

TEST 8

LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.



Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet

1.



2.



3.



4.



5.



6.



PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B) or (C) on your answer sheet.

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.

20. Mark your answer on your answer sheet.
21. Mark your answer on your answer sheet.
22. Mark your answer on your answer sheet.
23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

PART 3

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B) or (C). The conversations will be not printed in your test book and will be spoken only one time.

32. According to the woman, what needs to be modified?

- (A) An online database
- (B) The details in a brochure
- (C) A personnel policy
- (D) The date of an event

33. What has Sun Nam been tasked with?

- (A) Arranging a consultation
- (B) Editing a report
- (C) Leading a team
- (D) Contacting an executive

34. What does the woman say she will do later today?

- (A) Revise the format of a flyer
- (B) Bring files to an administrator
- (C) Leave for a trade fair
- (D) Speak to a colleague

38. Who most likely is the man?

- (A) A cooking instructor
- (B) A food critic
- (C) A diner
- (D) A chef

39. What does the man imply when he says, "I don't know what to tell you"?

- (A) He has forgotten an answer.
- (B) He cannot work any faster.
- (C) He does not have a preference.
- (D) He is unable to extend a shift.

40. What does the woman suggest?

- (A) Reducing a bill
- (B) Bringing in more staff
- (C) Canceling some orders
- (D) Offering guests a free meal

35. What did the man buy on Monday?

- (A) A dishware set
- (B) Gift boxes
- (C) A furniture arrangement
- (D) Drinking glasses

36. What problem does the man mention?

- (A) A warranty has expired.
- (B) Some items are too small.
- (C) Some merchandise is damaged.
- (D) A product was not shipped.

37. What is the man told to do?

- (A) Return to a service desk
- (B) Find a similar item
- (C) Ask an employee for help
- (D) Contact another branch

41. What did the man do last month?

- (A) Reviewed a document
- (B) Signed a contract
- (C) Contacted a publishing agent
- (D) Drafted a manuscript

42. Why is the woman excited?

- (A) She is going to give a public reading.
- (B) She recently met a famous author.
- (C) She was nominated for an award.
- (D) She has been selected for publication.

43. What does the man say about The Oxford Club?

- (A) It is closed this Tuesday afternoon.
- (B) It is often busy during the week.
- (C) It is situated near the man's workplace.
- (D) It is one of the woman's favorite cafés.

<p>44. What concern does the woman mention?</p> <p>(A) She might need to leave early. (B) She cannot afford to buy passes. (C) She could not reach her relatives. (D) She may have to miss an event.</p> <p>45. What does the man recommend?</p> <p>(A) Gathering more information (B) Taking time to make a choice (C) Coming with family members (D) Getting some vouchers</p> <p>46. What does the man say he did last year?</p> <p>(A) Volunteered his services (B) Picked a pumpkin (C) Operated a booth (D) Met up with acquaintances</p>	<p>50. What is the conversation mainly about?</p> <p>(A) A partnership with an organization (B) A way to raise money (C) An event for volunteers (D) A method for boosting morale</p> <p>51. According to the man, what technique does the organization use?</p> <p>(A) Advertising on television (B) Giving away gifts (C) Charging membership fees (D) Organizing special events</p> <p>52. What does the man offer to do?</p> <p>(A) Develop a plan (B) Announce a decision (C) Assemble a team (D) Contact a company</p>
<p>47. What does the woman ask permission to do?</p> <p>(A) Take a personal day (B) Attend a dental conference (C) Extend a vacation (D) Cancel an engagement</p> <p>48. What will happen on Thursday?</p> <p>(A) New employees will be trained. (B) A workshop will be conducted. (C) A clinic will close for the holidays. (D) Course materials will be made.</p> <p>49. What does the man suggest?</p> <p>(A) Asking a supervisor for time off (B) Verifying an address (C) Rescheduling an appointment (D) Taking notes at a seminar</p>	<p>53. Where most likely is the conversation taking place?</p> <p>(A) At a repair shop (B) At an office (C) At a showroom (D) At a manufacturing plant</p> <p>54. What does the woman mean when she says, "We're currently at capacity"?</p> <p>(A) Items cannot fit into a crate. (B) A firm is running low on merchandise. (C) Staff are working as hard as possible. (D) A building is out of space.</p> <p>55. What is Josh asked to do?</p> <p>(A) Rearrange lobby furniture (B) Track a shipment (C) Relocate some items (D) Deliver goods to a branch</p>

56. Which industry do the speakers most likely work in?

- (A) Health care
- (B) Architecture
- (C) Tourism
- (D) Fashion

57. What does the woman mean when she says, "My meeting was canceled"?

- (A) She cannot answer a question.
- (B) She is available to discuss an issue.
- (C) She is confused by a schedule change.
- (D) She is worried a project will be delayed.

58. What will the woman most likely do next?

- (A) Call a vendor
- (B) Distribute a questionnaire
- (C) Review some designs
- (D) Contact some colleagues



Community Center Spring Activities 6:00–8:00 P.M.		
Monday Pottery	Tuesday Swimming	Wednesday Chess
Thursday Basketball		Friday Movie night

59. What is the topic of an upcoming seminar?

- (A) Payroll procedures
- (B) Videoconferencing tools
- (C) Computer upgrades
- (D) Password security

60. What aspect of the seminar do the speakers disagree about?

- (A) How long it should last
- (B) How it should be announced
- (C) Whether attendance should be required
- (D) Whether refreshments should be served

61. What does the woman want to distribute after the seminar?

- (A) A survey
- (B) A manual
- (C) Some paychecks
- (D) Some hardware

62. Who most likely is the man?

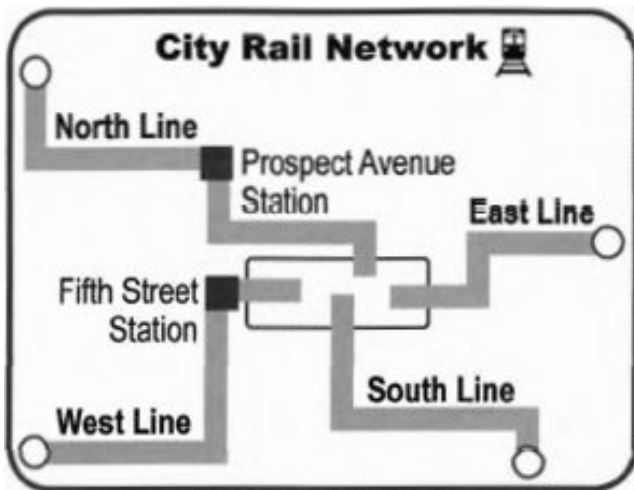
- (A) A fitness coach
- (B) A teacher
- (C) A medical doctor
- (D) A receptionist



63. What does the woman ask the man about?

- (A) Requirements for a job
- (B) Alternative types of exercise
- (C) Available appointment times
- (D) Operating hours of a business

64. Look at the graphic. When will the woman probably go to the community center in the spring?

- (A) On Tuesdays
- (B) On Wednesdays
- (C) On Thursdays
- (D) On Fridays



Matphase Electronics Model #	On the Head 	In the Ear 	Noise Reduction
F-12		✓	Fair
A-66	✓		Good
N-48		✓	Excellent
C-94	✓		Excellent

65. What does the man say he is doing tonight?

- (A) Taking a flight
- (B) Eating in a restaurant
- (C) Seeing a performance
- (D) Visiting a friend

66. Look at the graphic. Which train line will the man most likely take?

- (A) The North Line
- (B) The East Line
- (C) The South Line
- (D) The West Line

67. What does the man ask about a bus?

- (A) Whether he needs a different ticket
- (B) Whether there are reserved seats
- (C) How long the ride will take
- (D) How often the bus runs

68. Why is the woman at the store?

- (A) To arrange a delivery
- (B) To exchange a purchase
- (C) To request an instruction manual
- (D) To complain about an incorrect charge

69. What is the woman's job?

- (A) Jazz musician
- (B) Studio photographer
- (C) Carpenter
- (D) Electrical engineer

70. Look at the graphic. What model does the man recommend?

- (A) F-12
- (B) A-66
- (C) N-48
- (D) C-94

PART 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time

71. What type of product is the speaker mainly discussing?

- (A) Refrigerators
- (B) Laptops
- (C) Swimsuits
- (D) Teas

72. Why is the speaker pleased?

- (A) Packaging has been improved.
- (B) A deadline has been extended.
- (C) Sales have increased.
- (D) A budget was approved.

