

**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. The awards ----- will begin at approximately 6:00 this evening, at which time winners are requested to be present to receive their awards.
(A) ceremony
(B) advice
(C) product
(D) invention
102. For defective merchandise, we will gladly ----- the product or give you a full refund.
(A) replace
(B) cause
(C) interfere
(D) return
103. At the same time, the company also won a two-million-dollar ----- for maintenance of the trains for the next seven years.
(A) contract
(B) contracts
(C) contracted
(D) contracting
104. We are planning to implement a ----- paper-recycling program for all branch offices effective next month.
(A) revising
(B) revision
(C) revise
(D) revised
105. Mr. Ken O'Hara, Chief Executive of ESB, after more than 40 years service with the company, has announced ----- decision to retire in July 2010.
(A) ours
(B) these
(C) us
(D) his
106. Dieting during pregnancy is never -----, as it can limit the nutrition available to the baby.
(A) subjected
(B) restored
(C) recommended
(D) opened

107. Open Society Institute has ----- offered to sponsor a number of participants from developing countries for attendance at the OA Workshop.
 (A) enormously
 (B) financially
 (C) exceptionally
 (D) generously
108. If you would like a demonstration ----- the new product, just ask the BKM staff at the booth.
 (A) along
 (B) during
 (C) of
 (D) into
109. The sales manager has been asked to lead a ----- of the Asian market's future outlook during the board meeting tonight at 7 p.m.
 (A) discussion
 (B) goal
 (C) group
 (D) happening
110. NDRC is the national authority that is in charge of setting guidance tariffs that are ----- implemented by the local authorities.
 (A) subsequent
 (B) subsequent to
 (C) subsequently
 (D) subsequence
111. ----- the CEO was giving a speech to the newly hired employees at the training session, a secretary took a picture of him.
 (A) While
 (B) Yet
 (C) Rather
 (D) As though
112. The company ----- working on the project for the main office even before it chose the land to build on.
 (A) will begin
 (B) had begun
 (C) has begun
 (D) is beginning
113. Reservations are made on a first-come, first-served basis and are ----- to room availability.
 (A) plain
 (B) public
 (C) subject
 (D) general
114. We expect our sales to rise ----- to around \$200 million over the next 24 months.
 (A) sharp
 (B) sharply
 (C) sharpen
 (D) sharpness
115. Ruth Akorful is a baker and has been managing ----- business for several years.
 (A) hers
 (B) herself
 (C) her own
 (D) she
116. The Leighton Group is a service-based organization and our success is ----- on the quality of the service we offer.
 (A) depend
 (B) dependable
 (C) dependent
 (D) dependence
117. After months of -----, we are pleased to announce that the company and your union have reached an agreement that resolves 9 out of 10 pending grievances.
 (A) specialty
 (B) composition
 (C) priorities
 (D) negotiations
118. Michael, the former CEO of the company, is looking forward to seeing many friends and ----- at next year's show in August.
 (A) acquainted
 (B) acquainting
 (C) acquaintance
 (D) acquaintances


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119. The building built by Emaar Properties was ----- scheduled to be completed at the end of this year but the target date has been changed due to revisions in the building's design.
 (A) fluently
 (B) currently
 (C) considerably
 (D) originally
120. Following the visit to your production facility in Hong Kong next week, we ----- a comprehensive factory automation program to meet your company's needs.
 (A) will create
 (B) was created
 (C) having created
 (D) had been creating
121. Either the marketing director or the sales manager will represent Centum Construction Inc. ----- the Bexco Architecture Conference.
 (A) among
 (B) up
 (C) at
 (D) of
122. Your new coffee machine comes with detailed ----- which will help you use it more effectively.
 (A) instruct
 (B) instructing
 (C) instructions
 (D) instructional
123. ----- she joined our company three years ago, Mrs. Mashimo has greatly expanded our customer base.
 (A) When
 (B) Before
 (C) Whereas
 (D) Since
124. Neobucks has more than 3,000 stores in the United States and 25 other countries, and its logo is ----- recognizable.
 (A) universe
 (B) universal
 (C) universally
 (D) universality
125. If you would like to comment on a recent experience with us, please ----- a customer satisfaction survey before leaving your room.
 (A) complete
 (B) completion
 (C) completed
 (D) completely
126. As space is limited, be sure to contact Bill in the personnel department a minimum of three days in advance to ----- for a workshop.
 (A) approve
 (B) express
 (C) register
 (D) record
127. As a manager, you are also responsible for maintaining a work ----- that is comfortable and ergonomically safe.
 (A) environment
 (B) participation
 (C) reaction
 (D) incident
128. The tree-lined trails and ----- slopes make Whistler Mountain a dangerous place to ride, even for experienced cyclists.
 (A) heavy
 (B) forceful
 (C) steep
 (D) strict
129. Many people prefer to shop at The Bay Department Store as it offers a lifetime warranty on ----- purchases.
 (A) any of
 (B) each
 (C) all
 (D) every

