

**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. Please remember to ----- your account number whenever submitting payments or contacting our Customer Service Department.
(A) extend
(B) address
(C) include
(D) maintain
102. Mr. Wasserman has held various senior executive positions in several companies throughout ----- 30-year career and now serves as the Chief Financial Officer for sportswear manufacturer, Ness Nostalgia Co.
(A) he
(B) his
(C) him
(D) himself
103. According to the Neo Burger employee manual, uniforms including a hat and an apron must be worn ----- all food-preparation activities.
(A) about
(B) under
(C) during
(D) against
104. It is ----- to store food items in a cool, dry place in order to prevent bacteria growth.
(A) advisable
(B) advisory
(C) advisedly
(D) advise
105. The courier service company requires a recipient's signature to confirm ----- of the parcel.
(A) delivery
(B) deliver
(C) delivered
(D) deliverer

106. Successful candidates will be posted to either Beijing ----- Shanghai, and relocation assistance will be available.
 (A) or
 (B) unless
 (C) then
 (D) and
107. Wheat production has ----- been an important part of the agricultural industry in Pennsylvania.
 (A) history
 (B) historian
 (C) historically
 (D) historical
108. Any deliberate violation of the company regulations is never acceptable and should be clearly discouraged ----- the management.
 (A) on
 (B) to
 (C) from
 (D) by
109. The itinerary for your upcoming business trip is currently being made out and you will be ----- it via email.
 (A) notified of
 (B) notified
 (C) notifying
 (D) notifying of
110. ----- shuttle service is available upon request between the hotel and the airport for those arriving by air.
 (A) Definite
 (B) Traveling
 (C) Spacious
 (D) Complimentary
111. Thanks to our state-of-the-art computer network and distribution system, we have achieved more than a 97% in-stock status on ----- displayed on our website and in our showrooms.
 (A) advertising
 (B) merchandise
 (C) retailers
 (D) refund
112. Zada Rugs, established as a small business in 1980, has now ----- into an internationally known company for quality, unique Persian rugs.
 (A) enveloped
 (B) endorsed
 (C) evolved
 (D) evaded
113. Mr. Lim will be appointed to head the customer service department ----- he has undergone management training.
 (A) after
 (B) then
 (C) that
 (D) while
114. We recognize that regular technical training is ----- to maintaining creative, motivated, and knowledgeable employees.
 (A) vital
 (B) vitally
 (C) vitality
 (D) vitalize
115. If Ms. Chu has the most ----- on the board of directors, then logically she should bear the greatest responsibility.
 (A) permission
 (B) conclusion
 (C) allowance
 (D) authority
116. In order to help factory workers to work much -----, the new Samson machines will be installed next week.
 (A) more efficiently
 (B) efficiently
 (C) efficient
 (D) most efficiently
117. We will do our best to ensure your purchase is shipped within a day ----- the order is placed by 5 p.m.
 (A) over
 (B) even
 (C) while
 (D) when

118. The manager ----- office supplies from the stationery store downtown every Thursday, so you should notify him of your needs by Wednesday.
(A) orders
(B) ordered
(C) order
(D) to order
119. Our main office is conveniently located close to the city center and is easily ----- by all major bus routes.
(A) retainable
(B) presentable
(C) accessible
(D) capable
120. I would like to thank Mrs. Song, ----- has agreed to give an opening speech at our annual conference.
(A) who
(B) some
(C) he
(D) also
121. LDC Inc. ----- the right to restrict visitors when the potential for disruption of the production process occurs.
(A) collects
(B) turns
(C) reserves
(D) continues
122. Job security is often considered a ----- of public sector jobs, but substantial changes are under way.
(A) character
(B) characterize
(C) characteristic
(D) characteristically
123. The Red Sox announced on Tuesday that Epstein will ----- his former duties, with the same titles and authority he had when he left on October 31.
(A) function
(B) withdraw
(C) gather
(D) resume
124. Koryo Networks is cutting about 20 jobs as well as reducing salaries ----- reduce operating costs by \$3.2 million annually.
(A) for
(B) because
(C) so that
(D) in order to
125. We are planning to release a new model of our compact car, the Pony, available next September ----- silver, white and black.
(A) in
(B) of
(C) at
(D) to
126. Before taking off and landing, flight attendants must make sure that ----- of the passengers is properly seated.
(A) every
(B) all
(C) each
(D) much
127. Employers are expressing concerns regarding the availability of workers with the ----- skills and knowledge they need.
(A) specialize
(B) specialized
(C) specializing
(D) specialization
128. Since the men's clothing department has been ----- busy, the manager would like to hire more part-time employees to help customers with their shopping.
(A) immediately
(B) unexpectedly
(C) exactly
(D) attentively
129. A pilot project to power streetlights using solar energy ----- on Amman Ring Road.
(A) will be implemented
(B) are implementing
(C) to implement
(D) implement

