

**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.** Rather than the usual hosted dinner and drinks, we will be ----- tonight at the Mandarin Garden at 2025 Shattuck Ave, near the corner of Elm Street.
(A) dine
(B) dined
(C) dining
(D) diner
- 102.** McAllister Orchards promises its customers nutritious and wholesome grains, fruits, and vegetables ----- a low cost.
(A) in
(B) on
(C) at
(D) after
- 103.** Shareholders voted that Deborah LaSalle is ----- suited for the position of chief operating officer given her experience.
(A) ideal
(B) ideally
(C) idealized
(D) ideality
- 104.** This plan outlines the topics ----- plan to discuss at this afternoon's staff meeting.
(A) my
(B) me
(C) I
(D) mine
- 105.** When looking into the projected draft for construction of a new shopping mall, the supervisor asked ----- was in charge of electrical engineering.
(A) that
(B) who
(C) which
(D) whom
- 106.** As the chief administrative officer, Quincy Paxton will face exciting ----- in this new job with Laval International Shipping Company.
(A) challenge
(B) challenges
(C) challenging
(D) challenged

107. Rei Takahashi is one of the three people ----- for overseeing the Research Department at Omi-Tech Solutions.
 (A) responsible
 (B) responsibly
 (C) responsibility
 (D) responsibilities
108. As the chief accountant, Ms. Dasgupta must ----- review and re-evaluate the company finances.
 (A) brightly
 (B) regularly
 (C) previously
 (D) accidentally
109. The CEO ----- appointed James Farley as vice president of Arctic Mining Ventures Co.
 (A) formalize
 (B) formally
 (C) formal
 (D) formality
110. Staff is reminded to treat new employees with courtesy ----- that a friendly and professional work environment can be maintained.
 (A) as
 (B) then
 (C) so
 (D) if
111. Ms. Quong is a promising bookkeeper at our firm, as she completes ----- assigned to her with precision and quickness.
 (A) working
 (B) worker
 (C) work
 (D) worked
112. Lancaster Productions ----- that all workers occasionally re-read their employee guideline booklets to help refresh their memories on company policies.
 (A) depends
 (B) adapts
 (C) specializes
 (D) recommends
113. For those ----- are determined to attend the seminar, tickets are available at the Human Resources Department.
 (A) who
 (B) whose
 (C) what
 (D) their
114. Customers who purchase a Z-1000 desktop computer before February 3rd will receive a free printer at no extra -----.
 (A) charge
 (B) frequency
 (C) value
 (D) product
115. New students at Strafford College of Computer Science are advised to take a free students' guide booklet and review ----- thoroughly.
 (A) themselves
 (B) them
 (C) itself
 (D) it
116. ----- hiring the British marketing agent Arthur Downshire, Keene Clothiers Co. has gained an edge against its competition.
 (A) Up
 (B) About
 (C) By
 (D) To

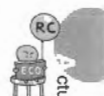


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117. Sutter Hotel Tours provides a weekend special which includes a ----- tour around the gorgeous bay area of the resort and some scenic islands accessible only by ferry.
(A) reported
(B) demonstrated
(C) shown
(D) guided
118. Many locations in the city popular with tourists only ----- credit cards.
(A) include
(B) import
(C) accept
(D) enter
119. The music area will be enlarged to include practice room with immediate ----- to the stage.
(A) next
(B) close
(C) adjacency
(D) neighboring
120. Spokesmen for Newport Properties praise the company about ----- well-made their dwellings are.
(A) only
(B) there
(C) most
(D) how
121. The restaurants along upscale Fulton Avenue maintain a strict -----.
(A) standard
(B) category
(C) rate
(D) qualification
122. Clayton Books hired some extra staff since setting up the store's website, so online orders can be handled -----.
(A) nearly
(B) largely
(C) efficiently
(D) particularly
123. The lights turn on every day at 6 a.m. and off again at 10 p.m. ----- employees are in the office.
(A) during
(B) whereas
(C) while
(D) through
124. The ----- for the public park will be between Meriwether Avenue and Winchester Drive, just north of Keenan Street.
(A) belief
(B) advancement
(C) site
(D) travel
125. ----- the unseasonably warm weather, Sweet Indulgences ice cream shops opened two weeks ahead of schedule.
(A) Now that
(B) In fact
(C) In case of
(D) Because of
126. Amateur theatrical performances by locals and some appearances by renowned poets were ----- reviewed by journalists in *the Eberlein County Daily*.
(A) positive
(B) positively
(C) positivity
(D) positiveness
127. Employees who wish to ----- in the marketing seminar are urged to do so by this Friday.
(A) attend
(B) apply
(C) enroll
(D) expect
128. After ten years in -----, Ravensdale Fiduciary Firm is expanding its factories to Shanghai, Hong Kong, Tokyo, Seoul, and Singapore.
(A) operate
(B) operation
(C) operated
(D) operational

