated below. Knowledge of sporting goods is helpful but not necessary.

The hours are Mondays, Tuesdays, and Thursdays from 10 A.M. to 4 P.M.; Saturdays from 10 A.M. to 3 P.M.; and Sundays from 12 P.M. to 4 P.M.

The starting wage is \$7.50 per hour on weekdays and \$8.00 per hour on the weekends. After a month of successful employment, the wage will be raised to \$8.50 and \$9.00, respectively.

Individuals interested in the position should apply by contacting Louisa Alaniz in the customer relations office at 908-555-2155 or [lalaniz @lomoxi.com](mailto:lalaniz@lomoxi.com) no later than April 30. Interviews will be conducted in the week of May 10.

157. What is suggested in the advertisement?

- (A) The working hours are flexible.
- (B) The job includes some computer use.
- (C) Candidates must be available to start work on May 10.
- (D) Applicants should apply in person at the store.

158. What is a requirement for applicants?

- (A) Training in customer service
- (B) Experience in computer repair
- (C) Knowledge of sporting goods
- (D) Availability to work on weekends

159. What is the hourly rate of pay for weekdays during the first month of employment?

- (A) \$7.50
- (B) \$8.00
- (C) \$8.50
- (D) \$9.00

GO ON TO THE NEXT PAGE

Questions 160-161 refer to the following letter.

Jay Rodriguez
Latfood Latin Imports
4456 Shoals Lane
Boynton Beach, FL 33437
April 4

Carlo Oliver
Oliver International Exporters
General Apartado Aereo 110067
Bogotá, Colombia

Dear Mr. Oliver:

To follow up on our conversation of April 2, I would like to import the following items. Please confirm that these prices are correct and that the items are in stock. And let me know when I can expect the items to be shipped. I can be reached at 1 (561) 555-0022. Once I speak with you to confirm my order, I will send payment via overnight mail.

Item	Quantity	Price	Total
Yola Mate Tea	250	0.80/box	\$200.00
Guava Juice	200	8.00/carton	\$1,600.00
Pineapple Cookies	100	12.00/carton	\$1,200.00
Caramel Candy	250	1.50/bag	\$375.00
TOTAL			\$3,375.00

Thank you,

Jay Rodriguez
Jay Rodriguez

160. What does the letter suggest that

Mr. Rodriguez wants?

- (A) A reduction in the price of goods
- (B) A shipment of food products
- (C) A refund for an incorrect delivery
- (D) A payment for an order

161. What is Mr. Oliver asked to do?

- (A) Mail a confirmation letter
- (B) Replace damaged products
- (C) Verify product availability
- (D) Fax a purchase order

Questions 162-165 refer to the following form.

Dear Guest:

Your opinions and ideas matter to us. Please take a few minutes to complete this survey form. Thank you!

The Management

For each of the following, please check (✓) the category that best describes your experience with us.

	<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
Ease of checking in and out		✓			
Condition of the room		✓			
Overall quality of service	✓				
Housekeeping services			✓		
Overall cleanliness		✓			
Quality of food and beverages				✓	
Price			✓		

Additional Comments

Initially, my husband and I thought that coming here was a mistake. We were upset when, at check-in, we learned that there was no record of our reservation, even though we had booked months in advance and had a confirmation number. However, the clerk at the reception desk resolved the matter satisfactorily by offering us a room that was more comfortable and spacious than the one we had originally reserved. Overall, we were pleased with the professional attitude of your personnel, including the housekeeping staff, the waiters at the restaurant, and the driver of the hotel shuttle bus. We are looking forward to visiting again.

Lisa Browning

162. What is the purpose of this form?

- (A) To ask for opinions about a hotel
- (B) To book a room at a hotel
- (C) To express interest in employment at a hotel
- (D) To indicate methods of payment at a hotel

163. To whom is Ms. Browning addressing her comments?

- (A) The driver of the hotel shuttle bus
- (B) The waiters at the hotel restaurant
- (C) The management of the hotel
- (D) The staff at the hotel reception desk

164. Why was Ms. Browning initially upset?

- (A) The hotel rate was higher than expected.
- (B) The hotel had no record of her reservation.
- (C) Her husband had forgotten to book a room.
- (D) She had lost her confirmation number.

