

LC

기출 TEST

01

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.

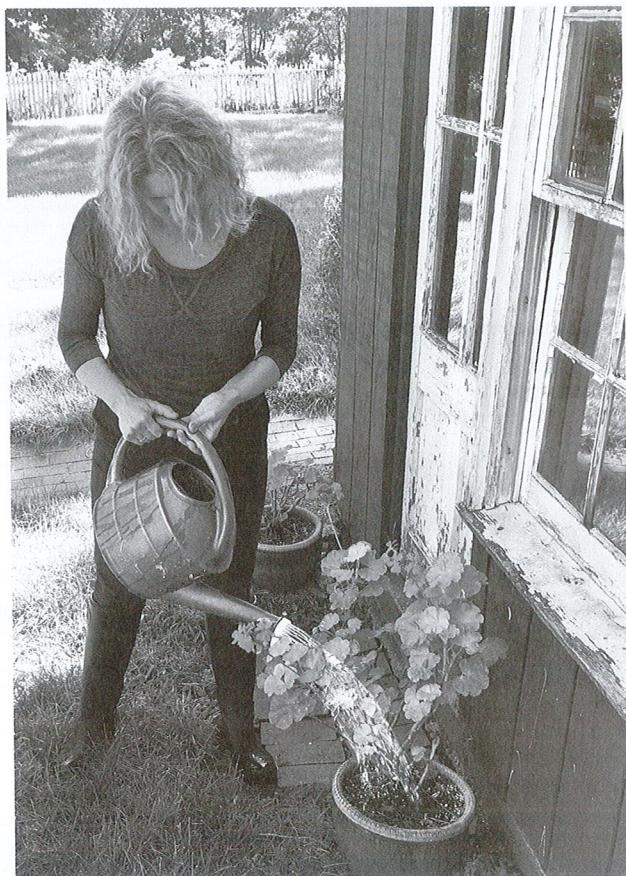
PART 1

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.



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3.



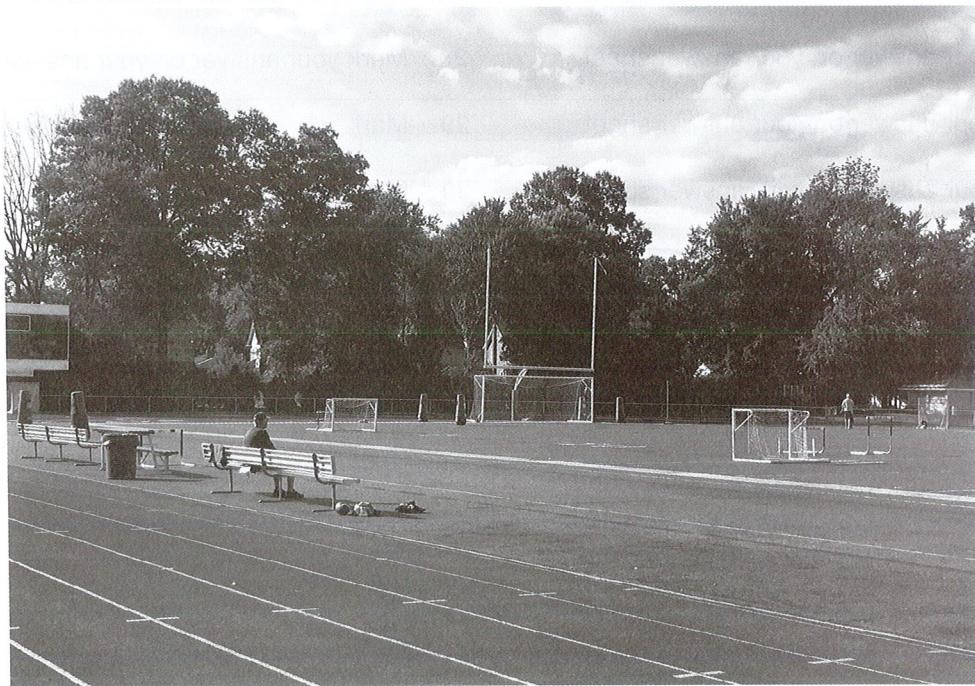
4.



5.



6.



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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.
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26. Mark your answer on your answer sheet.
27. 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), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. Where is the conversation most likely taking place?
(A) At a hardware store
(B) At a clothing shop
(C) At a bakery
(D) At a pharmacy
33. How do the speakers hope to increase sales?
(A) By advertising online
(B) By offering a new product
(C) By providing free delivery
(D) By discounting some items
34. What will the man do next?
(A) Contact a vendor
(B) Talk to a colleague
(C) File some invoices
(D) Get some more supplies
-
35. What does the woman say a town recently did?
(A) It elected a mayor.
(B) It fixed a train line.
(C) It cleaned up a community park.
(D) It added a bicycle lane.
36. Why is the woman pleased about a change?
(A) Her monthly bills are lower.
(B) Her commute is quicker.
(C) Recycling is easier.
(D) A neighborhood looks nicer.
37. What does the man suggest the woman do?
(A) Join a club
(B) Enter a competition
(C) Check an agenda
(D) Post a review
-
38. What type of company do the men work for?
(A) An architectural firm
(B) An engineering firm
(C) A construction company
(D) An electronics manufacturer
39. What is the purpose of the telephone call?
(A) To cancel an order
(B) To arrange an interview
(C) To ask about a policy
(D) To confirm a reservation
40. What will be sent to the woman?
(A) A magazine article
(B) A warranty
(C) Directions to a location
(D) Instructions for refunds
-
41. Where does the man work?
(A) At a bus station
(B) At a financial firm
(C) At a dental office
(D) At an auto repair shop
42. What does the man offer to contact the woman about?
(A) A business's holiday hours
(B) An appointment opening
(C) The status of a delivery
(D) The cost of a service
43. Why does the man say, "the Number 10 bus stops right outside our building"?
(A) To recommend that the woman take the bus
(B) To request that a bus route be extended
(C) To correct an error on a map
(D) To complain about traffic noise
-

44. Where are the speakers?

- (A) At a department store
- (B) At a medical clinic
- (C) At a library
- (D) At a bank

45. What is the woman trying to do?

- (A) Pick up a prescription
- (B) Join a rewards program
- (C) Make a deposit
- (D) Borrow a book

46. What will the man do next?

- (A) Speak to a manager
 - (B) Prepare some forms
 - (C) Refund a purchase
 - (D) Upgrade some software
-

47. What product are the distributors coming to see?

- (A) A vehicle
- (B) A mobile phone
- (C) A computer desk
- (D) A refrigerator

48. Why has the meeting been rescheduled?

- (A) Some materials did not arrive.
- (B) Some employees are still training.
- (C) A flight was delayed.
- (D) A room was not available.

49. What will the woman do next?

- (A) Call a car service
 - (B) Submit some paperwork
 - (C) Hire some caterers
 - (D) Inspect some equipment
-

50. Where are the speakers?

- (A) At a conference
- (B) At a factory tour
- (C) At an interview
- (D) At a laboratory

51. What does the man say he wants to do?

- (A) Take some pictures
- (B) Ask a question
- (C) Look at some machinery
- (D) Review a slide show

52. What does the woman remind the man to do?

- (A) Send a résumé
 - (B) Pay a fee
 - (C) Choose an item
 - (D) Enjoy some refreshments
-

53. What business is the man calling from?

- (A) An architectural firm
- (B) A marketing agency
- (C) An electronics store
- (D) A printing shop

54. Why does the woman say, "We actually have a new company logo"?

- (A) To compliment a colleague
- (B) To reassure a client
- (C) To request an update to an order
- (D) To express surprise at a decision

55. What does the woman ask the man to do?

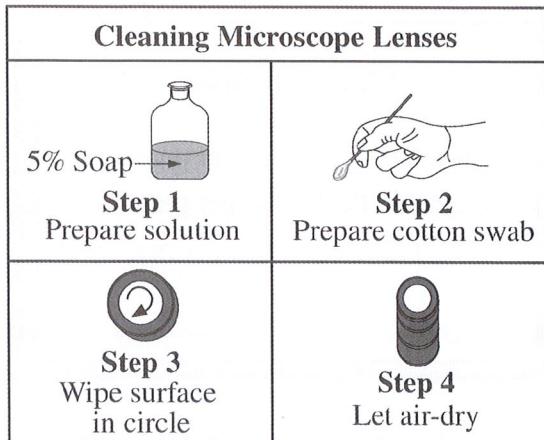
- (A) Charge a credit card
 - (B) Obtain a supervisor's approval
 - (C) Close an account
 - (D) Update a contract
-

56. What do the women do at the museum?
- (A) Manage the gift shop
 - (B) Lead tours
 - (C) Collect donations
 - (D) Restore paintings
57. What most likely caused an increase in museum visitors?
- (A) Free parking
 - (B) Extended hours of operation
 - (C) A new exhibit
 - (D) Lower ticket prices
58. According to the man, what will happen on Thursday?
- (A) A film will be shown.
 - (B) An article will be published.
 - (C) A city official will host a fund-raiser.
 - (D) An art collector will give a talk.
-
59. What problem does the man have?
- (A) He was overcharged for a service.
 - (B) He forgot his password.
 - (C) His computer has not been delivered.
 - (D) His computer is not working properly.
60. What did the man's purchase include?
- (A) A screen protector
 - (B) A carrying case
 - (C) Technical support
 - (D) Virus protection
-
61. What information does the woman request?
- (A) A phone number
 - (B) A mailing address
 - (C) A model number
 - (D) A purchase date

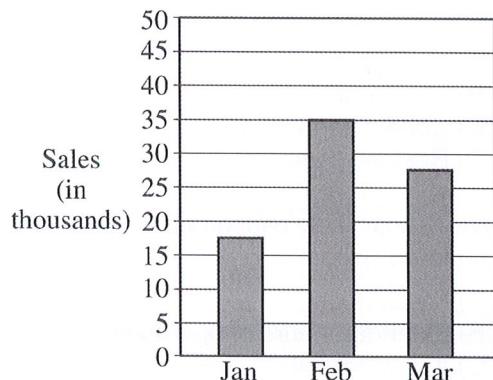
Menu Options

Stuffed Eggplant	\$6 per person
Vegetable Pasta	\$8 per person
Roast Chicken	\$10 per person
Baked Salmon	\$12 per person

62. What are the speakers preparing for?
- (A) A job fair
 - (B) A client visit
 - (C) A training session
 - (D) A retirement dinner
63. Look at the graphic. How much will the speakers most likely spend per person?
- (A) \$6
 - (B) \$8
 - (C) \$10
 - (D) \$12
64. What does the woman say she will do next?
- (A) Prepare an itinerary
 - (B) Buy some train passes
 - (C) Visit some restaurants
 - (D) Confirm a hotel reservation
-



65. Why does the woman want to talk to the man?
- To ask for some advice
 - To discuss a complaint
 - To explain a schedule change
 - To decline an invitation
66. Look at the graphic. Which step in the procedure does the woman mention?
- Step 1
 - Step 2
 - Step 3
 - Step 4
67. What does the woman say she will do?
- Post some instructions
 - Put away some equipment
 - Write a report
 - Forward an e-mail
-



68. Where do the speakers most likely work?
- At a hardware store
 - At a driving school
 - At an automotive supply company
 - At an international shipping company
69. Look at the graphic. Which month's sales figures does the woman ask about?
- January
 - February
 - March
 - April
70. What does the man say they will do this month?
- Launch a new marketing campaign
 - Offer a discount for bulk purchases
 - Hire a consultant
 - Increase production
-

PART 4

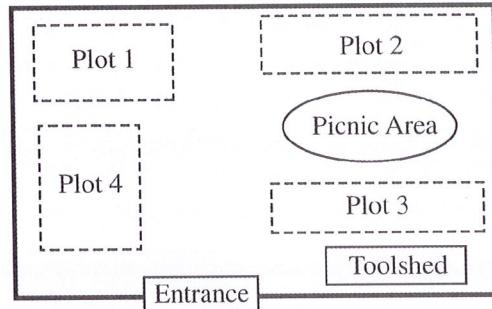
Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book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

71. According to the speaker, what will take place on Saturday?
- (A) A retirement party
(B) A holiday parade
(C) A business workshop
(D) A company picnic
72. Where do the listeners work?
- (A) At a bank
(B) At an amusement park
(C) At a restaurant
(D) At a police station
73. What does the speaker suggest that the listeners do?
- (A) Wear warm clothing
(B) Use public transportation
(C) Pack a lunch
(D) Bring identification
74. Where does the speaker most likely work?
- (A) At an advertising agency
(B) At a technology firm
(C) At an art museum
(D) At an electronics store
75. What is the talk mainly about?
- (A) Updating a logo
(B) Changing a display
(C) Organizing a contest
(D) Offering a seminar
76. What does the speaker say he will do this morning?
- (A) Set up a meeting
(B) Submit a supply order
(C) Update a Web site
(D) Print some posters
77. What is the speaker mainly discussing?
- (A) A computer program
(B) A conveyor belt
(C) A storage space
(D) A cooling fan
78. What key difference does the speaker point out?
- (A) Some machinery will run faster.
(B) Some alarms are more sensitive.
(C) A password has been changed.
(D) A time sheet is online.
79. What does the speaker say the listeners must do?
- (A) Speak with a supervisor
(B) Sign a document
(C) Watch a video
(D) Work extra hours
80. According to the speaker, what will happen on Wednesday?
- (A) A career fair
(B) A promotional sale
(C) A work site inspection
(D) An employee orientation
81. What does the speaker imply when she says, "I don't have any appointments tomorrow"?
- (A) She has not been successful with a client.
(B) She thinks a schedule is wrong.
(C) She has time to take over a task.
(D) She needs to leave work early.
82. What does the speaker ask the listener to do?
- (A) Call her back
(B) Check a calendar
(C) Reserve a booth
(D) Cancel an event

83. According to the speaker, what is special about this month's issue of *Tech Now*?
- (A) It is free for university students.
 - (B) It is about women in technology.
 - (C) It is the magazine's first issue.
 - (D) It has a reader survey.
84. Who is Erika Cliffton?
- (A) A company's founder
 - (B) A journalist
 - (C) An athlete
 - (D) A financial consultant
85. What does the magazine offer this week with a subscription?
- (A) A laptop case
 - (B) An umbrella
 - (C) Access to job listings
 - (D) A discount coupon for a store
-
86. What is the broadcast mainly about?
- (A) Diet advice
 - (B) Exercise tips
 - (C) Improving sleep
 - (D) Reducing stress
87. Why does the speaker say she is surprised?
- (A) A task can be very time-consuming.
 - (B) A popular view is incorrect.
 - (C) A local business is closing.
 - (D) A speaker is arriving late.
88. Why does the speaker say, "We'll be talking about that on next week's broadcast"?
- (A) To change a schedule
 - (B) To make a complaint
 - (C) To refuse a request
 - (D) To publicize a future episode
-
89. According to the speaker, what is unique about the airport?
- (A) It will be powered by solar energy.
 - (B) It will be made from recycled materials.
 - (C) It will be built by a famous architect.
 - (D) It will be the largest in the country.
90. What does the speaker say will happen next month?
- (A) A board meeting
 - (B) A training session
 - (C) A job fair
 - (D) A grand opening
91. According to the speaker, how can the listeners get information about the construction firm?
- (A) By dialing a toll-free number
 - (B) By visiting a Web site
 - (C) By watching a documentary
 - (D) By picking up a brochure
-
92. What is the topic of this week's podcast?
- (A) Historical monuments
 - (B) Some missing paintings
 - (C) Classical literature
 - (D) European composers
93. Who is the guest on this week's podcast?
- (A) An actor
 - (B) A travel agent
 - (C) A politician
 - (D) A professor
94. Why does the speaker say, "this program is only made possible by the financial support of our members"?
- (A) To encourage the listeners to make a donation
 - (B) To apologize for a limited number of episodes
 - (C) To prevent people from getting a bonus
 - (D) To express concern about a proposal
-

Job-Seeker Workshops

- | | |
|---------|---------------------|
| June 3 | Research job market |
| June 10 | Dress for success |
| June 17 | Practice interviews |
| June 24 | After the interview |

Community Garden

95. Look at the graphic. On which date is the talk being given?
- (A) June 3
(B) June 10
(C) June 17
(D) June 24
96. What will the listeners do after the break?
- (A) Answer survey questions
(B) Participate in group work
(C) Review some résumés
(D) Watch a video
97. What does the speaker remind the listeners about?
- (A) Some research questions
(B) Some schedule changes
(C) A payment method
(D) A sign-in sheet
98. Who is the speaker?
- (A) A security guard
(B) A project coordinator
(C) A course instructor
(D) A news journalist
99. Look at the graphic. Where will herbs be planted?
- (A) Plot 1
(B) Plot 2
(C) Plot 3
(D) Plot 4
100. What does the speaker plan to do on Saturday?
- (A) Lead a tour
(B) Attend a picnic
(C) Take some photographs
(D) Install a fence

This is the end of the Listening test.

RC

기술 TEST

01

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.

101. Departmental restructuring will be discussed at the ----- monthly meeting.
(A) next
(B) always
(C) soon
(D) like
102. To keep ----- park beautiful, please place your nonrecyclables in the available trash cans.
(A) our
(B) we
(C) us
(D) ours
103. Mr. Hardin ----- additional images of the office building he is interested in leasing.
(A) informed
(B) asked
(C) advised
(D) requested
104. A team of agricultural experts will be brought ----- to try to improve crop harvests.
(A) because
(B) either
(C) between
(D) together
105. The board of Galaxipharm ----- Mr. Kwon's successor at yesterday's meeting.
(A) named
(B) granted
(C) founded
(D) proved
106. If your parking permit is damaged, bring it to the entrance station for a -----.
(A) replacement
(B) replacing
(C) replace
(D) replaces
107. Mr. Ahmad decided to reserve a private room for the awards dinner ----- the restaurant was noisy.
(A) rather than
(B) in case
(C) such as
(D) unless
108. Ms. Jones has provided a ----- estimate of the costs of expanding distribution statewide.
(A) conserve
(B) conserves
(C) conservative
(D) conservatively

109. Each quarter, Acaba Exports sets ----- sales goals for its staff.
- (A) compact
(B) wealthy
(C) faithful
(D) realistic
110. Ms. Garcia was delighted to receive ----- that her company soon will be featured in the *In Town Times* magazine.
- (A) notify
(B) notification
(C) notifying
(D) notifies
111. Children under five years of age are eligible ----- free vision tests.
- (A) over
(B) down
(C) for
(D) out
112. Drivers on the Partan Expressway are reminded to drive ----- throughout July because of the ongoing construction work.
- (A) caution
(B) cautiously
(C) cautious
(D) cautiousness
113. The committee will resume its weekly meetings ----- Ms. Cheon returns from Scotland on September 17.
- (A) that
(B) once
(C) as well
(D) then
114. The ----- initiative aims to provide public transportation for commuters living in the outer suburbs.
- (A) proposed
(B) proposing
(C) proposal
(D) propose
115. Yesterday's storm ----- interrupted the services of the Duddula, Inc., satellite communications system.
- (A) annually
(B) anytime
(C) whenever
(D) temporarily
116. Even though Cabrera Pictures and Marcella Images make very different films, ----- are successful movie studios.
- (A) several
(B) everybody
(C) some
(D) both
117. ----- of tasks can make a manager's job easier and help other employees learn new skills.
- (A) Reputation
(B) Foundation
(C) Delegation
(D) Permission
118. Proceeds from the sale of Delcrest Corporation were equally ----- among the founder's three daughters.
- (A) divisions
(B) dividing
(C) divide
(D) divided
119. ----- higher than average ticket prices, every performance of Aiden North's new play is sold out for the next six months.
- (A) Throughout
(B) Except for
(C) Despite
(D) Prior to
120. Ricardo Sosa, the executive chef at Restaurant Ninal, responds to guests' suggestions -----.
- (A) respect
(B) respects
(C) respectfully
(D) respected

GO ON TO THE NEXT PAGE

121. Mr. Koster is negotiating the ----- of the new contract with Arban, Inc.
- (A) scope
(B) turn
(C) grip
(D) drive
122. The equipment-use guidelines ----- on our internal corporate Web site.
- (A) may find
(B) can be found
(C) have found
(D) have to find
123. Professor Han created spreadsheets to calculate the farm's irrigation needs -----.
- (A) dominantly
(B) precisely
(C) relatively
(D) widely
124. For hiring purposes, five years of professional experience is ----- to having achieved certification.
- (A) reasonable
(B) appropriate
(C) equivalent
(D) significant
125. South Regent Aviation is adopting measures to reduce fuel expenses by ----- cargo loads.
- (A) light
(B) lighten
(C) lightly
(D) lightening
126. ----- the most challenging aspect of accepting a new position is negotiating a salary that is both fair and satisfying.
- (A) Perhaps
(B) Outside
(C) Every
(D) While
127. Complaints about its new line of kitchen appliances led Loxevo, Inc., to adopt higher ----- for assessing quality.
- (A) standards
(B) features
(C) risks
(D) institutions
128. The chief engineer noted that constructing another bridge would be more ----- than repairing the existing structure.
- (A) economy
(B) economics
(C) economically
(D) economical
129. Jansen Bus Company drivers are expected to complete regular trainings ----- maintaining their state licenses.
- (A) in addition to
(B) according to
(C) inside
(D) within
130. Ms. DeSoto ----- all employees to come to last week's budget meeting even though only officers were obligated to attend.
- (A) to have urged
(B) had urged
(C) will have urged
(D) was urged

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 notice.

Lakeview Railway Onboard Bicycle Policy

Would you like to use your bicycle to explore the Lakeview Corridor Scenic Area? Our trains have the ----- you need to safely transport your bike. When booking your ticket, just remember that 131. reservations ----- for both you and your bicycle. Reserve your bicycle spot ----- . There are a 132. limited number of storage racks on each train. You are responsible for stowing your bike securely. 133. ----- . Lakeview Railway does not take responsibility for bicycles lost or damaged aboard our 134. trains.

131. (A) stock
(B) equipment
(C) property
(D) revenue

133. (A) early
(B) again
(C) more
(D) instead

132. (A) require
(B) requiring
(C) are required
(D) were required

134. (A) Folding bicycles have become more common.
(B) Additional service fees may apply.
(C) You can obtain route maps at most stations.
(D) You must also supply your own bike lock.

Questions 135-138 refer to the following letter.

Corelli's Bakery
15 Middlemass Street
Youngstown, Ohio 44515

Dear Valued Customer:

For the last three years we have charged the same wholesale prices for our baked goods, including cakes, pies, cookies, and brownies. We regret that sharply rising prices for our raw ingredients, such as sugar and fruit, have forced us to raise our prices by 5 percent ----- **135.**

August 1. We have made every attempt to avoid this price increase. -----, we refuse to **136.** compromise on the quality of our products. Using the best ingredients available will allow us to provide the delicious desserts your restaurant guests have come to expect. ----- **137.**

We appreciate your ----- and look forward to continuing to serve you. **138.**

Sincerely,

Tony Corelli, Owner

- | | |
|--|--|
| <p>135. (A) actual
(B) future
(C) practical
(D) effective</p> <p>136. (A) Similarly
(B) Therefore
(C) However
(D) Accordingly</p> <p>137. (A) We believe you will see that our products are still a great value.
(B) Our efforts to stay profitable have not been successful.
(C) We hope our competitors will raise their prices too.
(D) Our products are healthier than traditional baked goods.</p> | <p>138. (A) supportive
(B) support
(C) supporter
(D) supports</p> |
|--|--|

Questions 139-142 refer to the following e-mail.

To: Noora Abadi
From: Alexis Palmer
Subject: Informational interview
Date: 4 February

Dear Ms. Abadi:

Thank you for taking the time to meet with me yesterday about careers in the aerospace industry.

Your ----- were helpful and have inspired me to seek additional work experience in the field
139.
before I apply to graduate school.

I will consult the Web sites you recommended for job opportunities. As you also suggested, I will
----- a membership in the Eastern Aeronautics Professional Association. ----- . I appreciate the
140. **141.**
information you shared about the organization's conference at the end of the month.

Thank you again for your ----- assistance.
142.

Sincerely,

Alexis Palmer

- 139.** (A) insights
(B) surveys
(C) improvements
(D) revisions

- 142.** (A) generosity
(B) generous
(C) generously
(D) generousness

- 140.** (A) resolve
(B) predict
(C) consider
(D) advertise

- 141.** (A) I look forward to networking with other professionals in the field.
(B) My membership will expire at the end of the year.
(C) I will be giving a presentation at the conference.
(D) I would like to apply for the position soon.

GO ON TO THE NEXT PAGE 

Questions 143-146 refer to the following letter.

15 October

GPO Box 985
CANBERRA ACT 6512

Dear Ms. Wilson,

On behalf of the Australia Wildlife Park Association, thank you for your donation of 40 AUD to our national park. ----- **143.** Individual contributions have helped it stay open to visitors for more than 50 years. Our goal is to keep the park system running effectively for future ----- to enjoy. **144.**

Enclosed please find a copy of our brochure, which lists various programmes ----- to benefit **145.** both park visitors and our wildlife habitats. Please consider ----- one of these programmes in the **146.** future. The money would be used wisely and would be deeply appreciated.

Sincerely,

Akosua Masika, Membership Chair

- 143.** (A) The association grants scholarships for those studying zoology.
(B) Supporters like you help preserve the park for public use.
(C) We hope you enjoyed your visit to the park today.
(D) Interested parties can volunteer to clean wildlife habitats.

- 144.** (A) generations
(B) lifestyles
(C) committees
(D) planners

- 145.** (A) designer
(B) designs
(C) designing
(D) designed

- 146.** (A) researching
(B) organizing
(C) leading
(D) funding

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 Web page.

The screenshot shows a web browser window with the URL <http://www.cmb.com> in the address bar. The main content is an advertisement for "Crescent Moon Bistro". It starts with a heading "Crescent Moon Bistro" and a paragraph about the venue's services. Below that is another paragraph about an open house event on October 10. Navigation buttons for the browser are visible at the bottom.

Crescent Moon Bistro

Located along the eastern shore of Canawap Bay, the Crescent Moon Bistro is a unique venue for birthday parties, weddings, corporate gatherings, and a host of other social events. Our chefs work with you to craft a perfect menu, while our coordinators will see to it that your event is superbly organized. Rental pricing is based on the date, type of event, and number of attendees.

You are welcome to tour our facility on October 10 from 11:00 A.M. to 2:00 P.M. Meet with our coordinators and culinary staff, and sample items from our creative menu. Admission is free, but registration is required. We are offering 25% off on any booking made during this open house on October 10.

147. What is being advertised?

- (A) A vacation rental
- (B) A new hotel
- (C) An event space
- (D) A summer camp

148. What will be offered on October 10 ?

- (A) A discounted reservation rate
- (B) A special concert
- (C) A famous recipe book
- (D) A class by a famous chef

GO ON TO THE NEXT PAGE

Questions 149-150 refer to the following memo.

To: Processing Plant Managers
From: Sunlight Sugar Executive Board
Date: June 15
Subject: News

We are pleased to announce that, following our strongest quarter in over three years, we were ranked as the number-two sugar distributor in the region in the June 1 edition of *Sugar Industry Times*. We are extremely grateful to all our employees, who helped make this possible through their hard work and dedication.

To celebrate this achievement, we would like to recognize employees with a bonus to be added to their July 15 paycheck. Plant managers at each location should inform staff at the next plant meeting on July 1. Thank you for helping us achieve our goals.

149. What is indicated about Sunlight Sugar?

- (A) It is changing the payday schedule.
- (B) It publishes the *Sugar Industry Times*.
- (C) It was established more than three years ago.
- (D) It was previously the number-one distributor of sugar.

150. When will plant managers announce an employee bonus?

- (A) On June 1
- (B) On June 15
- (C) On July 1
- (D) On July 15

Questions 151-152 refer to the following online chat discussion.

The image shows a simulated online chat window. At the top left is a user icon with a question mark. The text area contains the following messages:

Ella Santos [10:02 A.M.]
Good morning. I purchased two tickets to Friday night's performance. However, my business trip was rescheduled, and I won't be in London on Friday. Can I get a refund for this purchase?

Mai Tong, Customer Service [10:04 A.M.]
Thank you for contacting us. Unfortunately, the Mosella Palladium's policies do not allow refunds. We offer exchanges for tickets of equal or lesser value. You can view our entire season, which has a variety of music, dance, and theatre, at www.mosellapalladium.co.uk.

Ella Santos [10:07 A.M.]
I reviewed the season schedule before contacting you. Can you switch the tickets now, or must I call your phone number? I've already made a selection.

Mai Tong, Customer Service [10:08 A.M.]
I can help with that. What would you like to see instead?

Ella Santos [10:10 A.M.]
I'd like two tickets to the Gaperstein Orchestra on 22 October.

At the bottom of the window are standard browser-style scroll and zoom controls.

151. What most likely is the Mosella Palladium?
- (A) A sports stadium
 - (B) A performance venue
 - (C) A dance company
 - (D) A theatrical group
152. At 10:08 A.M., what does Ms. Tong mean when she writes, "I can help with that"?
- (A) She will send a brochure.
 - (B) She will arrange a phone call.
 - (C) She can process a refund.
 - (D) She can exchange some tickets.

GO ON TO THE NEXT PAGE

Questions 153-154 refer to the following e-mail.

E-mail

To:	Ted Lee <ted.lee@comconnecting.com>
From:	Agnaldo Paes <apaes@manosinc.com>
Date:	May 3
Subject:	Interview

Dear Mr. Lee,

Thank you for your interest in the master electrician position here at Manos Contracting, Inc. Your résumé is very impressive, and I would like to schedule an in-person interview sometime next week. Does next Tuesday afternoon work for you? I am usually in the office until 6 p.m. If Tuesday is not convenient, perhaps Wednesday morning would be acceptable? Any time after 9 a.m. works for me. My office is on the second floor of our main building, which is located at the end of Elkton Street. Since this is only our first meeting in the interview process, I do not expect it to last longer than one hour. I look forward to hearing from you soon.

Sincerely,

Agnaldo Paes
Assistant Director of Human Resources
Manos Contracting, Inc.

153. What is probably true about Mr. Lee?

- (A) He is moving to a new town.
- (B) He is an experienced electrician.
- (C) He has recently received professional certification.
- (D) He will be offered a job at the interview.

154. When is Mr. Paes most likely NOT available for an interview?

- (A) Tuesday at 3:15 P.M.
- (B) Tuesday at 6:30 P.M.
- (C) Wednesday at 9:30 A.M.
- (D) Wednesday at 11:30 A.M.

Questions 155–157 refer to the following Web page.

The screenshot shows a web browser window with the URL <http://www.mazullospizza.com>. The page has a header with four buttons: Home, About (which is highlighted), Our Ingredients, and Order Online. Below the header is a section titled "Mazullo's Deep-Dish Pizza" with the subtext "Get a taste of the best pizza in Chicago!". It describes the restaurant's history and service area. A bulleted list details their offerings: fresh pizzas with three toppings, a large beverage, and garlic rolls; optional salads and pastas; and local, organic vegetable toppings. Below this is a link to location information. At the bottom are four buttons for locations: Bridgeport, Lincoln Park, Edgewater, and Avondale, each with a location pin icon.

155. What is true about Mazullo's Bridgeport shop?

- (A) It has recently expanded.
- (B) It is under new management.
- (C) It does not offer delivery.
- (D) It was the first location to open.

156. What is indicated about Mazullo's pizzas?

- (A) They are reasonably priced.
- (B) They are imported from Chicago.
- (C) Their sauce is made from a family recipe.
- (D) Their vegetable toppings come from Mazullo-owned farms.

157. What is NOT included with a deep-dish pizza order?

- (A) Garlic rolls
- (B) Pasta
- (C) Toppings
- (D) A beverage

Questions 158-160 refer to the following letter.



Callum Stevenson
42 Leicester Road
Girvaton, P24 9QS

3 January

Dear Mr. Stevenson,

— [1] —. We are happy to have you as part of the Kendinburgh Transit team. Prior to your receiving training on the vehicle you will be assigned to, we must first ensure that your medical documentation is up-to-date. — [2] —.

The main priority of public transport is the safety of passengers and other motorists. Your ability to safely operate a bus in city traffic and changing weather conditions depends in part on your good health. For this purpose, you will need to undergo a pre-employment physical checkup. To make an appointment, please call (0500) 555 0140. — [3] —. Your examination will be performed by a physician selected by Kendinburgh Transit, and you will not be charged for it. — [4] —. Please present the physician's report to your supervisor on your first day.

We look forward to working with you.

Kristine Yerkes
Kendinburgh Transit

158. Who most likely is Mr. Stevenson?

- (A) A driver
- (B) A mechanic
- (C) A medical assistant
- (D) A city official

159. What is Mr. Stevenson asked to do by phone?

- (A) Extend his medical leave
- (B) Schedule an examination
- (C) Contact his supervisor
- (D) Inquire about weather conditions

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

"To that end, we need you to complete one more task before beginning employment with us next month."

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

Questions 161-163 refer to the following article.

A Changing of the Guard at Rolidge Motors

by Nathan Kekana

DURBAN—Rolidge Motors has announced that Cara Walters will be the next CEO of the Durban-based company. Ms. Walters succeeds Thomas Hsing, who has served in the role for fifteen years and is retiring. Most recently, Ms. Walters was executive vice president for Cermak & Holden Ltd., which she helped to grow into one of the largest electronics firms in South Africa.

This marks Ms. Walters' return to Rolidge Motors, where she began her career after graduating from university. She completed the Rolidge Leadership Programme and stayed for seven years before moving on to Cermak & Holden.

"Ms. Walters has both the leadership experience and inside knowledge of Rolidge Motors to make her tenure here successful," remarked Mr. Hsing. "We are excited to have Ms. Walters join us," added Matilde Bekwa, Rolidge Motors' chairman of the board. "Her work at Cermak & Holden has been remarkable, and we look forward to benefiting from her visionary leadership."