73. What would the speaker like to do?

- (A) Give the sales team a bonus
- (B) Purchase new equipment
- (C) Survey some consumers
- (D) Enter into a long-term contract

77. What is the advertisement about?

- (A) An art exhibition
- (B) A Web site builder
- (C) A smartphone
- (D) A print shop

78. According to the speaker, why will the listeners be surprised?

- (A) Shipping is free.
- (B) Staff members are certified.
- (C) A location is convenient.
- (D) A product is easy to use.

79. What does the speaker encourage the listeners to do?

- (A) Attend an event
- (B) Sign up for a trial
- (C) Make a phone call
- (D) Read customer reviews

74. What does the speaker say are available by the door?

- (A) Flowers
- (B) Coupons
- (C) Umbrellas
- (D) Guidebooks

75. Why will the listeners visit a sculpture garden first?

- (A) It is nearby.
- (B) It closes soon.
- (C) It is hosting an activity.
- (D) It is a popular attraction.

76. Why does the speaker say, "I'll be eating at the Spruce Road Café"?

- (A) To make a recommendation
- (B) To volunteer for a task
- (C) To ask for directions
- (D) To explain a delay

80. Where will the speaker go next Tuesday?

- (A) To a store
- (B) To a factory
- (C) To a hotel
- (D) To an airport

81. Why will the speaker bring his laptop?

- (A) To try out some new software
- (B) To fix a technical problem
- (C) To conduct a video conference
- (D) To check competitors' prices

82. What does the speaker mean when he says, "I don't think the traffic will be that bad"?

- (A) He plans to drive.
- (B) He expects to arrive early.
- (C) He does not need a map.
- (D) He wants to postpone a departure time.

<p>83. What is Soonja Lee's profession?</p> <p>(A) Doctor (B) Chef (C) Farmer (D) Teacher</p> <p>84. According to the speaker, what does Soonja Lee emphasize?</p> <p>(A) Eating healthy foods (B) Practicing cooking skills (C) Shopping locally (D) Taking courses</p> <p>85. Why should the listeners stay after the speech?</p> <p>(A) To ask questions (B) To enter a contest (C) To see a demonstration (D) To buy a book</p>	<p>89. Where does the speaker most likely work?</p> <p>(A) At a construction site (B) At a manufacturing plant (C) At a landscaping company (D) At a public transportation office</p> <p>90. What are the listeners instructed to wear?</p> <p>(A) Helmets (B) Uniforms (C) Safety glasses (D) Ear protection</p> <p>91. According to the speaker, what will the listeners do at ten o'clock?</p> <p>(A) Have a meal (B) Conduct an inspection (C) Attend a workshop (D) Meet a supervisor</p>
<p>86. What is the main topic of the talk?</p> <p>(A) A vacation policy (B) A new project (C) A revised budget (D) Some customer complaints</p> <p>87. Why does the speaker say, "we'll be hiring a new programmer to provide support"?</p> <p>(A) To reassure the listeners regarding a timeline (B) To encourage the listeners to apply for a position (C) To respond to customer feedback (D) To suggest that more office space is needed</p> <p>88. What does the speaker ask the listeners to do?</p> <p>(A) Change their passwords (B) Call Human Resources (C) Talk with Technical Support (D) Update a calendar</p>	<p>92. What type of business is the broadcast about?</p> <p>(A) An energy company (B) A real estate firm (C) A travel agency (D) A film studio</p> <p>93. What will the business offer every Saturday?</p> <p>(A) Trip discounts (B) Free consultations (C) Training sessions (D) Facility tours</p> <p>94. According to the speaker, what can the listeners do at a library?</p> <p>(A) Register for an event (B) Pick up a map (C) Hear a talk (D) Board a shuttle bus</p>



Room assignments

Industry	Room
Finance/Investing	101
Education	102
Petrochemicals	201
Engineering	202

95. Who most likely is the speaker addressing?
 (A) Students
 (B) Jobseekers
 (C) College administrators
 (D) Business representatives
96. What is mentioned about Global Education?
 (A) It has difficulty finding employees.
 (B) It has offices around the world.
 (C) It has reserved the largest booth.
 (D) It has not participated in the event before.
97. Look at the graphic. Which is the largest room at the event?
 (A) Room 101
 (B) Room 102
 (C) Room 201
 (D) Room 202



Presidential Palace - Manila CUSTOMER RECEIPT

Guest: Beverly Gilder	Room: 1713
Charge	Amount
Room Rate	\$138.99
Mini-Bar	\$8.98
Dry Cleaning	\$15.79
Spa Services	\$46.00
Tax	\$20.97
Total Paid	\$230.73

98. What did the speaker fail to do?
 (A) Book a room in advance
 (B) Review a financial record
 (C) Request a late check-out time
 (D) Report an error to a supervisor
99. Look at the graphic. How much will the speaker probably be refunded?
 (A) \$138.99
 (B) \$8.98
 (C) \$15.79
 (D) \$46.00
100. What will the speaker do on Friday?
 (A) Submit a document
 (B) Leave for a trip
 (C) Receive a refund
 (D) Respond to an e-mail

This is the end of the Listening test. Turn to Part 5 in your Test book

READING TEST

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

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

PART 5

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

<p>101. Our spokesperson will explain an ----- opportunity for property investors.</p> <p>(A) excitedly (B) excitement (C) excited (D) exciting</p> <p>102. Some of the leather used in this handbag must ----- from Italy.</p> <p>(A) will import (B) be imported (C) to import (D) have imported</p>	<p>105. Anyone who cannot ----- one of the safety training workshops before September 1 should inform a manager.</p> <p>(A) impress (B) employ (C) attend (D) reply</p> <p>106. ----- for using the hotel's spa and dining services have appeared on the final invoice.</p> <p>(A) Charge (B) Charges (C) Charging (D) Charged</p>
<p>103. Rockwell Bank's automated teller machines are ----- located in various sections of the city.</p> <p>(A) abruptly (B) conveniently (C) fluently (D) periodically</p> <p>104. As soon as both sides reach ----- terms, the licensing contract will be signed.</p> <p>(A) agreeable (B) agree (C) agreement (D) agreed</p>	<p>107. For every \$200 purchase of Billow Swimwear, shoppers will receive ----- a towel or a pair of slippers.</p> <p>(A) also (B) either (C) until (D) neither</p> <p>108. Mark Hempel offered his full ----- on a project that is developing a new TV show about international cultures.</p> <p>(A) cooperates (B) cooperative (C) cooperation (D) cooperatively</p>