129. This summer's lack ----- interesting events in the community caused a decline in tourism from other townships.
(A) of
(B) from
(C) with
(D) for
130. Construction of the new shopping center should be complete by the end of the year as long as economic conditions are -----.
(A) favor
(B) favors
(C) favorable
(D) favorably
131. ----- top entertainment venues enjoy using notable celebrities, local talents are also welcome to participate and gain experience.
(A) But
(B) Even so
(C) Except
(D) Although
132. The purchase of high-risk products should be accompanied by retaining ----- receipts while exiting the store.
(A) careful
(B) relevant
(C) convenient
(D) regardless
133. All ----- products must be properly registered before being shipped out the distribution center.
(A) permissive
(B) outgoing
(C) reversed
(D) absolute
134. The survey indicates how much the average person within various income spends ----- specific goods and services.
(A) on
(B) in
(C) with
(D) for
135. Remember that work-life balance issues can affect ----- in any stage of the life cycle.
(A) who
(B) whom
(C) whoever
(D) anyone
136. When shipping, it is crucial to label chemical samples -----.
(A) exceedingly
(B) accordingly
(C) considerably
(D) namely
137. Most of the information held on computers used by employees is the ----- property of Perelli Solutions Inc.
(A) notable
(B) observant
(C) exclusive
(D) limiting
138. ----- half of the existing employees at Alabama factory have agreed to transfer to the newly built factory in Ohio in July.
(A) Every
(B) Almost
(C) Once
(D) Near
139. We are unable to meet the present demand because of ----- plant capacity.
(A) reproductive
(B) overran
(C) inadequate
(D) underwritten
140. Brackwell Farms plans on implementing a natural ----- system that checks for the acidity levels in the soil.
(A) was monitored
(B) monitors
(C) to monitor
(D) monitoring



Part 6

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

Questions 141-143 refer to the following memo.

To: Ned Ferlin
From: Adam Quid
Subject: Journal articles
Date: March 20

Dear Mr. Ferlin,

We are glad that you have decided to join MedResearch's journal review board. MedResearch has been medical professionals' first choice for reliable research results for the past five years. We pride ourselves on the quality of the journal, and trust that you will help us maintain this reputation. In order to help you get started, here is some basic information about the process:

Each month you will be asked to review two journal articles; your ----- article will be sent

- 141.** (A) first
(B) last
(C) almost
(D) late

to you by the end of the week.

Journal article samples from previous years ----- online along with a list of considerations

- 142.** (A) locate
(B) located
(C) are located
(D) is locating

for article approval.

In order to access the online information, you will need to log in with a username and password. Your login name is "nferlin9," and your ----- password is "journals." When you

- 143.** (A) permanent
(B) previous
(C) temporary
(D) approximate

log in to your account for the first time, you will need to change your password. If you have any questions, please let me know.

Adam Quid
Director

Questions 144-146 refer to the following letter.

Dear Ms. Lebeque,

Thank you for taking time to meet with me this week. I was impressed by your company's level of professionalism and the number of resources that you provide. I ----- that you

144. (A) appreciated
(B) appreciating
(C) will appreciate
(D) was appreciated

were willing to go over my personal career plan and provide feedback.

The information that you provided was very useful. As a follow-up to our meeting, I am sending you the promised materials. Enclosed you can find the names of companies to which I would like to apply; if you are still willing to provide an assessment of these companies, I would be very grateful. My main interest is in becoming a strong researcher with a ----- and ethical company.

145. (A) repute
(B) reputable
(C) reputably
(D) reputation

In the long run, my plan is to develop new products; this is why I am leaning towards companies that value ----- . Again, thank you for your help. I hope to speak with you soon.

146. (A) commerce
(B) routine
(C) innovation
(D) association

Sincerely,

Omar Peron



Questions 147-149 refer to the following letter.