161. What does the article mainly discuss?

- (A) The benefits of a leadership training program
- (B) A successful electronics company
- (C) The appointment of a new CEO
- (D) A company opening in Durban

162. What is indicated about Ms. Walters?

- (A) She worked in several departments at Cermak & Holden.
- (B) She was hired by Rolidge Motors after finishing university.
- (C) She was a professor before starting her own company.
- (D) She specializes in saving struggling companies.

163. Which of Ms. Walters' qualifications is mentioned by both Mr. Hsing and Ms. Bekwa?

- (A) Her popularity among colleagues
- (B) Her innovations at Cermak & Holden
- (C) Her academic credentials
- (D) Her reputation as a business leader

Questions 164-167 refer to the following e-mail.

E-mail

To: skim@jigyeapartments.com
From: larue@waterservices.org
Subject: Water Shut-off
Date: 7 January

Dear Mr. Kim,

Because of a maintenance project, the water to Jigye Apartments will be turned off for several hours next Wednesday, 12 January. The interruption will begin at 11:00 A.M. Water service will be restored by 5:00 P.M. Please inform all of your building's tenants in advance about the interruption, as well as these general guidelines:

1. After the water is turned back on, air in the pipes may cause sudden bursts of water. You can fix this problem by running water slowly at first.
2. For any other issues that occur after water service is returned, call our Customer Service desk at the number listed on our Web site for your specific area.
3. Maintenance workers do their best to work quickly and finish as scheduled.

This service interruption is necessary to improve the quality of your water service in the future. We apologize for any inconvenience and thank you for your patience.

Best regards,

Pierrick de la Rue

- 164.** According to the e-mail, when can residents expect to use water again?
- (A) At 7:00 A.M.
(B) At 11:00 A.M.
(C) At 3:00 P.M.
(D) At 5:00 P.M.
- 165.** Who most likely is Mr. Kim?
- (A) A plumber
(B) A building manager
(C) A construction worker
(D) A customer-service agent
- 166.** What potential issue does Mr. de la Rue mention?
- (A) There could be an additional maintenance charge.
(B) There could be a leak in the main water line.
(C) There might be problems with the water flow.
(D) There might be a follow-up check in a week.
- 167.** What is indicated about the residents of Jigye Apartments?
- (A) They should call a specific number with any concerns.
(B) They should try to decrease their water usage.
(C) They have complained to the Customer Service desk.
(D) They have scheduled a tenant meeting on January 12.

Questions 168-171 refer to the following memo.

To: South Street Bank staff
From: William Rees-Yates, Chief Executive Officer
Date: May 12

I am pleased to announce that our bank is expanding. Thanks to our creative marketing and award-winning customer service, the demand for our services has been growing. — [1] —. We will therefore be opening a branch in Leesburg this year.

Although the new branch will not be in operation until July 1, it is already virtually ready to open. — [2] —. There remain, however, a couple of job openings to be filled that can be viewed at www.southstreetbank.com/jobs. If any of our current staff are interested in transferring to the Leesburg branch, we encourage you to review the vacancies soon and apply at the Web site listed above. Please contact Human Resources with any questions. — [3] —.

Meanwhile, our business continues to thrive and grow in other ways. — [4] —. We have recently been nominated for the Business of the Year award by the Chamber of Commerce. This is a significant achievement, due in no small part to the dedicated work of our outstanding team. On behalf of our management team, thank you very much and congratulations.

- 168.** What is the memo mainly about?
- (A) A merger with another company
 - (B) The hiring of several new staff
 - (C) A temporary closing for renovations
 - (D) The opening of a new branch
- 169.** What are staff invited to do?
- (A) Join a local business group
 - (B) Attend a celebratory gathering
 - (C) Review information on a Web site
 - (D) Submit ideas for better customer service
- 170.** What is one achievement Mr. Rees-Yates mentions?
- (A) An award nomination
 - (B) A positive review in a local publication
 - (C) An invitation to a popular event
 - (D) An unexpected increase in investment
- 171.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “Most Leesburg staff have already been recruited.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

GO ON TO THE NEXT PAGE

Questions 172-175 refer to the following online chat discussion.

	Monday, 8 May
Gabriel Li (9:10 A.M.)	Good morning, everyone. I want to remind you that Larkin Landscaping will be here at Derryco tomorrow morning to remove the trees from the front parking area. My workers will block off the area before the contractor arrives, so you and your staff should plan to find parking elsewhere or use public transit.
Ava Abberton (9:11 A.M.)	I have a client, Jan McGonagle, who will be driving in from Belfast to meet with me at 10:00 A.M. What should I tell her? Can she contact the facilities department?
Martin Beattie (9:12 A.M.)	There's heavy rain in the forecast. Are you sure the tree work will go forward?
Gabriel Li (9:13 A.M.)	Yes, give Ms. McGonagle my mobile phone number and have her call me when she arrives. I will direct her around the back. The spots there will be reserved for visitors only.
Gabriel Li (9:14 A.M.)	And yes, Larkin assured me the crew comes out rain or shine.
Daniel Deegan (9:15 A.M.)	Remember, too, that we can approve team members to work from home tomorrow. Just make sure that all conference calls are listed on the master schedule on the intranet.
Gabriel Li (9:16 A.M.)	Right. Thank you, all.

172. Who most likely is Mr. Li?
- (A) A landscaping crew member
 - (B) A delivery coordinator
 - (C) A warehouse worker
 - (D) A facilities supervisor
173. Why will Ms. McGonagle contact Mr. Li?
- (A) To schedule a visit with him
 - (B) To obtain parking assistance
 - (C) To get a list of directions to the office
 - (D) To advise him of transit delays
174. What is likely to happen on May 9?
- (A) Some Derryco employees will work at home.
 - (B) Derryco will be closed for business.
 - (C) Ms. McGonagle will stay in a local hotel.
 - (D) Mr. Deegan will cancel a conference call.
175. At 9:14 A.M., what does Mr. Li mean when he writes, "the crew comes out rain or shine"?
- (A) The weather forecast is probably wrong.
 - (B) The outdoor work will proceed as scheduled.
 - (C) Larkin Landscaping employs an outstanding group of workers.
 - (D) Derryco employees should prepare for bad weather.

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

http://www.sunriseaerospace.co.au/companynews

Sunrise Aerospace

HOME COMPANY NEWS CONTACT REVIEWS

We are pleased to announce that our latest design, the Suppliss Seat, will be introduced on Honshu Express's Tokyo–Osaka service route, which is scheduled to debut soon. Since last February, our design team has worked closely with Honshu Express to produce a comfortable seat that meets the most stringent safety standards. Like all our products, it is made of lightweight yet durable materials, resulting in significant fuel-cost savings over time. The prototype for the Suppliss Seat has received high marks from designers and was nominated for a Henry Design Award in January.

To: Joseph Tama <jtama@sunriseaerospace.co.au>

From: Yoshi Yamamoto <yyamamoto@honshuexpress.co.jp>

Subject: Information

Date: 18 March

Hello, Joseph,

I hope that you are well. Many thanks for your quick turnaround since we tested the product with a small group of consumers last month. The features your team added to the initial design are perfect, particularly the optional footrests. We were also impressed with the overall style and noticed how well the seats fit in with the contemporary look of our air carrier interiors.

By the way, the Tokyo–Osaka service route will go operational at the end of April. I'll send you the details next week so that you can post them on your Web site.

Thanks again,
Yoshi

176. What is the purpose of the Web page?
(A) To invite feedback about a service
(B) To announce a business merger
(C) To publicize a successful product
(D) To nominate a product for an award
177. What type of industry does the design team support?
(A) Airline
(B) Technology
(C) Education
(D) City transit systems
178. What characteristic of the Suppliss Seat is NOT mentioned?
(A) It is lightweight.
(B) It supports the feet.
(C) It features a contemporary style.
(D) It has a reclining position.
179. What does the e-mail indicate about the consumer tests?
(A) They have not yet been completed.
(B) They resulted in design changes.
(C) They took place on a specific route.
(D) They did not meet all safety standards.
180. When will the Suppliss Seat come into regular use?
(A) In January
(B) In February
(C) In March
(D) In April

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

Leasing Opportunities

La Gardina Mall offers a unique shopping experience in a beautiful setting of landscaped gardens, courtyards, and fountains. The mall features retail shops that range from well-known chain stores to one-of-a-kind boutiques, as well as a large variety of restaurants and cafés.

With 300,000 square meters of pedestrian-only retail space, La Gardina Mall attracts more than four million visitors per year. It is a shopping and dining destination for local Bay Shore residents and tourists alike.

If you would like more information about leasing retail or restaurant space at La Gardina, please contact Cecilia Goncalves, our Leasing Administrator, at cgoncalves@lagardina.com. While most of our space is occupied by long-term lessees, a limited number of seasonal contracts (four months minimum) are available.

E-mail

To:	Cecilia Goncalves < cgoncalves@lagardina.com >
From:	Marco Sabatini < msabatini@sabatinileather.com >
Date:	25 March
Subject:	Retail space
Attachment:	<input type="checkbox"/> List of products

Dear Ms. Goncalves:

As owner of Sabatini Leather Goods, I would like to express interest in a short-term leasing opportunity at La Gardina Mall.

Sabatini Leather Goods is a small company that manufactures and sells souvenir handbags and wallets. Our high-quality leather products are imprinted with the name of the tourist destination where they are sold. I have attached some images of our best-selling items from our most recent temporary shop in Glastonbury, where we had our best sales performance in the company's history. We have sold our products in 24 different locations so far, all with great success.

We have been looking for a place in Bay Shore for a while, and La Gardina Mall seems to be a good fit. We would like a space of about 150 square meters for a three-month period over the summer tourism season. Could you please call me at 555-0125 so that we can discuss this matter further?

Respectfully,

Marco Sabatini

181. What is suggested about La Gardina Mall?
- (A) It is located in Bay Shore.
 - (B) It is open only in the summer.
 - (C) It recently added many new shops.
 - (D) It features mainly fashion boutiques.
182. In the advertisement, the word “occupied” in paragraph 3, line 3, is closest in meaning to
- (A) filled
 - (B) captured
 - (C) kept busy
 - (D) made steady
183. What is the main purpose of the e-mail?
- (A) To promote a new botanical garden
 - (B) To profile a popular company
 - (C) To inquire about a potential business deal
 - (D) To ask about job opportunities at a mall
184. What is indicated about Sabatini Leather Goods products?
- (A) They are sold online.
 - (B) They are often discounted.
 - (C) They are marketed to tourists.
 - (D) They are manufactured in Glastonbury.
185. What will Mr. Sabatini and Ms. Goncalves most likely have to negotiate?
- (A) The location of a store
 - (B) The length of a contract
 - (C) The size of a retail space
 - (D) The cost of a monthly lease

GO ON TO THE NEXT PAGE 

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

TYCHE FINE CARPETS—Pleiades Collection Product Availability (updated daily)					
Name	Size (cm)	Shipping Weight	Quantity Available (today)	Quantity Available (in 30 days)	Quantity Available (in 60 days)
Artemis	190 x 280	13 kg	30	60	0
Hera	190 x 280	14 kg	16	20	0
Janus	160 x 230	11 kg	0	0	20
Iris	120 x 170	9 kg	10	15	15

To:	Frieda Zuckerman
From:	Miles Sorrell
Date:	February 5
Subject:	Logistical arrangements
Attachment:	<input type="checkbox"/> Photos

Dear Ms. Zuckerman:

I regret to inform you that Tyche Fine Carpets, the supplier we selected for the carpets in The Pavel Hotel's lobby and lounge areas, will not have our chosen pattern available until after the hotel's anticipated opening date of March 1. Attached are photographs of several alternative selections that I believe will work well with the décor. They are all made of the same material as the previous selection, and the prices are comparable. With the grand opening less than a month away, I need a decision from you as soon as possible. Even with this last-minute change, I am certain that The Pavel Hotel will provide the ambience we have set out to create.

Thank you,

Miles Sorrell

Pavel Hotel Open

by Lavonne Coe

(Centerville—March 2) Former city court judge Mildred Simpson joined owner Patrice Snell yesterday to celebrate the opening of The Pavel Hotel in downtown Centerville, between the library and the visitors center. Once the city's courthouse and Ms. Simpson's workplace, the existing structure had been vacant for the past nine years. Now the space boasts 34 elegant rooms, an inviting lounge with a fireplace, and a gorgeous lobby. An on-site café is expected to open next month. The interior, designed by Miles Sorrell, retains the old features of the building, such as expansive windows and high ceilings, while creating a warm and inviting space.

186. What does the chart indicate about all the carpets in the Pleiades Collection?
- (A) They will be available in 60 days.
 - (B) They are currently in stock.
 - (C) They have different weights.
 - (D) They are the same size.
187. What carpet did Mr. Sorrell originally order?
- (A) Artemis
 - (B) Hera
 - (C) Janus
 - (D) Iris
188. What does Mr. Sorrell ask Ms. Zuckerman to do?
- (A) Delay the hotel's opening
 - (B) Select a substitute item
 - (C) Order some different furniture
 - (D) Send photographs of the lobby
189. According to the article, what occupied the building prior to The Pavel Hotel?
- (A) A library
 - (B) A visitors center
 - (C) A courthouse
 - (D) A café
190. What is indicated about The Pavel Hotel?
- (A) It opened on schedule.
 - (B) It was under construction for nine years.
 - (C) It is becoming a tourist destination.
 - (D) It is managed by Ms. Simpson.

GO ON TO THE NEXT PAGE

Questions 191-195 refer to the following memo, schedule, and e-mail.

From: Optieris Office of Parking and Transportation
To: All Optieris staff
Date: December 20
Subject: Upcoming enhancements to our shuttle bus system

In direct response to your helpful feedback, we would like to announce a number of improvements to the shuttle system that connects the Optieris campus with the Morbrook and Nesse train stations. The following changes will go into effect on January 2:

- (1) A third bus will be added to our fleet to increase service frequency as well as capacity in case one bus is ever down for maintenance. Buses will now run every 15 minutes instead of 30 minutes.
- (2) A second campus stop will be added. Besides the current stop at the main administration building on the east side of the Optieris campus, there will be a second stop to better accommodate all our staff.
- (3) A service will be added in the evening. It will depart the Optieris campus 30 minutes later than the current last service of the day.

Thanks again for your input. For the sake of our environment, we are proud to facilitate your use of public transportation by making our shuttle bus service more convenient than ever.



Shuttle Bus Schedule—Weekday Mornings (Updated January 2)

**Morbrook → Nesse → East → West
Station Station Campus Campus**

7:15	7:21	7:39	7:42
7:30	7:36	7:54	7:57
7:45	7:51	8:09	8:12
8:00	8:06	8:24	8:27
8:15	8:21	8:39	8:42
8:30	8:36	8:54	8:57

E-mail	
From:	Sofia Edgren <sofiaedgren@lekmail.com>
To:	Sharani Khamis <s.khamis@optieris.com>
Subject:	Applicant interview at Optieris
Date:	January 25

Dear Ms. Khamis,

Thanks for inviting me to an interview with Mr. Rochon next week on the Optieris campus. I am certainly excited to be a finalist for this position in quality control. I also appreciate your sending me the company shuttle bus schedule. I will take a train arriving at Nesse Station at 7:55 A.M. and then your shuttle bus upon arrival, which should get me to your West Campus at a reasonable time.

Sincerely,

Sofia Edgren

191. What reason is given for updating the shuttle bus system?
- (A) Optieris employees provided feedback.
 - (B) The current bus fleet is getting old.
 - (C) More staff are coming to work by train.
 - (D) Optieris has built new facilities on its campus.
192. What will be one change to the bus system from January 2?
- (A) Buses will create less air pollution.
 - (B) Buses will be more frequent.
 - (C) Each bus will follow a different route.
 - (D) The first morning bus will run earlier.
193. What bus stop will be added to the route?
- (A) Morbrook Station
 - (B) Nesse Station
 - (C) East Campus
 - (D) West Campus
194. Why will Ms. Edgren visit the Optieris campus?
- (A) To finalize a contract between her company and Optieris
 - (B) To run a quality-control check
 - (C) To attend a training session
 - (D) To pursue an employment opportunity
195. What time does Ms. Edgren expect to get off her bus at Optieris?
- (A) At 7:57 A.M.
 - (B) At 8:12 A.M.
 - (C) At 8:27 A.M.
 - (D) At 8:42 A.M.

Questions 196-200 refer to the following invoice, review, and e-mail.

 <p>Bright Now Home</p>			
<p>Order Number: 92584 Customer Name: Jesse Beeby Preferred Store: Northwest store</p>			
Item Number	Item Name	Quantity	Price
BN-101	Coastland Gray	2 gallons	\$50.00
BN-102	Linwall Gray	1 gallon	\$25.00
BN-116	Darby Olive	1 gallon	\$25.00
BN-118	Brightwyn Green	2 gallons	\$50.00
BN-126	Foxdell Green	1 gallon	\$25.00
Total \$175.00			
<p>Pick Up in Store: Bright Now Home—Northwest store 348 Main Street (720) 555-0112 customerservice@brightnowhome.com</p>			
<p>Additional locations: Northeast store: 986 14th Street Southwest store: 1455 Smith Road Southeast flagship store: 152 32nd Avenue</p>			

<http://www.uopine.com/business/bright-now-home>

September 18

I used Bright Now Home's new in-store customer pickup for the first time this week. The service was a big time-saver because my order was ready for me when I got to the store. Since I had already paid online, I didn't have to wait in the regular line in the store.

Unfortunately, I didn't double-check my order before I left the store. When I arrived at the house I was working on, I realized I had received only one of the two gallons of BN-101 paint I had ordered. I called the store immediately, and the manager arranged for me to pick up the missing gallon of paint at the location closest to where I was working. Also, he gave me my money back for both gallons. I will definitely use this service again!

Jesse Beeby

To:	Jesse Beeby <jbeeby@jbeebyinc.com>
From:	Hattie Jones <hattie.jones@brightnowhome.com>
Date:	September 19
Subject:	Online Order

Mr. Beeby,

We are glad to have served your business recently. We saw the comments you posted about us on uopine.com, and we are grateful to you. It was nice to hear that our flagship location was so convenient to your work site and that you were able to pick up your missing paint there.

We stand behind our products and services and look forward to seeing you again soon. After all, the rainy season is almost here, so now is a great time to come in and get the tools you need for those upcoming roof jobs!

Hattie Jones
Customer Service Manager
Bright Now Home

196. What most likely is Mr. Beeby's job?
- (A) Salesclerk
 - (B) Housepainter
 - (C) Delivery driver
 - (D) Real estate agent
197. What item did Mr. Beeby need more of?
- (A) Coastland Gray
 - (B) Linwall Gray
 - (C) Brightwyn Green
 - (D) Foxdell Green
198. Where did Mr. Beeby pick up the item missing from his order?
- (A) At the northwest store
 - (B) At the northeast store
 - (C) At the southwest store
 - (D) At the southeast store
199. What is indicated about Bright Now Home?
- (A) It has design experts in stores.
 - (B) It provides same-day delivery service.
 - (C) It sells supplies for building maintenance.
 - (D) It offers coupons on its Web site.
200. What is one purpose of Ms. Jones's e-mail?
- (A) To introduce a new service
 - (B) To thank a customer
 - (C) To announce a seasonal sale
 - (D) To explain a policy change

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

L C

기출 TEST

02

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.



GO ON TO THE NEXT PAGE

3.



4.



5.



6.



GO ON TO THE NEXT PAGE

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.
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24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. 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), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. Who is Mr. Benson?
 (A) An assistant
 (B) A client
 (C) A project manager
 (D) A shipping coordinator
33. Why did Mr. Benson call?
 (A) To request an earlier delivery
 (B) To inquire about a bill
 (C) To report a mistake
 (D) To complain about some noise
34. What does the woman say she will do?
 (A) Place an order
 (B) Change suppliers
 (C) Collect some tools
 (D) Review some blueprints
-
35. What is taking place tomorrow?
 (A) A cooking class
 (B) A grand opening
 (C) A company dinner
 (D) A music festival
36. What does the woman hope will happen?
 (A) A job will become available.
 (B) An event will begin on time.
 (C) Store sales will increase.
 (D) Tourism to an area will improve.
37. What does the man say he will do next?
 (A) Print out some coupons
 (B) Design a flyer
 (C) Decorate a room
 (D) Stock some shelves
-
38. According to the speakers, what happened last week?
 (A) A new product was launched.
 (B) A software package was purchased.
 (C) A technical issue was resolved.
 (D) A regional office was closed.
39. What industry do the speakers work in?
 (A) Health care
 (B) Finance
 (C) Technology
 (D) Education
40. What will the man do next week?
 (A) Attend a training
 (B) Travel for business
 (C) Prepare a slideshow
 (D) Revise a contract
-
41. Where do the speakers work?
 (A) At a bank
 (B) At a coffee shop
 (C) At a bookstore
 (D) At a medical clinic
42. Why is the woman concerned?
 (A) Her inventory is low.
 (B) She lost some contact information.
 (C) A seating area is too cold.
 (D) Road construction is disruptive.
43. What does the man imply when he says, “I used to work at a hardware store”?
 (A) He can fix a problem.
 (B) He has experience in customer service.
 (C) He is not interested in an offer.
 (D) He is excited about teaching a new course.

44. What product are the speakers discussing?
- (A) A camera
(B) A printer
(C) A television
(D) A mobile phone
45. What problem does the woman mention?
- (A) An item is damaged.
(B) An item is out of stock.
(C) A display price is incorrect.
(D) A delivery was not received.
46. What does the manager offer the woman?
- (A) A refund
(B) An extended warranty
(C) Free membership
(D) Express shipping
-
47. Where does the conversation most likely take place?
- (A) At a drug store
(B) At a fitness center
(C) At a research laboratory
(D) At a dentist's office
48. What does the man give to the woman?
- (A) A toothbrush
(B) A pamphlet
(C) A water bottle
(D) A receipt
49. What does the man ask the woman to do?
- (A) Pay a fee
(B) Sign a form
(C) Provide an address
(D) Make an appointment
-
50. What type of business does the woman work for?
- (A) A grocery store
(B) A publishing company
(C) A marketing firm
(D) A travel agency
51. What does the woman mean when she says, "we'd really like to fill the position this week"?
- (A) A candidate should decide quickly.
(B) An alternative plan needs to be approved.
(C) Additional funding will be required.
(D) A manager will change a timeline.
52. According to the woman, what does the company always pay for?
- (A) Housing
(B) Equipment
(C) Clothing
(D) Transportation
-
53. What are the speakers mainly talking about?
- (A) A holiday parade
(B) A charity event
(C) A health seminar
(D) A company picnic
54. What does Amelia offer to do tomorrow?
- (A) Speak with some colleagues
(B) Pick up some supplies
(C) Finalize a travel itinerary
(D) Contact a news reporter
55. Why will the man be in Washington?
- (A) To inspect a building
(B) To accept an award
(C) To attend a conference
(D) To interview for a job
-

56. Where do the speakers most likely work?

- (A) At a shoe store
- (B) At a furniture store
- (C) At an auto repair shop
- (D) At a kitchen appliance store

57. Why does the man decline the woman's request at first?

- (A) He is on a short break.
- (B) He is preparing a display.
- (C) He is about to leave work.
- (D) He is assisting another client.

58. What does the man say about an item?

- (A) It is broken.
- (B) It is discounted.
- (C) It is easy to operate.
- (D) It is probably unavailable.

59. Why is the man calling?

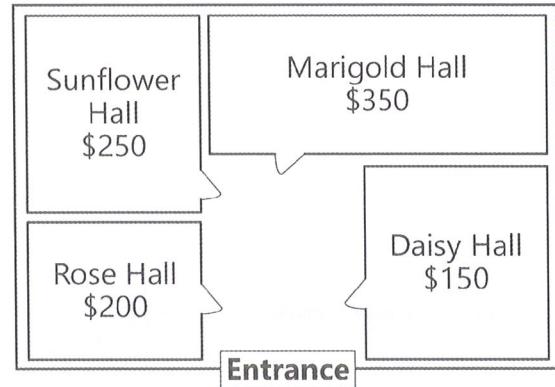
- (A) To conduct a survey
- (B) To inquire about a convention
- (C) To provide some feedback
- (D) To promote a product

60. What does the woman say she is interested in?

- (A) Making online payments
- (B) Buying a membership
- (C) Reducing energy costs
- (D) Funding a research project

61. What does the woman request?

- (A) A demonstration
- (B) A site visit
- (C) A registration form
- (D) A financing plan



62. What event is the man calling about?

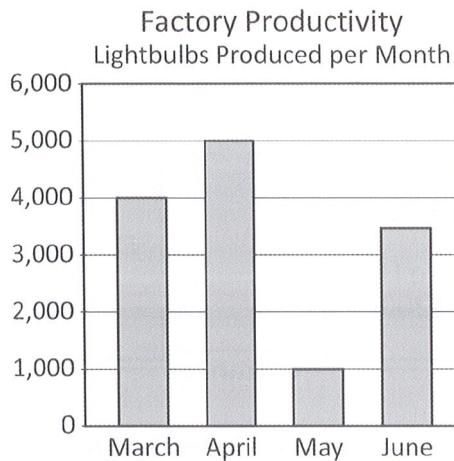
- (A) A trade show
- (B) A training workshop
- (C) An awards dinner
- (D) A retirement celebration

63. Look at the graphic. How much will the man's reservation cost?

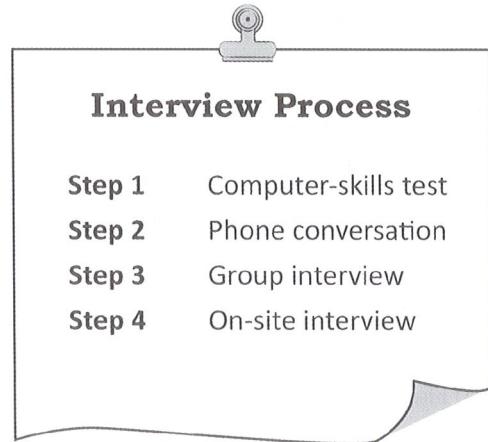
- (A) \$200
- (B) \$250
- (C) \$350
- (D) \$150

64. According to the woman, why is a catering business popular?

- (A) It offers vegetarian dishes.
- (B) It uses local ingredients.
- (C) The prices are reasonable.
- (D) The chef is famous.



65. What will the speakers do this afternoon?
- Order replacement parts
 - Lead a staff meeting
 - Host a client lunch
 - Conduct a facility tour
66. Look at the graphic. Which month do the speakers agree to discuss?
- March
 - April
 - May
 - June
67. What does the woman suggest doing?
- Improving security
 - Hiring qualified employees
 - Building another warehouse
 - Inspecting some machines
-



68. According to the woman, what is the benefit of changing a process?
- It will decrease the workload.
 - It will make the company more competitive.
 - It will help prevent mistakes.
 - It will save money.
69. Look at the graphic. Which step do the speakers agree should be removed?
- Step 1
 - Step 2
 - Step 3
 - Step 4
70. What will the speakers do next?
- Review a budget
 - Prepare a presentation
 - Print out some résumés
 - Hire a consultant
-

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.

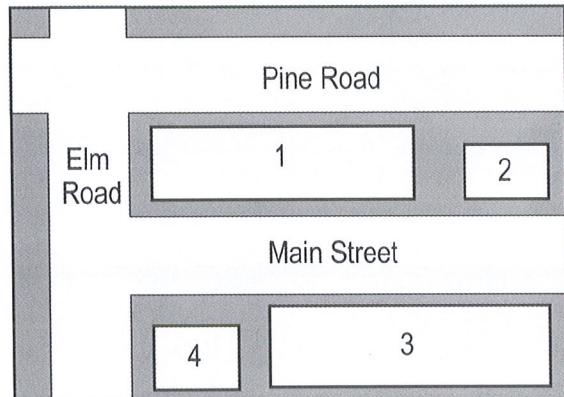
71. What event is the speaker mainly talking about?
 (A) A sports competition
 (B) A grand opening
 (C) A nutrition workshop
 (D) A community festival
72. What are the listeners encouraged to do during the event?
 (A) Sample different foods
 (B) Watch a demonstration
 (C) Purchase souvenirs
 (D) Take pictures
73. What can the listeners find on a Web site?
 (A) A list of sponsors
 (B) Information about parking
 (C) Some contest guidelines
 (D) Some membership options
-
74. Where most likely does this announcement take place?
 (A) At a ferry terminal
 (B) At an airport
 (C) At a train station
 (D) At a travel agency
75. According to the speaker, what can the listeners do for free?
 (A) Check extra luggage
 (B) Change a seat assignment
 (C) Order a meal
 (D) Take a map
76. What does the speaker ask the listeners to do?
 (A) Look at a ticket
 (B) Change a reservation
 (C) Stand in a line
 (D) Provide some identification
-
77. Who most likely is the speaker?
 (A) A tour guide
 (B) A chef
 (C) A taxi driver
 (D) A politician
78. According to the speaker, what is special about Rosedale's city hall?
 (A) Its age
 (B) Its location
 (C) Its architecture
 (D) Its size
79. Why does the speaker say, "the bus leaves at 3:00 P.M."?
 (A) He is unhappy with an itinerary.
 (B) He cannot accept an invitation.
 (C) He wants the listeners to be on time.
 (D) He thinks the listeners should use other transportation.
-
80. What is the purpose of the meeting?
 (A) To delegate projects
 (B) To introduce a client
 (C) To organize a seminar
 (D) To present survey results
81. What is the main complaint about a phone application?
 (A) It is slow.
 (B) It is unattractive.
 (C) It is hard to use.
 (D) It has high fees.
82. What will happen next?
 (A) Lunch will be delivered.
 (B) A schedule will be finalized.
 (C) A consultant will make a presentation.
 (D) Team members will test a new product.

- 83.** Where do the listeners work?
(A) At a bank
(B) At a restaurant
(C) At a sports arena
(D) At a construction company
- 84.** What does the speaker imply when she says, "our business is increasing"?
(A) A marketing campaign has been successful.
(B) The local population has grown.
(C) An additional branch will be opened.
(D) More employees will be hired.
- 85.** What does the speaker offer the listeners?
(A) A higher salary
(B) Reserved parking spaces
(C) Free festival tickets
(D) Discount meal coupons
-
- 86.** What does the speaker's company mainly sell?
(A) Gardening equipment
(B) Computer accessories
(C) Stationery supplies
(D) Home furniture
- 87.** How has the company addressed a problem?
(A) By opening more stores
(B) By lowering prices
(C) By updating a product line
(D) By merging with another company
- 88.** What does the speaker ask the listeners to do?
(A) Prepare a press release
(B) Revise some designs
(C) Review a financial forecast
(D) Speak to customers
-
- 89.** What is the main purpose of the message?
(A) To give feedback on some work
(B) To file a complaint
(C) To schedule an orientation
(D) To propose an idea for a new product
- 90.** What problem does the speaker mention?
(A) A deadline has passed.
(B) A road is closed.
(C) A machine is out of order.
(D) A report is missing.
- 91.** What does the speaker say the listener can do during lunch?
(A) Ask questions
(B) Make a telephone call
(C) Sign some paperwork
(D) Pick up a photo ID
-
- 92.** Where do the listeners most likely work?
(A) At an art gallery
(B) At a fitness center
(C) At a department store
(D) At an advertising agency
- 93.** What will the company do?
(A) Require some training
(B) Invest in a system upgrade
(C) Pay for some classes
(D) Add some vacation days
- 94.** Why does the speaker say, "it has earned many awards"?
(A) To explain a policy
(B) To make a recommendation
(C) To offer congratulations
(D) To correct a mistake
-

**Palden Movie Palace**

Stars on Mars	4:00	Theater 1
Long Distance Run	4:30	Theater 2
Manchester Tea Room	5:30	Theater 3
The Successful Apprentice	6:00	Theater 4

95. Why is the speaker calling?
(A) To ask about a lost item
(B) To confirm a schedule
(C) To complain about a service
(D) To cancel a reservation
96. Look at the graphic. Which theater was the speaker in yesterday?
(A) Theater 1
(B) Theater 2
(C) Theater 3
(D) Theater 4
97. What does the speaker request?
(A) A phone call
(B) A seat change
(C) A printed receipt
(D) A cash refund
-
98. Who most likely are the listeners?
(A) Gardeners
(B) Security guards
(C) Sales clerks
(D) Postal workers
99. Look at the graphic. Which building does the speaker talk about?
(A) Building 1
(B) Building 2
(C) Building 3
(D) Building 4
100. What will the listeners most likely do next?
(A) Complete some paperwork
(B) Try on some uniforms
(C) Visit a work site
(D) Take a lunch break
-

Delville Shopping Complex: Layout**TEST 2**

This is the end of the Listening test.

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02

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.

