



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. Since she's running late for ----- meeting downtown, Ms. Joyce will have to catch a taxi.
(A) she
(B) her
(C) hers
(D) herself
102. As all our locations are individually owned and operated, prices will vary ----- location to location.
(A) on
(B) from
(C) by
(D) in
103. Dr. Teitelbaum asked his assistant ----- the report for tomorrow morning's meeting.
(A) type
(B) will type
(C) was tying
(D) to type
104. Between April 2nd ----- April 11th, the Merewether Library will be closed for renovations.
(A) or
(B) and
(C) yet
(D) if
105. ----- \$5 million was paid for the construction of this office building.
(A) More
(B) Over
(C) Higher
(D) Further
106. Anne Farnsworth ----- tries to interview potential employees as thoroughly as possible.
(A) always
(B) nearly
(C) well
(D) for
107. Once Mr. Mirren ----- completes his studies and necessary training, he may come and work for our corporation.
(A) success
(B) successful
(C) successfully
(D) successes

108. All work ----- 9 p.m. is considered overtime according to your contract.
(A) between
(B) through
(C) after
(D) out
109. Under the ----- of Dr. Veracini, Cascadia Chemicals Inc. has patented several formulas and signed some lucrative contracts with other companies.
(A) directs
(B) directed
(C) direction
(D) directly
110. While Mr. Christopher Bloom is in New York to meet with an important client, he may ----- a few financial investment seminars.
(A) attend
(B) attendance
(C) were attending
(D) attendee
111. Borrowing library materials ----- the necessary identification is not allowed.
(A) into
(B) until
(C) among
(D) without
112. Standard ----- when performing certain experiments in the laboratory have changed over the past twenty years.
(A) procedures
(B) developments
(C) categories
(D) qualifications
113. Graduates from the Melrose College of Technology often make ----- contributions in several fields, including engineering, computer sciences, and astronomy.
(A) value
(B) valuable
(C) valuably
(D) valuing
114. Large packages will be ----- to the stockroom in the northwest corner of the building.
(A) produced
(B) assembled
(C) equipped
(D) delivered
115. The two competing software programs were determined to be ----- effective in making filing taxes from home an easy task.
(A) equal
(B) equally
(C) equaled
(D) equality
116. Mr. Keating, the CEO, has ----- concern about rising fuel prices on our ability to efficiently transport raw materials.
(A) proposed
(B) commented
(C) regarded
(D) expressed
117. The ----- delivery date was moved ahead by one week because of a minor computer error.
(A) expected
(B) expecting
(C) expectation
(D) expect
118. Ms. Jane Millard will be the guest lecturer at a ----- of seminars on ethical journalism.
(A) present
(B) scheme
(C) series
(D) progression

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119. Public health and obesity experts are getting increasingly worried about the number of studies being ----- by food and beverage companies.
(A) funding
(B) funds
(C) funded
(D) found
120. Customers who want a ----- must return with the merchandise and the receipt within 30 days of purchase.
(A) refund
(B) purchase
(C) limit
(D) registration
121. The research team ----- several policies on how sensitive issues should be tackled.
(A) implementation
(B) implements
(C) implemented
(D) implementing
122. Ms. Yamaha was ----- for the successful funding campaign at the new business college.
(A) probable
(B) responsible
(C) trusting
(D) powerful
123. Poplar Mills Inc. has been purchasing more arable land, hoping to increase not only production but also its ----- in the nation's grocery stores.
(A) competitor
(B) competitiveness
(C) competitive
(D) competitively
124. ----- passengers board the plane, flight attendants are expected to politely greet them.
(A) Who
(B) When
(C) Why
(D) Which
125. Our new website allows ----- to keep track of all orders.
(A) our
(B) ours
(C) us
(D) we
126. The ----- shipment of desktop computers should arrive on March 23rd.
(A) canceled
(B) productive
(C) initial
(D) impartial
127. When handling large funds, bank employees are required to check the statements ----- to make sure that everything is correct.
(A) careful
(B) carefully
(C) more careful
(D) carefulness
128. If you make an error on the application form, it is advised that you discard it and ----- a new copy at the front desk.
(A) obtain
(B) define
(C) recall
(D) inquire
129. On the municipality's website one can read reviews of ----- of the city's finest restaurants.
(A) so
(B) such
(C) ones
(D) some