130. To build customer ----- in your business it is essential to make your customers feel that they are your top priority.
 (A) brand
 (B) honesty
 (C) location
 (D) loyalty
131. The information you requested should be arriving ----- via US mail.
 (A) shortly
 (B) shortness
 (C) shorten
 (D) short
132. The team leader position requires strong organizational skills, excellent oral and written communication skills and ----- to detail.
 (A) guidance
 (B) alternative
 (C) attention
 (D) requirement
133. With a 40 percent ----- in profits over the last year, the Superstore Grocery chain has been experiencing significant growth.
 (A) increases
 (B) to increase
 (C) increased
 (D) increase
134. E-Auction does not hold security deposits, ----- does it guarantee the safety of transactions.
 (A) and
 (B) whether
 (C) which
 (D) nor
135. Even with today's spotlight on environmental issues, the majority of consumers will not ----- purchase eco-friendly products for environmental reasons alone.
 (A) importantly
 (B) necessarily
 (C) decidedly
 (D) loyally
136. The federal government will ----- a new foreign trade policy next month, aimed at boosting exports, especially from the agriculture sector.
 (A) be announced
 (B) announce
 (C) announcing
 (D) have announced
137. We have all the Kenmore dishwasher parts you need and will gladly help you get your dishwasher back in working -----.
 (A) progress
 (B) sequence
 (C) order
 (D) charge
138. CLEO had an ----- year, growing by 105% over 2009, and showing a constant increase not only in advertising sales, but in newsstand numbers as well.
 (A) exception
 (B) exceptions
 (C) exceptional
 (D) exceptionally
139. Before submitting the quarterly sales report, we will need to make ----- to the sales figures on page 5.
 (A) revisions
 (B) revising
 (C) revised
 (D) revisory
140. Mr. Yamato is also responsible for ----- how best to use the information that we obtain from our customer satisfaction survey.
 (A) preserving
 (B) determining
 (C) commencing
 (D) creating

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 Mr. Thompson,

This letter is to ----- our phone conversation reserving one room from July 1-7 at the

141. (A) confirm
(B) cancel
(C) postpone
(D) reconsider

Grand Elegance Hotel for Dr. Georgina Michel. Dr. Michel will be attending the Society of Emergency Room Physicians conference. Dr. Michel will be arriving at noon on July 1st and departing at 6 p.m. on the 7th. She has requested a non-smoking room with a double bed.

During our phone call, you mentioned a room rate of \$147 per night. ----- is a check for

142. (A) Encloses
(B) Enclosure
(C) Enclosing
(D) Enclosed

that amount to guarantee the room. Dr. Michel ----- the remainder of the bill upon checkout.

143. (A) took care of
(B) will take care of
(C) was taking care of
(D) would have taken care of

Please send a confirmation at your earliest convenience.

Sincerely,

Anna TOrv
Anna TOrv

Questions 144-146 refer to the following article.

Since 1973, Florida Hospital Altamonte has been providing quality healthcare ----- the

144. (A) from
(B) with
(C) to
(D) toward

residents of Seminole, North Orange, East Lake and West Volusia counties. Each year, this state-of-the-art facility ----- approximately 14,000 inpatients, 97,000 outpatients,

145. (A) have treated
(B) was treating
(C) will treat
(D) treats

43,000 emergency patients, and performs over 10,000 surgical procedures, making it the largest and most ----- hospital in Seminole county.

146. (A) comprehend
(B) comprehensible
(C) comprehensive
(D) comprehension

Questions 147-149 refer to the following notice.

Lost and Found

If you find a lost article on the bus, please hand it into the DRT Operator. If you've lost something on the bus, please call the Customer Service Center at 1-866-247-0055.

Lost articles are returned to Customer Service Centers, ----- on the area where the article

147. (A) depend
(B) dependable
(C) depending
(D) dependence

was found. In many circumstances, your lost article can be picked up ----- day. To help us

148. (A) the other
(B) following
(C) the same
(D) impending

----- your article, please note, if possible, any of the following details:

149. (A) correct
(B) use
(C) publish
(D) locate

- Bus number
- Time of trip (am rush, mid day, pm rush)
- Where you were sitting on the bus
- Description of item – color, size, type
- Any identification with the article
- Your name and phone number

Articles may be claimed at Durham Region Transit Customer Service Centers. Please confirm if the item is found in advance.