130. In an unprecedented ----- of generosity, Patty DeDominic, the founder of DeDominic & Associates, pledged a \$1-million donation that will help local charities.
(A) act
(B) progress
(C) chance
(D) number
131. Satyam Computer Services Ltd. has extended the ----- for submitting applications for the marketing manager position to April 13th.
(A) calendar
(B) intention
(C) deadline
(D) admission
132. If mechanical problems occur at the time of your scheduled trip, alternatives will be discussed with you whether to reschedule the trip for a ----- time.
(A) later
(B) recent
(C) further
(D) following
133. All work will be discussed in detail before a written ----- is given to any client.
(A) estimate
(B) estimates
(C) estimated
(D) estimating
134. We have ----- with community groups and business partners to support local economic development projects.
(A) recalled
(B) collaborated
(C) provided
(D) employed
135. All sales representatives should know ----- information about the product they are selling and be able to answer any questions.
(A) approached
(B) detailed
(C) probable
(D) loyal
136. Mountain Equipment Co-op. has deeply discounted their winter items to ----- room for the new spring merchandise.
(A) making
(B) make
(C) makes
(D) made
137. While ----- a foreign country, it would be wise to take only what you will absolutely need during the day and leave anything else in the safe in your hotel room.
(A) in
(B) through
(C) with
(D) along
138. At the annual stockholders' meeting, large printed material will be made available on request for ----- with visual impairment.
(A) those
(B) them
(C) whose
(D) which
139. A recent survey indicates ----- young women in particular are showing a strong preference for online shopping.
(A) what
(B) that
(C) which
(D) those
140. The office manager is ----- for supporting staff members and ensuring that their work is done efficiently.
(A) responsibility
(B) responsibilities
(C) responsible
(D) responsibly

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 notice.

Good news for Craft-Bilt dealers in 2008!

Many prices reduced!

There will not be a price ----- this year. In fact, the prices of certain products imported

141. (A) decline
(B) negotiation
(C) settlement
(D) increase

from the US are actually being reduced by 2%. These include Contempo aluminum window frame components and PanelCraft panels.

As railing kits no longer include posts, please refer to Product Bulletin #39. We will not be updating the catalogs this year. So please make a note in your catalog to ----- you of the

142. (A) provide
(B) remind
(C) explain
(D) assign

changes.

These changes will be ----- as of February 15.

143. (A) effect
(B) effects
(C) effective
(D) effectively

Questions 144-146 refer to the following information.

How to Open an Account

Opening an RBC Royal Bank banking account is ----- . You can get started right now and

144. (A) useful
(B) easy
(C) strict
(D) complete

open your account online.

When you click through to the Open an Account page, you'll be asked to select the type of account you wish to open, ----- to answer a few simple questions.

145. (A) then
(B) later
(C) afterward
(D) and then

Within two business days, we will mail you a Welcome Kit that has everything you need to complete the process.

Just follow the directions in the Welcome Kit, and return the required information to us, along with the required identification. We will then activate your account, so that you can deposit funds. If you prefer, you can complete this ----- at your RBC Royal Bank branch.

146. (A) project
(B) stage
(C) volume
(D) transition

Questions 147-149 refer to the following advertisement.