130. Dr. Renault reassured the company's president that the research department will ----- reach this year's goals with the allotted funding.
 (A) freely
 (B) extremely
 (C) definitely
 (D) usually
131. To increase your chances ----- obtaining your accommodation in a hotel of your choice, kindly return the form as soon as possible.
 (A) as
 (B) of
 (C) for
 (D) with
132. ----- arriving at the office at 8 a.m., Ms. McAllister begins her day by preparing the necessary client files for that day.
 (A) Because
 (B) After
 (C) Now that
 (D) Even if
133. The Phalanx Bus Co. reminds passengers to ----- refrain from propping their feet against the seat in front of them.
 (A) kind
 (B) kindly
 (C) kindlier
 (D) kinder
134. Her ----- work with the branch in San Francisco has earned Ms. Sosa a well-deserved promotion.
 (A) unfolded
 (B) outstanding
 (C) reversing
 (D) inscribed
135. Mr. Kim's acceptance of this award is ----- remarkable when we realize that he has not worked in the field of digital multimedia's technology.
 (A) most of
 (B) too much
 (C) all the more
 (D) many more
136. The Peterson-Jaffe wedding day is ----- approaching, but the caterers haven't started working on it yet.
 (A) rapidly
 (B) securely
 (C) carefully
 (D) anxiously
137. Doctors at Stephen Mallory Memorial Hospital claim that cases of food poisoning caused by improper storage are becoming more -----.
 (A) frequented
 (B) frequently
 (C) frequent
 (D) frequency
138. We will process your ----- after proper notification from the other bank.
 (A) economy
 (B) deposit
 (C) finance
 (D) placement
139. Bruce and Kate French have decided to quit their old jobs at Citadel Financial and start a financial consulting business of -----.
 (A) them
 (B) theirs
 (C) their own
 (D) themselves
140. SAV Inc. will be ----- production of one of their trademark products.
 (A) estimating
 (B) unfolding
 (C) discontinuing
 (D) solving

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Part 6

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

Questions 141-143 refer to the following letter.

Dear Maria,

Thank you for responding to our company's job advertisement and attending the interview. We are pleased to offer you the position as a part-time graphics designer. You -----

- 141.** (A) are expecting
(B) will be expected
(C) in expectation
(D) may have expected

to work from 5:00 p.m. to 8:00 p.m., Monday through Friday. You will be paid \$1,200 per week for the first six months. After a ----- at the end of this period, you will be considered

- 142.** (A) summary
(B) result
(C) refund
(D) review

for a promotion. Please report to the Human Resources Department on Wednesday, September 4, hand in transcripts of your certificates, and complete any other documents related to your employment. The orientation program for trainees is ----- for the following

- 143.** (A) scheduled
(B) helped
(C) briefed
(D) assigned

week. Welcome to Monjan, the largest group of software developers in health care.

Warm regards,

Robin Pistalio

Division Head, Graphics
Monjan Softcorp

Questions 144-146 refer to the following letter.

Laurie Spacik
1234 S. Western Sky Ct.
Denver, CO 80227

Dear Ms. Spacik,

We are sending this letter to alert you to an important security issue. As you know, we are always concerned about the safety of your personal data. Some of our customers have reported that they have received e-mail correspondence regarding their financial information. The messages have included requests for customers' personal information. Please be aware that our company will never ask you to reveal personal information via e-mail. Passwords, credit card numbers and ----- information are things we will never ask

144. (A) one another
(B) other such
(C) each other
(D) another

you to send us.

The following ----- steps should be taken to protect your personal information.

145. (A) additional
(B) comparative
(C) surplus
(D) excessive

1) Do not keep that information on your computer. 2) Use different passwords for different websites. 3) Any e-mails asking you to verify personal information should be forwarded to the following e-mail address: spam@webpay.com.

Your ----- is appreciated.

146. (A) opinion
(B) recommendation
(C) cooperation
(D) suggestion

Sincerely,

Laurence Alma
Manager



Questions 147-149 refer to the following article.

Sedona, AZ – Communications giant TeleStar's first satellite was launched this morning. The satellite will be a key factor in increasing communications capacity as the company increases the size of its market in the western USA. A group of top executives was present in Sedona as the satellite was launched. The satellite should be fully operational ----- 48

- 147.** (A) just
(B) when
(C) so
(D) since

hours after its launch. TeleStar's new communications network will then be ----- by the

- 148.** (A) operationally
(B) operational
(C) operation
(D) operate

end of June.

The satellite ----- by Dutch company Sendek and cost approximately \$200,000,000.

- 149.** (A) made
(B) is making
(C) will be made
(D) was made

As the satellites are expected to bring record revenue to the corporation, the goal is to have several such satellites in space within the next two years.

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

To: Suzanne Kilmer
From: Adelaide Meier
Date: January 29
Subject: Frankfurt construction project

Thank you for sending the blueprints of the new office building in Frankfurt. The design is just what we were looking for, and the engineering managers were very ----- to see the

150. (A) preoccupied
(B) concerned
(C) pleased
(D) considerate

work that has been done. The quality of work is far better than the other architects we have reviewed up until now. The environmental elements that you ----- in the plans were

151. (A) were included
(B) have included
(C) to include
(D) will be included

impressive; your ideas are very progressive and environmentally conscious.