Updated January 6, 2010

Questions 150-152 refer to the following letter.

Dear Ms. Mendez,

Circulation of our newsletter, *Towing Industry Report*, has climbed 110% since you took over its editorship almost three years ago. Our contract is now up for renewal and we are eager to continue the successful working relationship that we -----.

150. (A) built
(B) have built
(C) will build
(D) will have built

Enclosed is a copy of a new contract that is very similar to the ----- document.

151. (A) renewed
(B) existing
(C) restricted
(D) reviewed

The only change of note is an increase in your royalties, paying you 1% of all new subscription sales and 0.5% of all renewal subscription sales.

We would be delighted to have ----- continue as editor of *Towing Industry Report* and

152. (A) it
(B) him
(C) you
(D) them

look forward to further cultivating our solid working relationship in the years to come.

Sincerely,

Joseph Smith

Joseph Smith

Editorial Department Director

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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 notice.

Traffic Regulations

Grid Florida and GF Inc. have adopted new regulations pertaining to on-site traffic and parking in order to provide safety and security to visitors, workers, and facilities, and to minimize disturbances and congestion.

To accomplish these goals, it is necessary for all users of this facility to become familiar with the regulations and observe them. The regulations are applicable to all workers, managers, and visitors.

- ☐ Motor vehicles driven on the property should be operated in a safe and courteous manner at all times.
- ☐ Any accident or damage on the property involving a motor vehicle must be reported to the Security Office immediately, regardless of the extent of damages involved.
- ☐ The speed limit on the property is 20 miles per hour.
- ☐ All traffic signs must be observed.

153. What is the purpose of this notice?

- (A) To outline the features of the incorporation
- (B) To streamline paperwork
- (C) To advertise a new opening of a plant
- (D) To notify people about new policies.

154. What is NOT included in the traffic rules?

- (A) To drive all vehicles safely and courteously
- (B) To comply with the speed limit
- (C) To report any accident to the police officials
- (D) To follow every traffic indicator

Questions 155-156 refer to the following letter.

Monroe Bank

2 Steel Street
Denver, Colorado 61264

Jonathan Douloff
1256 Broadway Avenue
Denver, Colorado 61271

September 3

Dear Mr. Douloff,

Thank you for your interest in joining the Monroe Bank team. Please fill out the enclosed application for employment and submit it within two weeks. Three positions are currently available: consumer banking, private banking, and mortgage loan assistant. Select a position that best suits your interests and abilities.

At Monroe Bank, we take great pride in our employees. We seek to generate an environment that recognizes and rewards hard work and encourages personal and professional development. The continual expansion of our business means increasing employment opportunities at Monroe. When new employees join our team, they are offered valuable experience and expertise that come from collaborating with a talented group of colleagues dedicated to professionalism and quality customer service.

Monroe Bank is not just a good place to work but also a great place to begin a career.

Best wishes,

Sally Lennon
Sally Lennon
Monroe Bank

155. Why did Ms. Lennon send this letter?

- (A) To respond to an inquiry
- (B) To ask about retirement plans
- (C) To hire an applicant
- (D) To apply for a bank account

156. What is NOT an advantage of working at this bank?

- (A) Respect for the staff
- (B) An atmosphere that promotes hard work
- (C) A chance to gain experience
- (D) A financial aid package

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What you need to know before you have a health checkup

Blood Test

- You must have nothing to eat or drink (besides tap water) for 12 hours prior to your blood test appointment. However, you must not fast if you are an insulin-dependent diabetic.

Carotid Exam (main artery on the neck)

- It would be helpful if you would wear a shirt or blouse that is loose-fitting for easy access to your neck area.
- Remove earrings and necklaces before the exam.

Abdominal Exam

- Do not eat solid foods 6 hours prior to the exam.
- This exam requires a sonographer to scan your abdomen directly, so please wear a two-piece outfit.
- If you are diabetic and are not comfortable fasting for 4 hours, please limit yourself to a "diabetic meal."

Peripheral Exam

- Please do not wear stockings for this exam.
- Shirts with sleeves that can be easily pulled above the elbow and pants that can be pulled above the ankle would be helpful.

Don't worry about pacemakers, hearing aids, dental work, or previous surgery. They will not be damaged, nor will their function be disturbed by our exams. They will not interfere with the results of our tests. All exams are completely painless except for the blood test, which requires only a small prick of the finger.