165. What did Ms. Browning like the least about the hotel?

- (A) The attitude of the personnel
- (B) The checkout procedures
- (C) The quality of the meals
- (D) The condition the rooms were in

GO ON TO THE NEXT PAGE

Questions 166-170 refer to the following excerpt from an article.

Advances in technology over the last ten years have made working from home almost as common as working in a traditional office. Many companies have found that by allowing employees greater flexibility in their schedules and work environment, workers are more content with their jobs and more loyal to their companies.

World Financial Analyst, a leading business-research firm, recently collected questionnaire data from more than 500 home-based employees working in different fields. The findings of this study showed that 83 percent of respondents ranked the elimination of a daily commute as their number-one motivation for working from home. The second advantage cited was having a flexible schedule.

"I can set my own hours," said Jessica Harper, a graphic designer for Gallaxia Stern Studios. "I still have a regular schedule, but if I need an hour break or I have an errand to run, I can do it when it is convenient and then I work longer in the evening to make up the time. I have noticed that I am actually more productive and I don't get tired as quickly." Although the present study was limited to home-based employees, informal reports confirm that management also benefits from this practice.

One surprising benefit for companies that allow flexible schedules is their capability to hire more workers. Many businesses that allow employees to work from home have grown compared to companies that confine their workers to the office.

166. What does the article suggest?

- (A) Companies that offer flexible working situations are more likely to retain their employees.
- (B) Employees who work at home are less productive than employees who work in the office.
- (C) Employees with flexible schedules need more management than traditional employees.
- (D) Companies that allow employees to set their own schedules are able to save money on transportation costs.

167. How was information gathered for the study mentioned in the article?

- (A) Researchers conducted tests in a laboratory.
- (B) Employees completed surveys about their work.
- (C) The author visited employees working from home.
- (D) Supervisors provided information on their employees' productivity.

168. The word "set" in paragraph 3, line 1, is closest in meaning to

- (A) solidify
- (B) place
- (C) collect
- (D) establish

169. According to the article, how do companies benefit from allowing employees to work at home?

- (A) Companies reduce the amount of time they spend training employees.
- (B) Companies are able to increase their numbers of employees.
- (C) Companies can afford to expand their office space.
- (D) Companies spend less money on energy costs.

170. What advantage of working from home is NOT mentioned by employees?

- (A) Enjoying more flexibility in scheduling
- (B) Avoiding long commutes to work
- (C) Achieving greater productivity
- (D) Working in a quieter space

GO ON TO THE NEXT PAGE

Questions 171-173 refer to the following letter.



Cable Canada, Inc.

1 Seedling Way

Hamilton, ON J2T 4M7

August 3

Dear Resident:

There's never been a better time to sign up for **Cable Canada** television service. For a limited time only, you can enjoy a huge selection of outstanding programming, including specialty channels devoted to children's shows, sports, and educational programs. All this can be yours for an amazingly low \$19.99 a month for your first six months.*

Not only that, but if you sign up by the end of the month, you can add *Movie Channel Plus* for just \$9.99 more a month. *Movie Channel Plus* allows you to view an extensive library of recent and classic films, that are updated weekly. You'll also be able to see award-winning original shows and sporting events on *Movie Channel Plus*.

Sign up for **Cable Canada** service today and enjoy a huge selection of channels with clear reception regardless of the weather. All this for only \$19.99 a month for six months. Place your order today by calling 1-800-555-3958 or visiting our Web site at www.cablecanada.co.ca. This offer expires on August 31, so act now!

Sincerely,

Graham Ford

Graham Ford
Director of Marketing
Cable Canada, Inc.

*After six months, monthly bill will revert to the standard charge of \$39.99 for the basic cable package; \$59.99 with *Movie Channel Plus*.

171. What will the monthly charge for the basic cable package be after the first six months?

- (A) \$9.99
- (B) \$19.99
- (C) \$39.99
- (D) \$59.99

173. How frequently is the movie library updated?

- (A) Once a week
- (B) Twice a month
- (C) Once a month
- (D) Once every two months

172. What is NOT a stated advantage of Cable Canada service?

- (A) Friendly customer service
- (B) Coverage of sporting events
- (C) Consistently clear reception
- (D) Access to children's channels

Questions 174-177 refer to the following e-mail.