<p>109. The restaurant ----- the right to refuse service to customers who are not dressed appropriately.</p> <p>(A) reserves (B) relates (C) collects (D) allows</p> <p>110. The Bolden School now offers courses for those ----- in learning a variety of pottery production methods.</p> <p>(A) interesting (B) interest (C) interested (D) interestingly</p> <p>111. For train passengers with excess luggage, FineTrak Railways will impose a fee of \$13 for every ----- bag.</p> <p>(A) promising (B) connected (C) additional (D) damaged</p>	<p>115. ----- at least five participants sign up for the seminar, it will carry on as planned next weekend.</p> <p>(A) Unless (B) Rather than (C) Instead (D) As long as</p> <p>116. Withdrawals from Barstow Bank's automated teller machines will now be ----- to \$2,500 a day per customer.</p> <p>(A) assigned (B) adhered (C) limited (D) enclosed</p> <p>117. The financial consultant ----- Ms. Broderick to downsize the staff at the Denver branch to lower operational expenses.</p> <p>(A) suggested (B) advised (C) commented (D) argued</p>
<p>112. The charity does not accept food donations that have ----- expired because such items could be hazardous to recipients.</p> <p>(A) already (B) never (C) more (D) occasionally</p> <p>113. Sales for Cubix's computer tablet were ----- growing last year, but there has been a slight decline in the past few months.</p> <p>(A) consisting (B) consisted (C) consistency (D) consistently</p> <p>114. The report ----- mentioned an upcoming merger between a textile company in Peru and a fashion corporation in France.</p> <p>(A) intensely (B) briefly (C) structurally (D) anymore</p>	<p>118. ----- tough competition in the market, HiMobile continues to be the top cellular phone manufacturer in Asia.</p> <p>(A) Concerning (B) Except (C) Above (D) Despite</p> <p>119. Scientists have been saying for years that solar energy has incredible ----- to become the world's leading power source.</p> <p>(A) insight (B) potential (C) activity (D) permission</p> <p>120. Renovations can begin on Bounty Bank's main offices ----- the board authorizes the project.</p> <p>(A) also (B) pending (C) unless (D) once</p>

<p>121. Ms. Wilson left behind a career in law to ----- her dream of running a bed-and-breakfast in Tuscany.</p> <p>(A) aspire (B) pursue (C) withdraw (D) contend</p> <p>122. The staff in charge of writing press releases should get all facts ----- thoroughly before sending an announcement to the media.</p> <p>(A) checked (B) checking (C) check (D) checks</p> <p>123. Ms. Reyes considered the amount of luggage she was taking on her beach excursion before deciding on ----- car to rent.</p> <p>(A) these (B) where (C) other (D) which</p>	<p>126. An international body has ----- the formation of a protected area covering large sections of the Amazon rainforest.</p> <p>(A) notified (B) approved (C) deducted (D) signified</p> <p>127. Steeltop's machinery is solidly built and will operate ----- for years without the need for costly maintenance and repairs.</p> <p>(A) explicitly (B) regretfully (C) reliably (D) attentively</p> <p>128. The spokesperson for Beaumont Industries made an official apology ----- the company for the way it dealt with a delivery delay.</p> <p>(A) as soon as (B) according to (C) in spite of (D) on behalf of</p>
<p>124. A top competitor withdrew from the international tennis tournament due to a ----- injury.</p> <p>(A) captivating (B) prescribing (C) towering (D) lingering</p> <p>125. ----- a few members opposing the plan, the executive board has decided to go through with the investment in Diehl Electronics.</p> <p>(A) Notwithstanding (B) Consequently (C) Between (D) Throughout</p>	<p>129. Copyright ----- have the exclusive right to use, modify, and distribute the images they upload to Westforth Corporation's Web site.</p> <p>(A) held (B) holds (C) holding (D) holders</p> <p>130. ----- the weather is pleasant, the company's social gathering will occur at Ogilvy Park this weekend.</p> <p>(A) Rather than (B) Assuming that (C) Owing to (D) Hence</p>

PART 6

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

Questions 131-134 refer to the following advertisement.

International Goods Fair

If you want ----- your packaged goods to an international audience, join the 8th annual
131. International Goods Fair. The fair runs from March 5th to March 7th at the Galaxy Convention
in downtown New York. With over 200 booths ----- by companies from all over the world,
132. you can make business connections while promoting your own products to interested
customers and businesses. The products should be mainly packaged foods ranging -----
133. desserts and snacks to canned meats and dried jerky. ----- Spots are limited and going
134. fast.

131. (A) promotion
(B) promoting
(C) to promote
(D) have promoted

132. (A) represented
(B) expressed
(C) delivered
(D) revealed

133. (A) to
(B) for
(C) from
(D) with



134. (A) Ice creams will not be allowed on the premises.
(B) You can sample items as you browse.
(C) You'll have a chance to promote your food of choice.
(D) Apply for a booth now before they're all taken.

Questions 135-138 refer to the following letter.



May 30

Cayman Interior Decorating
23 Arbor Drive
Cleveland, Ohio, 39005

Dear Mr. Maximus,

I am writing to ----- you and your crew for redecorating the interior of our lobby. The results
135. are even better than we had initially expected. ----- Overall, our guests appreciate the new
136. look, and they love the authentic 1920s ----- and the comfortable furniture.
137.

We thought we'd mention that the hotel intends to renovate the guest rooms. If things go according to plan, we expect to begin renovating next month. In addition, we ----- expanding
138. the business center on the second floor. More space will be allocated to permit the installation of new facilities.

I would like to contact you again once our plans become more definite. We hope that your calendar will permit you to work for us when we are ready.

I look forward to hearing from you soon.

Sincerely,
Devon Green
Manager, Nuance Hotel

- 135.** (A) commend
(B) persuade
(C) invoice
(D) encourage

- 137.** (A) explanation
(B) atmosphere
(C) combination
(D) condition

- 136.** (A) We would have preferred it if you had followed our original plan.
(B) They contacted us to let us know what they thought about our work.
(C) We are equally impressed by how quickly the job was done.
(D) They should have informed us right away about these changes.

- 138.** (A) were
(B) will be
(C) are being
(D) have been

Questions 139-142 refer to the following announcement.



Welcome to Redstone National Park

For the protection of the park, all visitors are asked to observe some basic -----.

139.

Redstone National Park officially closes at 8 P.M. -----, there are a number of campsites situated throughout the park for those who wish to stay overnight. It is important to note that this option is only available to those with permits. -----.

140.

141.

We also ask that all visitors be thoughtful about maintaining the premises. Please make sure that rubbish and anything brought into wildlife areas is taken out upon leaving or disposed of in the appropriate receptacles.

Following these rules will help to ensure the ----- of the park's beauty for future visitors.

142.

For any questions or concerns, please call 555-9092.

- 139.** (A) preventions
(B) demonstrations
(C) policies
(D) corrections

- 140.** (A) Previously
(B) Besides
(C) However
(D) Moreover

- 141.** (A) We project that these campsites will be completed by the end of the year.
(B) It must be closely monitored by park rangers at all times.
(C) The easiest way to get to the park is by taking a shuttle bus.
(D) These can be obtained at the visitor center every day until noon.

- 142.** (A) preserves
(B) preservation
(C) preservative
(D) preserved

Questions 143-146 refer to the following e-mail.

To: bobsaget@Bob'sJob's.com
From: HarrisonG@gmail.com
Date: September 20
Subject: business proposal

Dear Mr. Saget,

My name is Harrison Goodbody. I am ^{143.} in response to the advertisement you placed in the Times about a new human resource manager. I have five years ^{144.} working in a fast paced corporate environment. I understand that your firm employs upwards of 300 employees and many of them are Spanish speaking. ^{145.} I have attached my resume and would be happy ^{146.} provide excellent references should you request them. Thank you for your time.