101. The new interns have been very mindful of ----- parking regulations.
(A) theirs
(B) ours
(C) our
(D) they
102. To help the arts center improve its programming, please indicate which aspect of the workshop was most -----.
(A) informative
(B) primary
(C) enthusiastic
(D) financial
103. Mr. Gupta explained the ----- of the upgraded customer database to the sales team.
(A) beneficial
(B) benefits
(C) benefited
(D) benefiting
104. Buses leaving the city terminal were delayed due to icy conditions ----- the roads.
(A) on
(B) out
(C) from
(D) until
105. If you have recently ----- a digital camera and want to learn how to use it, this course is for you.
(A) purchased
(B) purchase
(C) purchasing
(D) to purchase
106. The upcoming ----- of Tantino Airport will ease congestion and modernize guest accommodations.
(A) performance
(B) supplement
(C) deadline
(D) renovation
107. The study showed that customers aged 35 to 44 paid with a Sonoka credit card ----- than customers in any other age-group.
(A) frequently
(B) frequent
(C) more frequently
(D) frequency
108. You need to ----- a business plan before your loan application can be processed.
(A) donate
(B) request
(C) confess
(D) submit

109. The hotel's ----- shuttle bus will take guests to Hong Kong's major landmarks.
- (A) compliments
(B) complimentary
(C) compliment
(D) complimenting
110. ----- months of work to sell the Apton Building, the realtor finally succeeded last week.
- (A) Besides
(B) After
(C) Still
(D) For
111. We will review all four custodial-service bids and choose ----- that suits our needs.
- (A) some
(B) one
(C) others
(D) either
112. The client asked for ----- to the images in the advertising text.
- (A) standards
(B) drawings
(C) revisions
(D) duplications
113. Please be advised ----- we have had to cancel your order because of a difficulty with our shipping agent.
- (A) that
(B) of
(C) whether
(D) between
114. Tin Creek Corporation ----- that its paper towels are the most absorbent on the market.
- (A) obtains
(B) competes
(C) inquires
(D) claims
115. KCLN Associates will enter into a business ----- with the contractor as soon as some of the terms are renegotiated.
- (A) agreed
(B) agreement
(C) agreeable
(D) agreeing
116. ----- registering for online banking is not required, we strongly recommend it to all of our customers.
- (A) Although
(B) Instead
(C) Regardless
(D) Despite
117. Viewers can easily ----- to the main character in the popular television series *Autumn Mystery*.
- (A) related
(B) relatable
(C) relating
(D) relate
118. Fairlawn Medical Clinic offers a full ----- of services as part of its community wellness programs.
- (A) center
(B) surplus
(C) range
(D) type
119. The rear entrance to RC Bank will be closed for repairs and not ----- next Monday.
- (A) accessible
(B) accessing
(C) access
(D) accesses
120. Mr. Carson wants to see Carson audio products -----, even in remote regions of the world.
- (A) decidedly
(B) furthermore
(C) rather
(D) everywhere

121. We can buy office ----- such as desks and printers from any of our company's approved vendors.
- (A) equip
(B) equipping
(C) equipment
(D) equipped
122. When taking a book order, agents must record the customer's name and the ----- price of each item.
- (A) assembled
(B) listed
(C) addressed
(D) earned
123. The building will be furnished ----- the supervisors do their inspection.
- (A) with
(B) these
(C) once
(D) just
124. In a strong display of confidence, the firm's board of directors ----- approved the merger.
- (A) superficially
(B) regularly
(C) magnificently
(D) unanimously
125. When recently -----, residents of Mill Creek Park said that street disrepair is the issue that concerns them most.
- (A) poll
(B) polls
(C) pollster
(D) polled
126. Ms. Rivera agreed to work on the holiday ----- Mr. Grant could attend the conference.
- (A) considering
(B) so that
(C) as if
(D) wherever
127. The clerk collects packages from each department twice a day and takes them to the mail room -----.
- (A) throughout
(B) all along
(C) too much
(D) downstairs
128. Please inform Ms. Erwin of any complaints ----- those already discussed in today's meeting.
- (A) beyond
(B) between
(C) during
(D) against
129. The Tonsin Writers League is a reputable organization with highly ----- members.
- (A) accomplishes
(B) accomplishment
(C) accomplished
(D) accomplish
130. As Mr. Nakata's assistant, Ms. Bain is in charge of ----- him on the latest financial news.
- (A) discussing
(B) briefing
(C) resuming
(D) narrating

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 e-mail.

To: Bai Chang <bchang@lexrg.com>
From: customerservice@sprtech.com
Date: September 28
Subject: Order 255646

Dear Ms. Chang:

Thank you for your purchase on September 27. Your package has shipped and is due to arrive on October 1. ----- . Simply visit www.sprtech.com/shipping/status, enter your order number, and **131.** press "Search."

When you receive your package, we ----- you to take a short survey at www.sprtech.com/survey. **132.** It is through customer feedback that we are ----- to monitor our level of service. Upon **133.** ----- of the survey, you will receive a 10% discount toward your next order. **134.**

Sprtech.com Customer Service

- 131.** (A) You will receive a full refund.
(B) A replacement is on back order.
(C) Tracking your order is easy.
(D) We will answer your question soon.
- 132.** (A) invited
(B) invite
(C) were inviting
(D) have invited

- 133.** (A) able
(B) skillful
(C) suitable
(D) equal
- 134.** (A) publication
(B) production
(C) introduction
(D) completion

Questions 135-138 refer to the following information.

Conference Room 120 can be booked for meetings and conference calls. First, make a reservation request online at www.gzpoffice.com/confroom. When your request -----, the system automatically checks for availability. Your request will be accepted if no other event is scheduled at that time. The system will then immediately send you an e-mail message to ----- your reservation. However, if another meeting is scheduled that conflicts with yours, you will be notified that the request has been declined. ----- It is therefore ----- that you schedule your event well ahead of time. This way, if a given time slot is already reserved, you will be able to reschedule your meeting.

- 135.** (A) is received
(B) receiving
(C) to receive
(D) received

- 136.** (A) move
(B) cancel
(C) change
(D) confirm

- 137.** (A) Thank you for accepting our invitation to the event.
(B) Please prepare discussion points before the meeting.
(C) Note that reservations are on a first-come, first-served basis.
(D) The time of the next meeting will be announced in due course.

- 138.** (A) fortunate
(B) advisable
(C) previous
(D) flexible

Questions 139-142 refer to the following e-mail.

From: Karel Authier <k.authier@codetouchmag.com>
To: Honorato Quinones <quinones@voyacon.com.es>
Date: Tuesday, July 18 11:04 A.M.
Subject: Voyacon Feature

Dear Mr. Quinones:

I am delighted to inform you that Voyacon has been selected as one of this year's *Code Touch Magazine's* Top 25 Emerging Technology Firms. We will be ----- your company in our September **139.** issue. This is considered a great honor by our readers, as our list includes only ----- that advance **140.** the industry in significant ways.

As Voyacon's founder, could you e-mail us a digital photograph of yourself to use in the article?

----- . We would need to receive it ----- August 5. Otherwise, we will use a public-domain photo. **141.** **142.**

Thanks for your help, and congratulations.

Sincerely,

Karel Authier
Editor-in-Chief

- | | |
|--|---|
| <p>139. (A) profile
(B) profiling
(C) profiles
(D) profiled</p> <p>140. (A) publications
(B) machines
(C) techniques
(D) enterprises</p> <p>141. (A) Hundreds of companies were initially considered.
(B) We will forward several copies as soon as possible.
(C) This is the fifth year we will be publishing this list.
(D) It should be a high-resolution, full-color image.</p> | <p>142. (A) by
(B) at
(C) within
(D) among</p> |
|--|---|

GO ON TO THE NEXT PAGE

Questions 143-146 refer to the following memo.

To: All Employees
From: Carmen Phelps, Central City Museum Director
Re: Special Exhibitions Curator
Date: November 15

To All Staff,

Please note that an advertisement will be placed in this Wednesday's newspaper regarding a new position at the Central City Museum. After the ----- of *Bloom Outside the Box*, our recent **143.** exhibition showcasing the artwork of local sculptor Leanne Bloom, the museum board has decided to allocate a new position dedicated to creating new quarterly exhibitions. The position title is Special Exhibitions Curator. The successful applicant ----- work on January 2. **144.**

----- . Proven knowledge of local and regional artists is preferred. ----- museum staff are **145.** **146.** encouraged to apply. Please contact Liliana Wells at extension 449 with questions.

Thank you.

Carmen

- 143.** (A) popularity
(B) winner
(C) goal
(D) awareness

- 146.** (A) Expressed
(B) Observed
(C) Depended
(D) Qualified

- 144.** (A) started
(B) will start
(C) has started
(D) was starting

- 145.** (A) Board nominations close at the end of the day on Friday.
(B) Critic Tony Watanabe gave the exhibition a five-star review.
(C) The position requires extensive experience.
(D) We look forward to hosting this event.

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 e-mail.

To:	<Customer List>
From:	info@rapidrailways.com
Date:	February 1
Subject:	News

Rapid Railways would like to reward its loyal customers with a special discount on travel during the month of April. Purchase an adult round-trip ticket over \$60 and receive 50 percent off a second adult fare for a companion. Use code RAIL when booking online.

This promotion is not valid for Rapid Railways Express trains. Customers cannot exchange previously purchased tickets to obtain the offer. Tickets must be purchased by March 1.

147. What is the purpose of the e-mail?

- (A) To publicize an updated service
- (B) To attract first-time customers
- (C) To increase the sale of April tickets
- (D) To promote Rapid Railways Express

148. What is true about the special discount?

- (A) It includes children.
- (B) It requires that tickets be purchased over the phone.
- (C) It applies only to tickets already purchased.
- (D) It is offered to two people traveling together.

Questions 149-150 refer to the following invitation.



149. What topic will be discussed at the event?

- (A) Social media
- (B) Successful investments
- (C) Setting up a small business
- (D) Coping with staff turnover

150. What is indicated about the event?

- (A) It is held once a month.
- (B) It takes place on a weekend.
- (C) Registration is not necessary.
- (D) Space is limited.

Questions 151-152 refer to the following notice.

Harrod Automotive Manufacturing

Andrew Dunn, Director

Laura Bradley, Site Manager

Welcome to Harrod Automotive Manufacturing! We are serious about maintaining a safe workplace environment. We ask that the following rules be strictly observed while you are touring the assembly floor. Anyone found in violation of these rules will be asked to leave the premises. For concerns about compliance, please contact the site manager.

ALWAYS:

- Stay with your tour guide.
- Wear safety glasses and helmet.
- Respond to alarm signals and obey evacuation instructions.
- Request permission from your guide before taking photographs.

NEVER:

- Leave your group.
- Enter areas marked “Danger” or “Staff Only.”
- Touch equipment.

151. For whom is the notice most likely intended?

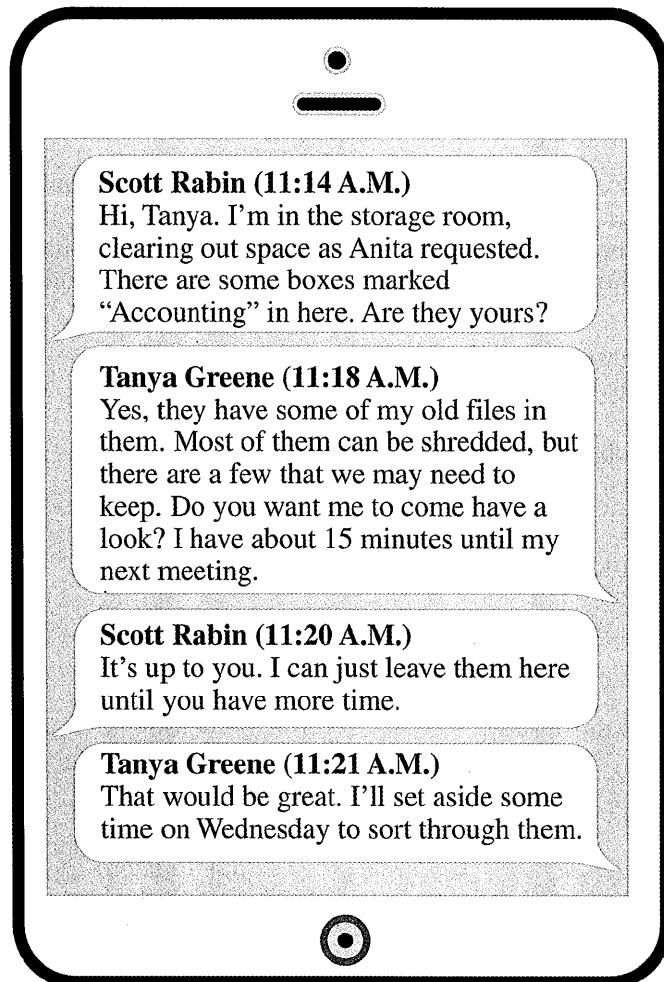
- (A) Maintenance workers
- (B) Security guards
- (C) Safety inspectors
- (D) Factory visitors

152. According to the notice, why should someone contact Ms. Bradley?

- (A) To praise an employee
- (B) To inquire about a policy
- (C) To submit photographs
- (D) To obtain a schedule

GO ON TO THE NEXT PAGE

Questions 153-154 refer to the following text-message chain.



- 153.** Why did Mr. Rabin send a message to Ms. Greene?
- (A) To ask if she needs more storage space
 - (B) To find out if some files belong to her
 - (C) To get her help moving some boxes
 - (D) To ask where some files should be put
- 154.** At 11:20 A.M., what does Mr. Rabin mean when he writes, “It's up to you”?
- (A) He will sort some documents when Ms. Greene wants him to.
 - (B) He can arrange for a time to unlock the storage room.
 - (C) Ms. Greene can decide when she prefers to look at some files.
 - (D) Ms. Greene can choose the type of boxes she wants to use.

Questions 155-157 refer to the following article.

NAIROBI (2 November)—Agosti, the popular Italian shoe retailer, will launch its first outlet store in East Africa this week when Agosti Nairobi opens. Customers will find all the bright colours and unique designs for which Agosti is known. — [1] —.

Agosti Nairobi will feature a unique hands-on approach to fashion, with touch-screen display stations positioned throughout the store. — [2] —. These stations will allow shoppers to browse through product information, read customer reviews, and identify best-selling styles.

— [3] —. The store will also feature a foot plantar pressure sensor. By standing on the sensor, customers will be able to determine their precise foot measurements and choose the best shoe size for their feet. Shoes will be available in a variety of lengths and widths not usually found in competitor stores.

“We at Agosti see East Africa as an important place for new fashion,” said Raffael Zito, Agosti’s marketing director. According to Mr. Zito, the opening of the Nairobi store is only the first step of an ambitious expansion plan. — [4] —.

155. What aspect of the Agosti Nairobi store does the article highlight?

- (A) Its spacious interior
- (B) Its knowledgeable sales team
- (C) Its wide selection of brands
- (D) Its interactive displays

156. What is true about Agosti shoes?

- (A) They are available in new designs.
- (B) They are very expensive.
- (C) They are made in hard-to-find sizes.
- (D) They are mostly handmade.

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

“In fact, the company is currently scouting locations for a new design facility in the region.”

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

Questions 158-160 refer to the following form.

http://www.pinecrestofficepark.com/requestform

**Pinecrest Office Park
Request Form**
Judy Blanch, Office Manager
215.555.0118, extension 2

Date of Request: April 2 **Type of Problem:**

Tenant: Lerner and Randall, LLC Structural

Office: Suite B, Third floor Electrical

Tenant Contact Name: Amy Randall Plumbing

Brief Description of Work Needed:
The ceiling over the window has developed a water leak, and the wall is beginning to discolor.

Additional Instructions:
Before coming over, please call my office at 215.555.0127. My partner, Zach Lerner, and I would like to be present when the building staff is there. There is very expensive office equipment directly under that part of the ceiling. We will need to move it before any repairs are made.

To Be Filled Out by Pinecrest Management:

Date Received: April 3 **Approved:** Yes No
Assigned to: In-Su Kim **Approved by:** Judy Blanch

Notes:
Please investigate this problem early tomorrow morning after you call Ms. Randall. If roofing repairs are needed, e-mail John Roper (Roper Roofers – john@roperroofers.com), and set up an appointment for an estimate.

158. What is the purpose of the form?

- (A) To apply for a job
- (B) To request a lease
- (C) To report a problem
- (D) To change an address

159. Who will first contact Ms. Randall about her April 2 request?

- (A) Mr. Kim
- (B) Mr. Lerner
- (C) Mr. Roper
- (D) Ms. Blanch

160. Why does Ms. Randall mention some office equipment?

- (A) It is for sale.
- (B) It needs to be moved.
- (C) It has been damaged.
- (D) It needs to be replaced.

Questions 161-163 refer to the following press release.

FOR IMMEDIATE RELEASE

Media contact: Andrea Óladóttir / +613 555 0124

Babson Vehicles Ltd. Enthusiastically Implements Deluxident's Newest Product

OTTAWA (10 June)—Babson Vehicles Ltd., a leading Canadian manufacturer, has just adopted a new fingerprint entry system aimed at improving company security. Created by Icelandic firm Deluxident, the system enables employees to enter campus buildings simply by scanning their fingerprints.

According to Babson's CEO Daniel Deems, Deluxident's fingerprint-scanning system is a significant improvement over other security products the company has tried in the past.

"Deluxident's fingerprint scanner has been a tremendous asset. In the past, we always accessed our buildings by using photographic and electronic identification badges," said Deems. "Producing and replacing lost badges, however, was expensive. In addition, they posed a significant security threat. Employees sometimes forgot their badges, adding to traffic through our security office. All in all, the badges were costly and risky."

For the past decade, Deluxident has been offering high-tech workplace solutions with its innovative digital products. Headquartered in Reykjavík, Deluxident delivers items worldwide and offers 24-hour technical assistance by telephone. For further details about the new fingerprint-scanning entry system, visit www.deluxident.is.

161. What is implied about Mr. Deems?

- (A) He oversees multiple buildings.
- (B) He makes frequent trips abroad.
- (C) He is a successful inventor.
- (D) He often misplaces his identification badge.

162. Why does Mr. Deems prefer Deluxident's new product over previous products?

- (A) It facilitates campus entry for visitors.
- (B) It lowers expenses in the long term.
- (C) It requires photo identification.
- (D) It allows employees to quickly locate each other.

163. What is true about Deluxident?

- (A) It ships its products internationally.
- (B) It is based in Canada.
- (C) It provides on-site consulting services.
- (D) It plans to merge with Babson Vehicles Ltd.

TEST 2

GO ON TO THE NEXT PAGE 

Questions 164-167 refer to the following letter.

Maria Cleary
2289 Coolidge Street
Great Falls, MT 59401

Paul Donnell
5267 Cotton Vale
Helena, MT 59624

Dear Mr. Donnell,

After searching through Lewis and Clark County's public property records online, I discovered that you are the owner of the building that was once a general store on the corner of Waller Avenue and Main Street. As far as I can tell, the building has been boarded up and unoccupied for quite a few years. — [1] —. I would like to know if you would be interested in selling it.

I have been planning to open a café in the area, and I believe that with some modest improvements, your building could be the perfect location. I would want to keep as much of the original structure intact as possible. — [2] —. Any modifications would be minor.

I realize there are other buildings for sale in the business district, but they do not have the same connection to the community. — [3] —. I have spoken with many Helena residents who have fond memories of your building, and they would like to see it transformed into a usable structure again. — [4] —. I am confident that my plan would be welcomed by the community.

Thank you for considering my offer. If you would like to discuss details, I can be reached at 406-555-0181.

Sincerely,

Maria Cleary

Maria Cleary

- 164.** What is indicated about Lewis and Clark County?
- (A) It is well-known for its restaurants.
 - (B) It enforces strict building regulations.
 - (C) It provides property information over the Internet.
 - (D) It is seeking feedback on a development project.
- 165.** What is suggested about the general store building?
- (A) It is currently open to the public.
 - (B) It has changed ownership many times.
 - (C) It is undergoing extensive renovations.
 - (D) It has been vacant for several years.
- 166.** Why most likely is Ms. Cleary interested in Mr. Donnell's property?
- (A) It is popular with local residents.
 - (B) It is located in the city center.
 - (C) It is being sold for a low price.
 - (D) It features a spacious floor plan.
- 167.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "I think the exposed brick siding, for example, is essential to the building's charm."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 168-171 refer to the following information.

Bulletin boards at Quenton Advertising

The physical bulletin boards in our facilities are overseen by the administrative assistant in the Human Resources Department. The bulletin boards are in locked glass cabinets, and the administrative assistant is responsible for the cabinet keys and for ensuring that all postings are kept current.

- **The bulletin board by the elevator** is used to convey general information to all employees, such as important company news or reminders.
 - **The bulletin board outside the conference rooms** is used solely for information relating to upcoming meetings and events scheduled for those rooms.
 - **The staff lounge bulletin board** may be used for announcements not sponsored by Quenton Advertising that may be of general interest to coworkers, such as personal items for sale, local festivals, and other community events. To post these notices, staff must first submit a request to Human Resources and include contact information as well as a photocopy of the posting. These announcements cannot be posted more than two weeks before the event date.
- All bulletin boards will be checked regularly to ensure compliance with their intended purposes.

168. What is the purpose of the information?

- (A) To describe a job opening
- (B) To explain a company policy
- (C) To provide building information to visitors
- (D) To help clients navigate a Web site

169. Where is important company news most likely posted?

- (A) Near the elevator
- (B) In the staff lounge
- (C) Inside the conference rooms
- (D) In the Human Resources Department

170. According to the information, why should employees contact Human Resources?

- (A) To pick up their office keys
- (B) To have their notices approved
- (C) To register for company events
- (D) To submit photocopy requests

171. Why are bulletin boards checked regularly?

- (A) To confirm that the cabinets are kept locked
- (B) To confirm that personal items have been sold
- (C) To ensure that postings are appropriate at each location
- (D) To ensure that postings are interesting to all employees

Questions 172-175 refer to the following online chat discussion.

Live Chat	
Satoru Hashimoto (10:42 A.M.)	I just logged in to my guest loyalty program account and noticed that the nights I stayed at the Grand Jurong Hotel last month haven't been credited. Are my loyalty points being processed?
Franca Russo (10:44 A.M.)	Thank you for contacting the Customer Care Centre. I'm looking at your account and see that the loyalty points are not there at the moment. Points are good for one year after the check-out date. I am adding Mr. Han Sai Wong from the Grand Jurong to this chat to confirm your stay at the hotel. What were the dates of your stay so that he can look up the reservation?
Han Sai Wong (10:46 A.M.)	Already got it. I can confirm Mr. Hashimoto stayed four nights with a check-in date of March 7.
Satoru Hashimoto (10:47 A.M.)	March 7 through March 11.
Franca Russo (10:50 A.M.)	Mr. Hashimoto, I have added the points to your account. With your new points, you are eligible to either upgrade your room for the stay you reserved next month, or you may apply the points toward one free night on a future booking. May I assist you in upgrading your current reservation or in completing a booking for a future stay?
Satoru Hashimoto (10:51 A.M.)	Not at this time. Thank you for your help!

172. Why did Mr. Hashimoto contact Customer Care?
- (A) To provide feedback on a recent stay
 - (B) To book a room using his loyalty points
 - (C) To change an existing reservation
 - (D) To inquire about missing loyalty points
173. At 10:46 A.M., what does Mr. Wong mean when he writes, "Already got it"?
- (A) He has found some information.
 - (B) He is pointing out a mistake made by Ms. Russo.
 - (C) He is going to call Mr. Hashimoto.
 - (D) He will complete Mr. Hashimoto's reservation.
174. What does Ms. Russo offer to do for Mr. Hashimoto?
- (A) Award him extra points
 - (B) Issue a refund
 - (C) Provide an upgrade on a future stay
 - (D) Transfer his account to a different points program
175. What is NOT indicated about the loyalty points program?
- (A) Points earned on a stay remain valid for a year.
 - (B) Points can be used to upgrade a reservation.
 - (C) Points are credited after a guest leaves the hotel.
 - (D) Points can be doubled under certain conditions.

GO ON TO THE NEXT PAGE

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

To:	Munahid Awad
From:	Abby Fordyce
Subject:	Information
Date:	2 February
Attachment:	Handbook

Dear Mr. Awad,

Good morning. I hope your first day at Epmedin Medical Supplies is going well.

Please find details about our employment policies and practices attached. By the way, you have already been assigned your own personal parking space, but you will need to contact the transportation operations department to obtain a parking permit for display purposes.

As we discussed last week, we need to make travel arrangements for you to visit our other facilities. Your first trip will be to our headquarters next week, followed by visits to the rest of our facilities at the end of the month. Wendy Leighton will assist with your reservations and can be reached at wleighton@epmedin.co.uk.

Please let me know if there is anything else you need.

Sincerely,

Abby

Epmedin Medical Supplies Employee Handbook

Dress Code

Workplace dress codes vary by location. Headquarters in London and the Glasgow office require staff to wear formal business attire, while business casual attire is approved for staff at our Dublin and Belfast manufacturing plants. Formal business attire is defined as a business suit, including a jacket, dress pants or a dress skirt, and a tie (for men). Business casual attire is trousers or khakis, a dress shirt or blouse, or a dress or skirt.

Transportation

Parking at the London office is reserved for delivery and security vehicles. Monthly bus and train passes can be purchased through Human Resources at half the regular fare.

Because of limited on-site parking at our Glasgow and Dublin production facilities, staff can park for free at designated parking garages. Employees need a permit, which can be obtained through the transportation operations department. Permits must be renewed annually online.

Employees at the Belfast facility must obtain a permit for a designated parking space from the transportation operations department.

176. What is a purpose of the e-mail?
- (A) To issue an invitation to a celebration
 - (B) To give notice of a policy change
 - (C) To forward a company document
 - (D) To approve a vacation request
177. In the e-mail, the word “going” in paragraph 1, line 1, is closest in meaning to
- (A) departing
 - (B) proceeding
 - (C) selling
 - (D) visiting
178. What is indicated about Mr. Awad?
- (A) He revised the employee handbook.
 - (B) He has met Ms. Leighton.
 - (C) He takes public transportation to work.
 - (D) He will be traveling in February.
179. Where does Mr. Awad most likely work?
- (A) In London
 - (B) In Glasgow
 - (C) In Dublin
 - (D) In Belfast
180. According to the handbook, what do all Epmedin office locations have in common?
- (A) Parking garages are not available.
 - (B) Parking permits are not required.
 - (C) Employees need to comply with specific dress codes.
 - (D) Factory workers follow very strict safety regulations.

GO ON TO THE NEXT PAGE

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

E-mail	
To:	Management Team
From:	Fiona Watson
Date:	March 19
Subject:	Spring meeting
Attachment:	Final Agenda
<p>Dear Colleagues,</p> <p>This is a reminder that Contiera Corporation's spring management meeting is scheduled for 9 A.M. tomorrow. The final agenda is attached. Please note that I have added an item to the original meeting agenda. Mai Tran, our publications supervisor, wants to update everyone on this season's product line. She should not take more than twenty minutes.</p> <p>To prepare for the meeting, please review our most recent marketing plan so that we all have a clear idea of our goals for the quarter. It would also help if each of you brought copies of your latest budget report and projected cost estimates for next quarter.</p> <p>I look forward to seeing you tomorrow.</p> <p>Fiona Watson</p>	

Spring Management Meeting—Final Agenda

Date and Time: March 20, 9 A.M.

Location: Conference Room 2

Topic	Description	Leader
Community events	– Learn about local outreach opportunities	Paul Ranier, president of the Arborville Business Association
Budget review	– Discuss department budgets	Fiona Watson
Online advertising	– Review cost of Web ads – Analyze areas for growth	Marcia Dover
Web site updates	– Present recent changes to ski-apparel page – Demonstrate new content management software	Barry Callahan
Print publications	– Review final changes to spring sportswear catalog	Mai Tran

181. In the e-mail, what does Ms. Watson imply about the meeting?
- (A) Some clients will be attending it.
 - (B) A recently hired supervisor will be leading it.
 - (C) It will take more time than originally planned.
 - (D) Its location has been changed.
182. What item on the agenda is new?
- (A) Community events
 - (B) Online advertising
 - (C) Web site updates
 - (D) Print publications
183. What does Ms. Watson ask people to bring to the meeting?
- (A) Updated financial documents
 - (B) A list of new hires
 - (C) A copy of the agenda
 - (D) Revised vendor contracts
184. What does the agenda indicate about Mr. Ranier?
- (A) He teaches a course in online advertising.
 - (B) He will be joining the meeting by telephone.
 - (C) He used to work with Ms. Watson.
 - (D) He represents a local organization.
185. What does Contiera Corporation most likely sell?
- (A) Books and magazines
 - (B) Gardening supplies
 - (C) Athletic clothing
 - (D) Computer software

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

Film Festival Returns to Wales

SWANSEA (24 May)—The Penglais Film Festival returns to town with a full slate of exciting new films. The festival has gained international recognition for the talent it has attracted over the years. It also boasts of having launched the careers of a growing number of celebrity filmmakers.

The week-long festival will run from 9 to 15 August and will feature animated, documentary, and feature films. The festival

is open to the public, with the exception of the closing event on 15 August, which is by invitation only. Tickets for all public events must be purchased in advance and are expected to sell out quickly.

Ticket sales will begin at 10 a.m. on 3 June. Please note that tickets for individual film showings must be purchased separately.

A full schedule of screenings is now available on the festival's Web site at www.penglaisfest.co.uk.

E-mail

To:	Desmond Griffith < d_griffith@docsnow.co.uk >
From:	Ioan Driscoll < ioan.driscoll@penglaisfest.co.uk >
Subject:	Re: Penglais Award Ceremony
Date:	28 May

Dear Mr. Griffith,

I am excited and honoured to hear that you will be able to accept your prize in person at this year's Penglais Award Ceremony. The ceremony will take place at the Wynford Blue Hotel at 5 P.M. on Friday, 15 August. You will be introduced by the festival's president, Ms. Sarah Wu, and you will have the opportunity to give a speech. We kindly request that you limit this speech to no more than 10 minutes.

Please provide me with the e-mail addresses of up to five guests you would like to invite to the ceremony. I will be sure to send them each a link to download their ticket electronically within ten days of the event.

Congratulations,

Ioan Driscoll

The 25th Annual Penglais Film Festival Awards Ceremony Event Program

5:00 P.M. Doors open
5:30 P.M. Dinner service begins
6:00 P.M. Performance by Shirley Finch, accompanied by Dom Lucas on piano
6:15 P.M. Presentation of Excellence in Acting awards
6:30 P.M. Presentation of Achievement in Direction awards
6:45 P.M. Presentation of Best Cinematography award
7:00 P.M. Introduction of Lifetime Achievement Award by Ms. Sarah Wu
7:10 P.M. Speech by Lifetime Achievement Award Recipient
7:20 P.M. Closing remarks
7:30 P.M. Final performance by Shirley Finch, solo

186. What is indicated about the Penglais Film Festival?
(A) It is new to Wales.
(B) Many past participants have become famous.
(C) It focuses on classic films from the past.
(D) Tickets to feature films have sold out.
187. Why is Mr. Driscoll pleased?
(A) He will receive an award.
(B) His film will be shown at the festival.
(C) Mr. Griffith will attend an event.
(D) Mr. Griffith has invited him to speak.
188. What is suggested about tickets for the awards ceremony?
(A) They cannot be purchased.
(B) They cannot be accessed online.
(C) They will become available on May 3.
(D) They are included with the purchase of individual film tickets.
189. Who most likely is Shirley Finch?
(A) An event host
(B) An entertainer
(C) An award presenter
(D) A festival director
190. What award will Mr. Griffith most likely receive?
(A) Excellence in Acting
(B) Best Cinematography
(C) Lifetime Achievement
(D) Achievement in Direction

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

To:	a.raman@bgi.co.in
From:	s.kapoor@mail.co.in
Date:	15 April
Subject:	Thank-you note

Dear Mr. Raman,

Thanks for encouraging me to apply for the position at Neela Advertising and for writing such a glowing referral on my behalf.

Mr. Nirmal, Neela's chief recruiting officer, expressed his admiration for the television commercials I produced for Delhi Works, but he explained that his company in fact needs someone who can also create Web content and applications. I was therefore not offered the position.

Kindly let me know if you happen to hear of any other positions that might be a good fit for me. Thank you in advance.

Best regards,

Shreya

17 May

Shreya Kapoor
21 Hammam Street
Mumbai

Dear Ms. Kapoor,

I am pleased that you will be joining Mumbai Canning Ltd. on 1 June. I was impressed with the knowledge you displayed at the time you interviewed at our offices. Your specific experience at Delhi Works, Inc., will be of tremendous value here.

I am enclosing some documents that you should complete, sign, and bring with you when you report to Human Resources at 9:30 A.M. on your first day. You will receive a brief administrative orientation at that time. Your assigned mentor, Ms. Meera Sethi, will meet you there at 10:30 to escort you to your department, where she will review your training plan and the projects the team is currently working on. At noon she will be taking you to our cafeteria for lunch in the company of some of your colleagues. I hope to join you there as well.

Welcome to Mumbai Canning Ltd.!

Sincerely,

Zara Mehta
Zara Mehta
Mumbai Canning Ltd.

To:	a.raman@bgi.co.in
From:	s.kapoor@mail.co.in
Date:	20 May
Subject:	Good news

Dear Mr. Raman,

Thank you for your last referral. The director offered me the position during our interview, and I will be starting on 1 June. I will be happy to provide you with details about my duties once I get settled.

Best,

Shreya

191. Why was Ms. Kapoor turned down for a position at Neela Advertising?
- (A) She failed to provide adequate referrals.
 - (B) She did not meet the criteria for the job.
 - (C) She missed the application deadline.
 - (D) She was not available for a follow-up interview.
192. What is suggested about Ms. Kapoor?
- (A) She left her job at Delhi Works, Inc., several years ago.
 - (B) She used to work with Mr. Nirmal at Delhi Works, Inc.
 - (C) She will produce television commercials for Mumbai Canning Ltd.
 - (D) She has recently switched careers.
193. Who most likely is Ms. Sethi?
- (A) A cafeteria manager
 - (B) A payroll accountant
 - (C) A marketing team member
 - (D) A budget director
194. According to the letter, where will Ms. Mehta be at noon on June 1?
- (A) In a design meeting
 - (B) On a business trip
 - (C) At a job interview
 - (D) At a dining facility
195. How was Ms. Kapoor offered her new job?
- (A) In person
 - (B) In a letter
 - (C) By e-mail
 - (D) Over the telephone

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

To:	Kyung-Jin Sohn
From:	Darius Jackson
Date:	November 8
Subject:	Solutions to a problem

Dear Ms. Sohn,

As you know, competition for use of the printers has been causing a great deal of delay for members of the legal department. Everyone has had to wait to print documents at some point. Some of us have had to start coming to work earlier, and others are staying late. This is having a negative impact on our productivity and morale.