To Whom It May Concern:

My previous experiences with PRA flights have been positive. However, I recently had an experience that has made me think twice about reserving flights with this company. I -----

- 147.** (A) took
(B) take
(C) will take
(D) has taken

PRA flight #21 from Los Angeles to New York on December 2. Although the flight was smooth, I was very ----- when I went to the baggage claim area at the airport. I was

- 148.** (A) prepared
(B) informed
(C) disappointed
(D) relieved

told that my suitcase was never loaded onto the airplane, but that I would receive it on another incoming flight. Unfortunately, my luggage has still not arrived. Customer service agents were unable to explain where the luggage may have ended up. I am attaching a form requesting that I be reimbursed for the cost of the contents of my luggage. Please send a confirmation of reimbursement ----- the next few days. Thank you for your assistance.

- 149.** (A) within
(B) near
(C) since
(D) from

Sincerely,

Carla Frank

Questions 150-152 refer to the following article.

June 1, Chicago. The market this quarter saw a 25% jump in the demand for recycled paper. Surveys of the area's biggest corporations indicate that companies are not only concerned with effective communication; they are also concerned about what their correspondence gets printed on. Because of this ----- in demand, PaperSave, Inc. has

150. (A) difficult
(B) increase
(C) contact
(D) declaration

decided to open two new paper recycling plants in the Chicago area. PaperSave, a fifteen-year-old company, currently ----- ten other plants in the continental U.S.

151. (A) serves
(B) functions
(C) operates
(D) evaluates

Spokesperson Jim Daly says, "PaperSave already serves major U.S. office retailers, and hopes to provide products to local companies in the Chicago area as well. The new jump in interest among corporations for recycled products is also encouraging. The new plants ----- the need for companies to purchase paper that is not produced in an

152. (A) will eliminate
(B) has eliminated
(C) eliminate
(D) eliminated

environmentally-friendly manner."



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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 receipt.

Camo Industrial Uniforms

SHIPPING RECEIPT

Thank you for your order.

Order Number	: 347
Date Placed	: June 28
Date Filled	: June 30
Customer Name	: Bordeaux Mining Corporation
Customer Number	: 2743
Uniform Style	: Custom – company name on front lapel
Color	: Khaki Brown
Size	: One size (45)
Quantity	: 920

Visit our website at <http://www.camoindustrialuniforms.co.ma>

153. How many uniforms were ordered?

- (A) 28
- (B) 45
- (C) 347
- (D) 920

154. What is stated on the receipt?

- (A) The name "Bordeaux Mining Corporation" appears on the uniforms.
- (B) Bordeaux Mining Corporation has purchased uniforms before.
- (C) The order will be shipped on June 28.
- (D) The order was placed over the Internet.

Questions 155-156 refer to the following letter.

WindowWell

Alman Bros. Installation Co.
16 Pine Street
Framingham 6161

Dear Friends at Alman Bros. Installation Co.:

As the top producer of single and multi-pane windows, WindowWell appreciates your company's commitment to quality. We enthusiastically recommend our durable and stylish windows for any ongoing, or future construction endeavors.

For this month only, we are offering special discounted purchasing options to new customers. For large orders, we offer up to 40% savings. Please consult our regional WindowWell sales representative for more details. Call now, and we'll even be including a free estimate for your latest project. Additional contact information is available on our website at www.windowwell.com.

Let WindowWell help you see clearly.

Sincerely yours,

Jerry Alman

www.windowwell.com

- 155.** What is the purpose of the letter?
- (A) To ask for the prices of windows
 - (B) To complain about poor service
 - (C) To promote a special offer
 - (D) To advertise a going-out-of-business sale

- 156.** What are potential customers asked to do?
- (A) Take a tour of the WindowWell facility
 - (B) Sign up for a new contract
 - (C) Refer to a catalogue of products
 - (D) Contact a representative



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Questions 157-159 refer to the following information.

Web Applications and Development Conference Registration Information

Thank you for expressing interest in the web applications developers' expo at the Wilfred Conference Center on the weekend of April 25 and 26. Register through our website before March 16 and pay a lower online fee.

On-site registration is available on the first day of the conference.

Online registration

Single: \$90 Group: \$150
(credit card payment only)

On-site registration

Single: \$100 Group: \$160
(credit card, cash or checks are accepted)

*Group rates require 4 or more registrations from the same group received on the same date.