Coleman Bank

To: All Randolph branch employees
From: Roger Smithwick, Randolph branch manager
Re: Sylvia Langley
July 16

Dear All:

I am sure you are all aware that as of July 1, Coleman Bank has a new president. I am writing to inform you that Sylvia Langley will be visiting us here at the Randolph branch on August 5. We want to do our best to welcome the new president warmly and ensure she recognizes the excellence of our branch. I have a few requests.

1. Please clean all visible work spaces. Discard old papers or materials you no longer need; organize other materials into files.
2. Please review the dress code. If you have questions regarding appropriate attire, please discuss them with my assistant, Peter.
3. Ms. Langley would like to meet with as many Randolph branch employees as possible. If you are interested in speaking with her, please see me by July 25 so I can organize the meetings.
4. Remember that treating customers well is our number one goal at Coleman Bank. As always, do your best to interact with customers in a courteous manner.

I am confident that with your cooperation, the visit by Ms. Langley will be positive and productive.

Thank you,
Roger

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

- (A) To discuss an upcoming visit
- (B) To review the employee dress code
- (C) To notify employees of a customer service award
- (D) To announce the retirement of the bank's president

175. Who is Sylvia Langley?

- (A) The president of the bank
- (B) Mr. Smithwick's assistant
- (C) A bank customer
- (D) The Randolph branch manager

176. What are employees NOT asked to do?

- (A) Organize their files
- (B) Review guidelines for appropriate clothing
- (C) Throw away unneeded material
- (D) Remind customers of bank policy

177. What is the significance of July 25?

- (A) It is the date the new president was installed.
- (B) It is the date the company president will inspect the Randolph branch.
- (C) It is the deadline for scheduling a meeting with the bank president.
- (D) It is the deadline for organizing employee work spaces.

GO ON TO THE NEXT PAGE

Questions 178-180 refer to the following letter.

KATER COMPANY
Mythenquai 44
8045 Zurich
Switzerland

June 5

Mr. Bernhardt Meyer
Mutschellenstrasse 69
8022 Zurich
Switzerland

Dear Mr. Meyer:

I am very pleased to confirm your one-year international assignment in Hong Kong with the Kater Company. While in Hong Kong, you will work on the property underwriting team, pricing and managing property insurance contracts in the East Asian region. You will report to Ms. Helen Duann.

Your international assignment allows you certain benefits from the Kater Company. While you will retain your current position as senior underwriter, you will receive an extra monthly living allowance of 5,000 Hong Kong dollars. In addition, you are eligible to live in corporate housing provided by the Kater Company. The corporate apartments in Hong Kong contain sufficient space for a family of four and are located within walking distance of the Kater offices. Finally, you will receive complimentary plane tickets to return to Switzerland three times during your year abroad. More details on these benefits will be available to you upon your September 1 arrival at the Hong Kong office. Your human resources contact in Hong Kong will be Ms. Shu Fang Tan.

Please let me know if you have any questions regarding your upcoming international assignment. I wish you the best of luck in Hong Kong.

Sincerely,

Olivia Leydenfrost
Olivia Leydenfrost
Human Resources
Kater Company

178. What is the purpose of this letter?

- (A) To ask for a salary increase
- (B) To announce a promotion
- (C) To discuss a temporary assignment
- (D) To request a transfer to Hong Kong