We could improve the situation for the remainder of the year by posting a sign-up sheet next to the printers. To be fair, each employee should sign up for only two fifteen-minute blocks per day. We could also reserve the lunch hour for unscheduled printing. And we should consider discontinuing the use of color printers until the situation is under control—color printing is up to five times as expensive as black-and-white printing. Let me know what you think.

Regards,

Darius Jackson
Legal Administrator, Reeder and Kelter, Inc.

MEMO

To: All Reeder and Kelter, Inc., Staff
From: Kyung-Jin Sohn, Support Manager
Date: November 24
Subject: Printer use

We have purchased two new printers, a multicolor UX212 and a black-and-white UY120 Truzynx. Unfortunately, they will not be arriving until December 18. In the meantime, please continue to schedule your printer-use times using the online link I e-mailed you on November 10. Using this document, you may reserve up to two fifteen-minute printing periods per day. Please do not schedule consecutive sessions, and remember that we have set aside time both in the morning and in the afternoon for emergency printing. Also, please use the color printers only when absolutely necessary. We have been purchasing more color ink than usual because staff members are using the color printers for scanning and printing when the black-and-white printers are in use.

To:	kjsohn@reederandkelter.com
From:	lsullivan@truzynx.com
Date:	December 22
Subject:	Truzynx purchase

Dear Ms. Sohn,

Thank you for your recent purchase of two Truzynx printers for your company. Your purchase includes two years of free maintenance for each machine. Your first regularly scheduled servicing date will be one month from delivery. We also offer discounted prices on our extended maintenance plans within 60 days of equipment purchase. Please let me know if you are interested in these plans for your new printers.

Are you looking to improve your efficiency? We also have Truzplan. With this affordable remote-printing service, we can securely print your scanned documents and bring them to your office when you need them. Please let me know if you would like more information.

Sincerely,

Leilani Sullivan
Sales Representative

196. According to the first e-mail, how have some employees coped with a problem?
- (A) By reducing operational costs
 - (B) By working outside their regular hours
 - (C) By hiring temporary staff
 - (D) By outsourcing a maintenance service
197. Which of Mr. Jackson's suggestions did Ms. Sohn implement?
- (A) Allowing employees two fifteen-minute printing periods per day
 - (B) Allotting a one-hour period at midday for emergency printing
 - (C) Posting a sign-up sheet next to the printers
 - (D) Discontinuing the use of color printers
198. According to the memo, what is the problem with the color printers?
- (A) They have not been ordered.
 - (B) They regularly break down.
 - (C) They fail to scan documents.
 - (D) They are being overused.
199. What is true about the new printers purchased by Reeder and Kelter, Inc.?
- (A) They were delivered on November 24.
 - (B) They include a three-year maintenance plan.
 - (C) They will be serviced on January 18.
 - (D) They came with free remote printing during the first month.
200. What does Truzplan offer?
- (A) Delivery of printed documents
 - (B) Equipment insurance
 - (C) Suggestions for accessories
 - (D) Training in the use of equipment

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

LC

기출 TEST

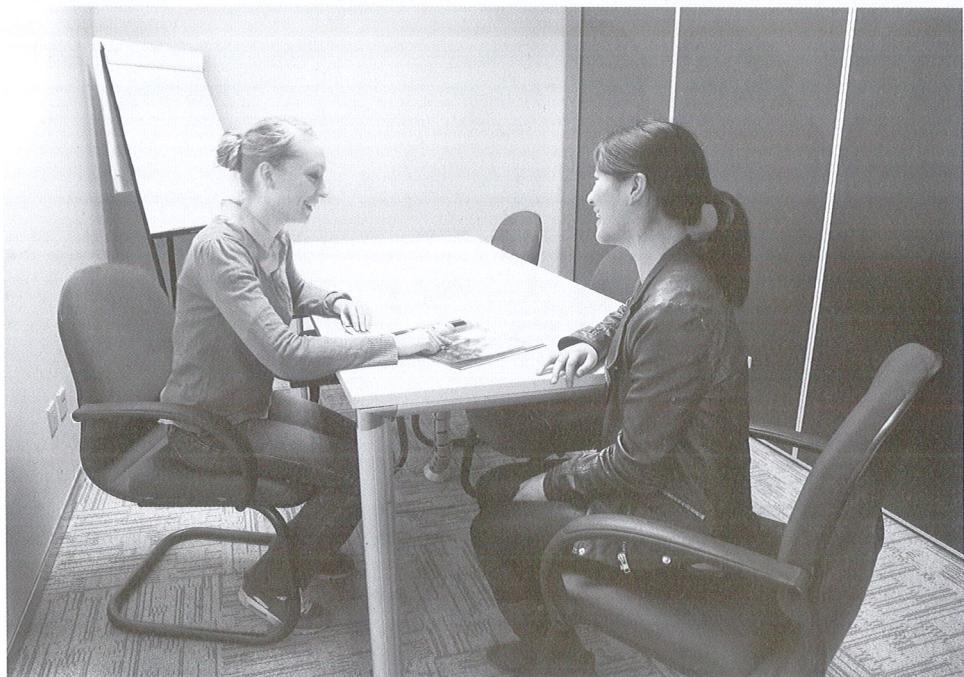
03

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.

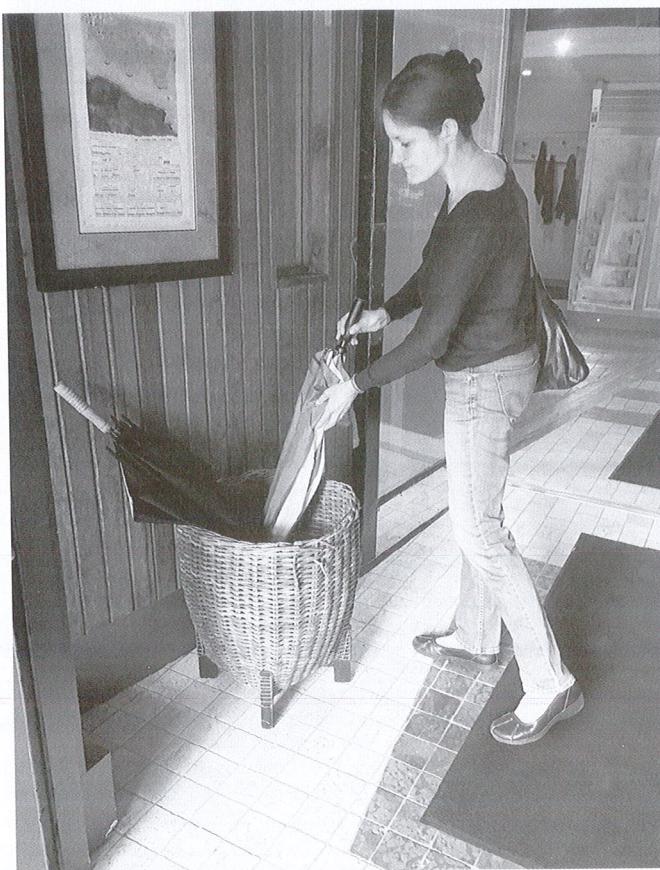


Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.



2



GO ON TO THE NEXT PAGE

3.



4.



5.



6.



GO ON TO THE NEXT PAGE

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.
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18. Mark your answer on your answer sheet.
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24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. 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), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. Where does the woman work?
(A) At an electronics store
(B) At a newspaper publisher
(C) At a bank
(D) At a hotel
33. Why is the man calling?
(A) To update a mailing address
(B) To complain about a billing error
(C) To inquire about a job opening
(D) To request a price estimate
34. What does the woman say she will do next?
(A) Schedule an appointment
(B) Talk to a coworker
(C) Process a refund
(D) Send some samples
-
35. What are the speakers preparing for?
(A) A training session
(B) A marketing presentation
(C) An employee celebration
(D) A board meeting
36. What problem does the man mention?
(A) A computer is not working.
(B) A staff member is unavailable.
(C) A document is incorrect.
(D) A door is locked.
37. What does the woman ask the man to do?
(A) Create name tags
(B) Set up some equipment
(C) Clean a conference room
(D) Confirm a supply order
-
38. Where does the man work?
(A) At a travel agency
(B) At a theater
(C) At a museum
(D) At a fitness center
39. What is the reason for the call?
(A) A payment is late.
(B) An event has been canceled.
(C) A reservation is incomplete.
(D) An offer will expire.
40. What does the man say he will e-mail to the woman?
(A) A brochure
(B) A survey
(C) A sales receipt
(D) A discount code
-
41. What are the speakers planning?
(A) A client visit
(B) A health fair
(C) A fund-raising dinner
(D) A company outing
42. What does the woman mean when she says, “we’ve done that for three years in a row”?
(A) She does not have much experience with a task.
(B) She thinks an activity has been popular.
(C) She does not want to repeat an activity.
(D) She does not need directions to a location.
43. What does the man say he is concerned about?
(A) The price of a class
(B) The distance to a venue
(C) Road closures
(D) Scheduling conflicts

- 44.** Who most likely are the women?
- (A) Athletes
 - (B) Musicians
 - (C) Radio announcers
 - (D) Clothing manufacturers
- 45.** What do the women want to hire the man to do?
- (A) Design some merchandise
 - (B) Repair some equipment
 - (C) Plan some events
 - (D) Move some furniture
- 46.** What does the man request from the women?
- (A) A reimbursement
 - (B) An official certificate
 - (C) A contract signature
 - (D) A completed questionnaire
-
- 47.** How did the woman learn about a company's products?
- (A) She saw an advertisement.
 - (B) She heard about them from a neighbor.
 - (C) She is a regular customer.
 - (D) She lives near the store.
- 48.** What does the man mention about the product?
- (A) It is inexpensive.
 - (B) It is easy to install.
 - (C) It decreases water use.
 - (D) It is available in many colors.
- 49.** What does the woman ask the man to do?
- (A) E-mail more information
 - (B) Provide a cost estimate
 - (C) Schedule a delivery
 - (D) Call back later
-
- 50.** Who most likely is the man?
- (A) A librarian
 - (B) A teacher
 - (C) A news reporter
 - (D) A local politician
- 51.** What does the woman like best about the new library building?
- (A) Its modern appearance
 - (B) Its convenient location
 - (C) Its operating hours
 - (D) Its large book collection
- 52.** What benefit will library members have?
- (A) Free parking
 - (B) Discounts on special classes
 - (C) Access to electronic books
 - (D) Tickets to local museums
-
- 53.** Why did the man go to the store?
- (A) To meet a friend
 - (B) To return a purchase
 - (C) To pick up an order
 - (D) To join a rewards program
- 54.** What problem does the salesperson have?
- (A) She forgot her computer password.
 - (B) She needs to leave work early.
 - (C) She lost her identification badge.
 - (D) She is not familiar with a procedure.
- 55.** What does the manager ask the man for?
- (A) A telephone number
 - (B) A receipt
 - (C) A credit card
 - (D) A shipping address
-

56. What project is the man working on?

- (A) Updating a Web site
- (B) Editing a catalog
- (C) Organizing a company banquet
- (D) Writing a magazine article

57. What does the woman suggest changing?

- (A) A company logo
- (B) A project deadline
- (C) Some prices
- (D) Some photographs

58. What does the man say he will do?

- (A) Contact some colleagues
- (B) Review an inventory report
- (C) Borrow some equipment
- (D) Check a company handbook

59. Where do the speakers most likely work?

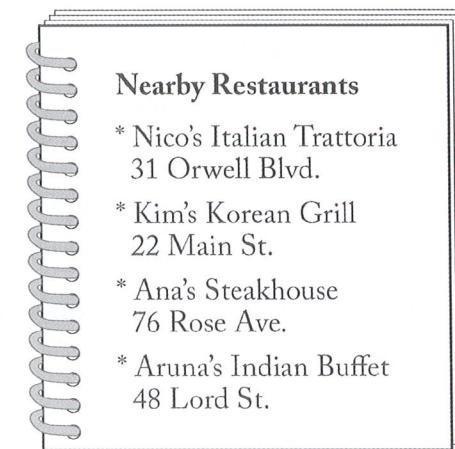
- (A) At a department store
- (B) At an accounting firm
- (C) At a law firm
- (D) At an advertising agency

60. Why does the man say, “Marius Cosmetics was my first account here”?

- (A) To show that he understands a problem
- (B) To explain that he no longer works with a client
- (C) To complain about a coworker’s mistake
- (D) To request a promotion

61. What does the man suggest doing?

- (A) Rejecting a proposal
- (B) Getting help from a manager
- (C) Preparing some samples
- (D) Revising a budget



62. What field do the speakers most likely work in?

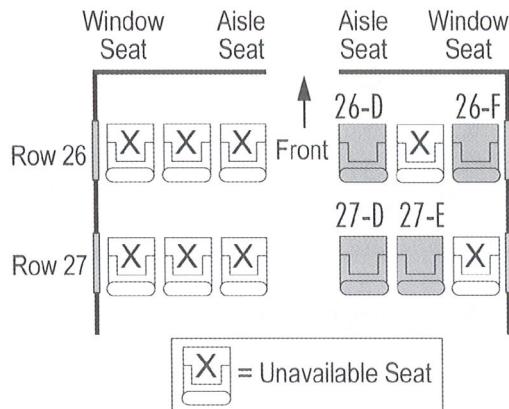
- (A) Technology
- (B) Journalism
- (C) Medicine
- (D) Agriculture

63. What will take place in the afternoon?

- (A) An interview
- (B) A workshop
- (C) A job fair
- (D) A trade show

64. Look at the graphic. Where will the speakers probably have lunch?

- (A) At Nico's Italian Trattoria
- (B) At Kim's Korean Grill
- (C) At Ana's Steakhouse
- (D) At Aruna's Indian Buffet



65. What is the purpose of the woman's trip?
- (A) To attend a conference
 - (B) To take a vacation
 - (C) To meet with some potential clients
 - (D) To assist with a branch opening
66. What does the woman agree to do?
- (A) Give a presentation
 - (B) Pay an additional fee
 - (C) Travel on a different day
 - (D) Make a dinner reservation
67. Look at the graphic. Which seat does the woman request?
- (A) 26D
 - (B) 26F
 - (C) 27D
 - (D) 27E



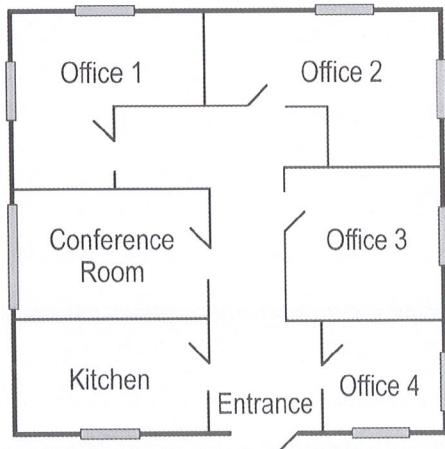
68. What kind of experience does the man say he has?
- (A) Advertising
 - (B) Customer service
 - (C) Delivery driving
 - (D) Marketing
69. Look at the graphic. Which day will the man be interviewed?
- (A) On Tuesday
 - (B) On Wednesday
 - (C) On Thursday
 - (D) On Friday
70. According to the woman, what should the man bring to the interview?
- (A) A list of references
 - (B) A professional certificate
 - (C) A photo ID
 - (D) A printed application

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. Why are some colleagues visiting the company?
 (A) To inspect a facility
 (B) To celebrate an anniversary
 (C) To make a presentation
 (D) To participate in a training
72. What are the listeners asked to volunteer to do?
 (A) Give a city tour
 (B) Arrange transportation
 (C) Prepare some documents
 (D) Contact a catering service
73. What are volunteers asked to send in an e-mail?
 (A) Their qualifications
 (B) Their availability
 (C) Contact information
 (D) A list of supplies
74. Where does the announcement most likely take place?
 (A) At a train station
 (B) At a taxi stand
 (C) At a ferry terminal
 (D) At an airport
75. According to the speaker, what has been changed?
 (A) A boarding time
 (B) A refund policy
 (C) A departure gate
 (D) A trip route
76. What does the speaker say the listeners must show?
 (A) Proof of payment
 (B) Photo identification
 (C) A credit card
 (D) An itinerary
77. What is the main topic of the report?
 (A) Community activities
 (B) Traffic updates
 (C) Business tips
 (D) Entertainment news
78. What does the speaker recommend that the listeners do?
 (A) Fill out a survey
 (B) Attend a town meeting
 (C) Check a map
 (D) Drive slowly
79. What does the speaker say will happen next week?
 (A) A prize will be given.
 (B) A construction project will start.
 (C) A company office will open.
 (D) A government official will be interviewed.
-
80. Where most likely are the listeners?
 (A) On a bus
 (B) On a boat
 (C) At a museum
 (D) At a library
81. According to the speaker, what will the listeners be able to see?
 (A) Local markets
 (B) Unusual wildlife
 (C) Historic buildings
 (D) Famous artwork
82. What does the speaker imply when he says, “We’ll be coming back the opposite way on the return trip”?
 (A) The listeners will be able to take pictures.
 (B) There was an error in a travel itinerary.
 (C) The listeners can use some lockers.
 (D) The listeners should buy souvenirs.

83. What good news does the speaker share?
- (A) A contract was renewed.
 - (B) A deadline was extended.
 - (C) A new employee was hired.
 - (D) A larger building was purchased.
84. What kind of business does the speaker work for?
- (A) An automobile factory
 - (B) A landscape service
 - (C) A book printing company
 - (D) A dry cleaning service
85. What does the speaker mean when he says, "I've already called the manufacturer"?
- (A) He expects sales to increase.
 - (B) He has extra time to help.
 - (C) He has reassigned a task.
 - (D) He is addressing a complaint.
-
86. What does the speaker's company sell?
- (A) Packaged foods
 - (B) Agricultural equipment
 - (C) Home electronics
 - (D) Travel insurance
87. According to the speaker, what will happen next Friday?
- (A) A potential client will visit.
 - (B) A language course will begin.
 - (C) A computer system will be installed.
 - (D) Some construction will be completed.
88. What does the speaker ask the listener to do?
- (A) Reserve a table
 - (B) Notify a supervisor
 - (C) Pick up a vehicle
 - (D) Hire an interpreter
-
89. Where most likely are the listeners?
- (A) At a professional conference
 - (B) At a career fair
 - (C) At a board meeting
 - (D) At a community festival
90. What will Dr. Jimenez talk about?
- (A) Workplace safety
 - (B) Corporate investments
 - (C) Productivity and time management
 - (D) Personality traits and success
91. According to the speaker, what should the listeners do by the end of the month?
- (A) Register for an event
 - (B) Submit a time sheet
 - (C) Sign a card
 - (D) Read a publication
-
92. Where does the speaker work?
- (A) At a national park
 - (B) At a science museum
 - (C) At a university
 - (D) At a public library
93. What does the speaker imply when he says, "the seating area is almost full"?
- (A) More chairs are needed.
 - (B) Some people cannot attend an event.
 - (C) A fund-raising goal was reached.
 - (D) A lecture is popular.
94. What does the speaker ask the listeners to do?
- (A) Raise their hand to ask questions
 - (B) Turn off their mobile phones
 - (C) Stay in a designated area
 - (D) Refer to a map
-



95. Which department does the speaker most likely work in?
- Customer service
 - Product development
 - Maintenance
 - Shipping
96. Why does the speaker want to meet with the listener?
- To make an introduction
 - To handle a complaint
 - To discuss a project
 - To sign a contract
97. Look at the graphic. Which is the speaker's office?
- Office 1
 - Office 2
 - Office 3
 - Office 4

<i>Gino's Restaurant</i>	
Weekend Specials Menu	
Friday dinner:	Pizza with fresh tomatoes
Saturday lunch:	Pasta with red sauce
Saturday dinner:	Broiled fish with vegetables
Sunday lunch:	Grilled chicken with salad

98. Who are the listeners?
- Cooks
 - Managers
 - Food distributors
 - Safety inspectors
99. Look at the graphic. What menu item will need to be replaced?
- Pizza
 - Pasta
 - Broiled fish
 - Grilled chicken
100. What does the speaker want the listeners to do by 4:00 P.M. today?
- Prepare for an inspection
 - E-mail some suggestions
 - Arrange a delivery
 - Print a new menu
-

This is the end of the Listening test.

RC

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03

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.

101. The event planner determined that Tuesday's forum will require ----- chairs.
(A) addition
(B) additions
(C) additional
(D) additionally
102. Ms. Hu will check the storage closet before she ----- more office supplies.
(A) contains
(B) orders
(C) writes
(D) copies
103. All sales staff are asked to acknowledge their ----- in Monday's workshop.
(A) participate
(B) participates
(C) participated
(D) participation
104. The commercial for Zhou's Café was ----- Sunn Agency's best advertisement of the year.
(A) easy
(B) ease
(C) easiest
(D) easily
105. Use coupon code SAVE20 to purchase ----- perfume or cologne for 20 percent off.
(A) any
(B) few
(C) single
(D) many
106. Talk-Talk Cell Phone Company will soon be merging with its main -----.
(A) competitor
(B) competing
(C) competitive
(D) competitively
107. Ms. Ellis designed one of the most ----- marketing campaigns the department had seen.
(A) create
(B) creation
(C) creative
(D) creatively
108. Last month we received numerous ----- comments from customers on our blog.
(A) eventual
(B) probable
(C) close
(D) positive

109. Beginning on August 1, patients will be asked to complete a short survey ----- each visit.
- (A) inside
(B) after
(C) where
(D) whenever
110. Viewing the beautiful landscape outside her door ----- inspires Elia Colao to paint.
- (A) continually
(B) continue
(C) continual
(D) continued
111. Although the parts are made in China, the ----- of Jamy bicycles is done in Canada.
- (A) vision
(B) meeting
(C) approach
(D) assembly
112. Many businesses promote carpooling ----- traffic congestion.
- (A) is prevented
(B) prevent
(C) to prevent
(D) prevented
113. ----- the repairs are complete, only essential personnel are allowed in the building.
- (A) Despite
(B) Finally
(C) Until
(D) During
114. We apologize for having used the wrong colors on the Slarott Architecture brochures and will deliver ----- on Friday.
- (A) replacing
(B) replaces
(C) replaced
(D) replacements
115. Employees must store all tools ----- at the end of the shift.
- (A) properly
(B) restfully
(C) truly
(D) finely
116. An ----- to renovate the old factory was submitted to the city council.
- (A) application
(B) establishment
(C) experience
(D) accomplishment
117. Customers ----- wish to return a defective item may do so within twenty days of the date of purchase.
- (A) whose
(B) who
(C) which
(D) whichever
118. The Golubovich House will be open ----- a special living-history program on Sunday.
- (A) from
(B) around
(C) for
(D) by
119. Mr. Wijaya is reviewing the résumés to select the candidate best ----- for the position.
- (A) qualify
(B) qualifications
(C) qualifying
(D) qualified
120. Tourists praise Naval City's world-class beaches ----- its historical attractions.
- (A) as well as
(B) yet
(C) so that
(D) when

121. Mr. Chandling will cover any time-sensitive work ----- Mr. Tan is on vacation.
- (A) along
(B) besides
(C) while
(D) then
122. Laura Gless promotes faculty-led study programs in ----- such as France and Italy.
- (A) destinations
(B) ambitions
(C) purposes
(D) intentions
123. Mr. Stafford e-mailed the clients to ask ----- there is a train station near their office.
- (A) so
(B) about
(C) whether
(D) of
124. Last year, the city ----- nearly 500 building permits to small-business owners.
- (A) regarded
(B) issued
(C) performed
(D) constructed
125. Local merchants are hopeful that if this new business succeeds, ----- will also benefit.
- (A) theirs
(B) them
(C) their
(D) themselves
126. Following the retirement of Mr. Whalen, the company ----- a search for a new CEO.
- (A) connected
(B) launched
(C) persuaded
(D) treated
127. Ms. Travaglini filed the paperwork with the facilities department ----- a week ago.
- (A) beyond
(B) over
(C) past
(D) through
128. After the lease -----, customers have the option of purchasing the car or returning it to their local dealer.
- (A) expired
(B) is expiring
(C) will be expiring
(D) expires
129. The *Jones News Hour* is broadcast ----- on radio and television.
- (A) instinctively
(B) simultaneously
(C) collectively
(D) mutually
130. Ms. Choi would have been at the keynote address if her train ----- on time.
- (A) arrives
(B) will arrive
(C) had arrived
(D) arriving

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.

Philadelphia's PH11-TV invites you to download our new traffic app for your mobile device. The app ----- the station's traffic coverage. Use it to get traffic news if you are away from your television and are unable to watch our traffic reports. ----- . Plus, you can program your daily commute into the app to receive personalized alerts ----- on your mobile device when any traffic-related event occurs along your route. Avoid traffic delays by downloading the PH11-TV traffic app today, ----- tune in to our live broadcast beginning at 5:00 A.M. and 4:00 P.M. daily.
131. **132.** **133.** **134.**

131. (A) displaces
(B) observes
(C) commands
(D) supplements

132. (A) Our city is substantial in size.
(B) Text messages are subject to service fees.
(C) We send our newscasters to all areas of the city.
(D) The app features frequent updates.

133. (A) direction
(B) directly
(C) directing
(D) directs

134. (A) or
(B) well
(C) quick
(D) only

Questions 135-138 refer to the following Web page.

<http://www.midwestartisanalcheeseguild.org>

The Midwest Artisanal Cheese Guild (MACG) organizes trade shows and conducts educational seminars ----- the cheese-crafting trade within the midwestern United States. Cheeses from this
135. region are recognized internationally. Many of ----- cheeses are used by chefs at restaurants
136. around the world.

The MACG puts on the region's largest cheese-maker exposition, held each year in April. The prestigious Wizard of Cheese contest is held at this event. ----- . Dan Travella was last year's
137. ----- . His aged cheddar cheese received a winning score of 98.7 out of 100.
138.

- 135.** (A) is advancing
(B) to advance
(C) has advanced
(D) will advance

- 138.** (A) speaker
(B) expert
(C) judge
(D) champion

- 136.** (A) these
(B) each
(C) when
(D) instead

- 137.** (A) Local firm Bromatel demonstrates the latest in cheese-making technology.
(B) Next year some new conference activities are planned.
(C) Cheese makers from around the country compete.
(D) Hotel reservations can be made on our Web site.

Questions 139-142 refer to the following information.

Most of the ----- to *Zien Travel Quarterly* are professional writers with whom we have an
139. ongoing relationship. ----- , we always like to encourage and support new talent. We try to
include at least one article per issue from a new writer, but with just four issues a year, the
opportunities for publication are quite limited.

Before submitting an idea for publication, please read the guidelines at
www.zientravel.com/writers, as they outline our specific areas of interest in detail. ----- .
141.

Note that we aim to respond to all correspondence in a timely manner, but there may be times
when we are slow to respond. For this reason, we ask that you please be ----- .
142.

- 139.** (A) contributes
(B) contribution
(C) contributing
(D) contributors

- 142.** (A) patient
(B) secondary
(C) cautious
(D) precise

- 140.** (A) With that said
(B) For instance
(C) In other words
(D) In that case

- 141.** (A) There are dozens of ways to improve one's
writing skills.
(B) That is why an editorial calendar is so
important to our publication.
(C) This will increase the likelihood of your
proposal being accepted.
(D) While this story is excellent, it does not meet
our needs at this time.

GO ON TO THE NEXT PAGE

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

To: bgosnell@bvb.org
From: sluu@luumarketing.com
Subject: Online marketing research
Date: April 3

Dear Mr. Gosnell,

Below are some preliminary conclusions and recommendations based on our analysis of the design of the Brookside Visitors Bureau Web site.

First, the site is not as ----- as it should be. We recommend updating its appearance and adding **143.** information that meets the demands of today's tourists. Note also that your organization's logo is not used consistently ----- your Web site. **144.**

You should also consider supplementing the imagery used to promote the city. ----- . We **145.** therefore recommend uploading some professionally made videos featuring the various attractions Brookside has to offer. ----- , we suggest adding a page to the Web site that allows **146.** residents and visitors to upload their own photos and videos of city attractions.

Please contact me at your earliest convenience to discuss the next steps.

Best regards,

Shelly Luu
Luu Marketing

- 143.** (A) effectiveness
(B) effectively
(C) effective
(D) effecting

- 144.** (A) upon
(B) toward
(C) among
(D) throughout

- 145.** (A) No photos can be used without my written authorization.
(B) A display of photos is not enough to attract prospective visitors.
(C) A systematic way of filing photos is essential for easy retrieval.
(D) Photos that were not in the proper format have been rejected.

- 146.** (A) So that
(B) In addition
(C) To clarify
(D) After all

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 ticket.

<p>Bellevue Transport</p> <p>Adult off-peak value ticket*</p>  <p>The bearer of this ticket is entitled to unlimited round-trip passage between destinations on the date of issue.</p> <p>Please retain this ticket until completing your travel, as it may be inspected by crew members on the ferry.</p> <p>*Off-peak value tickets are valid for travel Monday to Thursday, 9:00 A.M. to 4:00 P.M. only. Passengers who wish to travel at other times may upgrade to a regular fare ticket for \$5.00.</p>	<p>Between Bellevue Beach and Kipsky Island</p> 
	<p>Between Bellevue Beach and Port Canary</p>

147. What is true about the ticket?

- (A) It was purchased for \$5.00.
- (B) It can be returned for a cash refund.
- (C) It is valid for more than one journey.
- (D) It is good for 24 hours.

148. For what mode of transportation is the ticket?

- (A) A bus
- (B) A boat
- (C) A train
- (D) A taxi

Questions 149-150 refer to the following advertisement.

Graphic Design Associate Needed

The Zachary Township Floral Garden (ZTFG) is seeking a creative and career-oriented person to join our dynamic team. Duties include helping to design, publicize, and market ZTFG activities to schools and media outlets in the surrounding community. Qualifications include proficiency in office and design software and previous experience in a graphic design firm. Flexible work schedule. To apply, e-mail a cover letter, résumé, and two professional references to jobs@ztfg.org by May 5. To learn more, stop by any morning Monday through Friday for a tour of the garden.

- 149.** What is a requirement of the job?
- (A) Prior employment with a nonprofit organization
 - (B) Knowledge of organic gardening principles
 - (C) The ability to identify some garden flowers
 - (D) Competency with graphic design software

- 150.** How can job applicants get more information?
- (A) By viewing a video
 - (B) By taking a class
 - (C) By visiting the garden
 - (D) By contacting some references

Questions 151-152 refer to the following memo.

TEST 3

MEMO

To: All Employees
From: Don Wunder, Director of Facilities
Subject: Chanti Workspaces
Date: February 11

In a special partnership with Chanti Workspaces, five standing desks will be available to employees on a trial basis from February 20 to March 15. Standing desks allow you to stand comfortably while working. We will use the new Chanti B45 model, which is adjustable, so you can alternate between sitting and standing at the perfect height for you. Research suggests that standing desks can negate some of the harmful physical effects of sitting too much. They may also improve mood and overall health. Those wishing to take advantage of this opportunity should contact me. If we have more interest than desks, the recipients will be those who contact me first. Those using the desks will be asked to take a survey about their experience to help us determine whether we should make standing desks available to all employees.

151. What is the purpose of the memo?

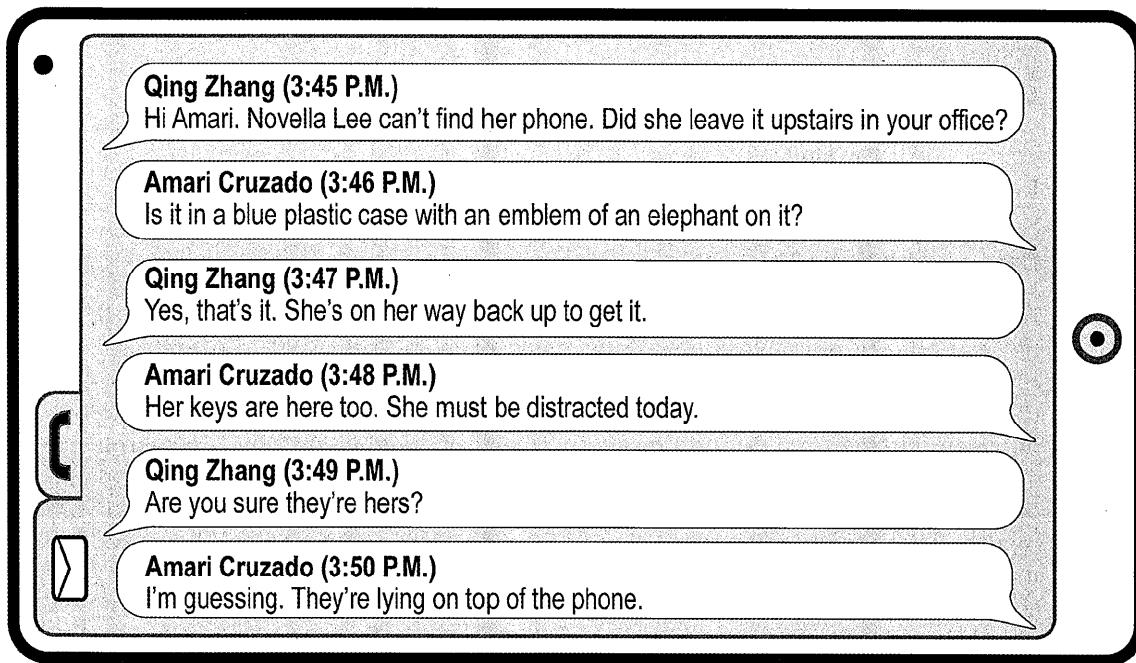
- (A) To ask for help in assembling some furniture
- (B) To offer staff a chance to try a new type of furniture
- (C) To encourage employees to take exercise classes
- (D) To survey worker preferences about office equipment

152. What is indicated about the Chanti B45 model?

- (A) It can be difficult to get used to.
- (B) It will increase worker productivity.
- (C) It can be adjusted to different heights.
- (D) It is the most expensive standing desk.