Sincerely, Harrison Goodbody

143. (A) message
(B) to write
(C) writing
(D) looking

144. (A) experience
(B) knowledge
(C) working
(D) knowing



145. (A) I am a certified level 5 speaker of Spanish
(B) Spanish people can be hard to work with
(C) I don't know any Spanish, but I could study
(D) Spanish speakers are good workers

146. (A) in
(B) to
(C) for
(D) will

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts 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 147-148 refer to the following information.

The new Sensonic Curved Television is now on sale at the shockingly low price of just \$1999. Enjoy your favorite television shows, movies, and games on a 55-inch screen that offers ultra-high definition images! Best of all, you don't have to struggle with a complicated instruction manual. Once you take the television home and install it, it begins working with your preferences immediately without annoying adjustments.

147. Where would the information most likely appear?

- (A) In an instruction manual
- (B) On a product receipt
- (C) In a promotional flyer
- (D) In a telephone directory

148. What is mentioned as a convenient feature of the product?

- (A) Its simple set-up procedure
- (B) Its long warranty period
- (C) Its compatibility with other devices
- (D) Its detailed instructions

Questions 149-150 refer to the following text message chain.



149. What is suggested about Mr. Hewitt?

- (A) He is late for a lunch appointment.
- (B) He has accepted a new position.
- (C) He is in a taxi.
- (D) He is on his way to a presentation.



150. At 12:14, what does Mr. Hewitt mean when he writes, "Exactly"?

- (A) He would like to know where they're having lunch.
- (B) He is looking forward to meeting Anderson & Wright.
- (C) He is on his way back to the office.
- (D) That he would also like Anderson & Wright to join the project.

Questions 151-152 refer to the following article.

The buzz at New York's premier book fair is all about the upcoming book from poet-turned-novelist Harry S. Tepper. *The Nightingales of Fall* is the eagerly awaited sequel to his best-selling debut novel, *The Swallows of Spring*. The book follows the journey of Sally Harknett through the weird world of Underfell, mixing social commentary with sharp wit and just a dash of magic and mystery. Tepper burst onto the scene over a decade ago with the acclaimed poetry collection, *King Harmon's Castle*, and the expectation for this latest novel is another chart-topping success. Later this week, the first editions will be made available in a prize drawing at the New York Book Fair, with the official launch at major bookstores next month.

151. How would Mr. Tepper's latest book most likely be classified?

- (A) Romance
- (B) Historical fiction
- (C) Fantasy
- (D) Poetry

152. Where are copies available this week?

- (A) At all major bookstores
- (B) On a Web site
- (C) At a literary event
- (D) In select public libraries

Nairobi International Marathon Draws Attention

July 28—Runners participating in this year's Nairobi International Marathon had better start getting ready for some competition. Organizers announced yesterday at a press conference that 12,000 athletes have already signed up for the race, an increase of nearly 30 percent compared to last year. Chair of the organization board, Paul Oduya, says they are expecting even more registrations. "Since the race last year, we have been working very hard to promote the marathon on social media. This allowed us to reach out more to international athletes." Oduya also said that the race's growing popularity has helped give a boost to local tourism and believes

that this year's event will continue that trend.

New routes were also announced during the press conference. The full and half marathons will begin along the western edge of the National Park, while the shorter races will start on Outer Ring Road. All races will end at City Stadium. Officials have released details online at www.nairobirace.org.ke, including closures and detours for motorists along Langata, Mombasa, and other major roads. For those interested in joining, registration will remain open until the end of August. Visit www.nairobimarathon.org to learn more about entry fees and other requirements.

153. How will this year's marathon be different from the last one?

- (A) It is taking place at a different time of year.
- (B) It is being held in a new city.
- (C) It will have a larger number of participants.
- (D) It will be broadcast on local television.

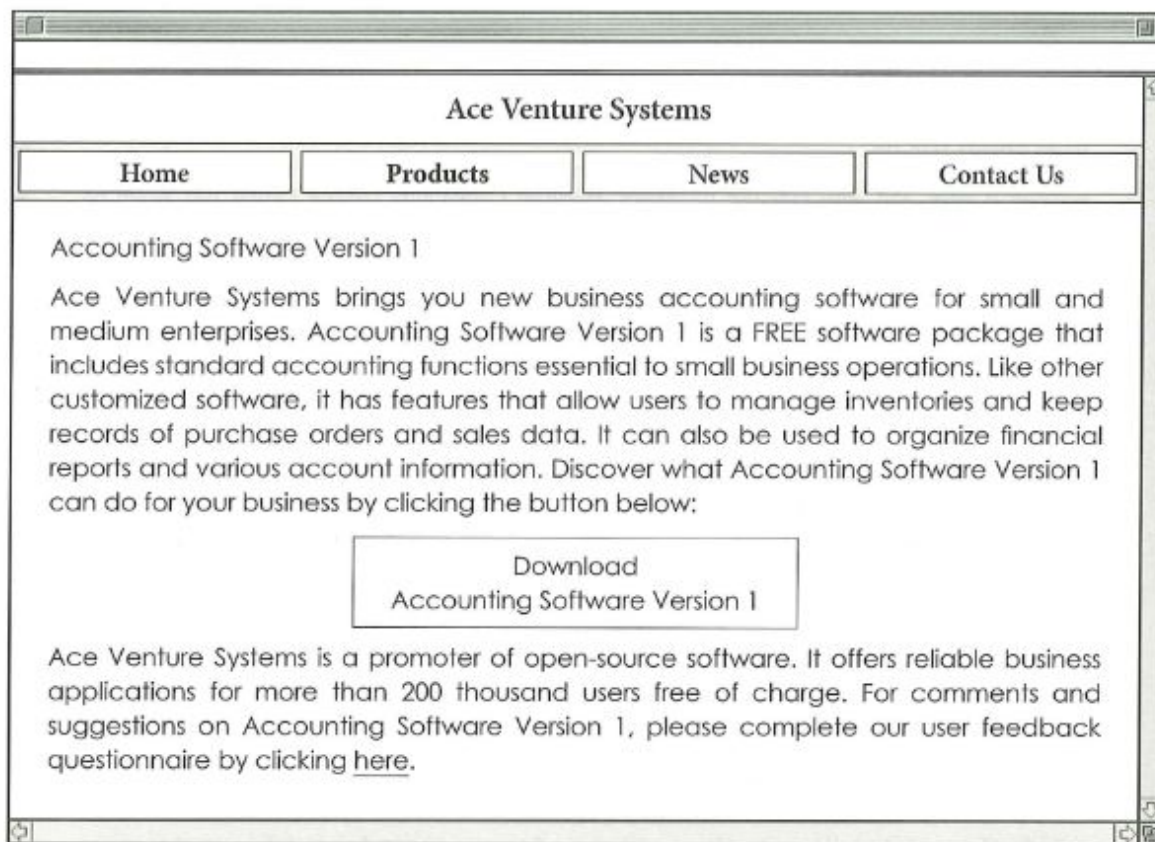
154. What does the article suggest about Nairobi?

- (A) Its sports programs have received more funding in recent years.
- (B) Its athletes have gained increased international exposure.
- (C) It has experienced an increase in tourism.
- (D) Its geography is particularly well-suited to long-distance races.

155. Where will the full marathon end?

- (A) At National Park
- (B) At Outer Ring Road
- (C) At Mombasa Road
- (D) At City Stadium

Questions 156-157 refer to the following Web page.