157. When is on-site registration available?

- (A) On March 1
- (B) On March 16
- (C) On April 25
- (D) On April 26

158. How much will an individual have to pay to sign up on March 9?

- (A) \$80
- (B) \$90
- (C) \$120
- (D) \$150

159. What condition is placed on the group rates?

- (A) They are available only when all group members register on the same day.
- (B) They will be provided only during the online registration period.
- (C) They can only be used for groups of 4 people.
- (D) They do not apply to groups paying in cash.

Questions 160-161 refer to the following notice.

About "E-vent ENformer"

"E-vent ENformer" is published in the online weekend edition of *The Lawrence Crier* and is designed to promote weekend activities of interest in the greater Merimack City area. To advertise your local happenings in the "E-vent ENformer," please contact us by e-mail at events@eventenformer.com; by fax at 0152-96-1221; or by post at the following address: The Lawrence Crier, 7 Maple Street, Hart Building Suite #6.

* We offer no guarantee for the inclusion of announcements received after 2 p.m. on Wednesday.

160. What is included in the notice?

- (A) Advice for creating efficient work schedules
- (B) Information about local happenings in Lawrence
- (C) How to get to the headquarters of the company
- (D) Contact info for sending in announcements

161. What does the notice suggest about *The Lawrence Crier*?

- (A) It does not offer guarantees.
- (B) It publicizes events every day of the week.
- (C) It does not accept submissions by telephone.
- (D) It is not located in Merimack.



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Questions 162-164 refer to the following letter.

November 2

Ms. Kris Furbush, Director
Greener Earth Foundation
66 Elizabeth Way
Boston MA 01832
USA

Dear Ms. Furbush;

On behalf of the members of Green Day Alliance, I would like to thank you for your sponsorship of the 10th annual Green Day Alliance Flower Show.

Over the past two years, the number of people who have come to our exposition has nearly doubled. Consequently, we had been looking for a much larger center to accommodate this year's growth in interest. Donations, such as yours, have allowed us to hold this year's exposition at the Bay Fleet Center, which has a much larger seating capacity. Your contribution has helped make this event a success.

Thank you again for your support.

Sincerely,

Alice Chao
Expo Coordinator

162. What is the purpose of the letter?

- (A) To show appreciation for support
- (B) To ask a company to donate money for an event
- (C) To express willingness to thank a donor
- (D) To book a room at a conference center

163. Who most likely is Ms. Furbush?

- (A) A conference center manager
- (B) An employee of a real estate company
- (C) An administrator in a foundation
- (D) A tree hugger and radical environmentalist

164. According to the letter, how is the current event different from previous events?

- (A) It has received huge donations from many people.
- (B) It is now being sponsored by Green Day Alliance.
- (C) It is being held at a different time of year.
- (D) It is being held at a different location.

Questions 165-168 refer to the following notice.

ATTENTION!

It is time for you to renew your membership at The Aquanaughts Swim Center. The center will be closed for maintenance over the holidays.

Oct. 21-Jan. 5	Membership renewal period
Dec. 24	Locker cleanout date
Dec. 25-Jan. 5	Closed for renovations
Jan. 6	Center reopens

Our center's complete holiday calendar for renewals and extensions is available at www.aquanaughtscenter.com. Your membership may be renewed at any time by visiting our office. The locker rental agreement can be renewed, so continuing members do not need to change or clean out their lockers during the renovation period. Otherwise, lockers may be reassigned, with the next locker rental period to begin on Jan 6. After the December 24 deadline, the lockers of those members who do not renew on time will be emptied by the center staff.

If you have any question, please contact us at 576-1363, extension 7765.

165. For whom at the Aquanaughts Swim Center is the notice?

- (A) Center members
- (B) Potential new members
- (C) Previous members
- (D) Center staff

166. When will the maintenance work probably begin?

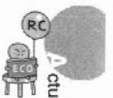
- (A) December 23
- (B) December 25
- (C) January 5
- (D) January 6

167. What should be done to renew one's membership?

- (A) Drop by the office in person
- (B) Go online
- (C) Call the office
- (D) Send a letter

168. What will happen by December 24 if a membership is not renewed?

- (A) The member's locker will be emptied by the staff.
- (B) Members need to contact the center.
- (C) Staff will remind members of the rental agreement.
- (D) The lockers will not be available temporarily.