GO ON TO THE NEXT PAGE

Questions 153-154 refer to the following text-message chain.



153. What will Ms. Lee most likely do next?

- (A) Retrieve some things from upstairs
- (B) Order some accessories for her phone
- (C) E-mail Mr. Cruzado's assistant
- (D) Borrow Ms. Zhang's phone

154. At 3:50 P.M., what does Mr. Cruzado mean when he writes, "I'm guessing"?

- (A) He believes that Ms. Lee is often forgetful.
- (B) He thinks that Ms. Zhang spoke incorrectly.
- (C) He assumes that the keys belong to Ms. Lee.
- (D) He wonders if the keys belong to Ms. Zhang.

Questions 155-157 refer to the following property listing.

Ideal for a new business! This recently constructed property contains nearly 2,000 square metres of office space, with an additional 1,000 square metres of storage space and a 3,000-square-metre car garage. — [1] —. Easily accessible from downtown Cloverdale, the property is within 500 metres of several restaurants and a brand-new shopping centre. — [2] —. The sleek, modern design features floor-to-ceiling windows that provide an abundance of natural light. — [3] —. The standard lease is for twelve months with monthly payments and a security deposit. — [4] —. For a lease application or to view the property in person, call Danna Pulley at (519) 555-0139.

155. How large is the parking area?

- (A) 500 square meters
- (B) 1,000 square meters
- (C) 2,000 square meters
- (D) 3,000 square meters

156. What is NOT mentioned as an advantage of the property?

- (A) It is close to restaurants and stores.
- (B) It is a short drive from the airport.
- (C) It allows for plenty of sunlight.
- (D) It is a relatively new building.

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

“Longer terms can be negotiated, depending on the needs of the applicant.”

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

GO ON TO THE NEXT PAGE

Questions 158-160 refer to the following e-mail.

To:	Rafael Vargas
From:	Bon-Hwa Oh
Subject:	Information
Date:	1 October

Dear Rafael:

The opening at the new airport office here is now set for Monday, 3 November, because of a delay caused by some unexpected construction in Terminal A. I will e-mail you more details later this week, along with a request that you join us here. It would be great to have someone attend from the corporate office.

As I have planned, we will celebrate our relocation with a month of special deals on all car rentals. I have also arranged for us to partner with Moonray Airways for special flight and car travel packages. Although we expect many of our customers will continue to be business travelers, we hope to attract tourists, too.

I hope to see you next month.

Bon-Hwa Oh

- 158.** The word “set” in paragraph 1, line 1, is closest in meaning to
- (A) scheduled
 - (B) attached
 - (C) trained
 - (D) raised
- 159.** What does Mr. Oh suggest in his e-mail?
- (A) He has corrected a mistake.
 - (B) He has visited the corporate office.
 - (C) He is a newly hired employee.
 - (D) He is responsible for an office relocation.
- 160.** What is expected to open on November 3 ?
- (A) An airport terminal
 - (B) A car rental business
 - (C) A tourist agency
 - (D) A construction company

Questions 161-163 refer to the following letter.

Saunderson Medical Group • 46 Manuka Road • Karori, Wellington 6012

12 September

Dear Saunderson Medical Group Patient:

Saunderson Medical Group (SMG) thanks you for choosing us as your health care provider. Throughout our 35-year history, we have successfully treated thousands of patients in Karori. Given the rapid changes in the health care market, we have looked for the best way to continue to provide the best experience for our patients. Toward that end, we are pleased to announce that SMG will join with Keefe Health effective 1 October.

What does this mean for you? Only our name will change; beginning next month we will become Keefe Health Karori. Your physician will remain the same, and you may continue to see your doctor at our Karori location. However, we will now have available all of the talented doctors and specialists from the Keefe Health network to offer you a broader range of diagnostic services and treatments. Keefe Health is consistently ranked at the top of all medical providers in the larger metropolitan area for expertise and patient outcomes.

To learn more about Keefe Health, visit its Web site at www.keefehealth.co.nz. If you wish to schedule an appointment, please use our existing phone number.

We look forward to continuing to care for you.

Sincerely,

Saunderson Medical Group

TEST
3

161. What is the purpose of the letter?

- (A) To thank patients for their patronage
- (B) To advise patients about a business merger
- (C) To introduce a new doctor on staff
- (D) To announce the opening of a branch office

162. What is suggested about Keefe Health?

- (A) It offers medical options that SMG does not offer.
- (B) Its location is inconvenient for Karori residents.
- (C) Its patients will soon receive the letter.
- (D) It has been in business for 35 years.

163. According to the letter, what should recipients do to schedule an appointment?

- (A) Visit Keefe Health's Web page
- (B) Go to Keefe Health's main office
- (C) Send an e-mail request to the SMG receptionist
- (D) Call the same phone number as in the past

GO ON TO THE NEXT PAGE 

Questions 164-167 refer to the following online chat discussion.

The image shows a simulated online chat interface with three participants: Will Frankel, Donna Davis, and Violet Menja. The messages are timestamped from 4:32 P.M. to 4:44 P.M. Will Frankel asks about instructors arriving on Monday. Donna Davis responds that they'll arrive at 2:30 P.M. and meet them at the security desk. Will Frankel asks if assistants can help, and Donna Davis asks if rooms will be set up with computers and whiteboards. Violet Menja states she'll meet the instructors at the security desk. Will Frankel says they'll be using two large conference rooms. Donna Davis notes lab technicians will finish their shifts before 3:00 P.M. and asks if instructors need to lock up. Will Frankel says he'll be there to lock up. Donna Davis says it's good. Will Frankel adds he's here until 5:30 P.M.

Will Frankel (4:32 P.M.):	Are the instructors that are being sent over to our company ready to begin the safety training sessions on Monday?
Donna Davis (4:33 P.M.):	Yes. They'll arrive there at ZRC Tech at 2:30 on Monday afternoon. Someone will meet them at the security desk and show them where they'll be teaching, right?
Will Frankel (4:34 P.M.):	My assistant can help with that.
Donna Davis (4:35 P.M.):	Will the rooms be set up with computers and whiteboards?
Violet Menja (4:35 P.M.):	As Will stated, I'll meet the instructors at the security desk and get them visitor passes.
Will Frankel (4:37 P.M.):	We'll be using two large conference rooms that will have everything the instructors need.
Violet Menja (4:38 P.M.):	The lab technicians will finish up their shifts just before 3:00, so they can go straight to their sessions. I'll be around to help get everyone settled.
Donna Davis (4:41 P.M.):	Excellent. The sessions end at 5:00. Will either of you be there? Do the instructors need to lock up?
Will Frankel (4:42 P.M.):	I'll be there to lock up the rooms when they finish.
Donna Davis (4:43 P.M.):	Good. That's it, then.
Will Frankel (4:44 P.M.):	I'm here until 5:30 if you need anything else this afternoon.

164. Why did Mr. Frankel contact Ms. Davis?

- (A) To propose a change to a schedule
- (B) To request a security form
- (C) To order laboratory supplies
- (D) To confirm special arrangements

165. When will Ms. Menja be at the security desk?

- (A) At 2:30 P.M.
- (B) At 3:00 P.M.
- (C) At 5:00 P.M.
- (D) At 5:30 P.M.

166. What is indicated about the lab technicians?

- (A) They have recently been hired.
- (B) They will attend training sessions after work.
- (C) They will have a break in the afternoon.
- (D) They have previously met Ms. Davis.

167. At 4:43 P.M., what does Ms. Davis mean when she writes, "That's it, then"?

- (A) She does not have any more questions.
- (B) She does not think the doors should be locked.
- (C) She believes that Mr. Frankel has a good idea.
- (D) She has finished closing up the rooms.

Questions 168-171 refer to the following e-mail.

E-mail	
From:	Kira Takamatsu
To:	Eric Sutherland
Subject:	Meeting follow-up
Date:	March 8
<p>Dear Eric,</p> <p>Thank you for sharing your concerns about your workload. — [1] —. We do our best to distribute projects so that employees can complete them during the regular workweek. — [2] —. Since we recently added book-cover design to your already full list of responsibilities, we have decided to assign an assistant to you, a new team member named Hugo Rynkowski. — [3] —. You will oversee his work, including all poster, logo, and catalog layout projects.</p> <p>When Mr. Rynkowski arrives next Monday, you will need to share with him all of your clients' information, including general descriptions and specific requirements. You will be responsible for instructing him on our design software as well as all other systems that you are using.</p> <p>If you have any other concerns, please do not hesitate to share them with me. — [4] —.</p> <p>Kind regards,</p> <p>Kira Takamatsu</p>	

168. Who most likely is Mr. Sutherland?

- (A) A computer programmer
- (B) A graphic designer
- (C) A company manager
- (D) A writer

169. What problem did Mr. Sutherland report?

- (A) Inconvenient scheduling
- (B) Outdated software
- (C) Long commutes
- (D) Too much work

170. What is Mr. Sutherland asked to do next week?

- (A) Prepare a report
- (B) Meet a potential client
- (C) Train a new employee
- (D) Create a job description

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

"This new hire will support you in most of your tasks."

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

Questions 172-175 refer to the following article.

Perth Daily Tribune

Beneath the Bright Blue Sea

(2 November)—If you are looking for Sara Nannup, start by checking under the sea. That's where she has captured all the images in her latest book of photography, *Beneath the Bright Blue Sea*.

Ms. Nannup began taking pictures when her father gave her an easy-to-use instant camera for her fifth birthday. When she went to university, however, she put the camera down to pursue a career in print journalism.

After she graduated, Ms. Nannup was hired as a staff writer by the *Perth Daily Tribune* and had little time for taking pictures. That changed when she attended an underwater photography workshop while on vacation in Bali, Indonesia. There her interest in photography was renewed, and she eventually left her job at the newspaper to devote herself to photography full-time.

Although she started with a child's instant camera, Ms. Nannup now works with

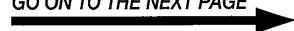
advanced underwater cameras. To deal with wear and tear, she updates her equipment every few years. "Salt water and sand pose challenges for underwater photography equipment beyond those that an everyday camera would face," she said.

After years now of diving and taking pictures, she has yet to tire of her profession. "I still love being able to show people images of creatures and places that they have never seen," says Ms. Nannup.

Most of Ms. Nannup's work, including her latest release, focuses on the ocean around Australia. In May, however, she will travel to Greece to photograph underwater ruins in the Mediterranean for her next book.

Visit www.saranannup.com.au for more information on Ms. Nannup and her work.

172. What is the purpose of the article?
- (A) To profile a former newspaper employee
 - (B) To offer photography advice
 - (C) To promote an online newspaper column
 - (D) To advertise a photography exhibition
173. What inspired Ms. Nannup to take underwater photographs?
- (A) Advice from her father
 - (B) A job in Indonesia
 - (C) A special workshop
 - (D) A journalism class
174. The word “pose” in paragraph 4, line 6, is closest in meaning to
- (A) model
 - (B) check
 - (C) ask
 - (D) present
175. What is indicated about Ms. Nannup?
- (A) She is an experienced diver.
 - (B) She will soon publish her first book.
 - (C) She has taken photographs in Greece.
 - (D) She has used the same camera for many years.

GO ON TO THE NEXT PAGE 

Questions 176-180 refer to the following brochure and article.

WESTWOOD PROPERTIES, INC. <i>Residential Communities</i>	
Westwood Properties, Inc. (WPI), has two residential apartment communities in the city of Kentville.	
HILLSIDE MANOR 222 Jackson Rd. <u>Features:</u> <ul style="list-style-type: none">• 2- and 3-bedroom units with washer and dryer• Swimming pool plus basketball and tennis courts• Children's park nearby• Top-rated schools in the area• Five minutes from the business district• Pet-friendly environment	LAKEVIEW OAKS 119 E. Corfu St. <u>Features:</u> <ul style="list-style-type: none">• 1-bedroom units with large kitchens and baths• Hardwood floors• Community laundry room on each floor• Fitness center and outdoor swimming pool• Ten minutes from business district• Access to multiple bus lines right outside your door• Pet-friendly environment
Visit our Web site at www.westwoodproperties.com to view floor plans or to schedule a personal tour. Sales agents are available at our offices to answer your questions Monday through Friday from 9:00 A.M. to 5:00 P.M., and on Saturday and Sunday from 12:00 noon to 5:00 P.M.	

WPI Announces Expansion

KENTVILLE (March 16)—Westwood Properties, Inc. (WPI), in partnership with the Kentville city government, will be constructing its third residential development in Kentville. The new development, Green Valley Court, will consist of 150 freestanding homes.

Work will begin in April and is expected to be completed in eighteen months. WPI will bear 60 percent of the costs, while the remainder will be borne by the city government.

WPI has built a reputation for providing

comfortable living at affordable prices. Its current residential developments, Hillside Manor and Lakeview Oaks, were built five years ago and are much in demand, with long waiting lists.

According to Helen Hart, a marketing executive for WPI, Green Valley Court will be located twenty minutes from the business district. Ms. Hart went on to say that "Green Valley Court will be ideal for retirees and those longing for some rest and relaxation after a hard day's work."

176. What is stated about Westwood Properties, Inc.?
- (A) Its offices are open daily.
 - (B) It lists available units online.
 - (C) It offers hourly personal tours.
 - (D) Its headquarters are located in Kentville.
177. What is NOT listed as a feature of the units at Lakeview Oaks?
- (A) Recreational facilities
 - (B) Laundry facilities
 - (C) Covered parking
 - (D) Hardwood flooring
178. What does the article suggest about the units at Hillside Manor and Lakeview Oaks?
- (A) They were built in eighteen months.
 - (B) They were completed in April.
 - (C) Many people find them expensive.
 - (D) Many people want to live in them.
179. What does the article mention about Green Valley Court?
- (A) It will contain two apartment buildings.
 - (B) It will be managed by Ms. Hart.
 - (C) Its construction costs will be partly paid for by the government.
 - (D) It is restricted to people who have retired.
180. How will Green Valley Court differ from the other two developments?
- (A) It will allow residents to have pets.
 - (B) It will be farther from the business district.
 - (C) It will include special features for elderly residents.
 - (D) It will allow people to buy homes as well as rent them.

GO ON TO THE NEXT PAGE

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

To:	Dennis Maki
From:	Nigella Smith
Date:	Thursday, November 8, 2:15 P.M.
Subject:	Update

Dennis:

The heads of accounting and sales have chosen the finalists for the job openings in their departments here at Plumsted Aynes. Susan Tsai would like to invite Marco Garcia and Danielle Jenkins to return for second interviews for the accounting position, and Rajesh Kapoor wants to invite Melanie Yu for a second interview for the medical sales position.

I would like you to call the finalists, schedule interviews with them, and then make lunch arrangements accordingly. Keep in mind that Susan will be out of the office next week for a conference.

Thank you for your assistance with this search so far. I'm especially grateful that you were able to work on a short deadline when I asked you to set up the initial interviews.

Regards,

Nigella Smith
Human Resources Director

To:	Nigella Smith
From:	Dennis Maki
Date:	Thursday, November 8, 3:52 P.M.
Subject:	RE: Update

Nigella:

I called the three finalists. As it turns out, this afternoon Melanie Yu accepted a job offer with another pharmaceutical firm—our competitor Granquist. I informed Rajesh about this development and he said he hopes to find a suitable replacement.

I have confirmed an interview for Mr. Garcia on Tuesday, November 20. I also made arrangements with our regular catering company for lunch here. Unfortunately, Ms. Jenkins was recently hospitalized, so I'm leaving any further decision about her interview with you.

Dennis Maki
Administrative Associate

181. What is one purpose of the first e-mail?
- (A) To announce a job opening
 - (B) To make an offer to a job applicant
 - (C) To request that applicants be contacted
 - (D) To check a job candidate's references
182. What type of company most likely is Plumsted Aynes?
- (A) An accounting firm
 - (B) A medical clinic
 - (C) A caterer
 - (D) A pharmaceutical company
183. What is suggested about Ms. Jenkins?
- (A) She has visited Plumsted Aynes before.
 - (B) She will be interviewed by Ms. Smith.
 - (C) She previously worked for Granquist.
 - (D) She is interested in a sales position.
184. What will Mr. Kapoor most likely do?
- (A) Meet with Mr. Garcia
 - (B) Attend a conference
 - (C) Make reservations at a restaurant
 - (D) Select a new candidate to interview
185. What was Mr. Maki NOT able to do?
- (A) Order food to be delivered
 - (B) Schedule all the appointments within a given time frame
 - (C) Have a conversation with Ms. Yu
 - (D) Assist Ms. Smith with setting up the initial interviews

GO ON TO THE NEXT PAGE 

Questions 186-190 refer to the following article, Web page, and online order form.

KELOWNA (2 June)—A new enterprise is revolutionizing mealtime in Kelowna. Fine Fresh Foods is a meal-delivery service that was founded one year ago by Kathryn Mishra. The service allows users to go online and browse hundreds of recipes. They select the recipes they like and have the ingredients, with cooking instructions, shipped to them on a weekly basis.

Ms. Mishra first thought of the idea when she observed her friends' hectic lives. "My friends were too busy to plan, shop, and cook for themselves," she explained. "Most nights they would go to a restaurant and get takeout food. Some wanted to cook at home

in their kitchens but didn't feel confident in their abilities."

Ms. Mishra has found a way to streamline the whole process. Fine Fresh Foods works with local suppliers—often small farms—that are required to be organic. The focus on working with local partners, as well as the convenience and reasonable price of the service, has made the business extremely popular. At the moment, Fine Fresh Foods delivers only within Kelowna, but expansion to other areas is planned in the coming year.

<http://www.penningtonfarm.ca>

Home	Produce	News	Contact
------	---------	-------------	---------

Pennington Farm is teaming up with Fine Fresh Foods! Since our founding over 30 years ago, we have always produced high-quality fruits and vegetables. We look forward to helping Fine Fresh Foods in its mission to provide delicious culinary creations sourced from local farms like ours.

Pennington Farm's fruits and vegetables can also be purchased at our farm stand seven days a week from 9:00 A.M. until 2:00 P.M. In addition, we sell our produce at the Hardy Street Farmers Market each Saturday morning and at Russell's Grocery Store throughout the week.

http://www.finefreshfoods.ca/orderform

Fine Fresh Foods
Order Form

Name: Darren Soun
E-mail: dsoun@email.ca
Phone: 250-555-0193
Selected Recipes:
#11—Stir-fried chicken and vegetables (serves four)
#32—Pork tenderloin with asparagus (serves four)
#56—Vegetable barley soup (serves two)
Total: \$50.00 (Charged to credit card ending in 4873)
Delivery Day and Time: Tuesday, 13 June, at 6:00 P.M.

- 186.** What is the article mainly about?
- (A) How a food-service company got started
(B) What recipes a cooking class will cover
(C) Why a local restaurant is popular
(D) Where to buy inexpensive kitchen equipment
- 187.** According to the article, what is one reason customers like Fine Fresh Foods?
- (A) Its hours are convenient.
(B) Its prices are affordable.
(C) It has several locations.
(D) It offers free delivery.
- 188.** What is announced on the Pennington Farm Web page?
- (A) A job opportunity
(B) An upcoming sale
(C) A business partnership
(D) An anniversary celebration
- 189.** What most likely is true about Pennington Farm?
- (A) It is a family-run business.
(B) It recently opened a second farm stand.
(C) It sells exclusively to Russell's Grocery Store.
(D) It is an organic farm.
- 190.** What is suggested about Mr. Soun?
- (A) He does not eat meat.
(B) He lives in Kelowna.
(C) He is having a dinner party on June 12.
(D) He is one of Ms. Mishra's friends.

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

E-mail

To:	Kate Millerson
From:	Daniel Friedman
Date:	January 25
Subject:	Upcoming focus group

Hi, Kate,

The next focus group to test the new fruit-flavored beverage ideas will be held on February 1 in the Greenville office. Mari Kobayashi will be leading it.

Please design a questionnaire to collect the group's feedback using the one you created last month as a template and send it over to Mari. After the focus group takes place, please tally the results in the form of a chart. I need to incorporate this information into my monthly report to the chief marketing officer.

Thanks,

Daniel

E-mail

To:	Daniel Friedman
From:	Kate Millerson
Date:	February 3
Subject:	Results of Greenville focus group
Attachment:	Greenville Results

Hi, Daniel,

According to Mari Kobayashi, 25 of the 30 registered participants for Greenville took the taste test and completed the questionnaire. The results are mostly in line with the results from last month's focus group. However, Mari did note that the Greenville group's most popular flavor was unexpected.

Per your request, the tabulated results are attached. Please let me know if you will need additional information for your report to Ms. Acosta or if she wants to see the comments on the questionnaires.

Kate

http://www.finefreshfoods.ca/orderform

Fine Fresh Foods
Order Form

Name: Darren Soun
E-mail: dsoun@email.ca
Phone: 250-555-0193
Selected Recipes:
#11—Stir-fried chicken and vegetables (serves four)
#32—Pork tenderloin with asparagus (serves four)
#56—Vegetable barley soup (serves two)
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 - (B) It recently opened a second farm stand.
 - (C) It sells exclusively to Russell's Grocery Store.
 - (D) It is an organic farm.
190. What is suggested about Mr. Soun?
- (A) He does not eat meat.
 - (B) He lives in Kelowna.
 - (C) He is having a dinner party on June 12.
 - (D) He is one of Ms. Mishra's friends.

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

E-mail

To:	Kate Millerson
From:	Daniel Friedman
Date:	January 25
Subject:	Upcoming focus group

Hi, Kate,

The next focus group to test the new fruit-flavored beverage ideas will be held on February 1 in the Greenville office. Mari Kobayashi will be leading it.

Please design a questionnaire to collect the group's feedback using the one you created last month as a template and send it over to Mari. After the focus group takes place, please tally the results in the form of a chart. I need to incorporate this information into my monthly report to the chief marketing officer.

Thanks,

Daniel

E-mail

To:	Daniel Friedman
From:	Kate Millerson
Date:	February 3
Subject:	Results of Greenville focus group
Attachment:	Greenville Results

Hi, Daniel,

According to Mari Kobayashi, 25 of the 30 registered participants for Greenville took the taste test and completed the questionnaire. The results are mostly in line with the results from last month's focus group. However, Mari did note that the Greenville group's most popular flavor was unexpected.

Per your request, the tabulated results are attached. Please let me know if you will need additional information for your report to Ms. Acosta or if she wants to see the comments on the questionnaires.

Kate

GREENVILLE FOCUS GROUP

February 1

(Numbers indicate how many participants preferred each option.)

Type of drink:	Carbonated (8)	Noncarbonated (17)		
Highest price willing to pay:	\$1.25 (5)	\$1.50 (12)	\$2.00 (5)	\$2.50 (3)
Flavor:	Cherry (2)	Lemon (7)	Lime (13)	Orange (3)

191. In the first e-mail, what is indicated about Ms. Millerson?
- (A) She has designed questionnaires before.
 - (B) She will lead a focus group on February 1.
 - (C) She will interview Ms. Kobayashi.
 - (D) She has been transferred to the Greenville office.
192. What does Mr. Friedman say he will do with Ms. Millerson's data?
- (A) Distribute it to his staff
 - (B) Show it to a new client
 - (C) Include it in a report
 - (D) Write an article based on it
193. Who most likely is Ms. Acosta?
- (A) The director of Human Resources
 - (B) The chief marketing officer
 - (C) A focus group leader
 - (D) An information technology expert
194. What does Ms. Millerson suggest about the Greenville focus group?
- (A) Some people arrived late.
 - (B) The group will meet again soon.
 - (C) Each attendee received a payment.
 - (D) There were fewer participants than expected.
195. Which flavor preference surprised Ms. Kobayashi?
- (A) Cherry
 - (B) Lemon
 - (C) Lime
 - (D) Orange

GO ON TO THE NEXT PAGE 

Questions 196-200 refer to the following Web site, online review, and booking confirmation.

<http://www.zabokahaiti.ht>

French | English ▲ ▼

Zaboka Guesthouse
99 rue Hibbert, Pétion-Ville, Haiti

The Zaboka Guesthouse, situated in the hills above Haiti's capital city of Port-au-Prince, occupies the top four floors of a gorgeous building in a historic district. Our guesthouse is centrally located and just a short walk to markets, restaurants, art galleries, and nightclubs.

Details:

- Amenities include wireless Internet, kitchen facilities, and luggage storage.
- All guests are also entitled to a free Haitian-style breakfast including locally grown coffee.
- The room rate is \$45 per night per guest (\$15 is charged up front to secure each reservation; the remainder must be paid upon arrival).
- Check-in starts at 1:00 P.M.; checkout is no later than 11:30 A.M.
- A minimum stay of two nights is required.
- Parties arriving after 7:00 P.M. will be charged a late-night check-in fee of \$5.00 per reservation.

<http://www.travelfair.com>

Pétion-Ville, Haiti: Zaboka Guesthouse
Posted by Wilford Gaines on October 7

I stayed at the Zaboka Guesthouse for three nights in April. There are several other hotels in the area, but in my view, this is certainly the nicest option within the price range. The lively courtyard and huge communal kitchen both present a great environment for meeting other guests. That was without a doubt my favorite aspect. If you plan to arrive in the evening, make sure you get the code to enter into the electronic keypad at the door, as the street level entrance is locked after 7 P.M. This isn't something I was made aware of, so I had to wait a short while to be let in. Other than that, I really enjoyed my stay!

<http://www.zabokahaiti.ht/receipt167642>

Thank you for your reservation! Please print a copy of these details for your records.

Guest Name: Melinda Le

Number of Guests: 1

Booking Reference Number: 167642

Date and Time of Check-in: 2 June at 8:00 P.M.

Date and Time of Checkout: 3 June at 11:00 A.M.

Amount Paid: \$15.00 deposit

+ \$5.00 late-night check-in fee

= \$20.00 total paid via card ending in -8990

Amount Due on Arrival: \$30.00

Total: \$50.00

Send a message to reception@zabokahaiti.ht or call + 509 2555 0161 if you have any questions prior to your arrival. We look forward to hosting you!

TEST
3

196. Where is the Zaboka Guesthouse located?
- (A) Next to a history museum
 - (B) Near an urban transit center
 - (C) In an old area of the town
 - (D) In a new residential area
197. What does the Web site mention about the Zaboka Guesthouse?
- (A) It provides a complimentary breakfast.
 - (B) It can be reserved for special evening events.
 - (C) It offers tours to local attractions.
 - (D) It requires full payment in advance.
198. What did Mr. Gaines like most about the Zaboka Guesthouse?
- (A) Its friendly staff
 - (B) Its spacious rooms
 - (C) Its social atmosphere
 - (D) Its attractive architecture
199. How did the Zaboka Guesthouse make an exception for Ms. Le?
- (A) By extending her checkout time
 - (B) By waiving a nighttime check-in fee
 - (C) By charging a lower price for her room
 - (D) By allowing her to stay only one night
200. What is suggested about Ms. Le?
- (A) She made her reservation over the phone.
 - (B) She will need a code to enter the guesthouse.
 - (C) She will be traveling with extra luggage.
 - (D) She requested a room that overlooks the courtyard.

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

LC

기출 TEST

04

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.

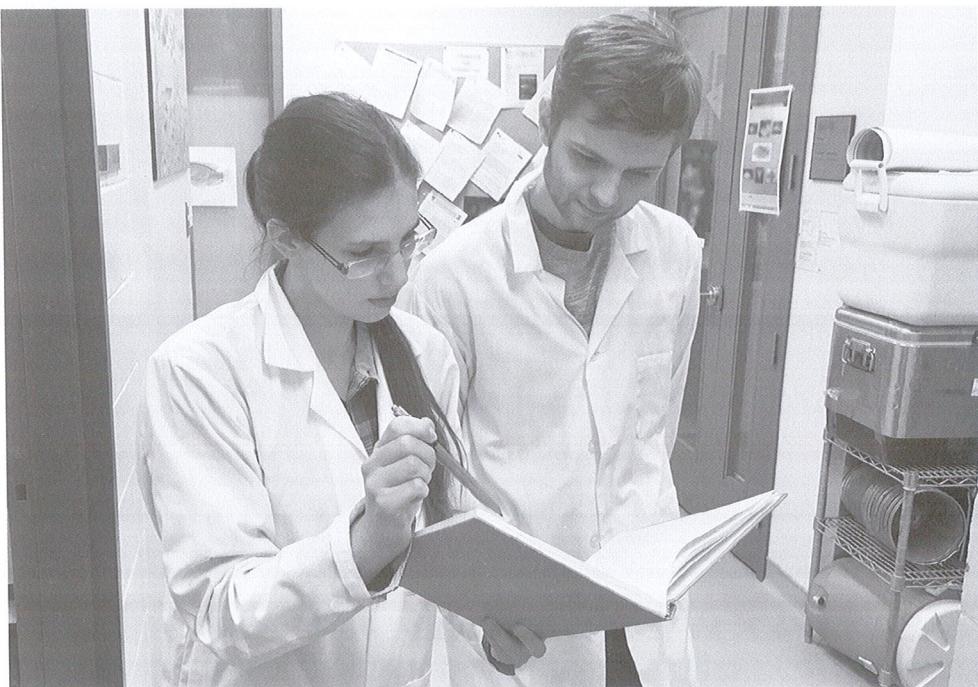
PART 1

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.

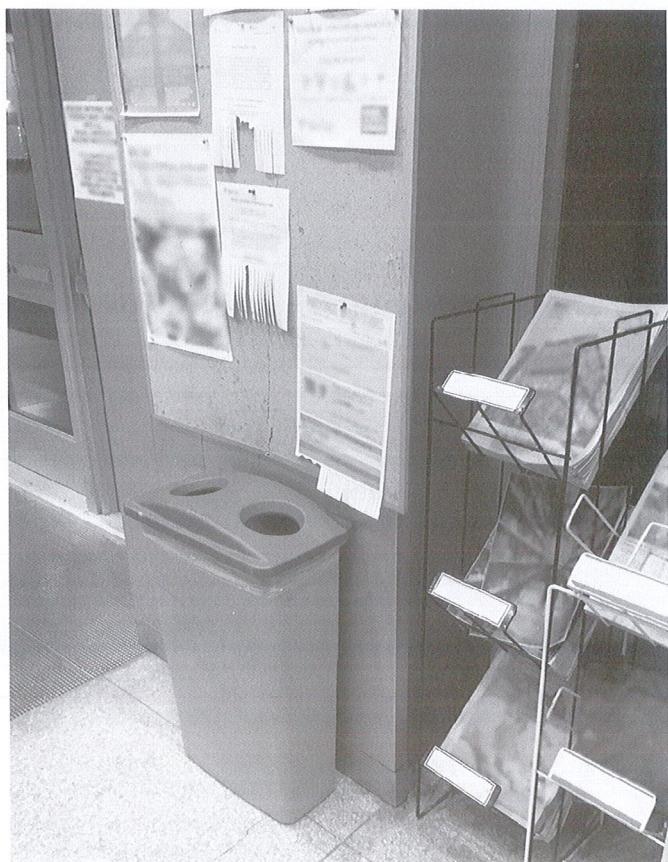


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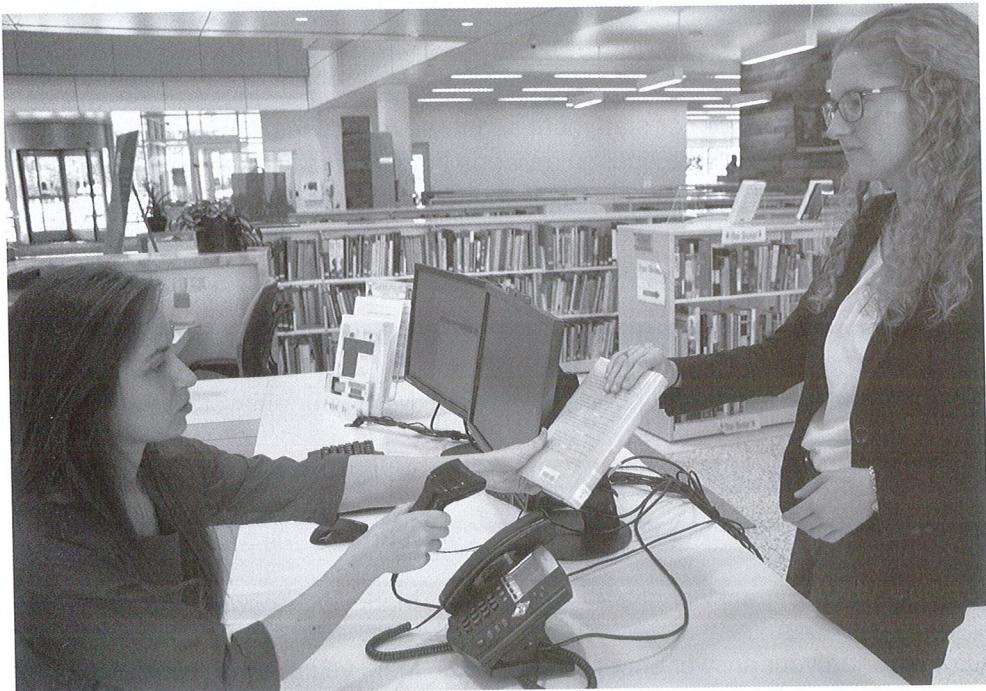
3.



4.



5.



6.