156. What is the purpose of the Web page?

- (A) To introduce accounting methods
- (B) To promote a computer program
- (C) To instruct users on setting up a network
- (D) To gather suggestions for a new project

157. What is NOT mentioned about Ace Venture Systems?

- (A) It supports the use of open-source computer programs.
- (B) It asks for clients to give them feedback.
- (C) It sells software on a yearly subscription basis.
- (D) It provides direct downloads on its Web site.

Questions 158-161 refer to the following online chat discussion.

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<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; border-radius: 50%; background-color: #ccc; margin-right: 5px;"></div> <div>Blake Dunlap</div> </div>	<div style="display: flex;"> <div style="width: 100px; font-size: 0.8em;">10:28 A.M.</div> <div>Hi, everyone. I'm happy to announce that Alstrop's board of directors has decided to open a sixth branch in Cleveland. Consequently, they'd like to transfer existing employees so that the branch is launched as quickly as possible. In fact, I need each of you to submit some staffing recommendations.</div> </div>
<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; border-radius: 50%; background-color: #ccc; margin-right: 5px;"></div> <div>Cathy Schultz</div> </div>	<div style="display: flex;"> <div style="width: 100px; font-size: 0.8em;">10:30 A.M.</div> <div>Would the transfers be temporary? Many of our staff members have lived here in Inglewood their entire lives. They won't be happy about this.</div> </div>
<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; border-radius: 50%; background-color: #ccc; margin-right: 5px;"></div> <div>Blake Dunlap</div> </div>	<div style="display: flex;"> <div style="width: 100px; font-size: 0.8em;">10:31 A.M.</div> <div>That will depend on the preference of each employee. Naturally, performance is also a factor.</div> </div>
<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; border-radius: 50%; background-color: #ccc; margin-right: 5px;"></div> <div>Roy Reese</div> </div>	<div style="display: flex;"> <div style="width: 100px; font-size: 0.8em;">10:31 A.M.</div> <div>When's our target opening date?</div> </div>
<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; border-radius: 50%; background-color: #ccc; margin-right: 5px;"></div> <div>Blake Dunlap</div> </div>	<div style="display: flex;"> <div style="width: 100px; font-size: 0.8em;">10:32 A.M.</div> <div>The branch must be fully operational by November 15 to take advantage of our year-end tire sale.</div> </div>
<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; border-radius: 50%; background-color: #ccc; margin-right: 5px;"></div> <div>George Kesterson</div> </div>	<div style="display: flex;"> <div style="width: 100px; font-size: 0.8em;">10:32 A.M.</div> <div>If you're looking for an office administrator, I think Tammy Roselli would do a great job. She does have a family here though, so I'm unsure if she'd want to move.</div> </div>
<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; border-radius: 50%; background-color: #ccc; margin-right: 5px;"></div> <div>Roy Reese</div> </div>	<div style="display: flex;"> <div style="width: 100px; font-size: 0.8em;">10:34 A.M.</div> <div>And for sales director, Charles Kang would be a good choice.</div> </div>
<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; border-radius: 50%; background-color: #ccc; margin-right: 5px;"></div> <div>Blake Dunlap</div> </div>	<div style="display: flex;"> <div style="width: 100px; font-size: 0.8em;">10:36 A.M.</div> <div>Great suggestions! Any ideas for a purchasing clerk? We will need someone to start ordering merchandise right away.</div> </div>
<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; border-radius: 50%; background-color: #ccc; margin-right: 5px;"></div> <div>Cathy Schultz</div> </div>	<div style="display: flex;"> <div style="width: 100px; font-size: 0.8em;">10:38 A.M.</div> <div>What about Carson Drake? He's been working in the same position for years and he needs a challenge.</div> </div>
<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; border-radius: 50%; background-color: #ccc; margin-right: 5px;"></div> <div>Blake Dunlap</div> </div>	<div style="display: flex;"> <div style="width: 100px; font-size: 0.8em;">10:40 A.M.</div> <div>That is a good idea. Anyway, there are a number of other roles to fill, and I'll forward you all a list later today. Message me or drop by human resources if you have any other ideas.</div> </div>

Send

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158. What kind of business most likely is Alstrop?

- (A) A retailer of tires
- (B) A home builder
- (C) A staffing firm
- (D) A moving company

159. What is mentioned as a concern about staff transfers?

- (A) The cost of relocating a workforce is high.
- (B) Staff may not want to move away from their current homes.
- (C) There is insufficient time to carry out a move.
- (D) New administrative employees have limited experience.

160. At 10:38 A.M., what does Ms. Schultz mean when she writes, "he needs a challenge"?

- (A) She believes finding the right employee will be a challenge.
- (B) Mr. Drake wishes to be assigned a recruitment task.
- (C) She thinks a staff member should take on a new responsibility.
- (D) A purchasing clerk is deserving of a promotion.

161. What will Mr. Dunlap do later in the day?

- (A) Go through some phone messages
- (B) Supply a list of open positions
- (C) Meet with human resources staff
- (D) Forward some suggestions to a superior

Questions 162-164 refer to the following bill.

Clean Genie 3102 Hamilton Boulevard Allentown, PA 18103 555-7681 www.cleangenie.com		INVOICE Date of invoice: August 8 Job # C6512-2																									
Bill to: Vasco's Bistro 501 Broad Street, Emmaus, PA 18049 555-0219																											
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 2px;">Description of Services</th> <th style="text-align: right; padding: 2px;">Price</th> </tr> </thead> <tbody> <tr><td>Fully inspected premises and issued a report dated July 24</td><td style="text-align: right;">\$9.00</td></tr> <tr><td>Disinfected all surfaces with Clean Genie Surface Wash</td><td style="text-align: right;">\$24.25</td></tr> <tr><td>Vacuumed carpeting in main dining area and applied Clean Genie Protect</td><td style="text-align: right;">\$23.50</td></tr> <tr><td>Sanitized air in main dining area with Clean Genie Fresh Burst</td><td style="text-align: right;">\$18.75</td></tr> <tr><td>Removed items marked for disposal</td><td style="text-align: right;">\$14.00</td></tr> <tr><td>Performed follow-up inspection and cleaning on August 1</td><td style="text-align: right;">\$12.00</td></tr> <tr><td>Issued laboratory-certified cleanliness report dated August 5</td><td style="text-align: right;">\$25.00</td></tr> <tr><td>Provided Lehigh County Association of Food Retailers membership discount</td><td style="text-align: right;">(\$15.00)</td></tr> <tr> <td style="padding: 2px;">Comments Client requested service as part of obligation to meet permit requirements of the Emmaus Borough Department of Food Sanitation. Additional discounts applied for using Clean Genie patented formulations.</td> <td style="text-align: right; padding: 2px;">Sub-total \$111.50</td> </tr> <tr> <td></td> <td style="text-align: right; padding: 2px;">Additional discounts (\$15.00)</td> </tr> <tr> <td></td> <td style="text-align: right; padding: 2px;">Tax \$9.00</td> </tr> <tr> <td></td> <td style="text-align: right; padding: 2px;">TOTAL \$105.50</td> </tr> </tbody> </table>	Description of Services	Price	Fully inspected premises and issued a report dated July 24	\$9.00	Disinfected all surfaces with Clean Genie Surface Wash	\$24.25	Vacuumed carpeting in main dining area and applied Clean Genie Protect	\$23.50	Sanitized air in main dining area with Clean Genie Fresh Burst	\$18.75	Removed items marked for disposal	\$14.00	Performed follow-up inspection and cleaning on August 1	\$12.00	Issued laboratory-certified cleanliness report dated August 5	\$25.00	Provided Lehigh County Association of Food Retailers membership discount	(\$15.00)	Comments Client requested service as part of obligation to meet permit requirements of the Emmaus Borough Department of Food Sanitation. Additional discounts applied for using Clean Genie patented formulations.	Sub-total \$111.50		Additional discounts (\$15.00)		Tax \$9.00		TOTAL \$105.50	Payment information Payment method: <input type="checkbox"/> Cash <input checked="" type="checkbox"/> Check no.: 201-98942-2 <input type="checkbox"/> Credit card no.: _____
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	Additional discounts (\$15.00)																										
	Tax \$9.00																										
	TOTAL \$105.50																										
Customer Signature Signing your name below indicates your acceptance of the job as performed and agreement with all charges. <i>Evelyn Moore</i> Evelyn Moore, supervisor																											

162. What is indicated about Clean Genie?

- (A) It did not charge for some services.
- (B) It makes some of its own cleaning products.
- (C) It holds membership in a food industry association.
- (D) It has visited Vasco's Bistro three times.