157. What is this information about?

- (A) Which hospital to go to
- (B) Directions for test takers
- (C) How to make an appointment with the doctor
- (D) Who will pay for the check-up

158. How would a prior surgical operation affect test results?

- (A) The results could be inaccurate.
- (B) A small amount of pain would be experienced.
- (C) The test would be performed earlier.
- (D) The results would not be influenced.

159. What is mentioned about the abdominal exam?

- (A) Test takers should pay in full before checkups.
- (B) It is free of pain.
- (C) Diabetics should not get the exam.
- (D) Test results will be sent out within a week.

Questions 160-161 refer to the following article.

Many residents living in Kenya are on the edge of starvation as their food supply has been deteriorating rapidly due to this summer's extensive drought, a representative of a U.N. food aid organization reported Tuesday. The country has been on short rations from the government since critical food shortages have begun to attack some areas. Victims of the famine have been seen foraging in fields for roots or anything they can eat.

World Food Program Officials(WFP) announced that children under 5 and pregnant and nursing mothers are at acute risk. It has been reported that some deaths have already occurred and children try to survive on only barley porridge. The WFP indicated that it would have to close down its operations for over two-thirds of a million people if the members of UN countries do not immediately take measures to remedy the situation. The Officials said that if they don't receive any donation by May 15th, it would close its office.

160. What is mentioned in the report?

- (A) There was a very bad flood in Africa this summer.
- (B) Food aid organization was discounted on May 15th.
- (C) Many Kenyans are facing starvation.
- (D) The government has stored food reserves for emergency.

161. What makes the situation even worse?

- (A) Kenyans are on the lookout for food.
- (B) Other countries have not been donating enough food.
- (C) WFP is going to close its office soon.
- (D) More flooding is expected.

Questions 162-164 refer to the following notice.

Feeling run-down or sluggish due to jet lag, many business travelers find that they are frequently unable to concentrate on their work. This loss of work efficiency could prove costly. Jet lag disrupts our natural rhythms, confusing the “body clock,” which regulates the usual waking and sleeping hours.

Jet lag may affect physical and mental performance and the symptoms include fatigue, insomnia, disorientation, headaches, lightheadedness, loss of appetite, and more. Medical evidence also shows that jet lag makes travelers more susceptible to illness such as colds, flu, and upset stomachs. The following are a few simple tips to help you minimize the effects of jet lag:

- Try to sleep on the plane as much as you can, but immediately adjust your sleeping schedule to the hours of your destination upon arrival. This means staying awake until nightfall if possible, even if you are tired on the day of arrival.
- Drink plenty of fluids during and after the flight as dehydration is a leading cause of jet lag. This advice also includes avoiding alcoholic and caffeinated drinks.
- Exercise moderately on the flight while you are awake. Stretch your arms and legs and walk up and down the aisles to stimulate circulation.
- Adjust your eating schedule to the regular mealtimes of your destination soon after arrival. If possible, refrain from rich or exotic foods for the first couple of days. This will allow you to use your energy to recover and adjust to the new cycle rather than to digest heavy foods.

162. Who is most likely to read this notice?

- (A) Travel agents
- (B) Patients in a hospital
- (C) Airplane passengers
- (D) Airport staff

163. What does the notice ask travelers to do during the flight?

- (A) Avoid intake of any liquid
- (B) Stay awake until arrival
- (C) Take sleeping pills
- (D) Stretch their legs

164. What are people advised to do after arrival?

- (A) Catch up on sleep regardless of the time of day
- (B) Drink caffeinated beverages to wake up
- (C) Avoid heavy or unfamiliar foods
- (D) Take medicine to aid digestion

Questions 165-168 refer to the following warranty.

FREE 2-YEAR WARRANTY ON ALL DIGITAL CAMERAS

Every camera we sell now includes a free 2-year warranty

- ☐ Cases, chargers and batteries are supplied with a 2-year warranty.
- ☐ Memory cards are supplied with warranties ranging from 5 years to lifetime.

If you buy a product from UK Digital Cameras, then you may return it within 14 days from the day you receive it, as long as the goods are in new condition and with all of the original packaging. We will replace the products or issue a full refund (not including the delivery costs).

1. Within 30 days

If your camera develops a fault within the first 30 days, then simply return it to us in the original box with all the accessories for a replacement. Let us know how much it costs to return it and we'll refund you!

2. Within 12 months

If your camera develops a fault within the first year, then you need to return it to the appropriate manufacturer as they cover the first year of the warranty. If you prefer, you can return the faulty item to us, but we only forward it to the appropriate manufacturer. Once repaired, it would be returned to us and then forwarded to you. This whole process can add over a week to the repair period.