The Chris Geith Group has several ----- in London. We are looking for ambitious,

- 147.** (A) offices
(B) factories
(C) vacancies
(D) restaurants

hardworking applicants who are ready to begin a career in the business world. No previous experience is necessary. All new representatives will learn from a team of experienced representatives who share a common goal.

Applicants should have excellent communication skills, leadership qualities, and problem-solving abilities. ----- course work in economics and marketing is not necessary, it can

- 148.** (A) Although
(B) Because
(C) Despite
(D) Whenever

be helpful. Please be aware that applications are not available on our website. To apply for one of these positions, you must email your resume to info@chrisgeith.co.uk, and then you ----- an application to complete and return.

- 149.** (A) will send
(B) were sent
(C) will be sent
(D) will have sent

Questions 150-152 refer to the following letter.

Dear Jonathan Brown,

As we approach the end of our company's fiscal year, we would like to ----- our contract

150. (A) make
(B) cancel
(C) renew
(D) terminate

with your printing firm. Your company has done a wonderful job with Historic Homecrafts this year. As the print quality was high, we have received several ----- from advertisers

151. (A) compliments
(B) complaints
(C) corrections
(D) compensations

and subscribers.

We also publish two other national magazines and would like to receive quotes from you for their production and distribution. As you can see from the enclosed samples, these are similar in format and size to Historic Homecrafts.

If you are interested in continuing business with us, please send a brief proposal -----

152. (A) specify
(B) specifies
(C) specified
(D) specifying

prices and turnaround times to me by next Friday.

Sincerely,

Miranda Priestly

Miranda Priestly

Editorial Department 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.

Career Planner Career Counseling

If you're seeking a career change but don't know where to start, give Career Planner a call. Our counselors are on call seven days a week to help you make the leap for your dream job. So when you finally decide to make a career change, you will start by taking a qualified career test to assess your desires and abilities. When you first visit our office, you will be given an interest-based career test. This test will quickly and accurately give you insight into the best career for you. We also offer confidential counseling over the phone for those who are too busy to visit our office. Our counseling sessions are reasonably priced, too. Throughout a two-hour session, for only \$99.95, you can quickly receive all the benefits of knowing the best-suited careers for you. Call us today at 415-728-0098 for a free brochure.

153. Who is this ad targeted at?

- (A) Housewives
- (B) Vocational counselors
- (C) Mid-career employees
- (D) New graduates

154. What happens first when customers visit the Career Planner office?

- (A) They will be given advice by phone.
- (B) Their skills will be evaluated.
- (C) They will pay for test fees.
- (D) They will listen to a 2-hour lecture.

Questions 155-156 refer to the following poster.

BC Bike Race 2009

After a very successful inaugural race in 2008, BC Bike Race is back for the 2009 season and registration has just begun! For BC Bike Race 2009, from June 28th-July 4th, 2009, we will welcome up to 400 riders to challenge the 7 stages from Victoria to Whistler, BC.

While our inaugural 2008 event was a success, we are planning a bigger, better bike race for 2009. After last year's event, we asked our valued racers for suggestions in order to improve the event for this year. Surveys said that the BC singletrack was a highlight, so Dean Payne, BCBP President, has announced plans to increase the singletrack for 2009.

Participants should gather at parking space A or B by 7:30 AM. (See map on the back.) There will be fully-stocked aid stations throughout the course and you will get access to complimentary bike repair services by Obsession Bikes, which guarantees that you will be riding every day, should you have bike tech problems — big or small. Although no serious accidents occurred during the past tour, we will collect a non-refundable sports insurance fee of \$5.00 from every participant.

Don't miss your chance! If you haven't already done so, check out the 2009 Race Package Details at www.bcbikereace.com, get your team together, and join us for BC Bike Race 2009 — "The Longest Singletrack Mountain Bike Race on the Planet!"

Canceled in case of rain

155. What service is provided for free?

- (A) Light meals and drinks
- (B) The charge for parking
- (C) Transportation to the site
- (D) Repair of the bikes

156. What is NOT mentioned on the poster?

- (A) The route is different from last year's.
- (B) Many participants joined the previous tour.
- (C) They're planning to increase the singletrack.
- (D) Participants have to pay \$5 for a sports insurance fee.