164. Who most likely is Evelyn Moore?

- (A) A city sanitation official
- (B) A dining facility manager
- (C) A professional cleaner
- (D) An event organizer

163. Why did the client request cleaning services?

- (A) It received some customer complaints.
- (B) It is preparing its venue for an important event.
- (C) It received a discount coupon in the mail.
- (D) It has to comply with cleanliness standards.

Questions 165-167 refer to the following e-mail.

To: Edward Morton <e.morton@repost.com>
From: Antonio Parrish <a.parrish@alivemag.com>
Subject: Your entry
Date: July 26

Dear Mr. Morton,

Greetings from *Alive* magazine. I am very pleased to inform you that your entry for our Readers Travel Writing Competition, *A Three-Day Weekend in Mexico City*, has been selected to appear in print in next month's issue. — [1] —.

As you may know, Ms. Josephine Tan, who writes for the travel guide *Pathways to the World*, was invited to judge all the entries. As the author of the winning entry, your name will be announced in our September issue. You will also receive a \$500 voucher from www.bookingpros.com, redeemable at one of over 2,000 hotels and resorts around the world. — [2] —. Two runners-up will also be chosen by Ms. Tan, with winners receiving a \$150 voucher from Goliath Luggage.

Our editor, Mr. Jason Carter, has also instructed me to ask if you have any photographs of your trip. — [3] —. If so, please e-mail them to me as we may choose to print a few of them as well. — [4] —. Visuals would really help bring your story to life.

Congratulations once again, and we hope you continue to be a loyal subscriber to *Alive* magazine for years to come.

Yours truly,

Antonio Parrish
Marketing associate
Alive magazine

165. Who is Ms. Josephine Tan?

- (A) A magazine publisher
- (B) A public speaker
- (C) A professional writer
- (D) A literary critic

166. What can be inferred about Mr. Morton?

- (A) His photographs will be featured on a cover.
- (B) He will meet Ms. Tan at an awards celebration.
- (C) He has traveled to Mexico City before.
- (D) He will have to submit a revised draft.

167. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?



"You will find it alongside other selected entries in our regular section on travel."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Sonorum Brings Vixo Mob One Step Closer to Reality

By Albert Lepke, music correspondent

Music giant Sonorum, which holds the rights for over 80 record labels, has struck a global licensing deal with online streaming provider Vixo, paving the way for the launch of Vixo Mob, a paid music subscription service. Vixo already has the rights to stream content from several major record labels. — [1] —. But until now, it lacked access to Sonorum's vast catalog of contemporary music.

The agreement with Sonorum will significantly increase the amount of content Vixo will be able to offer, making Vixo Mob's long-awaited introduction more likely to occur. The premium service has been in development for two years. — [2] —. "We're clearly excited about the prospect of seeing our artists' work distributed through Vixo's Internet and mobile platforms," said Sonorum CEO Sandra Scheine. "While we appreciate our existing partnerships with some of Vixo's competitors, none of them have the reach that Vixo has."

Vixo has more than 180 million regular users, whereas the next largest streaming service, SoundStorm, has only 20 million. — [3] —. The way the sites are used explains the disparity. Most people visit Vixo to watch free videos rather than to stream music. Meanwhile, over 48 percent of Soundstorm's users subscribe to the site for a monthly fee so they can listen to music. — [4] —. It is unknown whether Vixo Mob's users would be willing to do the same.

168. What is indicated about Vixo Mob?
- (A) It will be offered for free for a limited time.
 - (B) It focuses on a particular genre of music.
 - (C) It has yet to be released to the public.
 - (D) It is largely dependent on advertising.
169. According to the article, what competitive advantage does Vixo have?
- (A) It has a substantial user base.
 - (B) It offers a flexible payment scheme.
 - (C) It is available in several languages.
 - (D) It provides excellent customer service.
170. What does the article mention about SoundStorm?
- (A) It is fast approaching the same level of popularity as Vixo.
 - (B) Almost half its users have signed up for a service.
 - (C) It achieved profitability in a short amount of time.
 - (D) Some of its former executives now work for Vixo.
171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "Once it is launched, users will be able to stream a wider range of both music and videos in a high-quality digital format."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 172-175 refer to the following article from a company newsletter.

As I'm sure you're aware, this week we must decide if we want to continue working with CC Wheel Delivery. After yesterday's meeting, it's clear that they are being sued for the accident that happened last week. – [1] – We all agreed that the whole company shouldn't be liable for the mistakes of a few careless workers. But, that was a conversation we had before we had really thought about the ramifications of our decision. – [2] – Unfortunately, the situation is escalating and there is about to be a lot of bad press. – [3] – It's true that many of them are our friends. But, we must protect our company. We can't handle anything that could alter our sales. For the last four months we've been operating with a very thin margin for error. If our sales drop even the slightest, it could be detrimental. So, I'm suggesting that, as a means of protecting ourselves from any negative backlash, we cut our ties with CC Wheel Delivery. Maybe later, if they're able to rehabilitate their name, we'll work with them again. – [4] – I propose we vote one more time on whether or not to work with them.

172. What is true about CC Wheel Delivery?

- (A) A contract of theirs has just been canceled.
- (B) Legal action is being taken against them.
- (C) The president of CC Wheel delivery has stepped down.
- (D) Two of their trucks were in an accident.

173. What is indicated about the company that the speaker works for?

- (A) It is financially insecure.
- (B) It has recently been created.
- (C) It will be closing.
- (D) It is a delivery company.

174. Why does the man wish to stop working with CC Wheel Delivery?

- (A) To protect his company from financial damage
- (B) To cut production costs over the next four months
- (C) To lower the price of an individual product
- (D) To avoid legal trouble in the future



175. In which of the marked positions [1], [2], [3], or [4] does this sentence best belong?

"Yes, we've worked with them for a long time."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 176-180 refer to the following article and e-mail.

September 21—What is the secret to delicious home-cooked meals? Kimberly Lee, host of the *My Home Cooking* television show and owner of her own restaurant chain, seems to know all the secrets. Her show has been on the air for over two years, and now she has a devoted group of followers around the country. When she sat down for an interview with us, she said that fresh vegetables and local produce are the key to cooking healthy and tasty food.

Ms. Lee is scheduled to publish her very first cookbook near the end of the month. The book is entitled *Kimberly Lee's My*

Home Cooking, and it provides easy-to-follow recipes that can be made in less than 30 minutes. Over 40,000 copies have already been pre-ordered so far.