GO ON TO THE NEXT PAGE

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.
27. 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), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. Where most likely are the speakers?
- (A) At an airport
(B) At an office building
(C) At a shopping center
(D) At a hotel
33. What was the woman unable to do this morning?
- (A) Open a door
(B) Make photocopies
(C) Find a taxi
(D) Process a payment
34. What does the woman like about the man's suggestion?
- (A) It accommodates her schedule.
(B) It is affordable.
(C) It will help increase sales.
(D) It will reduce commuting time.
35. What are the speakers getting ready for?
- (A) A holiday season
(B) A corporate visit
(C) A renovation project
(D) A company picnic
36. What new feature will the supermarket introduce?
- (A) A cooking class
(B) A gift-wrapping station
(C) A delivery service
(D) A special phone line
37. What will the man most likely do next?
- (A) Pay some bills
(B) Create a calendar
(C) Talk to some colleagues
(D) Reply to an e-mail
38. What does the woman want to do?
- (A) Replace an appliance
(B) Plant a garden
(C) Repair a floor
(D) Paint a wall
39. Why does the man recommend Kilgore products?
- (A) They are easy to use.
(B) They are long lasting.
(C) They come with a warranty.
(D) They are safe for the environment.
40. What does the man offer to do?
- (A) Demonstrate a product
(B) Contact a manufacturer
(C) Look for a contractor
(D) Provide some color samples
-
41. Why did the man call?
- (A) To discuss an advertising strategy
(B) To inquire about a loan
(C) To request legal assistance
(D) To update contact information
42. What type of company is the man planning to purchase?
- (A) An accounting firm
(B) A bookstore
(C) A travel agency
(D) A coffee shop
43. Why does the man ask for an online meeting?
- (A) He will be out of town.
(B) His car is not working.
(C) Business hours are inconvenient.
(D) A location is difficult to find.
-

- 44.** Where are the speakers?
(A) At a hospital
(B) At a restaurant
(C) At a factory
(D) At a grocery store
- 45.** Where will the speakers go later that day?
(A) To a conference room
(B) To a warehouse
(C) To a security office
(D) To a fitness center
- 46.** What does the woman ask about?
(A) What the safety procedures are
(B) When a work schedule will be posted
(C) How to operate a machine
(D) Where to park a vehicle
-
- 47.** What are the speakers discussing?
(A) Some broken locks
(B) Some missing equipment
(C) A department purchase
(D) A floor plan
- 48.** Which department does the man most likely work in?
(A) Human Resources
(B) Legal
(C) Maintenance
(D) Sales
- 49.** What does the woman imply when she says, "I was there this morning"?
(A) A schedule will be revised.
(B) A problem was not resolved.
(C) An explanation is not necessary.
(D) An appointment ended early.
-
- 50.** What did a company recently do?
(A) It hired a new executive.
(B) It renewed a contract.
(C) It expanded its cafeteria menu.
(D) It ordered new furniture.
- 51.** According to the women, what is the benefit of a change?
(A) It will be good for employee health.
(B) It will lead to staff promotions.
(C) It will lower production costs.
(D) It will enlarge some office space.
- 52.** What do the women ask the man about?
(A) A budget
(B) A delivery date
(C) A seminar
(D) An upcoming holiday
-
- 53.** What information does the woman ask the man for?
(A) Who is scheduled to work
(B) Why a job candidate was not hired
(C) What topic was discussed at a meeting
(D) When a shipment will arrive
- 54.** What will happen next month?
(A) A software update will be released.
(B) A newsletter will be published.
(C) Salary increases will take effect.
(D) Some construction will begin.
- 55.** What will the man e-mail to the woman?
(A) A spreadsheet of pay scales
(B) A signed contract
(C) Some designs for a brochure
(D) Some slides from a presentation
-

56. Why does the woman say, “It’s not on Thursday”?

(A) To indicate relief
 (B) To request an extension
 (C) To confirm availability
 (D) To express surprise

57. What problem does the woman mention?

(A) She cannot access some data.
 (B) She did not receive a travel reimbursement.
 (C) A client is unavailable.
 (D) Transportation is unreliable.

58. What does the man say he will do?

(A) Check a reservation
 (B) Contact a coworker
 (C) Print out a form
 (D) Review a document

59. Where do the speakers work?

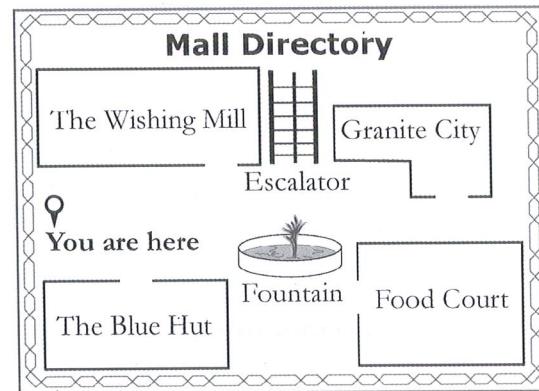
(A) At an art supply store
 (B) At a movie theater
 (C) At a technology company
 (D) At a jewelry store

60. What is the woman’s main responsibility?

(A) Creating inventory lists
 (B) Recruiting temporary help
 (C) Making online videos
 (D) Installing equipment

61. What does the woman ask the man to do?

(A) Edit a report
 (B) Give some feedback
 (C) Upload some pictures
 (D) Open an account



62. What does the woman want to do?

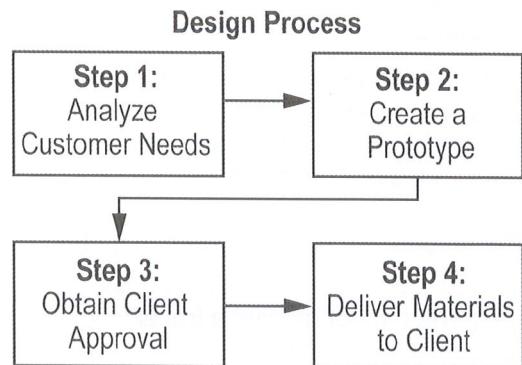
(A) Have an item repaired
 (B) Return a product
 (C) Eat a meal
 (D) Apply for a job

63. Look at the graphic. Where will the woman most likely go next?

(A) The Wishing Mill
 (B) Granite City
 (C) Food Court
 (D) The Blue Hut

64. What does the man remind the woman about?

(A) A discount has ended.
 (B) An escalator is not working.
 (C) A restaurant has limited seating.
 (D) A mall is closing soon.



65. Where does the conversation take place?
- At a concert hall
 - At a museum
 - At a sports stadium
 - At a movie theater
66. Look at the graphic. Why is the woman's ticket discounted?
- It is a Monday.
 - It is after 5 P.M.
 - She is a student.
 - She is a member.
67. What will the woman most likely do next?
- Select a meeting time
 - Eat at a café
 - Go on a tour
 - Attend a lecture
-

68. What is the main topic of the conversation?
- Training materials
 - Banking hours
 - Job descriptions
 - Customer complaints
69. Look at the graphic. When will the speakers need to make a payment?
- After Step 1
 - After Step 2
 - After Step 3
 - After Step 4
70. What does the woman say she has been busy doing?
- Interviewing candidates
 - Moving her office
 - Renovating a house
 - Finalizing a sale
-

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. Which department does the speaker work in?
- (A) Sales
(B) Human Resources
(C) Maintenance
(D) Technical Support
72. According to the speaker, what will begin today?
- (A) Some salary increases
(B) Some building repairs
(C) A landscaping improvement
(D) A departmental audit
73. What does the speaker say will be available to employees?
- (A) A shuttle ride
(B) Some meal vouchers
(C) Bottled water
(D) A mentoring program
74. Where is the talk taking place?
- (A) At a talent agency
(B) At a history museum
(C) At a flight school
(D) At a movie theater
75. What does the speaker emphasize about a business?
- (A) It has a long history.
(B) It is easy to find.
(C) It is reasonably priced.
(D) It has extended hours.
76. What will the listeners do next?
- (A) Get on an airplane
(B) Have some refreshments
(C) Purchase a ticket
(D) Watch a film
77. What position is the listener interviewing for?
- (A) A travel agent
(B) A journalist
(C) A restaurant chef
(D) A farm manager
78. What does the speaker say he wants to hear about?
- (A) A menu selection
(B) A reservation system
(C) A gardening technique
(D) An advertising plan
79. What does the speaker say he will do after the interview?
- (A) Introduce a colleague
(B) Contact a reference
(C) Sample some products
(D) Give a tour
-
80. What is the report mainly about?
- (A) A local election
(B) A city festival
(C) A construction project
(D) A sports competition
81. According to the speaker, what can the listeners find on a Web site?
- (A) A schedule of events
(B) An updated road map
(C) Tourist attractions
(D) Voting locations
82. What does the speaker mean when she says, “there are several bus lines”?
- (A) She rides the bus to work every day.
(B) The bus service is very confusing.
(C) The city buses have caused some traffic problems.
(D) People should take the bus to an event.

83. What is the topic of the seminar?
- (A) Finance basics
 - (B) Marketing strategies
 - (C) Manufacturing processes
 - (D) Hiring procedures
84. What does the speaker say is available on a Web site?
- (A) An electronic book
 - (B) Different payment options
 - (C) Free legal advice
 - (D) Printable certificates
85. What does the speaker ask the listeners to do next?
- (A) Introduce themselves
 - (B) Hand in some paperwork
 - (C) Read a short paragraph
 - (D) Listen to some examples
-
86. Who is the telephone message for?
- (A) A dietician
 - (B) A caterer
 - (C) A truck driver
 - (D) A store owner
87. What does the speaker mean when she says, "do you carry local fruit"?
- (A) She cannot find the products she is looking for.
 - (B) She wants the listener to give her some advice.
 - (C) She wants the listener to sell her products.
 - (D) She is worried about a shipment.
88. What does the speaker say she can do tomorrow?
- (A) Make a phone call
 - (B) Provide samples
 - (C) Send an invoice
 - (D) Visit a clinic
-
89. Where do the listeners most likely work?
- (A) At an event planning company
 - (B) At an appliance store
 - (C) At a fitness center
 - (D) At a hotel
90. What will the listeners learn to use?
- (A) Reservation software
 - (B) A voice-controlled speaker
 - (C) A video game
 - (D) A security system
91. What benefit of the product does the speaker mention?
- (A) Lower operating costs
 - (B) Improved customer service
 - (C) Easier maintenance
 - (D) Increased employee satisfaction
-
92. What is the speaker mainly discussing?
- (A) A department merger
 - (B) A project plan
 - (C) A staffing change
 - (D) A trade show presentation
93. What are the listeners asked to sign?
- (A) A greeting card
 - (B) A participant list
 - (C) A group photograph
 - (D) A registration form
94. Why does the speaker say, "he does have fourteen years of experience"?
- (A) To express surprise
 - (B) To disagree with a suggestion
 - (C) To correct a misunderstanding
 - (D) To offer reassurance
-

<i>International Week Specials</i>	
Monday	Korean Barbecue
Tuesday	Italian Pasta
Wednesday	Indian Curry
Thursday	Mexican Tacos

95. Where is the announcement most likely being made?
- (A) In an amusement park
 - (B) In a supermarket
 - (C) In a restaurant
 - (D) In an airport lounge
96. Look at the graphic. What is offered today?
- (A) Barbecue
 - (B) Pasta
 - (C) Curry
 - (D) Tacos
97. What is provided with a purchase?
- (A) Beverages
 - (B) Serving utensils
 - (C) Discount coupons
 - (D) Recipes

<i>Landscapers Showcase Schedule</i>	
Presentation	Time
Dealing with Extreme Weather	8:00 A.M.
How to Create a Vertical Garden	9:00 A.M.
New Methods of Pest Control	10:00 A.M.
Urban Landscapes	11:00 A.M.

98. What does the speaker remind the listeners to do?
- (A) Pay a registration fee
 - (B) Pick up conference materials
 - (C) Visit a vendor's booth
 - (D) Make a lunch selection
99. Look at the graphic. Which presentation has been canceled?
- (A) Dealing with Extreme Weather
 - (B) How to Create a Vertical Garden
 - (C) New Methods of Pest Control
 - (D) Urban Landscapes
100. Who is Rajesh Patel?
- (A) A conference organizer
 - (B) A corporate sponsor
 - (C) A local caterer
 - (D) A building inspector

This is the end of the Listening test.

RC

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04

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.

101. ----- account will be credited after we receive the returned merchandise.
- (A) You
(B) Yours
(C) Your
(D) Yourself
102. Late entries for the cake decoration contest will not be -----.
- (A) solved
(B) accepted
(C) decided
(D) earned
103. The newspaper has seen an ----- in the number of subscribers who read the online version.
- (A) increase
(B) increases
(C) increasingly
(D) increased
104. Every attorney at the firm of Duncan and Hulce has practiced law ----- more than ten years.
- (A) at
(B) for
(C) on
(D) by
105. Prehart Tool Company has created a more ----- drill than its previous models.
- (A) powerful
(B) powers
(C) powerfully
(D) power
106. To find out if an item on this Web site is in stock, ----- highlight the item and click the "Check on it" button.
- (A) mostly
(B) simply
(C) enough
(D) quite
107. Mr. Jones ----- Ms. Cheng's clients while she is on a business trip to Hong Kong.
- (A) will assist
(B) assisted
(C) to assist
(D) is assisted
108. The Jossty Company offers insurance policies to renters at the lowest rates -----.
- (A) ready
(B) strong
(C) available
(D) agreeable

109. ----- the Editorial Department receives the author's final approval, the manuscript should be sent to the printer.
- (A) As soon as
(B) Still
(C) In the meantime
(D) For example
110. Sidewalks in the town of Newburgh are ----- one meter wide.
- (A) general
(B) generally
(C) generalize
(D) generalization
111. The housing authority has formed a ----- to look for new construction locations.
- (A) member
(B) building
(C) frontier
(D) committee
112. A recent study has found that those ----- regularly read food labels tend to be healthier.
- (A) what
(B) where
(C) who
(D) when
113. If you are not ----- with your Electoshine toothbrush, you may return it for a full refund.
- (A) satisfaction
(B) satisfying
(C) satisfied
(D) satisfy
114. DG Feed Supply has shown strong growth heading ----- the end of the fiscal year.
- (A) among
(B) into
(C) around
(D) between
115. Book fair volunteers may be asked to work longer shifts if the need -----.
- (A) arise
(B) arises
(C) had arisen
(D) arising
116. On Tuesday, Mr. Molina will visit the Seoul office for the first time ----- becoming vice-president of operations.
- (A) under
(B) past
(C) until
(D) since
117. Attendees said the fireworks were the most ----- part of the festival.
- (A) impression
(B) impressive
(C) impresses
(D) impressed
118. The interview panel felt that Dinah Ong's education fit the job description of junior accountant -----.
- (A) perfectly
(B) recently
(C) routinely
(D) occasionally
119. The new software makes it possible to track purchases ----- at multiple points-of-sale.
- (A) rely
(B) reliable
(C) reliant
(D) reliably
120. ----- the next few months, Camion Vehicles will add more features to its sedans.
- (A) Provided
(B) Applying
(C) Toward
(D) Over

- 121.** Altona Printing is expecting a ----- upturn in holiday card orders in the next few weeks.
- (A) considerable
(B) wide
(C) central
(D) dominant
- 122.** By creating innovative packaging -----, EK2 Beverages hopes consumers will reuse their water bottles.
- (A) designed
(B) designs
(C) designing
(D) designers
- 123.** Throughout her tenure at LPID Systems, Ms. Patterson has ----- at defining complex concepts in simple terms.
- (A) excelled
(B) organized
(C) instructed
(D) simplified
- 124.** Winslet Food Service has ----- to expand the cafeteria's menu offerings.
- (A) promptly
(B) before
(C) although
(D) promised
- 125.** ----- the results of the customer survey, we may consider extending the store's evening hours until 9 P.M.
- (A) Because
(B) Depending on
(C) Whereas
(D) In order for
- 126.** Yerrow Cameras' lenses have a long telephoto reach yet an ----- lightweight casing.
- (A) exceptions
(B) exception
(C) excepting
(D) exceptionally
- 127.** After postponing her studies for many years, Ms. Ruiz ----- earned a degree in law.
- (A) thoroughly
(B) distinctly
(C) eventually
(D) already
- 128.** A favorable report on the ----- of Seesom Eyewear convinced the partners to invest in the company.
- (A) profitability
(B) profitable
(C) profited
(D) profitably
- 129.** In Monday's meeting, Mr. Ito ----- the need to hire enough workers for the peak season.
- (A) hesitated
(B) emphasized
(C) dominated
(D) launched
- 130.** Pugh Tower won the Best New Building Award for its creative ----- of sustainable materials.
- (A) routine
(B) accessory
(C) incorporation
(D) submission

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 memo.

From: Janine Farber
To: Barker Marketing Group employees
Date: September 25
Subject: Entryway improvements

As many of you have noticed, the main entrance of our building is in ----- condition. It is in
131.
desperate need of attention. Therefore, beginning at 6 P.M. on Friday, the main entrance ----- for
132.
approximately one month as it is renovated. The changes will give the entryway a more
streamlined and contemporary appearance.

----- the main entrance is closed, employees and visitors may use the side entrances to gain
133.
access to the building. -----
134.

131. (A) poor
(B) stable
(C) physical
(D) excellent
132. (A) close
(B) was closing
(C) will be closed
(D) had been closed
133. (A) While
(B) During
(C) Sometimes
(D) In the meantime
134. (A) All ground floor offices will remain
accessible.
(B) The construction firm has won several
awards.
(C) The building is more than 50 years old.
(D) The board of directors is discussing the
project.

GO ON TO THE NEXT PAGE

Questions 135-138 refer to the following article.

(May 2)—Automotive-manufacturing company Lybera, Inc., today announced that Harvey Ramirez has been appointed as the new chairperson of its board of directors. He ----- Helen McGavick, **135.** who has resigned in order to pursue a new business venture.

"We thank Ms. McGavick for her service and wish her success in her ----- endeavors," said Fen **136.** Wang, Lybera's president and CEO.

Mr. Ramirez has spent ten years as CEO of aerospace-engineering firm Elia Aviation. -----, he held a variety of senior management roles across public and private sectors. **137.**

"Mr. Ramirez's familiarity with sophisticated technology, combined with his leadership experience, makes him well suited to lead our company," said Mr. Wang. "-----." **138.**

- 135.** (A) replaces
(B) was replacing
(C) has been replaced
(D) would have replaced

- 136.** (A) advancing
(B) future
(C) certain
(D) instant

- 137.** (A) Again
(B) Consequently
(C) Previously
(D) However

- 138.** (A) These meetings take place on a regular basis.
(B) The product is currently being developed.
(C) We hope to learn more about the position.
(D) We look forward to his guidance.

Questions 139-142 refer to the following letter.

25 February

Dear Ms. Nguyen,

We appreciate your feedback regarding Medusa Airways' flight 859, which was scheduled to depart at 9:35 A.M. on 19 February. We are sorry that this flight ----- . We have decided to compensate you for the ----- . We have refunded the unused portion of your ticket, valued at \$410. Also, we will reimburse the \$200 you paid in hotel charges resulting ----- the disruption. ----- . Please allow up to five business days for the transactions to process.

Sincerely,

Yeeking Lai
Customer Relations Manager

TEST 4

- 139.** (A) was canceled
(B) will be canceled
(C) had to cancel
(D) is canceling

- 140.** (A) work
(B) time
(C) drawback
(D) inconvenience

- 141.** (A) above
(B) near
(C) from
(D) beyond

- 142.** (A) We hope you have an enjoyable trip.
(B) Both amounts have been credited to your account.
(C) Your complaint will soon be reviewed.
(D) Thank you for your understanding.

GO ON TO THE NEXT PAGE

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

To: Film crew
From: Sandeep Goswami
Date: Monday, October 2
Subject: Barn scene retake

Dear Crew,

This is a reminder that on Saturday we will be doing a retake of the advertisement featuring the horses at Willow Stables. Filming with animals can be unpredictable, and last week we were not able to get the footage we needed. -----, I would like to begin promptly at 8:00 A.M. so that we **143.** can film from a number of angles before lunch. As long as everyone is punctual and everything goes well, we should get the footage we need by then. **144.**

I also want to ----- the fact that the set is closed to all who are not absolutely essential to the **145.** filming of the scene. Anyone else will be too much of a ----- **146.**

Sandeep Goswami
Monarda Productions

- 143.** (A) Otherwise
(B) In either case
(C) If possible
(D) Alternatively

- 144.** (A) I was impressed by the rehearsal.
(B) Luckily, it is not noticeable to viewers.
(C) We will need different equipment.
(D) However, it may take the full day.

- 145.** (A) research
(B) challenge
(C) avoid
(D) stress

- 146.** (A) distraction
(B) distracting
(C) distracted
(D) distract

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 notice.

**STAR DESIGNS**

Dear Customers:

For many years, we at Star Designs have strived to offer quality apparel at competitive prices. Unfortunately, as a quick glance at our online store shows, we have been forced to increase our prices recently. Every effort has been made to avoid this, but because of the growing costs of cotton and most fabrics that we use to sew our colorful shirts and formal wear, we could no longer afford to maintain our prices. However, we will continue to provide the excellent quality and customer-oriented approach that you have come to appreciate with Star Designs.

Thank you for your understanding and your continued loyalty!

147. What does Star Designs produce?

- (A) Software
- (B) Clothing
- (C) Cosmetics
- (D) Furniture

148. What is being announced?

- (A) A grand opening
- (B) An expanded product line
- (C) A change in prices
- (D) An upgraded online store

GO ON TO THE NEXT PAGE

Questions 149-150 refer to the following brochure.

Acadetech

Over ten years serving individuals
as well as small- and mid-sized businesses

What we do:

- Responsive Web site design with secure e-commerce functionality
- Multilingual content development and management
- Branding and marketing

Prices begin at \$200 for a basic five-page Web site in English. Expedited design available. Call or e-mail us today for a consultation!

Customer reviews:

“My business has had a boost since the launch of the great new Web site designed by Mr. Alexander. The super-secure e-commerce tools make shopping easy and safe for my customers.”

—*Julia Melo*, Flowers To Go

“Acadetech is the best! I needed to accommodate a large variety of customers, and they listened. Thanks to their responsive design, my site is just as functional on mobile phones and tablets as on big desktop screens.”

—*Erik Schroeder*, Jamestown Catering

149. What is suggested about Acadetech?

- (A) It works mainly with large companies.
- (B) It investigates Web site security breaches.
- (C) It offers a variety of Web site designs.
- (D) It provides delivery service for online-shopping businesses.

150. With what feature is Mr. Schroeder particularly pleased?

- (A) The security
- (B) The speed
- (C) The simplicity
- (D) The adaptability

Questions 151-153 refer to the following e-mail.

E-Mail Message

To: Geoffrey Breen
From: Gagan Chopra
Subject: Information
Date: 24 March
Attachment: Chopra1

Dear Geoffrey:

This is to remind you that beginning next Monday I will be on vacation for three weeks in Jaipur. — [1] —. I am providing you with a list of the current book projects that I am overseeing that includes the manuscript due dates as well as other pertinent information about each project. — [2] —. I know you have a lot to do as editor-in-chief, so I have asked a colleague to oversee my projects while I'm away.

Ian Pressler has been working closely with me for the past few months on travel and finance titles, so he is well aware of the ongoing projects in this area and will see that things go smoothly. We had a lunch meeting yesterday at the new restaurant near Anderson Market to go over them. — [3] —. Ian will make certain the appropriate e-mail reminders are sent out to the authors whose projects are nearing completion. I will have limited Internet access while traveling, but I will respond to messages as quickly as possible. — [4] —.

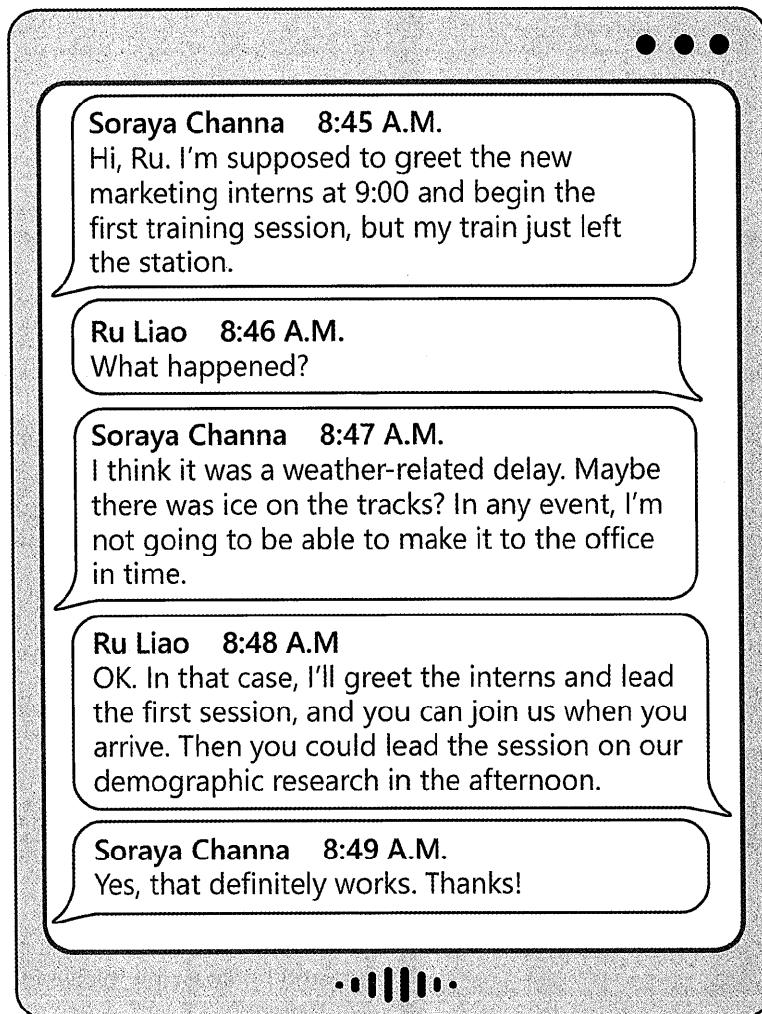
Kind regards,

Gagan Chopra

151. Where most likely does Mr. Chopra work?
- (A) At a travel agency
(B) At a publishing company
(C) At a restaurant
(D) At a financial consulting company
152. What does Mr. Chopra write that Mr. Pressler will do?
- (A) Go to the market
(B) Plan a lunch meeting
(C) Begin a new project
(D) Send some e-mails
153. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
"While there, we put together a project list, which includes all of the associated tasks."
- (A) [1]
(B) [2]
(C) [3]
(D) [4]

GO ON TO THE NEXT PAGE

Questions 154-155 refer to the following text-message chain.



- 154.** What is Ms. Channa's problem?
- (A) She missed her train.
 - (B) She has been delayed.
 - (C) She is not prepared to give a presentation.
 - (D) She forgot to contact the interns.

- 155.** At 8:49 A.M., what does Ms. Channa mean when she writes, "Yes, that definitely works"?
- (A) A train has started to move.
 - (B) A machine is operating correctly.
 - (C) The suggested plan is a good one.
 - (D) She was able to change her travel schedule.

Questions 156-158 refer to the following article.

Small Business News

By Anna Fortin

PRESTON (29 August)—The town's small business boom continues, creating new jobs and strengthening local markets. In fact, Preston's small businesses employed 4,300 people last year, equaling 25 percent of the local labor force.

"Small businesses are definitely a key economic driver," explains Dr. Henry Belanger, who teaches finance at Lackland University. "Start-up businesses are a significant engine for job creation."

According to Belanger, Preston is part of a province-wide trend.

"Last year, the province saw job expansion above the national average, adding more than 19,000 jobs overall," Dr. Belanger said. "About 17 percent were in small businesses. Moreover, thanks to the personal income generated by small companies, larger, established businesses benefited too."

Parties interested in starting a business can access the government's Provincial Small Business Center for help in creating a business plan, finding capital, and learning marketing strategies.

TEST
4

156. The word "boom" in paragraph 1, line 2, is closest in meaning to
- (A) sound
 - (B) discovery
 - (C) growth
 - (D) surprise
157. Who most likely is Dr. Belanger?
- (A) The president of the Provincial Small Business Center
 - (B) A small-business owner
 - (C) The mayor of Preston
 - (D) A university professor
158. What does Dr. Belanger state about small businesses?
- (A) The government has opened a new office to help them.
 - (B) Their impact extends to larger organizations.
 - (C) They provide inexperienced employees with training.
 - (D) They are closing throughout the province.

GO ON TO THE NEXT PAGE 

Questions 159-160 refer to the following e-mail.

To:	dianepaxton@lamail.com
From:	customerservice@lenfordfinancial.co.uk
Subject:	Online Account
Date:	22 June

Dear Ms. Paxton,

Thank you for your interest in Lenford Financial. We have received your online inquiry and have issued a temporary username and password. To activate your online account, please follow these steps.

1. Go to our Web site and select "New Registration."
2. Log in using username DPAXTON and password XA098T. You will be prompted to create a new username and password.
3. A new-customer survey will pop up. Fill out the survey with information about your financial profile.
4. After you submit the survey, one of our account representatives will call you within 24 hours to discuss your portfolio and future investments.

We look forward to helping you attain your financial goals.

Kent Rawlin
Customer Account Representative

- 159.** What does the e-mail suggest about Ms. Paxton?

- (A) She has requested information from Lenford Financial.
- (B) She is a finance professional.
- (C) She has been a Lenford Financial customer for many years.
- (D) She was not able to log in to her account.

- 160.** What is Ms. Paxton instructed to do?

- (A) Call an account representative
- (B) Request a temporary password
- (C) Take a survey over the phone
- (D) Submit a form online

Questions 161-163 refer to the following job advertisement.

Green Rock University Seeks Assistant for Technology Lab

Because of student demand, Green Rock University's Technology Lab will now be open during the evening. As a result of these extended hours, we are seeking an evening lab assistant. The successful candidate should possess a range of relevant knowledge and skills in 3-D printing, basic coding, graphic design programs, and movie-making software.

We are looking for a person who is patient, creative, and enjoys helping others. The ideal candidate will also enjoy learning new things and sharing that knowledge with other people. Applicants chosen for interviews will be asked to bring examples of technology-related projects they have worked on and should be prepared to discuss those projects. Interested applicants should send a letter of interest and résumé to tech@greenrockuniversity.edu.

161. Why is the lab-assistant position being offered?
- (A) Building renovations have been completed.
 - (B) Equipment has been modernized.
 - (C) Some employees have left.
 - (D) Hours of operation have changed.
162. What is NOT a requirement of the job?
- (A) A degree in graphic design
 - (B) A desire to help others
 - (C) Coding knowledge
 - (D) Creativity
163. How should applicants apply for the position?
- (A) By telephone
 - (B) By e-mail
 - (C) By express mail
 - (D) In person

GO ON TO THE NEXT PAGE

Questions 164-167 refer to the following e-mail.

To:	Alan Rogerson <arogerson@rogersoncorp.ca>
From:	Yoshi Takeda <ytakeda@dskt.co.jp>
Subject:	Greenhouse system
Date:	18 November
Attachment:	DSKTgs

Dear Mr. Rogerson,

I am glad we got a chance to talk at the agricultural technology trade show in Dublin last week. Per your request, I have attached an electronic version of our booklet on the DSKT greenhouse system. — [1] —.

I am aware that your greenhouses are located some distance from one another. — [2] —. Using our environmental monitoring system, you could check the temperature, humidity, and air quality of each greenhouse remotely. You would no longer need to be on-site to make observations every night. DSKT sends the readings to your smartphone or computer. — [3] —.

You might also be interested in our crop irrigation systems. — [4] —. Let me know if you would like more information; I will be happy to answer questions about any of our products.

Sincerely,

Yoshi Takeda

164. Why did Mr. Takeda send the e-mail?

- (A) To inquire about attending a trade show
- (B) To discuss an upcoming meeting
- (C) To follow up on a recent conversation
- (D) To schedule a product demonstration

165. What is suggested about Mr. Rogerson?

- (A) He rarely travels for work.
- (B) He is involved in farming.
- (C) He specializes in environmental science.
- (D) He designed a smartphone application.

166. According to the e-mail, what can the DSKT greenhouse system do?

- (A) Water plants
- (B) Disable machinery
- (C) Control lighting
- (D) Transmit information

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

"I am confident it will illustrate how our system can meet your needs."

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

Questions 168-171 refer to the following notice.

“Expressions in Form and Color”
March 30
5:30 P.M.–9:00 P.M.

Event Description: The Summerlake University Art Department is pleased to present its annual showcase, opening today at 5:30 P.M. in the campus art gallery located in Building 4. Come see new artwork—including paintings, photographs, drawings, and sculptures—while enjoying beverages and appetizers.

Student artists will be on hand to speak about their work to visitors at the gallery from 5:30 P.M. to 7:30 P.M. this evening. At 7:30 P.M., Fin Olson, sculptor of *Delivered*, will give a presentation about how his study abroad in Milan influenced his work. Mr. Olson, who will finish his degree in April, has already sold many pieces to private collectors and teaches workshops to children.

This event is open to students, faculty, and the public. Parking is available in the designated areas next to Buildings 4 and 8. Please note that the area by Building 4 requires a permit, but the area by Building 8 is free to the public.

For more information, including a list of featured artwork, please visit the Art Department’s Web site at www.summerlake.edu/artdepartment/events.

TEST
4

168. What is the purpose of the notice?
- (A) To advertise an art class
 - (B) To promote a yearly exhibition
 - (C) To publicize the sale of a sculpture
 - (D) To announce the opening of a museum
169. What is indicated about the works of art?
- (A) They were produced by students.
 - (B) They represent a common theme.
 - (C) They include some pieces from private collections.
 - (D) They are mostly paintings.

170. What is mentioned about Mr. Olson?
- (A) He is a recent university graduate.
 - (B) He manages a Web site.
 - (C) He has a parking permit.
 - (D) He traveled to another country.
171. What is NOT suggested about the event?
- (A) Refreshments will be served.
 - (B) Artists will speak with attendees.
 - (C) Free parking is available.
 - (D) Demonstrations will be given.