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Questions 169-171 refer to the following memo.

Cellworks Ltd.

To: All shareholders
From: Gary Bodhause
Re: Board Meeting Agenda

The following is the program for the quarterly shareholders meeting of Cellworks Ltd., to be held on Monday, March 23 at 1:30 P.M. at the company's corporate offices in Ipswich, Massachusetts.

1. Introduction from senior scientist Prof. Daniel Tennant
2. Report from Board of Management for the last financial quarter
3. Report from Board of Advisors for the last financial year
4. Proposed projections for the next quarter
5. New projects review
6. Discussion of a proposed profit sharing plan for employees
7. Explanation of new employee dental plan and other benefits
8. Open discussion of the direct effect of the economic crisis
9. Concluding remarks

169. What is the purpose of the memo?

- (A) To revise employee benefits
- (B) To announce some corporate promotions
- (C) To discuss the global economic crisis
- (D) To disseminate information about a meeting

170. Where will the meeting take place?

- (A) At the company's corporate offices
- (B) In the auditorium
- (C) In Daniel Tennant's office
- (D) In a conference hall at a local hotel

171. Which of the following topics is NOT listed?

- (A) Providing information about employee benefits
- (B) Information regarding new projects
- (C) Authorization for the purchase of new computer systems
- (D) Discussing a profit sharing plan

Questions 172-175 refer to the following notice.

Eastmont College

Here are the course listings for our upcoming spring semester. Classes begin the first week of January and take place in the morning.

Each class runs for two hours and meets three times a week for ten weeks. Classes are limited to 15 students, so early registration is recommended.

Biology 101	Mon/Wed/Fri, 9:00 A.M.
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Dorothy Lindstrom

Introduction to Psychology	Mon/Wed/Fri, 9:00 A.M.
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Bill Blackwell

Arts and Concert	Mon/Wed/Fri, 10:00 A.M.
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Elizabeth Young

Survey of World Religion *	Tues/Thur/Sat, 10:00 A.M.
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Grace Kim

Calculus 1	Tues/Thur/Sat, 9:00 A.M.
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Jane Singer

* starts January 4

Registration will begin on Monday, December 2 and continue until January 18.

The Admissions Office hours are from 9:00 A.M. to 1:00 P.M. For more information, call 617-535-8019, extension 153.

172. How often is each class held?

- (A) Once a week
- (B) Twice a week
- (C) Three days a week
- (D) Only on weekdays

173. What information is provided?

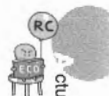
- (A) Background records on professors
- (B) Basic registration information
- (C) The room numbers for each class
- (D) A complete syllabus for each class

174. If students have any questions, what does the notice suggest they do?

- (A) Visit the Eastmont College website
- (B) Call one of the professors
- (C) Fax their respective department at extension 153
- (D) Contact the Admissions Office

175. What is NOT indicated about Dorothy Lindstrom's class?

- (A) The daily meeting times
- (B) The exact starting date
- (C) What days the class meets
- (D) Who will teach the class



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Questions 176-180 refer to the following letter.

Kingstown Rentals
7692 John Ave.
Edmonton, Alberta
T5J 1N7

June 10

Franchesca DeGardines
6556 Archway Place Apt, 10B
Edmonton, Alberta
T5P 1L7

Dear Ms. DeGardines

Thank you for notification of your departure on October 30. As we approach that day, we have some important procedures to discuss.

The building supervisor, Mr. Costeau, will come to your apartment on October 29 to inspect the apartment and ensure that it is in the same basic condition as when you first moved in. If no major damages or unauthorized changes are discovered, the \$1,000 security deposit will be mailed to you. In the case of a failed inspection, the anticipated cost of the repairs will be deducted from the deposit. Copies of the repair service billing information can be provided upon request.

When moving out, please refrain from using the main elevators. They have been damaged by furniture before and stall frequently with heavy loads. Please do not use them for any heavy or bulky items. Instead, use the maintenance elevator at the back of the building.

Please meet with a building security staff member to sign out and return the apartment keys on the day of your departure. The security and management office is on the basement floor of the building. Please double-check to make sure that the apartment is clean, and that all items have been removed before leaving. Belongings that are left in the apartment will be treated as abandoned.

If you have any additional questions, feel free to contact the office at 791-549-1864.