Ms. Lee says that the final page of the book will include a detachable fan club membership form. Those who fill the form out and send it in to the provided address will receive a monthly newsletter and exclusive recipes available only to those in the fan club. Fan club members will also receive a password that allows access to a fan club Web site.

To: Kimberly Lee <kimberlylee@kimberlylee.com>
From: Suzie Sanders <suziesanders@kimberlylee.com>
Date: October 12
Subject: Update

Dear Ms. Lee,

Great news! I'm happy to report that not only has your book been selling well, but the number of new members joining the fan club has been increasing drastically since it was published. I'm certain that the article in the newspaper helped generate considerable publicity for your book.

Also, we have received a lot of feedback from new members expressing a desire for more recipes for cakes, cookies, and candies to be featured in next month's newsletter. I think it would be a good idea to meet their needs this time.

Sincerely,

Suzie Sanders
Publicity Coordinator

176. What is the main purpose of the article?

- (A) To publicize an upcoming book
- (B) To provide advice for professional chefs
- (C) To advertise a new restaurant
- (D) To describe a television show

177. According to Ms. Lee, what is the secret to successful cooking?

- (A) Following a recipe book
- (B) Using quality ingredients
- (C) Balancing all the flavors
- (D) Choosing the correct spices

178. What is the first thing to do in order to become a fan club member?

- (A) Access a Web site
- (B) Call a hotline
- (C) Visit Ms. Lee's restaurant
- (D) Purchase a book

179. In the e-mail, what does Suzie Sanders say about the article?

- (A) It was written by a famous journalist.
- (B) It was featured on a popular cooking Web site.
- (C) It helped increase fan club membership.
- (D) It contained excerpts from Ms. Lee's book.

180. What is suggested about next month's newsletter?

- (A) It will be mailed behind schedule.
- (B) It will feature a column about healthy eating habits.
- (C) It will contain an article on desserts.
- (D) It will include a copy of Ms. Lee's book.

Questions 181-185 refer to the following e-mails.

From: Stacey Watkins <staceywatkins@titus.com>
To: Ann Rose <annrose@putkincomp.com>
Subject: Conference of Bank Managers
Date: February 12

Dear Ms. Rose,

You recently contacted us about using our conference center again this year to host your Annual Conference of Bank Managers. This year we have updated our conference room with new projectors and more comfortable seating. We will be providing shuttle busses from the airport and a premium buffet in the dining hall as well as an Internet café where guests can use computers or print documents at no cost. For your convenience, we will also be providing useful supplies such as flip charts, 10-foot whiteboards, and projector screens.

Once you decide on a date, we ask that you please make a down payment of \$1,000 after we see if it is available. The remaining balance should be paid upon your arrival. Also, we ask that as the organizer of the event, you arrive at the conference center a day before the conference begins. This way, any unforeseen circumstances can be taken care of beforehand.

We appreciate your business with the Titus Conference Center again. We are looking forward to providing you with the best service possible.

Stacey Watkins, Director

From: Ann Rose <annrose@putkincomp.com>
To: Stacey Watkins <staceywatkins@titus.com>
Subject: RE: Conference of Bank Managers
Date: February 16

Dear Mr. Watkins,

I am also pleased to be working with you again this year. We would like to reserve your conference space for the weekend of August 15 to 16. Additionally, the down payment will be handled by our financial department. I will have one of the employees contact you soon.

There is one thing that I would like to tell you. Actually, last year, some of our attendees were disappointed because the dining hall didn't offer a variety of vegetarian options. I hope this inconvenience will be dealt with in advance this year.

Thank you,

Ann Rose
Organizer, Annual Conference of Bank Managers

181. What is indicated about the Titus Conference Center?

- (A) It recently improved its facilities.
- (B) It demands full payment at the time of reservation.
- (C) It is located next to an international airport.
- (D) It currently has no vacancies for the month.

182. What is NOT mentioned as a benefit of using the Titus Conference Center?

- (A) Convenient transportation
- (B) Complimentary meals
- (C) A printing service
- (D) Presentation supplies

183. When will Ms. Rose most likely arrive at the Titus Conference Center?

- (A) On August 7
- (B) On August 14
- (C) On August 15
- (D) On August 16

184. What is the main purpose of the second e-mail?

- (A) To reserve tickets for an upcoming conference
- (B) To request help in making a payment
- (C) To confirm a reservation
- (D) To inquire about payment options

185. What does Ms. Rose suggest about the Titus Conference Center?

- (A) It will be their first time working together.
- (B) It will relocate in August.
- (C) It has several locations in the country.
- (D) It failed to satisfy some guests last year.

Questions 186-190 refer to the following Web page, e-mail, and article

<http://www.newstarhome.org/donations>

New Start Home stores accept donations of new or used furniture, appliances, housewares, and building materials. Items should be in good condition. Items that require repair or are stained or ripped cannot be accepted. Proceeds from the sale of our goods are used to fund community projects, such as educational programs, housing renovations, and neighborhood park beautification.

New Start Home

How to donate:

1. Using our home screen, find the New Start Home nearest you by entering your address into the search box.
2. Drop off your unneeded goods yourself or contact your nearest location to schedule pickup of large items or bulk donations from your home or business.
3. Please check our Web site for the hours of each store location.

From:	bmorris@morriscountryinn.com
To:	aperez@newstarhome.org
Date:	March 27
Re:	Donation

Dear Mr. Perez,

I am the owner of the Morris Country Inn in Canton. It will be closing permanently when I retire next month. I have many pieces of furniture in excellent condition—beds, desks, easy chairs, and more. A friend suggested that this inventory could be donated to your organization. The New Start Home branch in Hartford seems to be the closest to my inn, and I see that you are the store manager there. We are located almost 35 miles away. Can I arrange a pickup of these goods at my establishment?

Regards,

Brenda Morris
Morris Country Inn

Morris Country Inn Shutting Its Doors

CANTON (April 27)—Brenda Morris watched the New Start Home truck drive away, full of furnishings from the Morris Country Inn. She has been the owner-operator of the inn, a local landmark, for 40 years. “I am happy to be heading to Seaview Point, with its beaches and warm weather,” remarked Ms. Morris. “And I now plan to spend time volunteering and just relaxing. But the inn has been a big part of my life, and it will be hard leaving this community.”

The property that the Morris Country Inn currently stands on has been sold to the Brent Valley Development Group, which plans to convert the building into apartment units over the coming year.

186. According to the Web page, what does New Start Home do with items it receives?
- (A) It sells them.
 - (B) It donates them to schools.
 - (C) It sends them to be recycled.
 - (D) It repairs them.
187. How did Ms. Morris most likely learn the name of a manager at New Start Home?
- (A) By searching online
 - (B) By e-mailing other organizations
 - (C) By reading an article in the local newspaper
 - (D) By participating in a community project
188. What is indicated about Ms. Morris in the e-mail?
- (A) She visited New Start Home with a friend.
 - (B) She is seeking a new job.
 - (C) She has decided to close a business.
 - (D) She needs directions to a business.
189. What is suggested about the New Start Home branch in Hartford?
- (A) It furnishes hotels.
 - (B) It is staffed by students.
 - (C) It has sold out of its current inventory.
 - (D) It picks up donations in nearby towns.
190. According to the article, where is Ms. Morris planning to live next?
- (A) In Hartford
 - (B) In Seaview Point
 - (C) In Canton
 - (D) In Brent Valley

Questions 191-195 refer to the following e-mails and order form.