3. Within 24 months

If your camera develops a fault after a year and within two years, then simply return it to us and we will get it repaired at an authorized repair centre (at our own expense) and then return it to you within 10-14 working days.

Note: The guarantee may become void if the item has been dropped, affected by liquids or battery leakage. In addition, if it is too costly to repair an item, the manufacturer may replace it, and if the item is discontinued, the manufacturer will replace it with the nearest model.

165. What is not included in the two-year warranty?
- (A) A charger
 - (B) A case
 - (C) A battery
 - (D) A tripod
166. If your camera breaks 10 months after receipt, where should you send it for a quick repair?
- (A) An authorized repair centre
 - (B) A UK Digital Camera shop
 - (C) The maker
 - (D) The nearest wholesaler
167. The word "void" in paragraph 6, line 1, is closest in meaning to
- (A) effective
 - (B) invalid
 - (C) verified
 - (D) confirmed
168. What can be inferred from the information?
- (A) The customer can get an exchange if necessary.
 - (B) The delivery cost is always free.
 - (C) On-site repairs are performed.
 - (D) Customers can use the warranty in case of battery leakage.

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Questions 169-172 refer to the following article.

Eco-friendly or Convenient?

Hamilton, New Zealand – There has been a controversy over bus transportation between the city officials and residents in Hamilton, New Zealand. The first six hybrid buses will make their debut in the Hamilton area for the first time in the country. The new buses feature a combination of electric and bio-diesel engines to reduce exhaust gas.

The mayor, Robin Brook and his aides believe that the hybrid buses compliment Hamilton's many environmental initiatives. On the other hand, some residents in Hamilton oppose the proposal because the city will not be able to provide as many buses as the current numbers due to the high cost of hybrid buses.

"Hybrid buses might be eco-friendly transportation, but they are not convenient to us at all. We will have to wait for a bus for a long time to go downtown," says David Paterson who lives in Silverdale, a suburb of Hamilton. Ray Brandon, a leader of a citizen group, asserts that the costs of the new system are too high. He and the other members of the group insist that the city use smaller buses instead of buying hybrid ones.

According to Waikato University's research led by Dr. Eisenberger, if smaller buses are introduced, the amount of exhaust gas will be reduced significantly. Further, since the city doesn't have to cut the number of buses, residents can benefit from the bus services without the inconvenience caused by the change to a more eco-friendly bus. Some critics think that this will be the biggest issue in dispute in the city mayoral election next year.

169. What led to the dispute between the city officials and residents of Hamilton?
- (A) A mayor's unfair electioneering
 - (B) A decision to change the bus route
 - (C) A proposal to protect the environment
 - (D) A plan to change a part of the transport system
170. According to the article, why does David Paterson oppose the city's proposal?
- (A) Hybrid buses are not significantly quiet.
 - (B) The new bus fare will go up.
 - (C) Smaller buses have a more passenger-friendly design.
 - (D) The new system is less convenient for residents.
171. What is likely to take place in the city next year?
- (A) An election for mayoralty
 - (B) Introduction of hybrid buses
 - (C) Consultation with the bus operators
 - (D) A large-scale residents' campaign
172. Who conducted the research on emissions?
- (A) Robin Brook
 - (B) David Paterson
 - (C) Ray Brandon's assistant
 - (D) Dr. Eisenberger

Questions 173-177 refer to the following letter.

Noman Tarky
Invitrogen Inc.
235 Trestin Blvd.
San Diego, CA 75890

Dear Mr. Tarky:

I am responding to an ad you put in the *Canberra Times* seeking a Regional Marketing Manager. I hope you will consider me as a candidate for the position.

I have enclosed my resume, which highlights my qualifications. You will see on it that I have had many years of experience as a marketing manager. I'm very familiar with your company, Invitrogen, and your products, and am confident that I can lead in the development of a sales-driven culture. I think that Invitrogen's products are far superior to all similar items on the market.

Currently I work for an adult critical-care product line and my duties include delivering competitive sales guides and information to the sales channel, training and supervising marketing staff, organizing and executing marketing projects, and reporting to the CEO. I believe my experience and accomplishments demonstrate my versatility, strong analytic skills and decision-making abilities.

I hope you will grant me the privilege of an interview. I look forward to hearing from you soon. I am available for an interview at whatever time is suitable for you, so please let me know when would be convenient for you.