----- the quality of your blueprints and overall plan, we believe that our new site will be a

152. (A) If only
(B) In spite of
(C) According to
(D) Because of

model for future projects. We are grateful that someone with your experience has been chosen to complete the project, and would like to thank you for your dedication. We hope that you will be able to work with us on future projects, and look forward to speaking with you again soon.

Sincerely,

Adelaide Meier, Manager



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Part 7

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

Questions 153-154 refer to the following advertisement.

Fantastic Offer!

Save up to 50%

All Celebrity Cooks Kitchen Own Selection catalogue on sale now!

Buy one get one free on bakeware, tableware, food preparation, kettles, knives, linens, cookbooks – all endorsed by famous chefs!

All your personal and professional kitchen needs covered.

AND ALL AT AMAZINGLY LOW PRICES!!!!

Check it out at cooknbake.com.

Just enter the code below when the checkout screen appears to claim your discount when ordering from the Celebrity Cooks Kitchen Own Catalogue this month only. All major credit cards accepted.

Discount code: CUT123

This discount applies to Cooks Kitchen Own Catalogue items only. Purchases from other collections will be charged at the usual retail price. This offer may not be combined with any other offer or applied to the purchase of a gift card. Offer only available until November 30th.

153. What is being advertised?

- (A) Kitchenware
- (B) Designer clothing
- (C) Handmade jewelry
- (D) Secondhand furniture

154. What condition is placed on the discount being offered?

- (A) The goods must be paid for by credit card.
- (B) It only applies to one of the collections on the website.
- (C) It is limited to the purchase of gift cards.
- (D) It must be used together with another offer code.

Questions 155-157 refer to the following article.

To Boost the Economy, Make a Sale

Economic growth comes not from Washington but from a sale at a time.

Around six million American sales professionals get up each business morning to spend their day driving the growth of our economy by selling new business, which spawns yet more jobs – those dedicated to producing the goods and services to fulfill customer orders. Three trillion dollars worth of gross domestic product is fueled in this way, one sale at a time. (Initial jobless claims rose by 10,000 the week before last, the highest number in several months.) The nation's salespeople must make more calls and close more sales to attempt to turn this tide yet again.

Selling new business is what creates jobs. Our economy is not a weather front that passes overhead while we wait for sunshine or brace for a storm. It's a gigantic, man-made enterprise that creates wealth and jobs in direct proportion to the rate of development of new businesses.

But, too often, we're led to believe in a fairy tale: that the president, Congress and the Federal Reserve chairman can go to their offices and flip switches that somehow will turn the U.S. economy on (or up, or down) and create jobs.

- 155.** What does the author believe is most responsible for economic growth?
- (A) The U.S. President
 - (B) Congress
 - (C) Salespeople
 - (D) The Federal Reserve chairman
- 156.** According to the passage, which of the following is true?
- (A) People are mistaken that those in high positions in the government will solve problems.
 - (B) Less than 10,000 Americans are currently out of work.
 - (C) The U.S. economy is on the brink of collapsing.
 - (D) The total GDP of the United States is three trillion dollars and is likely to increase.
- 157.** How does the author believe the American economy will begin to improve?
- (A) By companies exporting more goods
 - (B) By salespeople making more calls and closing more sales
 - (C) By people putting more faith in powerful economists
 - (D) By people in the workforce working longer hours

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Questions 158-161 refer to the following job notice.

Seeking:

Customer Service Representative

The American Automobile Society(AAS) is a fast-growing company, and its dedication goes to providing top-quality assistances to its customers, motorists and the neighborhood we live in. The AAS provides a wide range of services and products, such as motor and home insurance, as well as travel assistance for both domestic and international travel. Our claims handling record is regarded to be the best in the industry. To many job seekers, AAS is highly regarded as one of the best employers to work for on the Pacific coast.

Come work for us!

We are on the lookout for extraordinary people to join our Customer Service Center (CSC) in Los Angeles, CA.

Your major role would be:

1. Answer incoming calls
2. Explain to customers about AAS products and services
3. Process customer complaints and take care of difficult situations
4. Use a proper computer application to process customer requests
5. Promote AAS products and services to the customers
6. Manage and improve customer relations

If you are interested in this job, you must have the following qualifications:

a) an excellent work history, b) a minimum 3 years of experience in the same or similar line of work, c) effective communication skills, d) problem-solving skills and e) ability to build positive relationships.

A college degree is an asset, but not mandatory. If you are bilingual, we encourage you to apply. We have both full- and part-time positions available.