To:	Imogen Chambers <ichambers@championos.com>
From:	Reginald Lee <rlee@cooperandcolsonlaw.org>
Re:	Office supplies order
Date:	March 20

Dear Ms. Chambers,

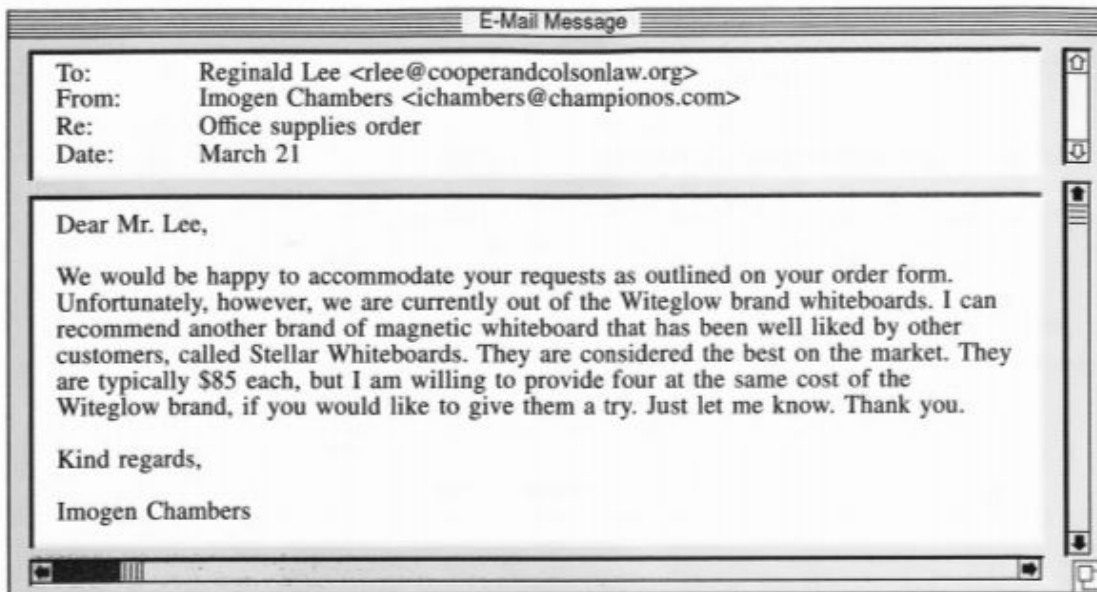
We have a standing order filled by Champion Office Supply, with automatic delivery to us on the first day of each month. I am writing because we would like to modify our usual order for the upcoming month as outlined on the attached form. Please note that we would like the ink toner that we have ordered in the past to be replaced by a different brand as indicated. Furthermore, we would like to add item WB918 to the order only this month, as we have recently hired new attorneys and we are preparing additional office spaces for them. Please use our credit card account that you have on file.

We continue to be pleased with the quality of your merchandise, especially the recycled stationery products with our firm's logo.

Thank you.

Reginald Lee, Office Manager
Cooper and Colson Law

Order for: <u>Cooper and Colson Law</u>			Delivery date: <u>April 1</u>	
Contact: <u>Reginald Lee</u>				
Item Description	Item Number	Quantity	Price Per Unit	Itemized Total
Printed letterhead	LH228	10 Reams	54.00	540.00
Whiteboard pens	WP263	10 Packages of 4	4.99	49.90
Cytronics ink toner cartridge	CP576	8	42.00	336.00
Witeglow Magnetic Whiteboard (50" x 35")	WB918	4	79.99	319.96
Champion Office Supply			TAX:	74.75
			TOTAL:	\$1320.61



191. What is the purpose of the first e-mail?
- (A) To amend a regular order
 - (B) To report a delivery error
 - (C) To make a complaint about a product
 - (D) To confirm a delivery date
192. In the first e-mail, what is indicated about Cooper and Colson Law?
- (A) It has just installed a new photocopier.
 - (B) It is currently expanding.
 - (C) It is in the process of relocating.
 - (D) It has just hired a new office manager.
193. What product is Mr. Lee particularly pleased with?
- (A) Paper with company letterhead
 - (B) Whiteboard pens
 - (C) The Witeglow magnetic whiteboard
 - (D) The Cytronics ink toner cartridge
194. What item number identifies a replacement for a regularly ordered product?
- (A) LH228
 - (B) WP263
 - (C) CP576
 - (D) WB918
195. How much will the law firm pay for each Stellar brand whiteboard?
- (A) \$49.90
 - (B) \$54.00
 - (C) \$79.99
 - (D) \$85.00

Questions 196-200 refer to the following schedule and e-mails.

Brenton Solutions Building 3 Conference Room Calendar Mondays in March		
This schedule shows the meetings regularly scheduled in conference rooms on Mondays in the month of March. Keep in mind that management may request a room with minimal advance notice. If this occurs, you may contact Janet Marten at jmarten@brentonsolutions.com to inquire about rooms in other buildings on campus.		
Time Slot	Room 3A (Capacity: 35)	Room 3B (Capacity: 50)
<u>Morning 1</u> 9:00–10:00 A.M.	Available	Sales Team (Use Room 3A for dividing into project groups, if necessary.)
<u>Morning 2</u> 10:30–11:45 A.M.	Human Resources	Summer Events Planning
<u>Afternoon 1</u> 2:00–2:45 P.M.	Customer Service	Technology and Engineering
<u>Afternoon 2</u> 3:00–4:00 P.M.	Available	Marketing Group

To:	Team Leaders
From:	Janet Marten
Subject:	Conference Room Calendars
Date:	February 27

To All Team Leads:

Please be informed that both Building 3 conference rooms will be unavailable throughout the day on Monday, March 12, as our division of Brenton Solutions will be hosting the Corporate Management team. These meetings are expected to begin promptly at 9:30 A.M. and to extend one full hour past the time that afternoon meetings usually end. Any team leads in need of conference space on this date should send me their request no later than Friday by replying directly to this e-mail. Space will be reserved on a first-come, first-served basis. Thanks!

Janet Marten, Corporate Secretary

To:	All Employees
From:	Janet Marten
Subject:	Monday Schedule Change
Date:	March 5

Please make note of the following changes to the meeting room schedule because of management meetings on March 12. Temporary room assignments are:

- Morning 1 meetings will take place in rooms 5A and 5B. Please divide the space as needed.
- The marketing group will be meeting in 4B in the Afternoon 1 time slot.

Keep in mind that these rooms are both meeting spaces that have limited capacity, so please plan accordingly. Meetings not addressed above are canceled. Any questions regarding meetings or cancellations should be directed to team leads. Meeting notes will be posted electronically in the usual location for those who are unable to attend.

196. According to the schedule, what is true about Brenton Solutions?
- (A) Its maximum room capacity is 35.
 - (B) It has multiple buildings.
 - (C) It releases room schedules yearly.
 - (D) Its employees meet once a month.
197. Why should team leads reply to the first e-mail?
- (A) To reserve a room
 - (B) To meet with corporate managers
 - (C) To get meeting minutes
 - (D) To request more staff
198. When will the Corporate Management visit most likely end?
- (A) At 11:45 A.M.
 - (B) At 2:45 P.M.
 - (C) At 4:00 P.M.
 - (D) At 5:00 P.M.
199. Who will NOT have a meeting on March 12?
- (A) The sales team
 - (B) The marketing group
 - (C) Management
 - (D) Human Resources
200. What is indicated about employees who miss a meeting?
- (A) They should contact Janet Marten.
 - (B) They must meet with their team lead.
 - (C) They can access meeting information online.
 - (D) They can attend a second session in 3B.