Questions 157-159 refer to the following notice.

Affordable Rental Cars in the Summer

In commemoration of the opening of the new branch offices in China, Alamo Car Rentals is offering \$10 off daily rates at all the new locations until the end of August. The new offices are located in Beijing, Shanghai, and Hong Kong. In addition to these new rental sites in China, this special offer also applies to some other Asian cities like Tokyo, Seoul, and Bangkok. Customers who rent our cars on weekends are also eligible to participate in our prize competition. The first-prize winner will get a trip to Europe.

To be a potential winner of the competition, you must make a reservation in advance. Drivers must be at least 21 years old and have a valid driver's license. This special offer does not require any promotional codes and is available to everyone. Why not use this chance in Asia? Alamo Car Rentals is always with you.

157. Why is the company launching the campaign?
- (A) To commemorate their 3rd anniversary
 - (B) To promote their services in Europe
 - (C) To celebrate their business expansion into China
 - (D) To compete with other companies in the industry
158. According to the notice, what can you get if you rent the company's car on Saturday?
- (A) A \$10 discount on fuel
 - (B) A chance to win a trip to Europe
 - (C) Complimentary drinks
 - (D) Unlimited miles
159. Where is this promotion NOT available?
- (A) Singapore
 - (B) Seoul
 - (C) Bangkok
 - (D) Beijing

Questions 160-162 refer to the following letter.

Ms. Kathy Anderson
Director of Human Resources
Warsaw Inc.
739 Washington Avenue
Portland, OR 97208



Dear Ms. Anderson,

I am writing in response to your advertisement which appeared in yesterday's issue of *Newsweek* and I would like to apply for the position of manager at Warsaw, the established and renowned restaurant chain. My interest in Warsaw has grown out of a desire to work for a restaurant that is a leader in Greek cuisine. My research tells me that Warsaw provides some of the best Greek food in the nation.

In 2003, I graduated from Portland University where I got a degree in Tourism and Hotel Management. I also attended additional courses to broaden my knowledge about food tourism.

As you can see from the enclosed CV, I have nearly ten years' experience in the food industry. I have worked in three different restaurants which served Mexican, Italian, and Chinese food. I was responsible for managing these restaurants for seven years. For the last two years, I have been working as the manager of Chinese Express in L.A.

Although I am not currently living in Portland, I would be happy to relocate. I would appreciate having an opportunity to meet with you and discuss the position. I look forward to hearing from you in the near future.

Sincerely,

Rose Sullivan

Rose Sullivan

160. Which position is Ms. Sullivan applying for?
- (A) Head chef at a Greek restaurant
 - (B) General manager of a hotel
 - (C) Supervisor of a food manufacturing company
 - (D) Manager of a restaurant chain
161. Where is Ms. Sullivan currently working?
- (A) LA
 - (B) Mexico
 - (C) Portland
 - (D) Greece
162. How many years of management experience does Ms. Sullivan have?
- (A) One year
 - (B) Three years
 - (C) Seven years
 - (D) Ten years

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Questions 163-165 refer to the following article.

Stephen Moyer, the star of the MU soccer team, and jazz singer Anna Paquin announced their engagement in a joint statement yesterday. Although these stars revealed their relationship in February, they had been dating for months before they decided to go public. It will be his first marriage and her second. Paquin, 35, has two children, Billy and Lilac, to whom Moyer, 30, will become stepfather. "We couldn't be happier and are looking forward to the next chapter of our lives," the couple said at a press conference yesterday. No date has been set yet for the wedding. Both reportedly have very busy schedules and want to enjoy the engagement experience for a while before heading down the bridal path.

Moyer, 30, has played in the World Cup twice and is now playing with the MU team in Holland. They met after a concert that was held in Holland two years ago. They soon fell in love with each other. Her latest album, *Tulip*, was inspired by their relationship.

Paquin will leave for Montreal to play at the Jazz Festival 2010 starting next week, while Moyer will return to the States for training with the national team, in preparation for the FIFA 2010 World Cup in South Africa.

163. Which of the following is NOT true?

- (A) Paquin is a singer.
- (B) Moyer is a professional soccer player.
- (C) Paquin has been married before.
- (D) Paquin and Moyer have just got married.