If you are interested, please send your résumé to recruit@AAS-LA.com. Make sure you write "CSC" in the title of e-mail. You could also call our toll-free number, 1-800-887-2837, which is available 24 hours, 7 days a week. When you apply by phone, you must have a touchtone phone, and the process can take up to 15 minutes. (You are not allowed to pause after the call is started.)

158. If you are hired to this job, how will you be spending most of your time at work?

- (A) Visiting customers
- (B) Calling travel agencies
- (C) Fixing computer problems
- (D) Speaking on the phone

159. What do you need to have to be considered as a candidate to this job?

- (A) American citizenship
- (B) A college degree in marketing
- (C) Proficiency in two and more languages
- (D) Work experience in the same trade

160. Which of the following activities will this job engage you in?

- (A) Sales activities
- (B) Payroll administration
- (C) Insurance claim investigation
- (D) PC repair

161. If you do not have access to a computer, what do you need to do?

- (A) Send your résumé by mail
- (B) Call the toll-free number
- (C) Personally visit the office
- (D) Upload your résumé to the website



Questions 162-163 refer to the following guide.

NexTel Phone Card User Guide

The advantages of using NexTel Phone Card:

- No connection charge
- You can also call from your mobile phone at no extra charge.
- You can recharge the card with a credit card.
- Low rate – starting from 3 cents per minute (see note below)
- You can call from any touchtone phone, including public phones.

How to call:

1. Dial the toll-free number on the card.
 2. When prompted, enter your PIN.
 3. When calling North American numbers, including the Caribbean, dial 1 + area code + telephone number.
 4. When calling outside North America, dial 001 + country code + area code + telephone number.
- * If you register online, you can designate up to three numbers (such as home, office and friend) without entering your PIN.

Note:

The minimum unit of call charge is three minutes.

If you call from a payphone, there is a 79 cent surcharge.

Rates may be changed without notice.

You can recharge your card with a credit card at www.nextelcard.com.

For customer assistance (except recharging your card), you can call 1-800-237-2384 free of charge.

- 162.** If a customer wants to recharge their card, what do they have to do?
- (A) Visit the nearest convenience store
(B) Go to the company website
(C) Call customer assistance
(D) Send an e-mail

- 163.** How much would a five-minute call cost at the least expensive rate?
- (A) 4 cents
(B) 7 cents
(C) 15 cents
(D) 18 cents

Questions 164-167 refer to the following notice.

Rogets Cable welcomes its new customers.

Rogets Cable has been a proud provider of quality entertainment for the whole Durham region for the last 15 years. We hope to expand our territory beyond the Durham region to Hamilton and the surrounding area. We hope to continue our high standard of great home service and uninterrupted high-quality signal, while also offering new services such as high-definition channels.

Due to the recent deactivation of traditional TV signals, our service demand has increased tremendously. We hope to be the first choice in cable television by providing great technical service combined with a huge variety of channels to choose from. We can provide almost every channel allowed within the continental United States. Sometimes it is hard to choose which channel to watch, so we have also provided a series of cable channel packages for you to purchase. We have great sports packages that include all the big network sports channels and 32 foreign channels, so you can watch Indian cricket, Japanese baseball, Mexican soccer and so much more. We also have great movie channels, news, comedies, and multiple multinational music channels. All of this and much more are available at your fingertips for a very reasonable price.

This pamphlet is full of useful information about our pricing, discount packages and basic cable services. Take a little time and read through it, and when you are done hold on to it to receive a discount on your installation. For all inquiries please call our customer service number at 555-0978, or our sales department at 555-2746. You can check out our website and place orders at Cable@rogets.com as well.

We hope that you choose us to be your cable company, and remind you that we believe that the customer always comes first.

164. Where would this notice most likely be found?

- (A) In a magazine advertisement
- (B) In a training manual for employees
- (C) In a manual given to new customers
- (D) On an online message board

165. What does Rogets offer to save money?

- (A) Using the Internet to order products
- (B) Buying all the channels you want
- (C) Switching cable service providers
- (D) Using the handbook to receive a discount

166. The word "variety" in paragraph 2, line 3 is closest in meaning to

- (A) a small range
- (B) a huge selection
- (C) many of the same kind
- (D) a few

167. Which of the following is NOT mentioned as part of this service?

- (A) Documentaries
- (B) Music video channels
- (C) Professional sports channels
- (D) High-definition channels



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Questions 168-169 refer to the following advertisement.

Have you ever visited a website that you thought was cool?
Ever wondered how it was created?

Our school can train you to do this in less than 6 months!

The web design business is huge, and there are jobs opening up every day. We will give you the skills not only to prepare and design your own web page, but also to work in the fast paced world of corporate America. Our graduates have a 95 percent rate of employment, some of whom have gone on to be leaders in the field of web page design. We boast a high-tech facility with up-to-date computers and network access. We also employ top-level instructors with actual experience in web design for major corporations.