179. What is Mr. Meyer's present job?

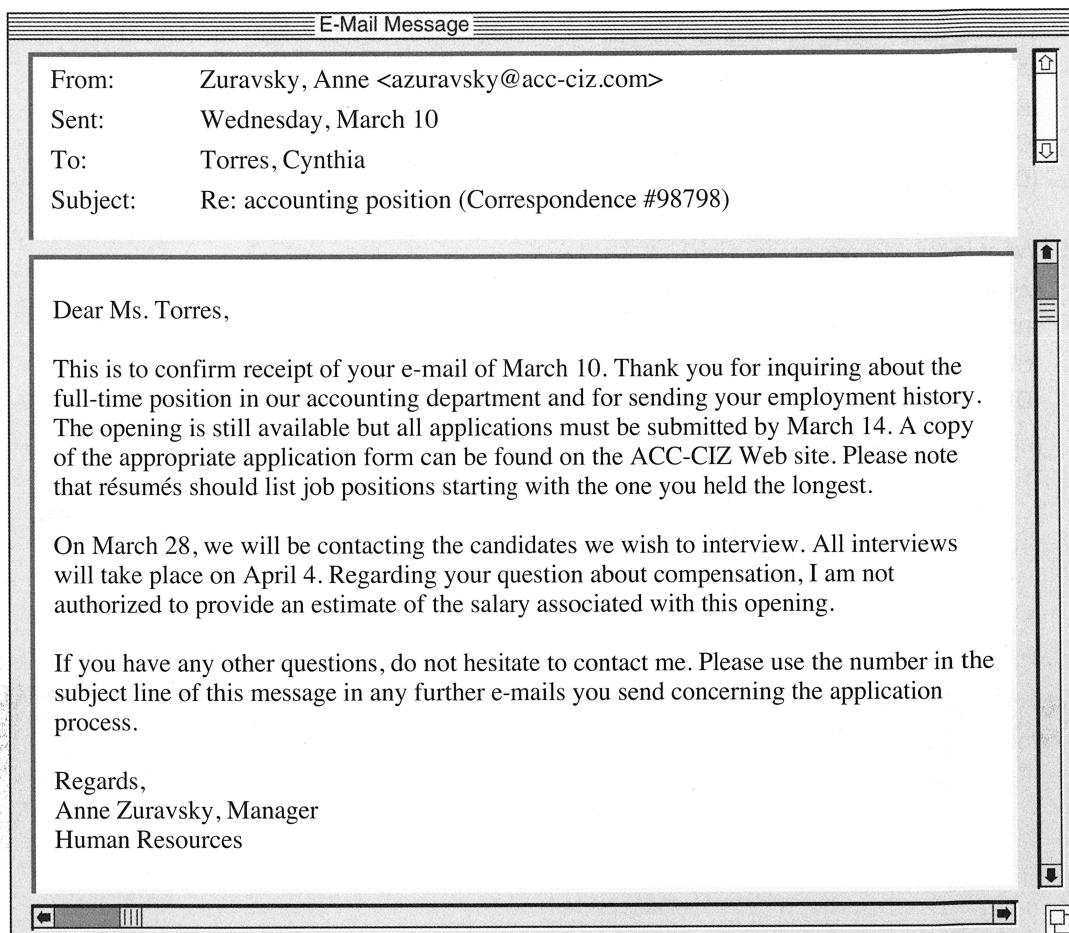
- (A) Human resources coordinator
- (B) Corporate lawyer
- (C) Senior underwriter
- (D) Insurance sales manager

180. What benefit is NOT mentioned in the letter?

- (A) A corporate residence
- (B) Free trips home
- (C) Money for living expenses
- (D) Use of a company vehicle

GO ON TO THE NEXT PAGE

Questions 181-185 refer to the following e-mail and employment history record.



Cynthia TORRES, Employment History Record

Position	Employer	Time Period
<i>Sales assistant</i>	Clayfield Metal	(14 months)
<i>Payroll clerk</i>	Autonia Bank	(20 months)
<i>Insurance consultant</i>	Cestov National Co.	(5 years)
<i>Financial adviser</i>	Heidel Finanz	(4 years)

- 181.** When are applications for the accounting position due?
- (A) On March 10
(B) On March 14
(C) On March 28
(D) On April 4
- 182.** What will Ms. Torres need from the company's Web site?
- (A) An application form
(B) A payroll document
(C) A list of contact persons
(D) A schedule of interview dates
- 183.** Which position should Ms. Torres list first on her résumé?
- (A) Sales assistant
(B) Payroll clerk
(C) Insurance consultant
(D) Financial adviser
- 184.** According to the e-mail, what information did Ms. Torres request that Ms. Zuravsky cannot provide?
- (A) How many people applied for the position
(B) Who will review the candidates' résumés
(C) When the interviews will be conducted
(D) How much the position pays
- 185.** What is stated in the e-mail?
- (A) Applicants for the position must have experience in accounting.
(B) Interviews are scheduled a few days after applications are received.
(C) Ms. Torres should use a correspondence number in future messages.
(D) Ms. Zuravsky will manage the person who is hired for the position.