Sincerely,

Pierre Cardine
Property manager

176. Who is Francesca DeGardines?

- (A) A businesswoman running a real estate firm
- (B) A resident of the building
- (C) An individual who wants to rent a room
- (D) The owner of the apartment

177. What can be inferred about Mr. Costeau?

- (A) He is Ms. DeGardines's supervisor at work.
- (B) He works for Ms. DeGardines.
- (C) He performs inspections.
- (D) He gives tours of the building to prospective tenants.

178. The word "condition" in paragraph 2, line 2 is closest in meaning to

- (A) general health
- (B) level of sickness
- (C) good exercise and nutrition
- (D) state of being

179. Why is Francesca DeGardines asked not to use the main elevators?

- (A) They're not big enough.
- (B) They're out of order.
- (C) They're only for maintenance staff.
- (D) They require a coded key for operation.

180. What will Francesca DeGardines probably do on October 30?

- (A) Invite friends over for a party
- (B) Return her apartment keys to the management office
- (C) Move to another city
- (D) Receive her security deposit in person



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

The first of five introductory sessions has already begun at Bayside Convention Center to teach center workers how to provide top services to large corporate exhibitors. At the first Saturday session consultant Jennifer Lynn instructed sales managers and center staff in activities and instructional exercises designed to exemplify courteous service and professionalism. In the afternoon, food service workers also participated in a similar training session with Ms. Lynn. The final training sessions will be conducted on September 27 and 29. Complimentary food and tickets to popular local attractions will be provided to all trainees to compensate for the weekend scheduling and to encourage employees to sign up.

Ms. Lynn said in an interview, "It is critical that all employees learn how to treat customers with an appropriate level of professionalism. The customers may not always be right, but should always leave feeling like they have been treated with respect and consideration."

To: Jennifer Lynn <jlynn@expoforce.net>
From: Hong Il-Su <HIS@baysidewaycenter.com>
Date: October 6
Subject: Food Training session

Dear Ms. Lynn

I'm writing to let you know that I benefited greatly from the sessions last week. I've acquired some skills that have already helped me to deal with customers more effectively. I also appreciated the gift certificate to The Seaside Cafe. Lobster is one of my favorite foods, and I rarely have the chance to enjoy it.

Sincerely,
Hong Il-Su

- 181.** What is not correct about the training sessions?
- (A) They are led by Ms. Lynn.
 - (B) They are intended to train meeting planners.
 - (C) The purpose is to improve customer service.
 - (D) They are held at the Bayside Convention Center.
- 182.** In the article, the word "treat" in paragraph 2, line 1 is closest in meaning to
- (A) assist
 - (B) spoil
 - (C) deal with
 - (D) buy food for
- 183.** Why did Mr. Hong write an e-mail?
- (A) To ask for class information
 - (B) To register
 - (C) To provide additional service
 - (D) To offer thanks
- 184.** What job does Mr. Hong probably have?
- (A) He is a conference exhibitor.
 - (B) He is a business consultant for a large corporation.
 - (C) He works in food services.
 - (D) He manages sales.
- 185.** Why did Mr. Hong most likely receive a gift certificate?
- (A) He attended a training session.
 - (B) He will conduct future sessions.
 - (C) He works at The Seaside Cafe.
 - (D) He was given a best employee award.



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

[Book Review] The Taste Book

By Miguel Fuentes

I've been looking forward to getting a copy of Sam Germaine's new cookbook, *The Taste Book* (Simon & Schuster, \$32.95), because I enjoy his weekly TV show on the Food Network. However, when I got my hands on the cookbook, I found myself a bit disappointed.

I admit that this book has great cooking ideas. Yet, unless you are 100% "diabetes-proof" for your entire life, have never heard of such a thing as a food allergy, or believe that vegetarians are bad people, this book may not be right for you. It is obvious that the author is not aware of the importance of eating well and eating healthily because most recipes introduced in this book are far from healthy. If you have high blood pressure or weight problems, your doctor would probably not be too happy to see you cooking with this cookbook.

Another thing is that some of the recipes are too technical and advanced for the average person to follow. Some ingredients have to be specially ordered online because they are quite hard to find in regular stores. Also, these recipes contain a lot of sugar and carbohydrates, which many people try to avoid or are at least cutting back on these days.

By leafing through the first few pages, you will begin to think that many recipes are not fit for people trying to lose a few pounds and improve their health. While the marvelous pictures will make your mouth water, its recipes are likely to be an obstacle for you to keep your New Year's resolution of losing a few pounds.