Start your new career today in website design or website management and database creation. Enroll today and take advantage of our afternoon and night classes, our career mentorship program, our online program guidance and our loans and bursary programs for those who are eligible.

Contact us at 110-449-0972, or visit our webpage at prodesign.com.

168. Who is the main target of this advertisement?

- (A) People looking for a new career
- (B) Potential fine arts majors
- (C) Students enrolled in web design
- (D) Web design instructors

169. Which of the following is NOT one of the benefits this school offers?

- (A) One-on-one classes
- (B) A mentorship program
- (C) Financial help for those who qualify
- (D) A flexible class schedule

Questions 170-173 refer to the following article.

Live on the Water!

A life on the water is a dream for many people and a reality for many Californians. Recently, this unusual way of life has been starting to change, as the number of boat inhabitants has been decreasing. This phenomenon is a result of overpopulation. As aquatic real estate becomes scarce, it is driving up the cost of living on the sea. The prices for docking fees and increased hydro costs have made it difficult to find a reasonable home on the sea. As well, in order to obtain a permit that allows a person to dock their houseboat at a marina, one might have to wait months – if not years! In addition, because of the demand on space, local marinas have had to create waiting lists for new members. All of these factors are contributing to this decrease in water residents.

The largest problem facing current houseboat residents is marina owners' interpretation of the laws that are currently in place. These marinas enforce their own rules about the number of live-aboard members to approximately 15% of the total boats anchored. Marinas cite a lack of security and poor sanitation conditions for their non-live in members as reasons for this action. The strict adherence to local laws for hydroelectricity and local plumbing and sanitation ordinances are used to drive away current and potential residents. They have gone as far as when a problem is found with a resident's craft they are effectively evicted; even if the boat can stay, the owner must leave until the problem is solved. This temporary loss of residence can be very expensive and inconvenient for the residents, and can ultimately lead to them finding somewhere else to live. It has been officially reported that due to all these factors, the number of maritime residents has dropped over 40% in the last year.

170. What is this article mainly about?

- (A) The decline in live-in boat residents
- (B) The laws associated with marinas
- (C) The rise in real estate demand
- (D) The decrease in the number of boats at marinas

171. What often happens if a boat is found to be in violation of a relevant local code?

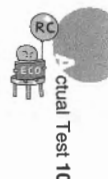
- (A) The inhabitants must find alternative accommodation.
- (B) The boat must be relocated immediately.
- (C) The boat has to be fixed very quickly.
- (D) The owner must pay a heavy fine.

172. What percentage of boat owners are usually permitted to live aboard their boats at marinas?

- (A) About 5 percent
- (B) About 10 percent
- (C) About 15 percent
- (D) About 20 percent

173. What is the word "aquatic" in paragraph 1, line 3 closest in meaning to?

- (A) as related to safety
- (B) as related to real estate
- (C) as related to boats
- (D) as related to water



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Questions 174-176 refer to the following notice.

Thank you for choosing J-Travel. Please keep in mind the following information before you embark on your journey:

- 1. Check-in:** When flying domestically, please make sure that you arrive at the airport a minimum of 1 hour before your flight departure time. When flying internationally, we advise you to check in at least 2 hours before the departure time. Please note that if you check in late, you may not be permitted to board the plane.
- 2. Overbooking:** Flights can be overbooked. If you are denied boarding, you will be given a compensatory payment in most cases. Please check the rules related to denied boarding and ask any ticket counter agent for the relevant application forms for compensatory payment.
- 3. Baggage insurance:** The insurance airlines provide in relation to lost or damaged luggage has a very narrow coverage. Also, damages from cancellation, accident, illness or stolen or damaged property may not be sufficiently covered by your own personal insurance. Although the chance of such damage occurring to you is very low statistically, we strongly recommend you to purchase your own additional insurance. This additional insurance may not be cheap, but it is often worthwhile to have. Please check with us to find a list of insurance companies. We strongly recommend you contacting one of these insurance companies to protect yourself.
- 4. Prepaid tickets:** If you or someone else has requested a prepaid airline ticket, you can collect the prepaid ticket at the airline ticket counter. Just don't forget to present a valid piece of identification to pick it up. Be aware that most airlines will ask you for a non-refundable service fee before you pick up the ticket. The passenger whose name appears on the reservation will ultimately be responsible for this fee. Please understand that this additional service fee is imposed by the airlines.

174. If a passenger cannot board an overbooked flight, what should they do?

- (A) Call the travel agency right away
- (B) Call a lawyer
- (C) Demand a refund at the airline passenger service counter
- (D) Fill out an application for compensation at the ticket counter

175. According to the travel agency, why is the purchase of additional insurance recommended?

- (A) The insurance airlines provide is often not enough.
- (B) The possibility of damage occurring to one's belongings is very high.
- (C) Buying an additional insurance policy is very cheap.
- (D) Additional insurance protects against every possible scenario, no matter how expensive it is.