GO ON TO THE NEXT PAGE

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

Zeno Travel Guides

The following is a partial list of some of our best-selling guides. Please call for a complete list of our titles.

American Tour Books (priced individually)

Covered Bridges of Vermont (\$24.95).....	Item #51600
San Francisco Bay Area (\$29.95)	Item #51601
Lake Tahoe (\$19.95)	Item #51602
New York Skyline (\$21.95)	Item #51603

To place an order, call toll free (951) 555-9800
or send the order form below to

**Zeno Publications, 156 Riverside Drive,
Woodland, California 92508.**

Same-day rush service available (telephone orders only).

International Destinations

(all city guides priced at \$19.95)

Dublin.....	Item #43567
London	Item #43568
Madrid.....	Item #43569
Paris.....	Item #43570
Sydney	Item #43571
Tokyo	Item #43572
Beijing	Item #43573
Seoul	Item #43574

Zeno Publications Order Form

Name _____	Address _____			
Title	Item Number	Quantity	Price each	Total
Order Total + *Shipping				

*For regular shipping (7-10 days), please add \$5.95 to your order total. For 3-day delivery, add \$10.95.

E-Mail Message

From: rsilva@nysmail.com

Sent: September 16

To: info@zenopublications.com

Subject: your travel guides

I am writing to compliment Zeno Publications on its excellent service and commitment to quality. I recently ordered the guides to London, Madrid, and Paris in preparation for a trip to Europe. I paid the charge required for regular shipping and was pleasantly surprised when my order arrived in just four days. When I opened the box, I was even more delighted. The books are outstanding! I was impressed with the beautiful layout and breathtaking photographs even before I left for my vacation. When I arrived at my destination, I quickly discovered how wonderful they truly are. Every detail is accurate, and the guides cover not only the famous, must-see sights, but also many little-known places that turned out to be well worth a visit. Had I not ordered books from Zeno, I'm sure I would have missed some very worthwhile sightseeing opportunities.

Please count me as a new loyal customer. I have already recommended your books to friends who are planning trips abroad and will continue to do so.

Sincerely,
Raquel Silva

186. Which American tour book costs the same as a guide to London?

- (A) *Covered Bridges of Vermont*
- (B) *San Francisco Bay Area*
- (C) *Lake Tahoe*
- (D) *New York Skyline*

187. What was the shipping charge for Raquel Silva's order?

- (A) \$5.95
- (B) \$7.00
- (C) \$10.95
- (D) \$19.95

188. What is the purpose of Raquel Silva's e-mail?

- (A) To request some travel guides
- (B) To praise Zeno Publications
- (C) To express concern about an order
- (D) To recommend Zeno Publications to a friend

189. What does Raquel Silva imply in her e-mail?

- (A) She has recently returned from Europe.
- (B) She has not yet received her order.
- (C) She has ordered from Zeno Publications many times.
- (D) She is planning to travel abroad with friends.

190. In the e-mail, the word "cover" in paragraph 1, line 8, is closest in meaning to

- (A) omit
- (B) protect
- (C) hide
- (D) include

GO ON TO THE NEXT PAGE

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

Allthesales.com		Customer Claim Form
Order Number: 058-9199 Date: August 15 Name: Sandra Waring	Item Details: History of Atlantis: The Lost Land [paperback] by Frank Whittman	
Claim Details: I purchased the above item on July 6 from All The Sales and was informed that the estimated delivery date for the order was between July 9 and July 28. When the item hadn't arrived by August 5, I called the customer service number listed on the Web site. I left a message on the automated recording system but did not receive a response. I left a second message on August 11 but still received no response. As I need the item right away, I plan to purchase a copy from a local bookstore. Therefore, I am asking for a full refund for the cost of this order, as the charge has already appeared on my credit card statement.		
<input type="button"/> Home		

To:	sandra.waring@email.com
From:	customerservice@allthesales.com
Date:	August 15

Dear Ms. Waring,

Your claim has been received and assigned reference number AZ10114. Please be advised that most claims are resolved within 7 days of the date when the claim is filed.

We apologize for the inconvenience you experienced with your order. Our records indicate that your order was shipped on July 7 via standard ground shipping. We are currently investigating this matter further and will contact you with our findings within 48 hours. If your claim is approved, we will issue a refund in the same form as your original payment was made. Credit card reimbursements take 5 business days to process, while refunds for checks and money orders are sent within 24 hours by special delivery.