Sincerely,

Anna Siyanova
Anna Siyanova

173. What kind of position does Ms. Siyanova want?
(A) A regional sales position
(B) A high-level management position
(C) A marketing executive position
(D) A part-time marketing position
174. What is being attached to this letter?
(A) A cover letter
(B) A curriculum vitae
(C) An application form
(D) A letter of recommendation
175. What does Ms. Siyanova NOT do currently?
(A) Store maintenance
(B) Manage staff members
(C) Tell the CEO about business matters
(D) Survey research
176. What can be inferred about Mr. Tarky?
(A) He used to work with Ms. Siyanova.
(B) He will meet with Anna Siyanova.
(C) He has lived in a suburb of San Diego.
(D) He is responsible for the recruitment.
177. What did Ms. Siyanova ask Mr. Tarky to do?
(A) Demonstrate his marketing ability
(B) Give her a grant
(C) Tell her a good time for an interview
(D) Arrange her schedule for her

Questions 178-180 refer to the following article.

Skyrocketing prices for imported oil are threatening economies around the world, impacting industries and businesses across the board. Higher crude oil prices, meaning higher energy prices, are causing a ripple effect on virtually all business aspects that are dependent on energy (directly or indirectly). The move is likely to tempt the users of fuels, such as electrical-appliance manufacturers and transportation firms, to raise the prices of their products and services to retain profits.

Politicians ensured that the government actions to address the growing crisis would bring a positive outcome to the economy. They do not want citizens and the business community to continue to worry about the high price of oil. Governments are demanding that the OPEC-member nations increase their export to lower the prices.

Environmental groups sent representatives who engaged in discussion on alternative sources of energy. The groups claim that developing new energy that is good for the environment would be a long-term solution. High dependency on imported oil will not stop the vicious cycle of low and high prices. The conclusion of the oil ministers' meeting scheduled for next week is highly anticipated.

178. What is causing problems in the global economy?
- (A) The world oil production forecast
 - (B) Soaring oil costs
 - (C) Oil producing nations' protests
 - (D) Demonstrations by environmental groups
179. Why did the politicians ensure economic recovery?
- (A) To increase their oil imports
 - (B) To develop new energy
 - (C) To keep citizens from becoming concerned
 - (D) To schedule the oil ministers' meeting
180. What do the environmental groups claim?
- (A) Different types of energy must be used.
 - (B) Increases in crude oil prices are not bad.
 - (C) Oil consumption should not be reduced.
 - (D) Economies should remain dependent on oil.

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

Subject : Balancing Your Budget

Straight Talk for Married Women Sponsored by the Institute of Quantitative Research in Finance(IQR).

Location : North Little Rock Hotel Conference Room 201

Timetable:

9:00 Registration

* Please show your invitation or membership card.

9:30 Keynote address by Eileen Christelow, bestselling author of *Making Your Money At Home*.

10:00 Two Presentations

"Spending a little now will reward you in the future" by Kathryn Caputo (90 mins.)

"Find the balance between saving and spending for a lifetime of enjoyment with your family" by James Lange (60 mins.)

12:00 Lunch Break

** Discount tickets for hotel restaurants available

13:00 Panel Discussion

15:00 Question and Answer Session with lecturers

16:30 Closing Message by IQR chairman, Paul Edwards, President of Kersten Industries

From : Sharon Jaynes<sharon@ketmail.net>
To : Grace Cornish<grace@applet.com>
Re : IQR workshop

Dear Ms. Cornish,

I found the workshop held at the North Little Rock Hotel last week extremely beneficial and enlightening. The speakers made me think about how to save more money and spend it more wisely. It was financial knowledge I really should have learned a long time ago.

Due to traffic, however, I was delayed and didn't arrive at the hotel until 11:00. I'd like to ask whether you have a transcript or videotape of the presentations that were delivered before 11:00. If so, could you let me know how I could get a copy? I am eager to get all the advice I can about this very important topic.

A close colleague of mine told me about the conference and when I registered for it on your website, I checked the box to receive your weekly newsletter. I have yet to receive one, so I'd like to confirm my e-mail address with you. Please send all IQR materials to me at sharon@ketmail.net.

Thank you in advance for your help.

Sincerely,

Sharon Jaynes

181. Who most likely attended the conference?
- (A) Customers wanting to switch banks
 - (B) Personnel staff looking for new recruits
 - (C) Stock brokers looking for good tips
 - (D) Women interested in money management
182. Who most likely is the e-mail writer?
- (A) A bestselling author
 - (B) A hotel clerk
 - (C) An audience member
 - (D) An entry-level employee
183. What does Ms. Jaynes ask for in the e-mail?
- (A) A copy of material delivered in the morning
 - (B) A discount on the next IQR event
 - (C) A video of the message by James Lange
 - (D) Advice about saving money
184. How did Sharon find out about the workshop?
- (A) She found out from a coworker.
 - (B) She looked at a flyer posted at her office.
 - (C) She heard a radio commercial about the workshop.
 - (D) She visited the website.
185. What problem would Sharon Jaynes like to resolve?
- (A) She cannot log on to the IQR website.
 - (B) She lost all her money in an investment.
 - (C) She did not receive the weekly newsletter.
 - (D) She lost her workshop brochure.