176. When someone else purchases a ticket in advance, how can it be picked up?

- (A) By having it delivered by express courier
- (B) By visiting the travel agency
- (C) By asking the flight attendants for help
- (D) By paying a service fee at the ticket counter



Questions 177-180 refer to the following report.

Below is a table which shows the recommended total fiber intake for men and women.

AGE	MEN	WOMEN
19-50	38 grams/day	25 grams/day
Over 50	30 grams/day	21 grams/day

The daily average consumption of fiber by North American men is only about 18 grams, while that of average North American women is only about 14 grams.

You will be surprised to know how easy it is to add fiber to your diet. Some suggestions below will help you get started:

- Replace low-fiber foods (white bread, white rice, candy, chips) with high-fiber foods (whole-grain bread, brown rice, fruits and vegetables).
- When appropriate, eat more raw vegetables and fresh fruits with their skins on. Vegetables lose their fiber content when cooked, and people often overlook that skins are an excellent source of fiber.
- Include high-fiber foods in your meals every day. Having bran cereal in the morning is a good start, but beans, fruits and whole grains should also be a part of your diet.

Two things you should pay attention to:

1. Your fiber intake must be increased gradually so that your body can have time to adjust itself. A sudden increase may make you feel bloated and give you abdominal cramps. You may have to add the recommended amount of fiber in your diet over several weeks.
2. Drink lots of water. It is recommended that you drink a minimum of six to eight glasses of water every day.

177. What does this report aim to achieve?

- (A) To explain about the different types of fiber
- (B) To warn about the increase of obesity in Europe
- (C) To recommend people to consume more fiber
- (D) To recommend the desired way to cook vegetables

178. Who needs the most amount of fiber per day?

- (A) Men between 19 and 50
- (B) Women between 19 and 50
- (C) Women over 50
- (D) Men over 50

179. What is a source of fiber that people often neglect?

- (A) Wild rice
- (B) Vegetable skins
- (C) Beans
- (D) Chips

180. What does the report advise?

- (A) Excessive intake of fluids may offset the effects of fiber.
- (B) It is best if the fiber is added to a diet several weeks after one decides to do so.
- (C) Fiber is most effective if consumed at dinner.
- (D) It is recommended that the introduction of more fiber to one's diet happen gradually.



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

August 20

Welcome to Bethune College Residence

We would like to welcome freshmen and returning students to our residence. We hope that this year will be as good if not better than the last. We have made some renovations to the building that we think you will really enjoy, including a new lounge with four pool tables, and three foosball tables. This lounge will be open from 10 a.m. until 11 p.m. and will be supported by a cafe that will offer a wide range of beverages and snacks for your pleasure.

For all of us to have a fun and safe year it is important to set up some ground rules for your behavior. It is very important to note that breaking these rules can result in suspension of privileges, eviction from the residence, and possibly expulsion from school. In addition, you are responsible for the action of any guest that you bring into the residence. This means that upon entry and exit, any guest that you wish to stay with you **MUST** sign in and out. The maximum number of guests per person is two. With this in mind these are the cardinal rules:

1. Drinking in the common spaces, i.e. outside of your room is prohibited.
2. Illegal drugs of any kind are banned.
3. Violence of any kind is prohibited.
4. Damage to the property is not tolerated.
5. Smoking inside the building is not allowed.
6. Noise in the hallways after 10 p.m. is prohibited.

We hope that these main rules will help everyone have a safe and educational year in Bethune Residence.

For further details of the rules and by-laws of the residence refer to your student handbook, and if you have any questions please ask the Resident Tutor, Doug McCain.

November 1

Dear Mr. Camber:

This letter is being sent to formally inform you that you are being summoned to the residence committee meeting this Friday, November 6. The actions of your guests on the night of October 31 were not in line with our rules, and you, as stated in our welcome flier, are responsible for their actions.

Allegedly, your guests were involved in drinking and fighting in the hallways of the 12th floor at 1 o'clock in the morning. Upon arrival of the resident counselor they were disrespectful and were shoving her around. This is completely unacceptable and requires us to take action. You will have to join this meeting on the 11th floor of Passy Hall with the

Resident Board of Directors and committee. They will decide your ultimate fate.