GO ON TO THE NEXT PAGE

Questions 172-175 refer to the following online chat discussion.

The screenshot shows a simulated online chat window. At the top left, there are three user icons. The messages are listed in a conversational format:

- Ichiro Watanabe (9:30 A.M.)** Does anyone have ideas before the Friday department meeting for improving the inspection process for dental offices?
- Suzanne Parrin (9:31 A.M.)** There is too much paperwork. Perhaps inspectors could complete forms electronically.
- Zachary Qian (9:32 A.M.)** Great idea. That would eliminate paper completely.
- Ichiro Watanabe (9:33 A.M.)** That's an effective way for us to save time and money, but how do we transition from using the current forms to electronic ones? How would inspectors be trained?
- Suzanne Parrin (9:35 A.M.)** What if inspectors continue to use paper forms while they're learning how to use the new electronic version?
- Zachary Qian (9:36 A.M.)** That way, they would gain some experience with the electronic forms. And maybe we could hire instructors to train our inspectors so they're ready for the transition.
- Suzanne Parrin (9:38 A.M.)** Exactly. We could hold the training sessions here at the Labor Department.
- Ichiro Watanabe (9:40 A.M.)** Great. I'll propose these ideas at the meeting.

At the bottom of the window, there are navigation arrows: a left arrow on the left and a right arrow on the right, each with a small downward-pointing arrow icon.

- 172.** What are the writers discussing?
- (A) Changing a work procedure
 - (B) Hiring experienced inspectors
 - (C) Staffing a new department
 - (D) Creating additional paper forms
- 173.** What is suggested about the writers?
- (A) They train dental assistants.
 - (B) They manage other employees.
 - (C) They are determining a budget.
 - (D) They are purchasing computers.
- 174.** At 9:38 A.M., what does Ms. Parrin most likely mean when she writes, "Exactly"?
- (A) She knows how many years of experience are required.
 - (B) She wants to make sure all the paperwork is accurate.
 - (C) She thinks Mr. Qian's idea will resolve a problem.
 - (D) She believes Mr. Watanabe's estimate is correct.
- 175.** What will Mr. Watanabe most likely do on Friday?
- (A) Present a lesson to the inspectors
 - (B) Distribute a survey to the trainers
 - (C) Learn to use an electronic form
 - (D) Suggest a solution to a problem

Questions 176-180 refer to the following memo and form.

MEMO

To: All Staff
From: Shondra Brown, Director of Benefits
Date: August 4
Re: Wellness Classes

In the interest of promoting a healthy and productive workforce, Lellar Manufacturing will begin offering monthly wellness classes. While participation is not required, we do hope that everyone will take advantage of this opportunity. Part- and full-time regular employees are eligible for these classes at no cost. All other workers and trainees will be required to pay a small enrollment fee.

Local nurses from Union City Hospital will run the classes on-site, so you do not have to travel anywhere. Classes will be held the first Friday morning of each month, and the class topics will change each month. The class topics in order, starting in September and going through December, will be as follows: Easy Stretching, Good Food Choices, Tips for Better Sleep, and Starting an Exercise Group.

Supervisor approval is necessary. The first step is to complete a class request form and send it to the Benefits Department. If you have any questions, contact our benefits counselors Don Herrell at ext. 249 or Leah Katzen at ext. 199.

Lellar Manufacturing

WELLNESS CLASS REQUEST FORM

Name: Alfredo De Santos
Title: Production Trainee
Name/Title of Immediate Supervisor: Galen Sanders, Production Manager
Requested Class Date: September 2
Enrollment Fee Paid:
Received by Benefits Counselor: Leah Katzen

176. What is the purpose of the memo?

- (A) To explain a new requirement
- (B) To inform staff about a benefit
- (C) To suggest a process improvement
- (D) To introduce cost-saving measures

177. Where will a company activity take place?

- (A) At Lellar Manufacturing
- (B) At Union City Hospital
- (C) At a local doctor's office
- (D) At a nearby production facility

178. What topic will be covered in September?

- (A) Easy Stretching
- (B) Good Food Choices
- (C) Tips for Better Sleep
- (D) Starting an Exercise Group

179. Why has Mr. De Santos paid a fee?

- (A) He returned his training materials late.
- (B) He needs to replace some training items.
- (C) He is not a regular employee.
- (D) He requested an extra class.

180. Who must provide an approval?

- (A) Ms. Brown
- (B) Mr. Herrell
- (C) Ms. Katzen
- (D) Mr. Sanders

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

The screenshot shows a web browser window with the URL <http://www.barrowstreetpost.co.uk/tori-fadulu/>. The page content is as follows:

Tori Fadulu has been a writer with *Barrow Street Post* for the past two years. Previously, she worked as a freelance writer for the *Caldwell Times* and the *Andover Daily News*. She is the author of *Stones in Moonlight*, for which she received the prestigious Klockner Prize for new novelists. Ms. Fadulu holds a degree in journalism from MacDougal University. She has lived in London her entire life but loves to travel.

Recent Barrow Street Post Articles by Tori Fadulu

“Culture Up Close,” 4 December
People from a village in Mongolia warmly welcome the writer into their homes to share their culture and traditions.

“A Night Out in London,” 19 October
With so many things to see and do in London, how do real Londoners choose to spend their nights out? Ms. Fadulu speaks to some to find out.

“Exploring on a Budget,” 28 September
Alberta natives Besha Phelan and Hayley Luongo have been travelling across Canada for the past three years and have spent far less money than they did when they were renting an apartment in Calgary.

“Hiking South America,” 5 August
Patagonia is a hiker’s paradise, and its natural beauty is not to be missed. Ms. Fadulu joins several hikers on the trails to learn what keeps them going back.

The email message is as follows:

To: Tori Fadulu
From: Jamie Tsang
Subject: Column idea
Date: 15 December

Hi, Tori,

We have been getting a lot of positive e-mails and letters from readers about your December piece. You did some very nice work. Because the article was so popular, I would like to see the concept become a recurring column focusing on your experiences living with and learning from people in different regions of the world.

Let's set up a time to discuss the details. Are you free tomorrow at noon? We could talk over lunch.

My best,

Jamie Tsang, Senior Editor

181. To whom is the Klockner Prize awarded?
- (A) Journalism professors
 - (B) Publishers
 - (C) Newspaper editors
 - (D) Book authors
182. What is suggested about Ms. Fadulu?
- (A) She is based in Andover.
 - (B) She often goes to Canada to see her relatives.
 - (C) She has interviewed people who live in her hometown.
 - (D) She studied several languages at university.
183. In the e-mail, the word “nice” in paragraph 1, line 2, is closest in meaning to
- (A) polite
 - (B) good
 - (C) happy
 - (D) delicate
184. What article does Mr. Tsang want to develop into a column?
- (A) “Culture Up Close”
 - (B) “A Night Out in London”
 - (C) “Exploring on a Budget”
 - (D) “Hiking South America”
185. What does Mr. Tsang want to do on December 16?
- (A) Try a new restaurant
 - (B) Watch a show
 - (C) Have a meeting
 - (D) Teach a class

GO ON TO THE NEXT PAGE 

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

PROPOSAL

Project For:

Sethi Technologies
34 Carnaby Street
San Francisco, CA 94129

Contractor Information:

Geo Carpet Care
541 Grantham Avenue
San Francisco, CA 94128

Scope of Work

Cleaning of all carpets and upholstered furniture in common areas and personal work spaces. Includes furniture moving as needed. Temporary floor protector pads provided. Spot removal included.

*Note: We use all-natural, odorless cleaning products.

Company Proposal

We, Geo Carpet Care, propose the above scope of work for the amount of \$2,650 plus tax. Price includes a 10% discount for first-time customers.
50% due at acceptance; balance due upon completion.
Price remains valid for 30 days after proposal submission.

Submitted by: Martin Acosta

Customer Approval: _____

Date: June 1

Date: _____

FRESHEN CARPETS: PROPOSAL

8423 Golden Way
San Francisco, CA 94124

Customer: Sethi Technologies

Address: 34 Carnaby Street, San Francisco, CA 94129

Date: June 5

Freshen Carpets proposes to clean the entire carpeted area of customer's premises and clean all upholstered furniture. Clearing of floor space to be completed by customer. Spot removal extra.

Cost: \$1,900 + tax (reflects the standard reduced price for new customers)
Payment due to representative upon completion of service. This proposal is good for 30 days.

Prepared by: Richard Wang

Purchaser Acceptance: _____

Date: _____

To:	All Sethi Technologies Employees
From:	Joe Tierney, Facilities Department
Subject:	Carpet Cleaning
Date:	June 25

On Saturday morning, all of the carpets and upholstered furniture will be cleaned. In preparation for the work, some of our facilities staff members will be moving furniture as necessary on Friday evening so that the cleaning crew can access the areas to be cleaned. In addition, we ask that before you leave on Friday, you remove any fragile or valuable personal items from your work space. Please do not leave any confidential work material in plain view. The carpets and furniture will be dry by Monday. Do not come in over the weekend; work at home if necessary.

186. Who most likely is Mr. Acosta?
- (A) The owner of Sethi Technologies
 - (B) A colleague of Mr. Tierney
 - (C) A facilities manager
 - (D) A representative of Geo Carpet Care
187. When should customers pay Freshen Carpets for their services?
- (A) Upon signing the proposal
 - (B) Within thirty days of the proposal's submission
 - (C) The day the cleaning is completed
 - (D) Upon receiving an invoice in the mail
188. What do both companies offer to customers?
- (A) A monthly payment plan
 - (B) A choice of cleaning products
 - (C) A service warranty
 - (D) A discount for new customers
189. What does Mr. Tierney ask all employees to do?
- (A) Move desks and chairs
 - (B) Remove breakable items
 - (C) Work at home on Friday
 - (D) Review two proposals
190. What is suggested about Sethi Technologies?
- (A) It hired Freshen Carpets.
 - (B) It will close later than usual on Friday, June 26.
 - (C) It is a long-time customer of Geo Carpet Care.
 - (D) Its facilities staff will open the office early on Monday.

Questions 191-195 refer to the following text message, article, and review.

**From: Fausto Forletti [11:02 A.M.]
To: Steffan Griffiths <029 2018 0743>**

Hi, Steffan. I'm with the electrical contractors at the former Millway train station site now. The electrical system was in worse shape than we had originally thought. The rewiring and upgrades are going to cost more than expected because we want to modernise while still retaining the historical integrity of the building. I'll send over the estimate as soon as I receive it. I'm hoping that all the work will be completed so that we can open as planned in May.

New Hotel to Open in South Wales

CARDIFF (18 April)—The Millway Road Hotel is scheduled to open on 14 May. The building was once a busy train station that was designed by Arthur Lewison over 150 years ago.

For almost three decades the building had been left unoccupied. It was purchased two years ago by Steffan Griffiths, president of Griffiths Hoteliers.

According to project coordinator Fausto Forletti, the old building required extensive renovation not only to turn it into a hotel but also to update the electrical, heating, and plumbing systems.

The hotel has 25 guest rooms, a meeting room, and a restaurant with banquet facilities. All of Mr. Griffiths' facilities are noted for their world-class dining experiences. The hotel's Bayside Café has award-winning Welsh chef Mal Davies to create a menu and oversee the restaurant.

In the near future, Mr. Griffiths plans to expand the property's garden.

For information and reservations, visit www.millwayroadhotel.co.uk.

http://www.cardifftravels.co.uk/reviews

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★★★★

Millway Road Hotel

Review posted by Mi-Yeon Ko

I recently attended a small conference at the Millway Road Hotel, which opened in June. As a computer technician, I was pleasantly surprised to find that it had such up-to-date facilities. Both my room and the meeting room had more than enough electrical outlets to plug in equipment and charge mobile phones and computers. The complimentary wireless Internet service was easy to access. On top of that, the food was delicious and the guest rooms were beautiful.

191. Why did Mr. Forletti send the text message?
- (A) To explain why a project's cost will increase
 - (B) To ask for help in solving an electrical problem
 - (C) To warn that a delivery will be delayed
 - (D) To discuss a problem with a contractor
192. Where was Mr. Forletti when he sent the text message?
- (A) On a train
 - (B) At a restaurant
 - (C) At a proposed hotel site
 - (D) In an electrical contractor's office
193. What does the article suggest about Mr. Lewison?
- (A) He is purchasing a hotel.
 - (B) He created a dining menu.
 - (C) He was the architect of a building.
 - (D) He is the coordinator of a renovation.
194. What does the article indicate about the Millway Road Train Station?
- (A) It included a world-class restaurant.
 - (B) It was owned by Mr. Griffiths' father.
 - (C) It was located near a famous garden.
 - (D) It had been abandoned for many years.
195. What is suggested in Ms. Ko's review?
- (A) The hotel's guest rooms are quite large.
 - (B) The hotel did not open as scheduled.
 - (C) A café is located on the hotel's top floor.
 - (D) Internet access was too expensive.

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

E-mail

To:	All Staff
From:	Leila Hedlund
Subject:	November software training
Date:	October 30
Attachment:	Software Training Schedule

Dear Staff,

Throughout November, we will be holding mandatory training sessions for two of our major software products.

Training in the Abacus Deepthink software will be required for all staff members and can be completed in a single online session. Several possible session times are available. The software has gone through several changes recently, so even longtime users must attend.

The Optisafe software training will be offered in person and is a requirement only for Drug Safety department members. This past year, major upgrades have been made to the software, and all department staff will need to learn how to use its new capabilities.

Please look over the attached schedule and go to the company training Web site to sign up.

Thank you,

Leila Hedlund
Kodarex Pharmaceuticals

Software Training Schedule			
Date	Title	Time	Location
November 6	Abacus Deepthink	9 A.M.-11 A.M.	Online
November 9	Optisafe	9 A.M.-1 P.M.	Building C, Room 822
November 14	Abacus Deepthink	1 P.M.-3 P.M.	Online
November 17	Abacus Deepthink	10 A.M.-12 P.M.	Online
November 22	Optisafe	1 P.M.-5 P.M.	Building C, Room 822
November 27	Abacus Deepthink	3 P.M.-5 P.M.	Online
The online lessons can be accessed at https://www.abacusdeepthink.com			

E-mail

To: Leila Hedlund
From: Diego Ramos-Toro
Re: November software training
Date: October 31

Dear Leila,

I need to attend both software trainings, but I had planned to take off work from November 6 through November 18. Also, I must attend an all-day client meeting on November 22 that we cannot reschedule. Will there be any alternative sessions for the Optisafe training that I could attend?

Thank you,

Diego Ramos-Toro

196. According to the first e-mail, what is true about the Optisafe software?
- (A) It is replacing another software program.
 - (B) It is used for data analysis.
 - (C) It has undergone significant updates.
 - (D) It is the focus of monthly trainings.
197. According to the schedule, what do the Abacus Deepthink trainings have in common?
- (A) They are given on the same day of the month.
 - (B) They are taught by the same instructor.
 - (C) They are delivered through a Web site.
 - (D) They all start at the same time.
198. Why did Mr. Ramos-Toro write to Ms. Hedlund?
- (A) To register for a training session
 - (B) To ask for help resolving a conflict
 - (C) To report a software malfunction
 - (D) To request additional time off
199. What is suggested about Mr. Ramos-Toro?
- (A) He works in the Drug Safety department.
 - (B) He completed a required training.
 - (C) He is Ms. Hedlund's supervisor.
 - (D) He wants an alternative position in the company.
200. When will Mr. Ramos-Toro most likely complete a training?
- (A) On November 14
 - (B) On November 17
 - (C) On November 22
 - (D) On November 27

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

TEST
4

LC

기출 TEST

05

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.



GO ON TO THE NEXT PAGE

3.



4.



5.



6.



GO ON TO THE NEXT PAGE

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.
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24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. 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), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. Who most likely is the woman?
(A) A store cashier
(B) A tour guide
(C) A restaurant server
(D) A truck driver
33. What does the man ask the woman about?
(A) Membership rewards
(B) A delivery service
(C) An online payment system
(D) New business hours
34. What will the woman do next?
(A) Call a supervisor
(B) Process a refund
(C) Give some directions
(D) Look for a price list
35. Where are the speakers?
(A) At a park
(B) At a museum
(C) At a bus station
(D) At a concert hall
36. What does the man suggest that the woman do?
(A) Buy a souvenir
(B) Wait outside
(C) Make a reservation
(D) Download a mobile app
37. What does the man give to the woman?
(A) A receipt
(B) A coupon
(C) A map
(D) A postcard
38. Where is the conversation taking place?
(A) At a radio station
(B) At a public library
(C) At a publishing company
(D) At an import-export firm
39. What is the purpose of the man's visit?
(A) To propose an advertising plan
(B) To make a repair
(C) To interview for a job
(D) To lead a training session
40. What does the man say he is willing to do?
(A) Lower a fee
(B) Upgrade some software
(C) Rush an order
(D) Travel internationally
41. Where do the speakers most likely work?
(A) At an employment agency
(B) At a rental car office
(C) At a hospital
(D) At a hotel
42. What does the woman give the man?
(A) Some flight information
(B) Some meal vouchers
(C) A map of local attractions
(D) A parking permit
43. Why does the woman say, "We have enough people to cover your shifts"?
(A) To refuse an offer
(B) To approve a request
(C) To emphasize the importance of an assignment
(D) To complain that an employee is late

44. What event are the speakers preparing for?
(A) A trade show
(B) A factory visit
(C) A grand opening
(D) A product launch
45. Why has the woman delayed a task?
(A) There was a data-entry mistake.
(B) A registration form was missing.
(C) Ticket prices are expensive.
(D) Attendance rates are too low.
46. What does the woman say she will do?
(A) Review a presentation
(B) Look at a Web site
(C) Print an itinerary
(D) Pick up a client
-
47. Why was the man told to arrive early to the appointment?
(A) To make a payment
(B) To get an X-ray
(C) To pick up a prescription
(D) To complete some paperwork
48. What does the man say about his previous doctor?
(A) She recently retired.
(B) She is highly rated by patients.
(C) She has moved out of the area.
(D) She specialized in sports medicine.
49. What is the reason for the appointment?
(A) Allergies
(B) Headaches
(C) A cough
(D) An injury
-
50. Which field does the man most likely work in?
(A) Engineering
(B) Transportation
(C) Manufacturing
(D) Construction
51. What does the man say has arrived?
(A) A design sketch
(B) A contract
(C) A shipment
(D) Some cleaning products
52. What does the woman mean when she says, "You have the key to the storage unit, right"?
(A) She wants a door to remain locked.
(B) She wants to inspect a facility.
(C) She wants the man to put some supplies away.
(D) She wants to confirm that only one key exists.
-
53. Who most likely is the man?
(A) A fashion designer
(B) A software developer
(C) A marketing consultant
(D) A personnel manager
54. According to the woman, what has caused a problem?
(A) A missed deadline
(B) A shortage of staff members
(C) An increase in customers
(D) A mistake in some promotional materials
55. What does the man say he will do by the end of the day?
(A) Send a department memo
(B) Review some job applications
(C) Research some competitors
(D) Provide a time estimate
-

56. What type of business are the speakers discussing?

(A) A café
(B) A clothing store
(C) A medical clinic
(D) A fitness center

57. What do the speakers like about the business?

(A) It is located near their workplace.
(B) It has a customer loyalty program.
(C) It has friendly staff members.
(D) It is open every day.

58. What is the business offering this month?

(A) Expedited shipping
(B) Parking validation
(C) Discounted merchandise
(D) Online consultations

59. What does one of the men say they are accustomed to?

(A) Preparing estimates
(B) Working in various weather conditions
(C) Last-minute schedule changes
(D) Long commutes to job sites

60. Why are the men visiting the factory?

(A) To inspect some pipes
(B) To sign a business agreement
(C) To measure energy usage
(D) To install some machinery

61. What does one of the men warn the woman about?

(A) Some materials may not be available.
(B) Some prices may increase.
(C) A business may relocate.
(D) A building may have to be closed temporarily.

Today's Specials			
Food	Price	Free Soft Drink	
Candy	\$3.00	Small	
Chips	\$4.00	Medium	
Hot dog	\$5.50	Large	
Popcorn	\$7.00	Super	

62. Where are the speakers?

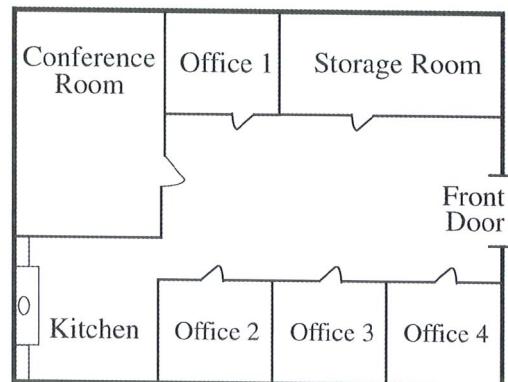
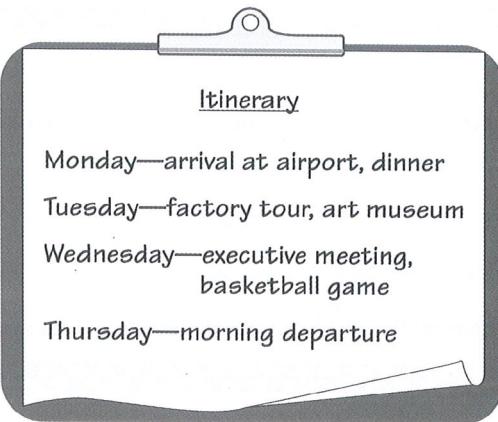
(A) At a sports arena
(B) At a restaurant
(C) At a movie theater
(D) At a community picnic

63. Look at the graphic. What size drink will the man receive?

(A) Small
(B) Medium
(C) Large
(D) Super

64. How will the man pay?

(A) With a credit card
(B) With a gift certificate
(C) With a coupon
(D) With cash



65. Why are the speakers changing the itinerary?
- A client has made a request.
 - A venue is too small.
 - A ticket price is too high.
 - A presenter has been delayed.
66. What activity will the speakers add to the itinerary?
- A theater performance
 - A hiking trip
 - A shopping trip
 - A garden show
67. Look at the graphic. On which day will an activity be replaced?
- Monday
 - Tuesday
 - Wednesday
 - Thursday

68. Why is the man familiar with the office?
- He used to work there.
 - He was there for an interview.
 - He was e-mailed a floor plan.
 - He was given a tour by a friend.
69. Look at the graphic. Which office does the woman recommend?
- Office 1
 - Office 2
 - Office 3
 - Office 4
70. What will the woman explain later?
- How to access a network
 - How to request a printer
 - How to file some documents
 - How to obtain a parking pass

PART 4

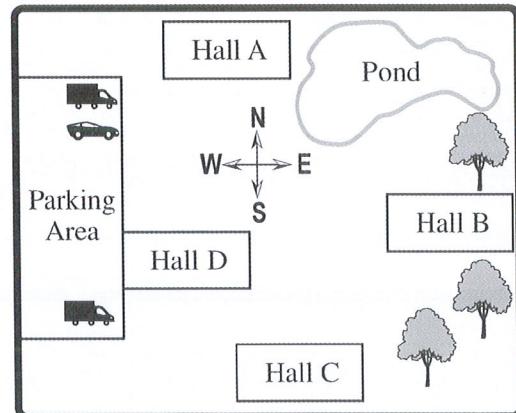
Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book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

71. Where does the talk take place?
- (A) At a supermarket
(B) At a bakery
(C) At a farm
(D) At a restaurant
72. According to the speaker, what is a new task this summer?
- (A) Organizing a festival
(B) Coordinating with a charity
(C) Managing a food cart
(D) Leading cooking classes
73. What can the listeners receive from Anya?
- (A) A map of the facility
(B) A list of open positions
(C) A reimbursement form
(D) A letter of recommendation
74. What is the workshop about?
- (A) Searching a database
(B) Improving writing skills
(C) Editing digital photographs
(D) Creating a Web page
75. According to the speaker, what do the listeners need to access a computer?
- (A) A driver's license
(B) A receipt
(C) A credit card
(D) A library card
76. Why does the speaker say, "I'm at the information desk every evening"?
- (A) To provide a correction
(B) To reject an invitation
(C) To offer assistance
(D) To request a change
77. Why is the speaker calling?
- (A) To ask how to fill out an application
(B) To inquire about a delivery date
(C) To report a problem with a product
(D) To revise a billing address
78. What does the speaker say she is going to do next week?
- (A) Start a new job
(B) Present at a conference
(C) Have a dental examination
(D) Take a trip
79. What does the speaker want the listener to do?
- (A) Provide an extended warranty
(B) Return a phone call
(C) Send a new catalog
(D) Deliver a free sample
80. Why does the speaker congratulate the listener?
- (A) She started a business.
(B) She won an award.
(C) She finalized a contract.
(D) She gave a presentation.
81. What does the speaker say about a newspaper advertisement?
- (A) It will be finished shortly.
(B) It has increased business.
(C) It needs to be modified.
(D) It is well under budget.
82. What does the speaker mean when he says, "many companies are moving to suburban areas just outside the city"?
- (A) He will be moving to another city.
(B) He is worried about a new policy.
(C) Pollution in surrounding areas will probably increase.
(D) A different sales strategy should be considered.

83. Where do the listeners most likely work?
- (A) At a delivery company
 - (B) At a repair shop
 - (C) At an appliance store
 - (D) At a restaurant
84. What does the speaker say will happen tomorrow?
- (A) The hours of operation will be extended.
 - (B) Some new equipment will be installed.
 - (C) An anniversary party will be held.
 - (D) A building inspection will take place.
85. What are the listeners asked to do?
- (A) Study an updated menu
 - (B) Wear a specific uniform
 - (C) Read a set of instructions
 - (D) Sign up for extra work shifts
-
86. What is the main topic of the course?
- (A) Computer programming
 - (B) Factory management
 - (C) Automotive repair
 - (D) Mobile phone sales
87. According to the speaker, how is this year's course different from last year's?
- (A) It will be shorter.
 - (B) It will be more expensive.
 - (C) It will be offered in the evening.
 - (D) It will be taught by a new instructor.
88. What will the speaker do next?
- (A) Distribute a course catalog
 - (B) Process admissions payments
 - (C) Assign student ID numbers
 - (D) Discuss the enrollment process
-
89. What does the speaker mean when he says, "we have a lot of material to cover today"?
- (A) He is upset about an assignment.
 - (B) He wants to begin immediately.
 - (C) He is too busy to attend a meeting.
 - (D) He needs assistance with a presentation.
90. What is the topic of the workshop?
- (A) Effective communication skills
 - (B) Managing department finances
 - (C) Improving productivity
 - (D) Choosing job applicants
91. What are the listeners instructed to do?
- (A) Submit a résumé
 - (B) Log in to a database
 - (C) Show identification
 - (D) Work with a partner
-
92. Who most likely is the speaker?
- (A) An accountant
 - (B) An attorney
 - (C) A real estate agent
 - (D) A building contractor
93. According to the speaker, what is the problem?
- (A) An estimate is higher than expected.
 - (B) Some work is behind schedule.
 - (C) A staff member is away.
 - (D) Some materials are unavailable.
94. What solution does the speaker suggest?
- (A) Hiring a smaller team
 - (B) Paying with a credit card
 - (C) Completing a project in stages
 - (D) Buying a different property
-

Telephone Directory	
Extension	Employee
35	Robert Sanchez
78	Regina Dover
14	Jim Strickland
90	Lucy Cho

95. Where does the speaker most likely work?
- (A) At a bank
 - (B) At a fitness center
 - (C) At a medical office
 - (D) At an electronics store
96. Look at the graphic. Who can answer questions about billing?
- (A) Robert Sanchez
 - (B) Regina Dover
 - (C) Jim Strickland
 - (D) Lucy Cho
97. What are the listeners asked to do on a Web site?
- (A) Fill out a membership form
 - (B) Learn about an updated policy
 - (C) Read some nutrition tips
 - (D) Submit employee biographies



98. Why did employees dislike a proposal?
- (A) Construction noise would be disruptive.
 - (B) A parking fee would increase.
 - (C) A location would be inconvenient.
 - (D) Outdoor seating space would be limited.
99. Look at the graphic. Which hall will have a new wing added?
- (A) Hall A
 - (B) Hall B
 - (C) Hall C
 - (D) Hall D
100. What will the speaker discuss next?
- (A) A timeline
 - (B) A budget
 - (C) An upcoming celebration
 - (D) A volunteer project

This is the end of the Listening test.

RC

기술 TEST

05

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.

101. The custodial staff ----- that we clean our dishes before leaving the kitchen.
(A) requests
(B) behaves
(C) uses
(D) visits
102. If customers lose their original warranty -----, they can download a new one from the Web site.
(A) certify
(B) certificate
(C) certifiable
(D) certifiably
103. Our Portview branch is located ----- the central business district, between Burnside Avenue and Everett Street.
(A) on
(B) to
(C) for
(D) in
104. None of the employees ----- that Mr. Annan planned to retire at the end of the year.
(A) knowingly
(B) known
(C) knew
(D) to know
105. Apply to Joneston Stores today so as not to miss ----- chance to join a great sales team.
(A) you
(B) your
(C) yours
(D) yourself
106. Employees are eligible to receive a ----- salary if they complete a special marketing course.
(A) possible
(B) frequent
(C) closed
(D) higher
107. *Keeping the Deal*, Jan Butler's latest volume on management style, is her most commercially ----- book to date.
(A) successfully
(B) successful
(C) succeed
(D) success
108. Present this postcard to a sales ----- at any of our stores and receive a £5.00 gift card.
(A) accessory
(B) associate
(C) faculty
(D) formula

109. Lakeside Shopping Center has undergone ----- renovations in the last decade.
- (A) multiple
(B) multiply
(C) multiples
(D) multiplied
110. There is a mandatory meeting today for everyone involved in managing or recruiting -----.
- (A) staplers
(B) volunteers
(C) devices
(D) headquarters
111. The Smeeville bus system will accept only Rove Fare cards ----- May 1 onward.
- (A) now
(B) from
(C) while
(D) when
112. Relocating for work is ----- a difficult decision, but it can be rewarding.
- (A) understandably
(B) understanding
(C) understood
(D) understand
113. Last week Parmax Corporation ----- a disagreement with its main competitor concerning patent infringement.
- (A) settling
(B) settler
(C) settle
(D) settled
114. Khoury Dairy's upgraded milk-bottling system has ----- increased productivity in the Tallahassee plant.
- (A) consistency
(B) consistencies
(C) consistent
(D) consistently
115. The Rinka 2000 blender has not received a single ----- in the New Products Web forum.
- (A) complained
(B) complaint
(C) complaining
(D) complain
116. After raising \$45 million last year, Yamamoto Technologies is now ----- Seattle's best-funded companies.
- (A) into
(B) over
(C) among
(D) across
117. Deangelo's Delights was so popular that the owner opened two ----- bakeries.
- (A) allowable
(B) additional
(C) uninterested
(D) inclusive
118. Chef Octavia Farina took over Fratelli's Restaurant ----- the previous chef left to open a new restaurant.
- (A) unless
(B) rather than
(C) as if
(D) after
119. The director of Wingstom Foods commended Ms. Weiss for increasing ----- in the bakery division.
- (A) produced
(B) producing
(C) production
(D) productive
120. Greg Owens, founder of multi-national Hermes Taxi Service, used to drive a taxi -----.
- (A) he
(B) his
(C) himself
(D) his own

121. Starlight Theaters is proud to announce record earnings for the third quarter, far exceeding -----.
- (A) adjustments
(B) endorsements
(C) computations
(D) expectations
122. Employees can attend one of the many workshops offered, ----- seems most interesting.
- (A) whichever
(B) however
(C) everyone
(D) much
123. ----- her strong negotiation skills, Marie Russel was made Sanwa, Inc.'s lead sales contact.
- (A) Given
(B) Deciding
(C) Finding
(D) Because
124. A locked suggestion box will allow employees to submit feedback to management -----.
- (A) anonymously
(B) approximately
(C) expressly
(D) patiently
125. A new strategy is under development to ----- our products more aggressively overseas.
- (A) invest
(B) compete
(C) participate
(D) market
126. ----- on the city's ongoing revitalization project, Mayor Owen promised that residents would be pleased with the results.
- (A) Comment
(B) Comments
(C) Commented
(D) Commenting
127. -----, repairs to the plumbing pipes in the Moffett Building will be costly.
- (A) Tremendously
(B) Unfortunately
(C) Casually
(D) Enormously
128. The CEO's speech will be recorded in its ----- and made available to employees who could not attend the meeting.
- (A) entirety
(B) system
(C) perception
(D) estimation
129. Trails on the southeast side of the mountain are often closed ----- because storms tend to occur without warning.
- (A) accidentally
(B) coincidentally
(C) steeply
(D) unexpectedly
130. Please submit your hours ----- any work-related expense reports by Friday.
- (A) as well as
(B) above all
(C) in addition
(D) in case that

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 notice.

Power Outage Scheduled at City Hall

On Friday, April 14, the city hall's electricity is scheduled to be shut down at 7 A.M. and restored at 6 P.M. The building ----- for the day. During the power outage, the emergency lighting system will 131. be upgraded. -----, all circuit panels will be replaced to bring them into compliance with current 132. safety codes.

----- exiting city hall offices on Thursday, please disconnect all desktop computers, wireless 133. servers, and other computer-related equipment. Furthermore, employees are asked to remove any personal contents from the kitchenette. ----- . Please direct questions or concerns to the director 134. of building maintenance.

131. (A) has closed
(B) closing
(C) will close
(D) was closing
132. (A) In that case
(B) Regularly
(C) Rather than
(D) Specifically
133. (A) Inside
(B) Beyond
(C) Without
(D) Before
134. (A) Any items left behind will be discarded.
(B) The contents of each refrigerator must be labeled.
(C) Employees should report to work as usual.
(D) Emergency lighting will allow each department to remain operational.

Questions 135-138 refer to the following e-mail.