164. Where did they meet?

- (A) In the States
- (B) In Holland
- (C) In South Africa
- (D) In Montreal

165. What is *Tulip*?

- (A) The name of Moyer's team
- (B) The name of a jazz group
- (C) The name of Paquin's album
- (D) The name of Paquin's daughter

Questions 166-169 refer to the following letter.

Dear Sirs,

Four months ago, I signed up for a premium membership at Fitness First at a monthly fee of \$55. When I signed up, I was told that I was free to cancel my membership at any time, for any reason, with no extra payment.

Since I joined, I have been extremely disappointed in the Fitness First's facilities and staff. The locker rooms and swimming pools are poorly maintained and extremely dirty. The Jacuzzi has been out of order for more than a month and repairs on it have not even begun. The Pilates class schedule has been changed several times, without notice, and the instructor never seemed to be fully devoted to the class.

I telephoned Fitness First and was told that — contrary to what I was told verbally when signing up — I would have to pay a "processing fee" of \$75 to end my membership. One week later, I received a bill in the mail saying I still owed the processing fee.

I refuse to pay this fee. If you continue billing me, I will be discussing the matter with my lawyer. In addition, I will be filing formal complaints with the City Business Bureau and the Health Department about the unsanitary condition of your facilities.

I suggest you discuss the matter with your billing department immediately.

Julia Londale

Julia Londale

166. What is the main point of this letter?
- (A) To discuss a membership upgrade
 - (B) To suggest improvement of the facilities
 - (C) To inform a health club of disapproval about a cancellation fee
 - (D) To ask the gym to accept a refund request
167. Why is Ms. Londale unhappy with her club membership?
- (A) The gym didn't provide enough information initially.
 - (B) The club facilities are poorly managed and maintained.
 - (C) The fee has been increased unexpectedly.
 - (D) The receptionist was very rude to her.
168. How does Ms. Londale feel about being charged the processing fee?
- (A) She understands that it is part of the contract.
 - (B) She is happy that the fee wasn't as high as she expected.
 - (C) She is angry that she was told differently when she joined.
 - (D) She felt that it was not an important matter.
169. What is Ms. Londale least likely to do if she gets a request for the processing fee again?
- (A) Consult a lawyer
 - (B) Make a formal complaint
 - (C) Report it to the Health Department
 - (D) Pay the processing fee

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Questions 170-172 refer to the following proposal.

PROPOSAL

The new Ryan Borges thriller *L.A. SUNSET*, centering on Anthony Palmer (played by Borges) and the beautiful Sarah Filan (played by Matteson), as they try to solve mysterious crimes in the Los Angeles beach communities, will hit theaters this Christmas.

I suggest the following promotional campaign:

- Start with ads in Los Angeles in October and expand their range to the entire country by December.
- Our main target group : people aged 18 to 35
(People in this age group love Borges and Matteson's mix of attractiveness, strength, and fidelity.)
- Use freeway and subway signs, the Internet, and fast food chains.
- A contest with L.A. Sunset products could create buzz.
(The grand prize: a trip to Hollywood for the film's opening)

Reasons this will work:

- Ryan Borges and Erica Matteson
- Movie fans are highly likely to want to see these two major stars.
- Internet and fast-food chains are the best spots to expose the target audience to the film's advertisements.

I would like to present these ideas to the executive board at MTU Pictures.

Thank you.

Atkins McDonald
Director of Marketing
HandHeld Entertainment

170. Why was this proposal written?

- (A) To review a film
- (B) To present a marketing idea
- (C) To advertise an newly-released play
- (D) To call for a promotion proposal

171. What is going to be promoted?

- (A) A book
- (B) A play
- (C) A movie
- (D) Actors

172. What will Mr. McDonald probably do next?

- (A) He will explain the plan to executives.
- (B) He will talk to the two stars.
- (C) He will create ad posters.
- (D) He will provide contest prizes.

Questions 173-176 refer to the following article.