Questions 186-190 refer to the following e-mails.

From: Sandar Faella<sfaella@brothersewing.com>

To: Jim Fairbairn<jim@brothersewing.com>

Date: August 10

Re: Brother LS-1520

Dear Jim Fairbairn,

It has come to my attention that in the last few weeks several unfavorable reviews have been posted about our Brother LS-1520 on popular fashion and product review websites based in North America and Europe. Two websites you may want to look at are www.userappraisal.com and www.reviewcenter.com.

Increasingly, more people are complaining about the durability of the sewing machine. We need to move quickly on this problem since the Brother LS-1520 is a very important part of this year's marketing campaign.

However, to adequately address this matter we need more details. Can you have your team do some research for us on this issue? And while you're looking into this matter, you might want to find out if our customers have any other concerns about the Brother LS series of sewing machine.

I'd appreciate it if you could get back to me within a week or so with an initial assessment. Thanks for your help.

Sincerely,

Sandar Faella

From: Jim Fairbairn<jim@brothersewing.com>

To: Sandar Faella<sfaella@brothersewing.com>

Date: August 15

Subject: Re: Brother LS-1520

Dear Sandar Faella,

We've done some research into the problem you mentioned in your e-mail of August 10. What we've found fully supports the compliments that were documented earlier. Fortunately, the problem is restricted to the previous model, the Brother LS-1450. According to customers, the model's attachment box and a few parts break very easily. Thus, you and the other managers in the product development department need to come up with an adequate solution.

In addition, there seems to be some dissatisfaction with the stitch quality of the Brother LS-1520. Customers are not happy because it is not very easy to use. I'll send you a more detailed report of our findings within the next week.

There is some good news, though. Our market research indicates that customers are quite satisfied with the price and the appearance of these models. So if your department can solve the problems we have indicated, I think everything should be okay.

Sincerely,

Jim Fairbairn

- 186.** Why is Sandar writing to Jim?
- (A) To notify him of the launch of two websites
 - (B) To ask him to look into customer satisfaction
 - (C) To order a design for a new line of sewing machines
 - (D) To ask him to evaluate the quality of a new product
- 187.** In the first e-mail, the word “assessment” in paragraph 4, line 2 is closest in meaning to
- (A) accession
 - (B) evaluation
 - (C) apposition
 - (D) succession
- 188.** In what field does Sandar work?
- (A) Advertising
 - (B) Distribution
 - (C) Customer relations
 - (D) Product development
- 189.** What will Jim do within the next seven days?
- (A) He will do more research about other products.
 - (B) He will find a solution to the problem.
 - (C) He will forward a report on to Sandar.
 - (D) He will send an initial assessment to Sandar.
- 190.** What is correctly stated about customer satisfaction with the models mentioned?
- (A) Every customer is dissatisfied with the quality.
 - (B) A few customers are satisfied with the stitch quality of the former model.
 - (C) Customers are happy with the prices.
 - (D) Customers are satisfied with the proposed solution.

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

www.Kolumbookstore.com

We have shipped your items, and this completes your order. The following items were included in this shipment:

Qty	Item	Price	Shipped	Subtotal
1	Mastering French Music at Home	\$14.97	1	\$14.97
1	The Book of Basketball	\$16.50	1	\$16.50
1	The Digital Photography Book	\$27.67	1	\$27.67
1	The Christmas Sweater	\$8.10	1	\$8.10
1	Pioneer Women Cooks	\$15.29	1	\$15.29
1	The Conscious Cook	\$17.54	1	\$17.54

Item Subtotal : \$92.40
Shipping & Handling : \$8.74
Super Saver Shipping Discount : -\$8.74
Total : \$92.40
Paid by Credit Card : \$92.40

This shipment was sent to:

Esme E. Faerber
187 Tesuque Village
Tesuque, NM 87574
United States

Return policy:

We will gladly accept a return of merchandise 30 days from the postmarked date you receive your item. You are responsible for shipping and handling charges on returned items, unless it is a result of a shipping error or defective merchandise.