Sincerely,

Doug McCain

Doug McCain
Resident Tutor

- 181.** Why did the residence post the notice of August 20?
- (A) To tell the students about the dorm
 - (B) To establish a basic set of ground rules
 - (C) To warn the students about other bad students
 - (D) To tell the students how to get into the residence
- 182.** To whom is the notice of August 20th mainly directed?
- (A) The new resident tutor
 - (B) The friends of people living in Bethune
 - (C) The students who don't live in Bethune
 - (D) The residents of Bethune dorm
- 183.** Why was the letter of November 1 written?
- (A) Mr. Camber's guest broke the rules.
 - (B) Mr. McCain broke the rules.
 - (C) Mr. Camber's friends were having fun.
 - (D) Mr. Camber himself broke the rules.
- 184.** What action was taken against Mr. Camber's guests?
- (A) They were approached by the resident counselor.
 - (B) They were arrested by the police.
 - (C) They were still drinking and laughing.
 - (D) They were left alone.
- 185.** What will most likely happen to Mr. Camber?
- (A) He will be kicked out of the residence.
 - (B) He will graduate early.
 - (C) He will go unpunished.
 - (D) His friends will be allowed back.



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

Marrakech restaurant is an exotic dining experience that transcends mere dining and brings you into another world where you are greeted by smiling faces in Moroccan garb, taking you out of your daily routine for several wonderful hours. Course after course of Moroccan cuisine featuring succulent meats, vegetables, and salads served against the backdrop of North African music and decor will both excite and lull you into one of the most special evenings of your life. Also, our expert staff is committed to provide top-quality service to our customers.

Marrakech restaurant is the perfect place for a celebration and gives exquisite attention to those enjoying a birthday, anniversary, graduation, wedding reception, or that one time secret moment that you want to create or remember. We promise you an experience far out of the ordinary that you will never forget. Call us at 444-3327 or visit our website www.marrakech.com for more details and reservation.

December Special: Mention this advertisement when making a group reservation and get a 10% discount!*

* Group reservation: 8 people or over. Effective from Dec. 1 to Dec. 31.

From: Mia Niro
To: Tahar Jelloun
Subject: Reservation
Date: Dec 3

Dear Mr. Jelloun:

I saw your advertisement in *the Food Magazine* and tried to call your restaurant several times, but each attempt has failed. The phone number shown in the ad must be inaccurate, because I keep hearing a message that the number is not in service. So I finally decided to make a reservation through your website.

I would like to make a reservation for 10 people for Friday, Dec 12 at 7:30 p.m. Since it is a birthday party, I would like a private room, if possible. Also, I believe I am entitled to the special offer mentioned in the advertisement.

Please send a confirmation to my e-mail address(nirom@chfi.com). I'd also appreciate it if you send me information on party and set menus.

Thank you.

- 186.** What is being promoted?
(A) A special offer by a restaurant
(B) A cultural event
(C) A new website
(D) A Moroccan cooking school
- 187.** What is the purpose of Mia Niro's e-mail?
(A) To invite Mr. Jelloun to a party
(B) To ask Mr. Jelloun to promote her restaurant
(C) To change her reservation
(D) To make a reservation for an event
- 188.** According to the passages, what seems to be true?
(A) Marrakech restaurant holds special events every month.
(B) People who make a reservation in December are eligible for a 10% discount.
(C) Marrakech restaurant put the wrong information in the advertisement.
(D) Mr. Jelloun is planning a birthday party for his customer.
- 189.** According to the advertisement, what is NOT a characteristic of Marrakech restaurant?
(A) Waiters wearing Moroccan clothes
(B) Live music played by a North African band
(C) A multi-course meal composed of meats, vegetables and salads
(D) Excellent staff and high-quality service
- 190.** What is Mia Niro asking Tahar Jelloun to do?
(A) Correct inaccurate information
(B) Organize a birthday party
(C) Improve restaurant service
(D) Send a confirmation for the reservation

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

Your View Tonic LCD monitor WARRANTY

This VT-TX-24 LCD monitor does not need to be registered. This was done at the shop when you purchased it. To insure the integrity of this contract it is important to keep the bill of sale from the point of sale. If you do happen to have a problem, you will need it to make a claim.

Coverage includes a parts and service package that covers a full year from the purchase date. This includes the replacement of defective parts with new ones, and the labor free of charge. This part of the warranty will be void if the customer decides to dismantle or attempts to fix the monitor in any way.

This warranty covers the original owner and any successive owner as long as the receipt of purchase is still in their possession. If the product is sold as a second-hand item, the receipt should be signed again by the first owner to show a passing of ownership.

THE WARRANTY DOES NOT COVER:

- Dismantling of the product
- Improper use of power cables (i.e. voltage, current spikes)
- Any accidental damage to the product (i.e. dropping, hitting, flooding, etc.)
- Using unsafe settings on your video card (See manual for details)
- The effect of the installation of the drivers on your home computer

It is important to read the owner's manual as it contains all the details for proper usage. If you are having technical difficulties, please send an e-mail to our customer service division. We also have a website for the downloading and installation of new drivers for your monitor.