Intersil Corp. to Move: Local Residents Get Jobs, Company Gets Tax Benefits

Intersil Corp., manufacturer of high-performance wireless networking solutions, announced today that it will relocate its corporate headquarters from Irvine, Calif. to Milpitas, effective December 1, 2010. The company plans to accommodate the expanding operation with the relocation of the finance, human resources, IT and sales operations facilities.

Intersil Corp. cited Milpitas' skilled work force, good access to an international airport, and the generous tax incentives offered by the state government and the cost-effective environment as the main reasons for choosing the city for its new head office.

The move is expected to generate up to 90 new high-paying jobs for local residents. With an average annual salary of \$50,000, Intersil's annual payroll for workers in Milpitas will surpass \$4 million. This is good news for the city.

"Our attractiveness as a place to live and work, makes this city an excellent home for Intersil where they can prosper and grow well into the future. Also, Intersil's impressive salaries will significantly impact the local economy," said Mayor Ronald Lopez.

Although the relocation will cost Intersil Corp. a significant amount of money, executives feel it is a worthwhile investment. "We can continue to execute our plan towards profitability, while building our company for the future in the new site," CEO Adriana Cruz said in a press statement.

173. What is the article mainly about?
- (A) The condition of a city's local economy
 - (B) The increase of the employment rate
 - (C) The relocation of a company
 - (D) The amendment of an existing tax law
174. What is indicated about Intersil Corp.?
- (A) The current headquarters is in Milpitas.
 - (B) Its business is expanding.
 - (C) It has a cost-effective environment.
 - (D) It has highly skilled workers.
175. The word "surpass" in paragraph 3, line 3, is closest in meaning to
- (A) exceed
 - (B) cover
 - (C) improve
 - (D) escalate
176. How does the CEO feel about the company's plan?
- (A) Worried
 - (B) Frustrated
 - (C) Pressed
 - (D) Confident

Questions 177-180 refer to the following interoffice memo.



Inter-office Memo

We would like you all to pay attention to the following things we can do to reduce our waste in pursuit of an environmentally-conscious workplace.

1. Packaging

- Eliminate unnecessary packaging, extra boxes or layers and use lightweight packaging.

2. Copying / Printing

- Print or copy on both sides.
- Edit documents on screen and review before printing.
- When creating documents, reduce them in size and then put them together to make a master copy.
- Make only the necessary number of copies from the master copy.
- Eliminate unnecessary copies, notes, and memos by posting office announcements in central locations.
- Use outdated letterheads for in-house memos.
- Use narrow-lined notepads.

3. Equipment

We have decided on the following:

- To buy only what you know you will use
- To purchase new equipment that contains less toxic materials and can cause fewer problems with waste disposal
- To use fluorescent lights instead of incandescent bulbs
- To have copiers, computers, and other equipment checked regularly in order to prolong their life spans
- To donate food, furniture and other materials to local organizations, such as homeless shelters or charities

177. Who is this memo intended for?
- (A) Residents
 - (B) Office employees
 - (C) An environmental agency
 - (D) Company board members
178. What is the main topic of this memo?
- (A) How to cut down on waste
 - (B) How to manage the office environment
 - (C) How to circulate memos
 - (D) How to purchase equipment
179. What suggestion is made about the equipment?
- (A) To buy products in bulk
 - (B) To purchase used equipment to reduce costs
 - (C) To institute periodic maintenance checkups
 - (D) To lease inexpensive equipment
180. Which method of reducing the amount of photocopying is NOT suggested?
- (A) To make as few copies as possible
 - (B) To use a copy counter when photocopying
 - (C) To make double-sided copies
 - (D) To minimize the size of the copy

Questions 181-185 refer to the following two letters.

May 22

Dear Mr. Washington,

I am writing to complain about the late delivery of the computer set I ordered at the end of April. The customized video display terminals were supposed to be delivered by May 16. I requested to have the order shipped on or before May 10. You assured me that the set would be delivered within 6 days. However, they arrived 3 days late and I faced considerable difficulty with my work due to the delay.