Dear Editor,

I read the review of my recent book in your magazine. First of all, I thank you for your compliment on the photographs, which I took myself. However, I must say that I was disappointed with Mr. Fuentes' criticism. He mentions that my book is "far from healthy" and not good for people trying to eat right. If he had carefully read my introduction instead of just leafing through a few pages of the book, he would have understood that I am targeting readers who like to eat food based on taste. As a cook, I believe that my job is to provide a delectable range of options, rather than forcing people to follow a healthy lifestyle, especially when many so-called "healthy" cookbooks are of a very low standard and reek of commercialism.

I have confidence that my book will help readers enjoy cooking more. And I do hope that your future articles will exhibit a broader vision. As mentioned in my book, it is not for people with special dietary needs. It simply tries to tell readers that they can experience joy and pleasure through the culinary arts. Several readers who are "home cooks" have already sent me letters saying that they find my book very helpful and motivating. I am sure that they are aware of the importance of eating well, and still find my recipes practical and "not too threatening" to their health.

Sincerely,
Sam Germaine

- 186.** What is the purpose of the article?
- (A) To introduce a new restaurant
 - (B) To promote a special offer on a cookbook
 - (C) To emphasize the importance of eating well
 - (D) To review a recent book
- 187.** What seems to be Mr. Fuentes' opinion of the publication?
- (A) It is very well-written and easy to follow.
 - (B) It contains useful information for people with high blood pressure.
 - (C) It may not be good for people trying to lose weight.
 - (D) It will be a bestseller.
- 188.** In the article, the word "proof" in paragraph 2, line 2 is closest in meaning to
- (A) resistant
 - (B) evidence
 - (C) corroborating
 - (D) disrupting
- 189.** What does Mr. Germaine ask the editor to do?
- (A) Publish an apology for the article
 - (B) Avoid taking a narrow view in future reviews
 - (C) Change the cover design of the magazine
 - (D) Write a review for his next book
- 190.** What can be inferred from the passages?
- (A) The book focuses on people who are concerned with healthy eating.
 - (B) Mr. Germaine believes that he received unjust criticism from Mr. Fuentes.
 - (C) Mr. Fuentes thinks that the book promotes a healthy diet.
 - (D) Readers are satisfied with recipes in the book.



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

To: Service@powerequipment.com
From: Glenn.Lindt@mcmax.net
Date: March 14
Subject: Customer Service Request

I purchased the Harley-Davidson garage workbench (HDGS-66224) on Feb 1. As I followed the enclosed assembly instruction, I found that the workbench would not stand stably because one of the legs is slightly longer than the other three. Thus, I would like to request you to replace the defective leg so that the workbench can be reassembled.

I regret that I could not contact you earlier. I had to go on a business trip to Italy right after I had bought the product, and returned home last weekend. Thus, I did not have the time to deal with the issue until now. Since the product contains a defective part, I believe that it is legitimate for me to request a replacement. I have the original receipt and packaging, so if you need them, please let me know.

I look forward to hearing from you. Thank you for your assistance.

Sincerely,
Glenn Lindt

To: Glenn Lindt <Glenn.Lindt@mcmax.net>
From: Bart Graham <bgraham@powerequipment.com>
Date: March 15
Subject: RE: Customer Service Request

Dear Mr. Lindt,

Thank you for your e-mail. We are sorry that you weren't able to put the product together because of a defective part. We will provide you with a replacement at no extra charge.

According to our policy, products purchased within one month can be returned to the store – even if they are not defective – as long as you have the original receipt. However, products purchased more than one month ago may be returned only if they are damaged or defective at the time of purchase. Since you bought the workbench more than a month ago, your case falls under the second category. In this case, you have to fill out a Merchandise Return Form on our website, www.powerequipment.com, and submit it online. When the request is filed, a Merchandise Return Code will be e-mailed to you. Please present this code with your store receipt to return the product to

the store. Complete details of our store policy can be found on our website.

I hope this information is helpful to you. To help us serve you better in the future, please complete the attached questionnaire (also available on our website) on how helpful our customer service is to you, and send it back to me, at which time I will send you a 10% discount coupon which can be used for your next purchase.