This warranty is a legal document and can be used in a court of law, but can be overridden by a specific state law. Check your local state laws for conflicts.

April 22

From: customer service <cs@viewtonic.com>

To: Mr. Nick Low <lowman@gmail.com>

Dear Customer,

It was stated that you purchased our VT-TX-24 LCD monitor last month at Future Store at your local mall and you are having problems with it. Have you installed the drivers that came with the monitor? Have you checked the setting on your video card? I suggest you first unplug the monitor and restart the computer and then plug it in again.

If you are still having problems with your monitor and computer, I suggest that you bring it in to any one of our 10 convenient locations in your area. Unfortunately, we might have to charge you for the service time, because we do not cover any driver issues that might arise due to our software.

Sincerely,

Tina Baker

Customer Service Representative

191. What must the person do when filing a warranty claim?

- (A) Bring the product
- (B) Pay for shipping
- (C) Pay for the labor on it
- (D) Show a proof of purchase

192. What should customers do if they are not sure how to operate the monitor?

- (A) Get a home visit from customer service
- (B) Call customer service
- (C) Check their user manual
- (D) Return the product

193. How is the warranty different for a second-hand owner?

- (A) The warranty is longer.
- (B) The first owner must sign the receipt.
- (C) The product must be returned first.
- (D) There is no warranty.

194. Why won't View Tonic honor Mr. Low's warranty?

- (A) The monitor's drivers caused a problem.
- (B) The owner opened the monitor.
- (C) The monitor's warranty ran out.
- (D) The range was not installed correctly.

195. According to the passages, what can be inferred?

- (A) The monitor that Mr. Low purchased was not registered.
- (B) Mr. Low will probably take his monitor back to Future Store.
- (C) Mr. Low may have to pay some money to get the monitor fixed.
- (D) View Tonic provides a one-year guarantee without any condition attached.

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

Thank you for dining at Le Bistro Lamoure. We hope that you had a great experience with us. We are always trying to improve our food and service, so please spend a minute filling out the customer satisfaction survey below, and leave it at your table.

Name: *David Carvey*

Address: *214 West Chester Ave. Calgary, Alb. Canada*

Phone:

E-mail: *dcarr@gmail.com*

❖ Please indicate your level of satisfaction from 1 (poor) to 5 (excellent)

Food was served hot and fresh. (4)

The menu has a good selection. (4)

The quality of the food was good. (4)

The food was tasty and flavorful. (4)

Did you have a reservation? (Yes)

How many minutes did you wait? (25)

Was that acceptable or not? (No)

❖ Please indicate your level of agreement from 1 (poor) to 5 (excellent)

Our server was there to take your order quickly and promptly. (3)

Overall, the service was excellent. (3)

Atmosphere (5)

Comments:

I enjoyed my meal at your restaurant, but I felt that your service lacked in efficiency. Although I had booked a reservation, my girlfriend and I waited 25 minutes!!! This is a very long time considering I booked 3 months in advance. Also, your wait staff was a little bit rude to me when I ordered. I am not fluent in French, but I try. I hope that you can address these issues, because your food is very good, and I really enjoyed the atmosphere.

To: David Carvey <dcarr@gmail.com>
From: Jilles LeDuc <Jilles@leBistro.com>
Date: June 2

Mr. Carvey,

My name is Jilles LeDuc, and I am the restaurant manager. I really appreciate the time you took to fill out our customer satisfaction survey. We take your comments very seriously and are working on the amount of time our customers have to wait before seating. I hope that you will come back soon as we have expanded our main dining room giving us 20 more tables. Next time you come please be sure to say hello to me and I will make sure you get a free dessert for you and your guest.

We will also be changing our menu a bit to include some new fare from the south of France. I think you will really enjoy it.

I hope you come back soon.

Jilles LeDuc
Le Bistro Lamoure Manager

- 196.** What is the purpose of Jilles LeDuc's e-mail?
(A) To offer free food
(B) To answer a customer's concerns
(C) To get customer feedback
(D) To ask a friend for dinner
- 197.** What did David find the best about the restaurant?
(A) The food
(B) The service
(C) The ambiance
(D) The wait
- 198.** How did David feel about his most recent meal at Le Bistro Lamoure?
(A) It was quite disappointing.
(B) It was horrible.
(C) It was excellent.
(D) It was pretty much okay.
- 199.** How can David take advantage of the complimentary dessert?
(A) Make arrangements with the head chef
(B) Make a reservation
(C) Reply to the manager's e-mail
(D) Say hello to the manager when he goes next
- 200.** What has the restaurant done to help their service problem?
(A) Expanded the dining room
(B) Crammed more tables in the dining room
(C) Made the food faster
(D) Made the waiters run