From : cnewman@gmail.com
To : service@kolumbookstore.com

To whom it may concern,

I received my order today and there were a couple of surprises. First of all, instead of *Classical and Contemporary Sauce Making*, I received a book titled *Mastering French Music at Home*. Also, my copy of *The Digital Photography Book* was severely damaged. I would like a replacement copy, please. I asked for standard shipping and was given the Super Saver Shipping Discount according to my online billing statement. However, when I got the invoice that came inside the books, my total had been adjusted to \$101.14, so apparently the \$8.74

discount had not been applied to the total. Please exchange a damaged book and a missing book for new ones, and let me know how to send back the two items to you. Also, please arrange for a credit of \$8.74 to my account. Thank you.

Regretfully,

Esme E. Faerber

191. What is the purpose of the first e-mail invoice?
- (A) To advertise some bestselling books
 - (B) To inform the buyer of the goods to be sent
 - (C) To encourage the recipient to sign up for a course
 - (D) To provide information about cook books
192. What is the person who placed the order likely interested in?
- (A) Management
 - (B) French wine
 - (C) Traveling
 - (D) Cooking
193. Which is NOT a problem with Mr. Faerber's order?
- (A) He received an item he did not order.
 - (B) One of the books he received was damaged.
 - (C) There was a mistake with the shipping charges.
 - (D) His online order receipt was missing.
194. What does Mr. Faerber ask the bookstore to do about the damaged item?
- (A) Replace it with a new one
 - (B) Provide an \$8 credit
 - (C) Issue a refund to his credit card
 - (D) Give him a discount on his next purchase
195. How much must Mr. Faerber pay for the two items to be returned?
- (A) Nothing
 - (B) \$8.74
 - (C) \$92.40
 - (D) \$101.74



MILO's Ultra Portable Debut!

Milo is going to unveil its entry into the portable gaming system market at the March 15 Bayside Electronics Expo. This highly anticipated device is expected to combine all the best features of a personal digital assistant (PDA) with an extremely powerful portable gaming system. The 5" screen can display over 20 million colors and game graphics are smooth and fluid. For the PDA functions, there is a slide-out keyboard and touch-screen function, in addition to 10 gigs of internal memory. Also, its built-in Wi-Fi capability allows users to access the Internet or play online games.

On hand to demo Milo's new device will be company president Graham Carter, as well as Patricia Fields, head of marketing, and Jonathan Crusher, head of Milo's gaming department. Also on hand will be Hideki Kurata of Score Games and creator of the wildly popular "UP in Arms" series of games. He will be discussing some of Score's "UP"-exclusive titles.

Will Milo Succeed Where Others Have Failed?

Maria Shurn

"We already dominate the PDA and handheld games market, so it was only natural for us to combine the two." This bold statement came from none other than Milo President Graham Carter as he opened the press conference to unveil Milo's PDA-cum-game machine.

Can Milo create a new market with this device? That remains to be seen. The Ultra Portable (UP) would be an impressive PDA or gaming machine on its own, but the combination is somewhat underwhelming. The fact is that most gaming devices are relatively simple, but PDAs are not. Historically, the target audiences for PDAs and games have been separate, even if the ages of the two overlap. Milo is aiming for PDA users who also want to play games – a niche market to be sure. However, children and teens are a key gaming demographic. Can the "UP" survive merely by catering to the over-thirty crowd? This should be Milo's primary concern.

While the specs for the device are impressive, Score Games is the only third-party license they have now. Unfortunately, the head of Milo's gaming division was not at the trade show, as previously expected, so there is no word on whether the "UP" will have any other company's game titles at launch.

196. According to the announcement, what is mentioned about the product?
- (A) People are interested in it.
 - (B) It will be sold at a higher price than originally planned.
 - (C) The product will have limited competition.
 - (D) It will replace Milo's first portable gaming device.
197. What feature does the new product NOT have?
- (A) A 5-inch screen
 - (B) A slide-out keyboard
 - (C) A touch-sensitive screen
 - (D) 20 gigs of memory
198. Why did Milo decide to make this new product?
- (A) They wanted to focus on a niche market.
 - (B) Their researchers have created a new technology.
 - (C) They have had great success in two related markets.
 - (D) Score Games brought the proposal to them.
199. What does Maria Shurn think the main problem is with Milo's new product?
- (A) Its price makes it something only business people can afford.
 - (B) It may not appeal to the age group that could buy it.
 - (C) The quality of its games is atrocious.
 - (D) There are not enough features to distinguish it from its competition.
200. Who was NOT at the demonstration?
- (A) Jonathan Crusher
 - (B) Hideki Kurata
 - (C) Maria Shurn
 - (D) Patricia Fields