Bart Graham
Customer Service

- 191.** What problem did Mr. Lindt face with the product?
- (A) One of the legs was defective.
 - (B) It didn't provide an online registration procedure.
 - (C) It was different from the display model.
 - (D) It was more expensive than he had expected.
- 192.** According to the passages, which of the following is true?
- (A) Mr. Lindt did not report the problem sooner because he had to move to another country.
 - (B) Mr. Lindt purchased the garage workbench online on February 1.
 - (C) Mr. Graham wants to give out 10% discount coupons to people.
 - (D) Mr. Graham handles customer complaints at Harley-Davidson.
- 193.** When did Mr. Lindt buy the product?
- (A) On February 1
 - (B) On February 11
 - (C) On March 14
 - (D) On March 15
- 194.** What should Mr. Lindt obtain via e-mail before returning the item?
- (A) The invoice number
 - (B) The original package
 - (C) A special code
 - (D) A store manager's note
- 195.** What can Mr. Lindt do to get a discount on his next purchase?
- (A) Complete a questionnaire
 - (B) Become an online member
 - (C) Obtain a special code via e-mail
 - (D) Purchase a product over \$100



Actual Test 08

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

Business Times

Wednesday, Sept 1

A Copy Center for Serious Business

By Jarrett Tomlin

Breslin Reproduction Services has been serving the Fairfax area for ten years. With unique services and a clever business strategy, it is rapidly expanding its customer base. Celebrating its 10th anniversary yesterday, BRS's owner, Matt Hosokawa, proudly announced yesterday that BRS is planning to add a third copy center in the Eastern Fairfax area, noting, "What distinguishes BRS from other copy centers is that we only serve businesses. Rather than serving the general public and businesses together, we focus on the reproduction of critical business documents such as project proposals, legal papers, and blueprints." He believes that the staff of BRS is also a strength of the business because they are well trained and committed to providing excellent quality and superior service.

According to Mr. Hosokawa, business was quite slow for the first few years. However, especially with the construction boom over the last two years, BRS gained a good reputation among architects due to top quality service, quick turnaround time as well as its convenient downtown location. As the number of regular customers grew, Mr. Hosokawa hired more employees and opened a second downtown copy center last year. BRS will soon add a new center in the Eastern Fairfax area to respond to the recent residential construction boom in that area.

The downtown copy centers are located at 227 Yonge Street East and 330 Spadina Street. Store hours are from 7:00 a.m. to 8:00 p.m. Monday through Saturday. Emergency printing service is also provided to accommodate last-minute requests at an extra charge.

To: hosokawa@brs.net
From: dquinn@designco.com
Subject: special request

Mr. Hosokawa,

I always appreciate your top quality and reliable service. I was wondering if you could do me a special favor.

I have an important design meeting with my client on next Monday morning and I need four copies of the blueprints attached to this e-mail. The problem is that I cannot pick

up the copies in time because I will be on an emergency business trip starting tomorrow, Thursday, and will only be returning home three days later at night, and your store will be closed that day.

As you know, my office is only four blocks away from your store, so I wanted to ask you if you could have someone deliver the blueprints to my office on Friday. You can add the delivery cost to the invoice.

Please let me know if this is possible. You can e-mail me or call me on my cell phone at 330-554-6790. I look forward to hearing from you. Once again, I appreciate your service.

Yours truly,

Dana Quinn

196. What is the purpose of the article?

- (A) To introduce popular copy centers in the city
- (B) To describe a local business
- (C) To analyze the recent construction boom
- (D) To report on advanced reproduction technology

197. Why did Mr. Hosokawa hire more employees?

- (A) Because he needed younger workers
- (B) Because he started delivery services
- (C) Because he opened a new center overseas
- (D) Because the number of customers increased

198. In the article, what does the word "noting" in paragraph 1, line 5 mean?

- (A) saying
- (B) drawing
- (C) painting
- (D) rejecting

199. What can be inferred from the passages?

- (A) Mr. Tomlin is in charge of promoting document reproduction services in Fairfax.
- (B) Ms. Quinn will probably be returning to Fairfax on Sunday.
- (C) Mr. Hosokawa started the copying business in September ten years ago.
- (D) Ms. Quinn does not want to pay for the delivery of her blueprints.

200. What does Ms. Quinn ask Mr. Hosokawa about?

- (A) If he can provide one-day service
- (B) If he is satisfied with her design
- (C) If he could provide a delivery service
- (D) If he could train her on the new printing technology