Deodre Skehan
Customer Service Department
Allthesales.com

- 191.** Why did Ms. Waring fill out the claim form?
- (A) The item she ordered was damaged.
 - (B) She never received the item she ordered.
 - (C) The seller sent the wrong item.
 - (D) She was charged twice for the same order.
- 192.** What did Ms. Waring do before filling out the claim form?
- (A) She returned the item.
 - (B) She canceled her payment.
 - (C) She visited a bookstore.
 - (D) She called the seller.
- 193.** What is the purpose of the e-mail?
- (A) To request more information about the claim
 - (B) To acknowledge that the claim has been received
 - (C) To inform Ms. Waring that her claim will likely be approved
 - (D) To explain that an investigation takes five days to complete
- 194.** In the e-mail, the word “filed” in paragraph 1, line 3, is closest in meaning to
- (A) cut back
 - (B) lined up
 - (C) sent in
 - (D) put away
- 195.** How will All The Sales probably reimburse Ms. Waring if her claim is valid?
- (A) By returning the money to her credit card account
 - (B) By using an express delivery service to send her a check
 - (C) By giving her a credit toward a future purchase on the company’s Web site
 - (D) By shipping her a second copy of her order at no charge

GO ON TO THE NEXT PAGE

Questions 196-200 refer to the following advertisements.



Sick of knee-high grass and weed-filled gardens? Call ...

Gilmore Lawn Care

My name is Rudy Gilmore and I have been doing yard work in Rock Springs City for more than 25 years. I have experience mowing lawns, planting gardens, pruning trees, and painting fences and sheds. Unlike most businesses, I still take pride in doing everything personally, so you will always know who's working around your house. As a native of Rock Springs City, I know the environment and will tailor every job to suit your needs.

Lawn work starts at a reasonable \$40.00 an hour, while painting jobs can be negotiated on site. For references, call me anytime at 480-555-3440, and I will provide the names of satisfied customers in your area. For fast and friendly service, *Gilmore Lawn Care* is the best choice.

Rudy Gilmore
rudygilm@gilmorelawn.com

Pura Green Landscaping

201 West 56th Street, New York, NY, 10009
For 20 years, your premier lawn and landscape service

Dear Home Owner,

Pura Green Landscaping is the country's leading landscape management and lawn care company. We serve over 2.5 million satisfied customers every year, and we are committed to making your garden healthier and greener. Our famous, eight-step lawn analysis is perfect for both residential and commercial locations; a specialist will visit your property to determine what kind of care your garden needs before providing you with a no-obligation free estimate.

Imagine watering your garden with the push of a button. Now through September 10, you can have an irrigation system installed and pay no interest for six months. As an additional special offer, receive \$20.00 off your next scheduled maintenance when you refer a friend or neighbor. Call toll-free 800-555-4726 to learn about other offers in your area.

Call Pura Green and find out why people are switching to the best landscape and lawn service available. We look forward to serving you.

Sincerely,
Bryant Gunderson, President

- 196.** What does Mr. Gilmore emphasize about his company?
- (A) He does all the work himself.
 - (B) He offers more services than his competitors.
 - (C) His company cares about the environment.
 - (D) His company has been in business over 40 years.
- 197.** In the Gilmore Lawn Care advertisement, the word “tailor” in paragraph 1, line 5, is closest in meaning to
- (A) adapt
 - (B) accept
 - (C) trim
 - (D) cover
- 198.** What is one of Pura Green Landscaping’s advertised services?
- (A) Commercial painting
 - (B) Tree trimming
 - (C) Garden maintenance
 - (D) Building repair
- 199.** What is offered to Pura Green customers who refer new clients?
- (A) A no-obligation estimate
 - (B) A reduced price on an irrigation system
 - (C) Lower interest rates
 - (D) A discount on future lawn care
- 200.** How do Pura Green Landscaping and Gilmore Lawn Care differ?
- (A) Pura Green offers a money-back guarantee.
 - (B) Pura Green installs fences and sheds.
 - (C) Pura Green is a larger company.
 - (D) Pura Green is an older company.

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