Sincerely,

Timothy Macquire

Timothy Macquire

Director

Computer Science Department

May 25

Dear Mr. Macquire,

Thank you for writing us about your dissatisfaction concerning the delay in receiving your customized video display terminals (our invoice #CP-80-1200). The delay, however, was not caused at our end. As specified in your purchase order of April 28, we shipped via Fexter – a logistics company that you selected. The terminals were actually picked up on May 10, as you can see from the attached air bill (Fexter #55-MC9908). Also, you can find shipping details on your order in our order tracking service and see where the delay occurred at our website www.comtechpro.com.

From what I see, it appears that Fexter is responsible for the delay. Please let me know if I may help further in this matter.

Sincerely,

James R. Washington

James R. Washington

181. What is the purpose of the first letter?
- (A) To ask for express shipping of the monitors
 - (B) To request extra service from ComtechPro
 - (C) To express disappointment about an order
 - (D) To ask for a compensation for the delay
182. When did Timothy receive his order?
- (A) May 16
 - (B) May 19
 - (C) May 22
 - (D) May 25
183. When were the monitors ordered?
- (A) April 26
 - (B) April 28
 - (C) May 10
 - (D) May 22
184. What is enclosed in Mr. Washington's letter?
- (A) A report by the sales person
 - (B) A copy of the price quote
 - (C) A copy of the air bill
 - (D) The sales receipt
185. According to Mr. Washington, who is responsible for the problem?
- (A) ComtechPro
 - (B) The university
 - (C) Fexter
 - (D) The Computer Science Department

Questions 186-190 refer to the following card and message.

Hotel Suite 126

For security purposes, each hotel suite is equipped with an electronic locking device that prevents anyone other than the hotel guest from accessing the suite. Each room key has a special numerical code that is automatically erased at the check-out time on your scheduled date of departure. Should you require a time extension for your room, please phone the front desk to inform the staff of the changes to your departure time. Check-out occurs daily at one o'clock p.m.

Thank you.

Hello, this is Lorne Peters in Suite 126. I was originally scheduled to check out on Sunday, March 3rd, but I have an urgent business meeting on Monday and need to extend my stay. My meeting will not finish until late Monday night, so I think that I had better stay until Tuesday.

I was also wondering if it would be possible to delay the usual check-out time on Tuesday for an additional hour. Please leave me a note at the front desk letting me know whether or not this will be possible. I will pick up the message Monday morning. Finally, I would like to schedule a wake-up call for Monday morning at 6:30.

Thank you.

186. What has been done to make the suites safer?
- (A) Security guards are posted at all entrances.
 - (B) Cameras are installed in all hallways.
 - (C) Numerical codes on keys are changed often.
 - (D) The front doors of the hotel are locked at 10:30 p.m.
187. What is NOT indicated about Mr. Peters?
- (A) He is staying in Suite 126.
 - (B) He will attend a meeting on Monday.
 - (C) A staff member will wake him up by phone.
 - (D) He will check out on Sunday morning.
188. In the phone message, the word "extend" in paragraph 1, line 3 is closest in meaning to
- (A) prolong
 - (B) supplement
 - (C) protrude
 - (D) enlarge
189. What time would Mr. Peters like to check out of the hotel on Tuesday?
- (A) 11 a.m.
 - (B) Noon
 - (C) 1 p.m.
 - (D) 2 p.m.
190. How will the hotel inform Mr. Peters whether or not he can extend his stay?
- (A) With a phone message
 - (B) By e-mail
 - (C) By fax
 - (D) With a written message

Questions 191-195 refer to the following advertisement and form.

Access Grid's Business Training Academy

787 Seventh Avenue, New York, N.Y. 10019, U.S.A.

Join fellow entrepreneurs from all areas of business and learn how to achieve the best results for your business. Access Grid seminars are conducted by today's prominent business leaders in the country. Advance registration is recommended as attendance is limited to 100 participants per seminar. All payments must be received by Access Grid on or before the date of each seminar for the registration to be valid. Registrations received without payment will NOT be processed.

Seminar Schedule

April 1 (Monday) : 5:00-8:00 P.M.

Technical Education / Developer Training

David A. Aaker, Economic Institute of Los Angeles

April 4 (Thursday) : 6:00-8:00 P.M

Proper Accounting Management Practices

Bonita Kale, Dublin Financial Group

April 8 (Monday) : 9:00-11:00 P.M.

New Product Marketing Basics

Geral Nadler, Shoba Marketing Consultant

April 11 (Thursday) : 9:30-11:00 P.M.

Problem Solving & Troubleshooting

John Janthan, Maggie Leadership Group

Standard Registration is \$100 or pay \$200 for Premium Registration to receive the following benefits:

- Priority seating
- All copies of related documentation
- Free admission to the question & answer sessions with the lecturers

Access Grid's Seminar Online Registration Form

Name : Steve Fainaru
 E-mail : mxdonohue@glasswich.co.uk
 Address : 787 Chestnut Ridge Road, Spring Valley, NY
 Telephone : 914-356-4848
 Fax : 914-352-5664

Registration type

☒ Premium Registration ☐ Standard Registration

I am registering for the seminar on April 11

Registration submitted on March 18

Thank you for your registration. You will receive confirmation by e-mail within 24 hours.

02

191. For whom is the advertisement intended?

- (A) Financial consultants
- (B) College students
- (C) Seminar coordinators
- (D) Business owners

192. What is NOT suggested about the seminars?

- (A) The number of attendants is limited to 100 people.
- (B) Experts in each field will present the lectures.
- (C) They will all be held in New York.
- (D) A registration fee must be paid after attending the lectures.

193. When will the topic of marketing be discussed?

- (A) On April 1
- (B) On April 8
- (C) On April 11
- (D) On April 18

194. How much will Mr. Fainaru pay for his registration?

- (A) Nothing
- (B) \$100
- (C) \$200
- (D) \$300

195. When will Mr. Fainaru receive the reply from Access Grid?

- (A) Around March 19
- (B) Before April 1
- (C) After April 11
- (D) Around April 11

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Questions 196-200 refer to the following two e-mails.

To : Meals on Wheels Catering
From : Suzanne Ferriss
Re : Recipe

Dear Melody,

I just wanted to say thank you for everything you did for the wedding reception last Sunday. The food that you served was just right, and everything your company did was fantastic. The selection, appearance and timing were perfect! My daughter (the bride) truly loved the Asian dish that you served. Do you think you could tell me how to make it so I could show her? Perhaps as a second wedding present for her?

Sincerely,
Suzanne Ferriss

To : Suzanne Ferriss
From : Richard Grant
Re : Recipe

Dear Ms. Ferriss,

I am replying to your e-mail on behalf of Melody, who is on a business trip for two days. It was our pleasure to be at such a beautiful event. The recipe for the Asian dish, which is a popular dish served with many different vegetable dishes, is as follows:

Spicy Asian stir-fried beef

- ① Trim and thoroughly wash 500 grams of fresh Chinese cabbage.
- ② Cook a chopped onion, a crushed garlic clove, a teaspoon of chilly oil and two tablespoons of sesame oil in a little butter.
- ③ Put the Chinese cabbage and minced beef into the pan and cover tightly, cooking for 10 minutes.
- ④ The key is to cover the pan for the final five minutes.
- ⑤ When the beef has cooked, you're done!

Thank you once again for letting us be a part of your daughter's very special day.

Richard Grant

196. What is the main purpose of Suzanne's e-mail?
- (A) To complain about the catering
 - (B) To compliment the food service
 - (C) To inquire about a party
 - (D) To invite someone to a wedding
197. What does Mr. Ferriss want to know?
- (A) How to make something
 - (B) A dessert recipe
 - (C) When to serve a dish
 - (D) The secret to Asian food
198. Why did Richard reply to Suzanne's e-mail?
- (A) He is the head chef of the catering company.
 - (B) He is a friend of Suzanne's.
 - (C) His colleague is out of the office.
 - (D) He created the recipe himself.
199. What is the most important part of the cooking process?
- (A) Covering the pan for a portion of the cooking
 - (B) Crushing the garlic thoroughly
 - (C) Using 1kg of the finest Chinese spinach
 - (D) Adding the cumin seeds at the end of the cooking process
200. Which food might the bride most likely prefer?
- (A) Chinese cabbage salad
 - (B) Garlic bread
 - (C) Pickled onions
 - (D) Asian stir-fried beef