To: Annette Schreiber <aschreiber@www.aschreiber.net>
From: Herbert Peraino, General Manager <hperaino@partyon.com>
Date: May 5
Subject: Private Party

Hello Ms. Schreiber,

Thank you for considering Partyon for your upcoming event. We welcome the opportunity to inform you about the areas we have available.

----- . Our patio, for instance, can hold up to 15 people. This space is ----- for small
135. get-togethers. Our lounge area can fit up to 40 people. It is best suited for informal ----- .
Then there's our grand dining room, intended for more formal parties. It offers accommodations for up to 60 guests. Moreover, we can ----- design either a lunch or dinner menu for you
138. according to your specifications.

If you have any further questions, please do not hesitate to contact us.

Sincerely,

Herbert Peraino

- 135.** (A) We offer different settings depending on the size of your party.

(B) We are happy to answer any query you have about available dates.

(C) We are interested in hearing your opinion about our services.

(D) We offer lunch and dinner catering options for various types of events.

- 136.** (A) worried

(B) exact

(C) ideal

(D) ultimate

- 137.** (A) gatherings

(B) locales

(C) collections

(D) methods

- 138.** (A) easy

(B) easily

(C) ease

(D) easier

Questions 139-142 refer to the following article.

TAYLORSVILLE (October 4)—Mayor Bo Crandell of the town of Taylorsville announced plans for a bicycle-share program this week. Past efforts to encourage the use of bicycles for transportation failed because there were no convenient areas to park bicycles downtown. Additionally, cyclists _____ to share narrow streets with cars and trucks, raising safety concerns. **139.**

With the new bicycle-share initiative, bicycle stations will be placed _____ at eight locations around **140.** Taylorsville. One important purpose of the initiative is to ease the limited vehicle parking in the downtown area. “_____, I want to encourage local residents to spend more time outdoors and **141.** enjoy our beautiful town,” added the mayor at the end of his remarks. **142.**

- 139.** (A) were forced
(B) force
(C) will be forcing
(D) have forced

- 140.** (A) strategizing
(B) strategy
(C) strategic
(D) strategically

- 141.** (A) Otherwise
(B) Rather
(C) Moreover
(D) Similarly

- 142.** (A) People who use the program have created Web-site accounts.
(B) In a recent survey, many respondents mentioned a concern for safety.
(C) Nearby Grandmont's bicycle-share program is in its fifth successful year.
(D) He aims to have the bicycle stations ready for use as early as next April.

GO ON TO THE NEXT PAGE

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

To: All employees
From: Alex Muresianu
Date: 28 June
Subject: New employee handbook training

Klok Financial has recently updated its employee handbook. ----- . Although the information **143.** concerning benefits and terms of employment remains the same, other important modifications have been made. This version of the handbook includes new policies concerning e-mail privacy, Internet use, and use of mobile devices. Our travel guidelines have also been ----- . The process **144.** for reimbursement after a trip is now much more efficient.

All employees must attend an informational session about the policies. One-hour sessions will be held at 10 A.M. on 9 July and 16 July. ----- , employees will be required to sign a form **145.** acknowledging that they have received, read, and understood the information contained in the handbook and that they accept the terms. Please arrange with your manager ----- one of these **146.** sessions.

Alex Muresianu

- | | |
|--|--|
| <p>143. (A) Thank you for adhering to the policies.
(B) Our new logo is displayed on the cover.
(C) This is the first change in over ten years.
(D) Corporate lawyers were hired to write it.</p> <p>144. (A) revised
(B) deleted
(C) discussed
(D) notified</p> | <p>145. (A) In summary
(B) On the other hand
(C) As a matter of fact
(D) Immediately afterward</p> <p>146. (A) to attend
(B) who attended
(C) while attending
(D) in attendance at</p> |
|--|--|

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 notice.

TEST 5

Sales Lunch Workshop

Attention sales associates! Are you new to CMG Direct Retail? Is your sales sheet looking a little short? Do you want to increase your commissions but can't seem to find new clients? Come to this month's lunch workshop, where Senior Sales Manager Chad Avakian will share his secrets for locating, securing, and expanding new accounts! Lunch is not provided, so be sure to pack something for yourself. After the meeting, a digital recording of the full presentation will be made available on the company's training Web site, so there's no need to bring a laptop for notes. Please RSVP to the training department at events@cmgdr.com to reserve your space.

147. What are attendees advised to bring to the meeting?
- (A) Some food
 - (B) Sales sheets
 - (C) Registration forms
 - (D) A laptop computer
148. Who will most likely benefit from the event?
- (A) Senior sales managers
 - (B) Staff in the training department
 - (C) New clients of CMG Direct Retail
 - (D) Recently hired sales professionals

GO ON TO THE NEXT PAGE

Questions 149-150 refer to the following online form.

The screenshot shows a web browser window with the URL <https://www.bywaterandsons.com/testimonial>. The page title is "Bywater and Sons". Below it, a section titled "Client Testimonial" asks users to share their thoughts about the quality of work at their home by submitting their name, e-mail address, and comments. A testimonial is displayed in a box:

Name: Gina Tyler
Email: gtyler@mailzinebox.com (this will not be posted with your review)

Thank you for your excellent painting work. It was completed efficiently and priced as in the initial quote. My home looks as good as when it was new. I will plan to use your services again in the future, and I am happy to recommend you to anyone considering a remodeling project.

—Gina T.

149. What kind of business is Bywater and Sons?

- (A) A renovation contractor
- (B) A property management office
- (C) A moving company
- (D) A delivery service

150. What is indicated about e-mail addresses?

- (A) They will be used to send invoices.
- (B) They will be kept private.
- (C) They will be stored in a company database.
- (D) They are necessary to receive a free price quote.

Questions 151-152 refer to the following online customer service chat.

The image shows a live chat window. In the top left corner is a silhouette of a person wearing a headset with a microphone. To its right, the words "Live Chat" are written in a bold, sans-serif font. In the top right corner of the window frame are three small square icons: a minus sign, a square with a circle inside, and an X. Along the right edge of the window are vertical scroll bars with arrows at the top and bottom. At the very bottom of the window is a horizontal scroll bar with a central arrow pointing right. The main area of the window contains a transcript of a conversation:

Pryan Clothing (5:05 P.M.)
Hello. Thank you for contacting Pryan Clothing. How may I help you today?

Marina Soler (5:06 P.M.)
Hi. I have been trying to purchase a pair of pants on your Web site—item #CP3984. But when I click on it, I keep getting an error message.

Pryan Clothing (5:07 P.M.)
I'm sorry about that. Let me see if I can help you. I can order the item for you, and then e-mail you with confirmation of purchase.

Marina Soler (5:08 P.M.)
I would appreciate that.

Pryan Clothing (5:09 P.M.)
What color and size would you like?

Marina Soler (5:09 P.M.)
Size 10, in black.

Pryan Clothing (5:10 P.M.)
May I use the credit card number we have on file for you?

Marina Soler (5:10 P.M.)
Please.

Pryan Clothing (5:12 P.M.)
I have e-mailed you the order confirmation. Let us know if you have any other issues.

Marina Soler (5:13 P.M.)
Thank you so much.

TEST
5

- 151.** Why does Ms. Soler contact Pryan Clothing?
(A) She wants to return an item.
(B) She is having trouble ordering.
(C) She never received an order she purchased.
(D) She has a complaint about customer service.

- 152.** At 5:08 P.M., what does Ms. Soler most likely mean when she writes, “I would appreciate that”?
(A) She will accept the help being offered.
(B) She has received her confirmation e-mail.
(C) She would like to choose a different color.
(D) She is thankful that the item is still on sale.

GO ON TO THE NEXT PAGE

Questions 153-154 refer to the following article.

Bower Technical Institute to Host Guest Students

(April 27)—According to a recent government report, the demand for diesel mechanics is expected to increase by 15 percent in the next ten years. There is a growing need for diesel mechanics in the construction, oil, and power industries. Most of the positions pay very well and only require a high school diploma and technical training. Bower Technical Institute in Centerville provides that training.

On May 1, Bower Technical Institute invites you to be a guest student from 9 A.M. to 2 P.M. After a question-and-answer session about the profession, guest students will observe actual diesel mechanic classes that focus on power trains and engine management systems. Later, guest students can participate in hands-on sessions to experience some of the day-to-day tasks involved in the field.

The event is free, but space is limited. Participants must have a high school diploma or equivalent credential. E-mail Taneisha Hill at thill@bowertech.com to reserve a spot.

- 153.** What is indicated about industries that rely on diesel mechanics?
- (A) They have increased their profits by 15 percent.
 - (B) They will need more trained technicians.
 - (C) Their workers are underpaid.
 - (D) They are growing quickly in Centerville.
- 154.** What will guest students NOT be able to do at the event?
- (A) Ask questions about the field
 - (B) Attend free classes
 - (C) Take part in practice tasks
 - (D) Earn credit toward a diploma

Questions 155-157 refer to the following e-mail.

From:	Yu Egami
To:	Accounting Staff
Date:	August 21
Subject:	Jonah's Departure

Hello, Accounting Team,

As you may have heard, Jonah Katzberg is leaving at the end of the month for a new job in Vancouver. I know that his workplace dedication and his sense of humor will be missed by all. Let's say goodbye and offer our best wishes at noon tomorrow in the conference room. Sandwiches, along with a cake and assorted beverages, will be served. We would like this to be a surprise, so please don't mention anything to Jonah. No one is expected to buy a gift, but do bring your best stories and, if you have any snapshots that really capture the times we shared together over the years, please forward them to me. I'm creating a short slideshow for us all to enjoy.

Thanks,

Yu Egami, Assistant Manager of Accounting

- 155.** What is suggested about Mr. Katzberg?
- (A) He is a well-liked colleague.
 - (B) He is transferring to another department.
 - (C) He is preparing a presentation.
 - (D) He is not able to attend an event.
- 156.** What does Mr. Egami ask team members to do?
- (A) Contribute to a gift purchase
 - (B) Keep a secret
 - (C) Prepare some food
 - (D) Pose for a group photo
- 157.** The word "capture" in paragraph 1, line 6, is closest in meaning to
- (A) gain
 - (B) represent
 - (C) conclude
 - (D) get control of

Questions 158-160 refer to the following information.

Factory Staff: Break Times

Full-time factory staff are entitled to three breaks daily and are encouraged to use them. Please attend to any personal business during these break times. — [1] —. Those who work a full eight-hour shift may take a fifteen-minute break in the morning and another fifteen-minute break in the afternoon. Lunch breaks are 30 minutes long.

There is a break area on the ground level that includes a kitchen and a staff lounge. — [2] —. Please note that the refrigerator is cleaned out every Friday evening, so be sure to take home any leftover food that you want to save.

There are lockers in the staff lounge for storing personal items. — [3] —. Employees are welcome to use the restrooms adjacent to the staff lounge. — [4] —.

- 158.** Where would the information most likely be found?
- (A) In a product manual
 - (B) In a sales department invoice
 - (C) In an employee handbook
 - (D) In a company press release
- 159.** What is indicated about the staff break area?
- (A) It has just been renovated.
 - (B) It has several vending machines.
 - (C) It is on the second floor.
 - (D) It has a refrigerator.
- 160.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
“This includes making phone calls, texting, and using social media.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 161-163 refer to the following article.

Saxal Paper Goods, Inc., Acquires Bear Industrial

TORONTO (May 9)—Last month, Saxal Paper Goods, Inc. (SPG), located in Mississauga, announced that it had acquired Bear Industrial. The distributor of food packaging and paper products said the deal for Bear Industrial will help it establish a base in a new area as part of an initiative to expand as well as to break into sales of disposable food-service supplies. Bear Industrial serves many institutional settings in Quebec and the surrounding areas.

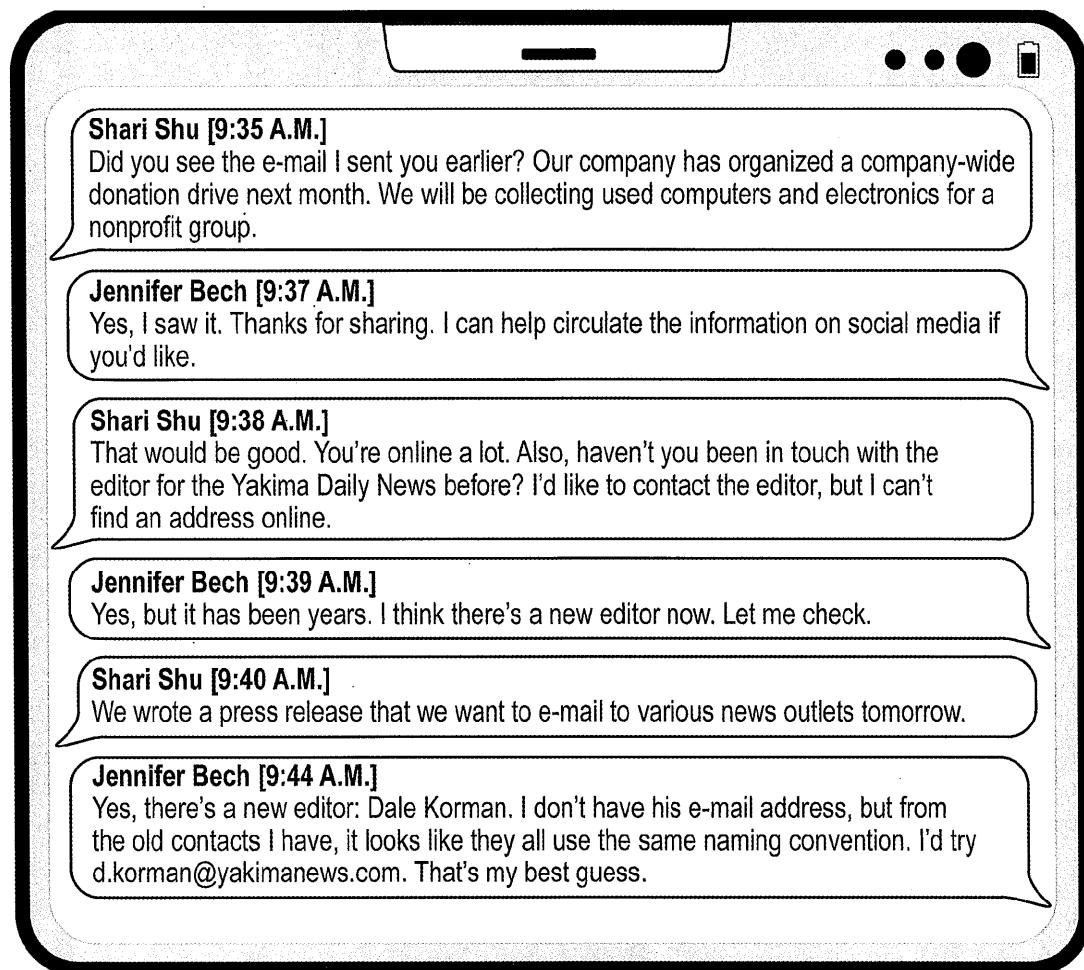
"Bear Industrial is one of the oldest and most reputable distributors in Quebec, and we are thrilled to acquire such a fine

company and expand into the region," President Arne Wellington told local reporters at a press conference. "We welcome Bear Industrial employees to SPG and look forward to working together for the benefit of all." He added that no workers are expected to lose their jobs as a result of the acquisition.

"The Bear Industrial acquisition is a key step in SPG's strategy to establish our company as one of Canada's leading providers of food packaging, paper products, and food-service disposables," Wellington said. "Our goal is to expand our geographic reach through partnerships with industry-leading companies and operators."

- 161.** Why did SPG purchase Bear Industrial?
- (A) SPG needed to be closer to its suppliers.
 - (B) SPG wished to expand its business in a different region.
 - (C) Bear Industrial had more advanced manufacturing equipment.
 - (D) Bear Industrial was going out of business.
- 162.** What is true about the products produced by Bear Industrial?
- (A) They are intended to be thrown away after use.
 - (B) They are used in fine restaurants.
 - (C) They are imported to Quebec.
 - (D) They are undergoing redesign.
- 163.** According to the article, what will SPG likely do in the future?
- (A) Reduce staff
 - (B) Relocate its headquarters to Quebec
 - (C) Work with other companies similar to Bear Industrial
 - (D) Appoint a new president

Questions 164-167 refer to the following text message chain.



- 164.** What is Ms. Shu's company doing next month?
- (A) Making a charitable donation
 - (B) Offering a product discount
 - (C) Recruiting new employees
 - (D) Working with a business consultant
- 165.** What does Ms. Bech offer to do?
- (A) Find a venue
 - (B) Promote an event
 - (C) Locate a news article
 - (D) Contact a potential client
- 166.** At 9:38 A.M., what does Ms. Shu most likely mean when she writes, "You're online a lot"?
- (A) An article will need more research.
 - (B) A Web site could benefit from some revisions.
 - (C) Ms. Bech is well suited for a task.
 - (D) Ms. Bech may already be familiar with a company.
- 167.** What does Ms. Bech indicate about *Yakima Daily News* staff members?
- (A) Their e-mail addresses can be found on the editorial page.
 - (B) Their e-mail addresses are likely structured the same way.
 - (C) They often receive news tips from the public by e-mail.
 - (D) They might not respond to e-mails in a timely manner.

TEST 5

GO ON TO THE NEXT PAGE

Questions 168-171 refer to the following article.

Ready, Set—Jamboree!

NASSAU (20 June)—Every other year, Nassau is overrun by lovers of Afrobeat, a music style that fuses rhythms of the African dance tradition with jazz and funk music. The Fourth Biennial Afrobeat Jamboree, better known as “Afrojam,” will run between 18 July and 22 July. — [1] —.

Afrojam will feature musicians from around the globe, including Nigeria, the United Kingdom, and, of course, the Bahamas. Recent ticket sales indicate that this year’s Afrojam will draw an even bigger crowd than it did two years ago, which explains the move to the Ashanti Amphitheatre. — [2] —. Additional details about the event are available at www.afrojam.org.bs.

Visitors to afrojam.org.bs can also enjoy video clips featuring some of the greatest moments of the past, such as the surprise appearance of the world-famous Strawberry Jam, a favourite with many city residents. — [3] —.

This year’s event offers a new feature: discounts on meals. Festival attendees need only to present their ticket stubs at participating restaurants to receive 10 percent off their bill. The discount is only good on concert evenings. — [4] —.

The organizers encourage local restaurateurs from across Nassau to consider getting involved. Those interested can call 555-0171 or complete an application at www.afrojam.org.bs/sponsors.

168. What is NOT indicated about Afrojam?

- (A) It takes place once every two years.
- (B) It has become more popular over time.
- (C) It has been organized three times before.
- (D) It is usually held in the Ashanti Amphitheatre.

169. What most likely is Strawberry Jam?

- (A) A ticket sales company
- (B) A video streaming site
- (C) A food establishment
- (D) A musical group

170. What must festivalgoers do to receive a discount?

- (A) Fill out a survey
- (B) Show a concert ticket
- (C) Contact the event organizers
- (D) Visit the festival Web site

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

“A complete list of food vendors will be posted on the event Web site by 15 July.”

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

Questions 172-175 refer to the following e-mail.

E-Mail Message

To: All staff
From: Carol Yates
Subject: CCS Conference
Date: 1 June
Attachment: Conference schedule

Dear Staff,

The 12th annual conference of the Caribbean Culinary Society (CCS) will take place here in Jamaica from 16 to 20 July. I have received a request from Chef Regina Tufton, chair of the organising committee, to conduct two workshops. It is an honour to be invited by such an accomplished culinary expert, someone who is also the author of five cookbooks on Caribbean cuisine. More importantly, it is a wonderful opportunity for Yates Restaurant to showcase some of its award-winning delicacies.

The first workshop will focus on cooking techniques inspired by French cuisine. As Assistant Chef Duane Munroe has distinguished himself in this regard, I have asked him to help me with this presentation. The second workshop will address the challenges and rewards of running a food establishment. Since Zavia Pinnock has been doing an outstanding job of managing our restaurant, I have requested her input on the topic.

I encourage each of you to attend one or more conference sessions. Of course, the restaurant must remain open and be well staffed during the conference period. So that I can be sure that we have enough staff on hand during the period of the conference, please let me know by 21 June the day(s) and time(s) of the session(s) you wish to attend. For your convenience, a copy of the conference schedule is attached.

Sincerely,

Carol Yates

TEST 5

- 172.** What is the purpose of the e-mail?
- (A) To establish an organization
(B) To report on staff promotions
(C) To announce participation in an event
(D) To honor the recipients of an award
- 173.** What is stated about Ms. Tufton?
- (A) She will be visiting Yates Restaurant in July.
(B) She has written several recipe books.
(C) She began her career in Jamaica.
(D) She is presenting at a conference.
- 174.** What is indicated about Mr. Munroe and Ms. Pinnock?
- (A) They improved some cooking techniques.
(B) They once managed a restaurant together.
(C) They have led workshops before.
(D) They are skilled in their roles.
- 175.** What are staff asked to do?
- (A) Submit some information
(B) Photocopy some material
(C) Help keep the restaurant clean
(D) Schedule a meeting with Ms. Yates

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

From: Hiroaki Yoneya <hyoneya@westernstatesmilling.net>
To: Clay Crosby <ccrosby@westernstatesmilling.net>
Date: June 1
Subject: Baseball night

Clay,

You may remember that we recently discussed ideas for an outing for the employees and their families. I think the best idea is to go to a baseball game. I have always enjoyed taking my family to see the Billington Buffaloes, our local team. You might have noticed that several of the photos in my office were taken at the stadium! And since I usually see other staff members at the games, I think this will appeal to most of our group.

Could you please set this up for June 28? I believe it can all be done online if you prefer. By my calculations, we will need 45 tickets in total, but please double-check this number. Also, I would like food to be provided. Let's limit our cost to under \$20 per person and make sure the seating is covered just in case the weather is poor. Please send me the details as soon as the tickets are purchased.

Thanks,

Hiroaki Yoneya, Associate Manager
Western States Milling, Inc.

<http://www.billingtonbuffaloes.com/grouptickets>

Group Areas	Maximum Capacity	Price	Covered Seating
Home Run Pavilion	60 people	\$17 per person	Yes
First Base Dugout Den	50 people	\$19 per person	No
North Side Party Deck	60 people	\$25 per person	No
Deluxe Suites	50 people	\$30 per person	Yes

Group Ticket Policies

- Each group member in the Home Run Pavilion, First Base Dugout Den, and North Side Party Deck areas will receive a hot dog, chips, and a soda. The Deluxe Suites include an all-you-can-eat buffet for each guest.
- Each group will receive a special visit from the mascot, Bobby Buffalo.
- Groups will be welcomed to the stadium over the announcement system.
- Everyone in the group will receive 10% off team merchandise (on game day only).
- A 25% deposit is required when booking. The remaining balance is due no later than two weeks in advance of the date booked. Tickets will be mailed when the balance is paid.
- Please call the box office at (406) 555-0192 with any questions.

- 176.** What is the purpose of the e-mail?
- (A) To ask an employee to arrange an event
 - (B) To discuss a baseball team's request
 - (C) To inform employees about ticket prices
 - (D) To solicit suggestions for a company outing
- 177.** What is indicated about Mr. Yoneya?
- (A) He found an error on the team's Web site.
 - (B) He regularly attends baseball games.
 - (C) He wants to change the date of an event.
 - (D) He recently moved to Billington.
- 178.** What section of the stadium is best for the Western States Milling staff?
- (A) Home Run Pavilion
 - (B) First Base Dugout Den
 - (C) North Side Party Deck
 - (D) Deluxe Suites
- 179.** What is NOT an additional benefit available to group ticket holders?
- (A) A visit from Bobby Buffalo
 - (B) A welcome announcement
 - (C) A discount on merchandise
 - (D) A group photograph
- 180.** According to the Web page, what must Mr. Crosby do in order to make a reservation?
- (A) Make a deposit
 - (B) Have his supervisor sign a form
 - (C) Call the box office
 - (D) Complete an online ticket request

Questions 181-185 refer to the following article and Web page.

GRI Ready for Action

By Antoine Williams

Although considered by many to be the running capital of Ontario, the city of Barrie is also home to several public swimming establishments, including the Galewood Recreation Institute (GRI). The institute boasts two indoor pools, one used for recreational swimming and the other reserved for special programmes, such as swimming lessons and lifeguard certification.

This summer, the institute will add intensive swimming and safety certification classes. "It is our high season," said Herbert Gagnon, institute

director. "Our pools are indoors, which allows for swimming all year, but in the summer people naturally have more time for recreation and new activities in general." Summer classes will be offered mornings, afternoons, and evenings. "We hope that we can accommodate everybody's schedule," continued Gagnon. "Our classes aim to serve not just children, but all age ranges and levels of experience." For additional information, please call 905-555-0142 or visit www.galewoodrec.org.

Employment Opportunities

Job Title: Swimming Instructors

Date posted: March 20

The Galewood Recreation Institute has an ongoing need for certified swimming instructors to work at one or both of our swimming pools. Instructors perform lifeguard duties, teach weekly swimming lessons, lead safety certification courses, and carry out other standard duties. The need for staff is especially acute during the busy summer months. Institute staff are expected to provide top-quality service to patrons at all times, so applicants should be energetic and have strong interpersonal skills.

In addition to regular positions, we are looking to select two instructors interested in being part of a unique summer education programme for teenagers. Along with having the same skills required by the regular position, these special instructors will be required to implement a curriculum designed and supervised by the Ontario Foundation for Teaching and Learning. The selected candidates will first complete a paid monthlong training course during May. They must be available to work Tuesday evenings and Wednesday evenings from June 1 through the end of the summer.

Candidates must have a minimum of six months of teaching experience and hold current certification from an accredited training programme. When applying, please upload your certifications along with your résumé.

- 181.** What does the article suggest about residents of Barrie?
- (A) They believe that the city is growing too rapidly.
 - (B) They wish that the city had another public sports facility.
 - (C) They find that local running events disrupt traffic.
 - (D) They place an emphasis on exercise activities.
- 182.** In the article, the word “allows” in paragraph 2, line 6, is closest in meaning to
- (A) gives permission
 - (B) makes possible
 - (C) replaces
 - (D) includes
- 183.** What is stated in both the article and the Web page?
- (A) A new program begins on March 20.
 - (B) GRI has two outdoor swimming pools.
 - (C) The summer is a busy time for GRI.
 - (D) GRI is collaborating with the Ontario Foundation for Teaching and Learning.
- 184.** What qualification is desired for the jobs listed on the Web page?
- (A) The ability to relate well with others
 - (B) Three to four years of experience
 - (C) A willingness to do administrative work
 - (D) A valid driver’s license
- 185.** What is suggested about the education program for teenagers?
- (A) It was designed by experts.
 - (B) It trains professional athletes.
 - (C) It was created by institute staff.
 - (D) It is scheduled to be one month long.

Questions 186-190 refer to the following online form, search results, and e mail.

http://www.jobomatch.co.uk

**Jobomatch.co.uk
Employment Search Platform**

Hello, Charlotte Rigby

Manage your job preferences
Sharing your preferences will help us to match you with your ideal employers.

What are your desired job areas?
Customer support, customer service, technical support

What type of work are you looking for?
Full-time

Where do you live? Provide postal code
L22 3AB

How far are you willing to commute?

Within a 15 km radius
 Within a 25 km radius
 Within a 60 km radius

Would you consider relocation?
No

http://www.jobomatch.co.uk

**Jobomatch.co.uk
Employment Search Results**

Hello, Charlotte Rigby

Jobs Based On Your Preferences

Customer Service Associate
Quisco Ltd., Liverpool
Responsibilities include receiving and recording feedback and complaints from customers and responding in a courteous manner. Must have strong customer service skills. Shift schedule is variable. Required to be available evenings, weekends, and holidays.

Customer Service Attendant
Denville Telecom, Liverpool
Responsibilities include opening and processing repair requests from clients. Must be fluent in English and one additional language. Customer service staff will attend seminars on using electronic database programs to file repair progress reports.

From:	crigby@zifmail.co.uk
To:	office@quiscoltd.co.uk
Date:	2 March
Subject:	Customer Support Position
Attachment:	Rigby_CV

To Whom It May Concern,

I am very interested in the Customer Service Associate position that is available at Quisco Ltd. As my attached CV shows, this opportunity is an excellent match for my qualifications.

I have worked in customer support positions for companies in Dublin and Lancaster, and I graduated from the Powell School in York. I am fully able to meet all the requirements of the available position. Thank you for your consideration.

Sincerely,

Charlotte Rigby

- 186.** According to the form, what type of employment is Ms. Rigby seeking?
- (A) A part time position
 - (B) A job working from home
 - (C) A position working directly with clients
 - (D) A job requiring relocation for a new career
- 187.** Where does Ms. Rigby most likely live?
- (A) Liverpool
 - (B) Dublin
 - (C) Lancaster
 - (D) York
- 188.** What is required for the position at Quisco Ltd.?
- (A) Knowledge of multiple languages
 - (B) Resolving customer problems
 - (C) Scheduling repair requests
 - (D) Attending training seminars
- 189.** What does training at Denville Telecom involve?
- (A) Learning safety procedures
 - (B) Traveling internationally
 - (C) Communicating with customers
 - (D) Using specialized software
- 190.** What is likely true about Ms. Rigby?
- (A) She is willing to work irregular hours.
 - (B) She is willing to organize seminars.
 - (C) She will change work departments.
 - (D) She will teach at the Powell School.

Questions 191-195 refer to the following letter, meeting minutes, and advertisement.

Regal Properties
34 Weston Road, Halifax NS B3J 3P4

January 3

Dear District Council Members,

My firm is interested in purchasing the building at 1210 Prince Street. Since this property has been on the market for almost five years, it has fallen into disrepair. Regal Properties is willing to invest what is necessary to update the building.

In addition, we would like to convert three of the apartment units on the ground floor facing the street into space for businesses. However, the property is zoned only for residential use. Would you consider rezoning the property to allow for mixed residential and business use?

Sincerely,

John Stone

John Stone, Owner

**District Council of Halifax
Meeting Minutes of January 21**

In attendance: Mayor Stuart Kaplan and all council members

Old business

- Council member Amanda Mueller reported satisfactory progress on the Wells Park cleanup project.
- Council member Harold Glass submitted a final version of next year's budget. The proposed budget was unanimously approved.

New business

Community resident and building manager Carla Phillips spoke to express opposition to the rezoning of 1210 Prince Street under consideration by the council. Ms. Phillips is concerned that the increased pedestrian and vehicular traffic will make the street too crowded. She thinks it will also be difficult for residents of her building, Lighthouse Apartments, located at 1208 Prince Street, to park in the neighborhood.

The council agreed to consider the zoning issue at their February monthly meeting to give additional residents on Prince Street an opportunity to voice their opinions.

You can have it all!

Enjoy a wonderful lifestyle at 1210 Prince Street!

- Newly renovated apartments with one or two bedrooms
- Contemporary upscale kitchens
- Triple-pane insulated windows
- Coffee shop, dry cleaners, and convenience store on street level
- Expanded parking area exclusively for residents of 1208 and 1210 Prince Street starting in December

Visit www.lifeonprincestreet.com or call 866-555-0122 for more information.

191. What does Mr. Stone's letter suggest about a property?
- (A) It has not been maintained for several years.
(B) It is priced too high for his budget.
(C) It is located close to an area for shopping.
(D) It is no longer for sale.
192. According to the meeting minutes, who presented a financial plan to the district council?
- (A) Harold Glass
(B) Stuart Kaplan
(C) Amanda Mueller
(D) Carla Phillips
193. How did the district council most likely respond to Mr. Stone's letter?
- (A) It supported the renovation of a community hall.
(B) It scheduled a presentation by Regal Properties.
(C) It canceled a February meeting.
(D) It approved a zoning change for a building.
194. What is indicated about the residents of Lighthouse Apartments?
- (A) Many of them are small-business owners.
(B) They will vote at the next district council meeting.
(C) They will have more parking options in December.
(D) Many of them walk to their jobs.
195. What is a feature of the apartments in the advertisement?
- (A) Large bedrooms
(B) Updated kitchen designs
(C) Free Wi-Fi
(D) Floor-to-ceiling windows

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

To:	Linton Business Alliance members
From:	Robin Fowler
Date:	June 12
Subject:	Organizational meeting
Attachment:	📎 Proposed agenda

Hello everyone,

I am reaching out to you to determine when we can meet. Since news about the creation of our Business Alliance is generating interest within the community, it is time to create some written materials to promote ourselves.

I would like to spend time at our meeting formulating an action plan for soliciting members. I have attached a draft agenda. It should not take long to coordinate our assignments for speaking to local business owners, but we could probably save meeting time by doing this online before the meeting.

Please send me an e-mail with your availability for the next few weeks. I understand that Sasha Zimmer is out of town until early July, but I still hope we can find a meeting date and time that will work for everyone.

Robin Fowler

Organizational meeting—Proposed agenda

- 10:00 A.M. Introductions
- 10:15 A.M. **Item 1**—Discussion to define mission statement and identify three initiatives for the year
- 11:00 A.M. **Item 2**—Media training workshop with Brandon Clark *
- 12:00 noon **Item 3**—Assign tasks for creation of Alliance communications: press release, letter to local business owners, brochure, and a Web page highlighting membership
- 12:30 P.M. **Item 4**—Assign Alliance members to speak with business owners
- 12:45 P.M. Adjourn

* Brandon Clark, a news anchor at the Ulani News Network, has offered to lead a workshop about interacting with the media. He will emphasize the importance of preparing talking points and staying on message.

To:	Linton Business Alliance members
From:	Robin Fowler
Date:	June 22
Subject:	Finalized organizational meeting
Attachment:	Final agenda

Thanks to everyone for your feedback. The final agenda is attached. We have confirmed the workshop for June 28 at the Linton Community Library. The library opens at 10:00 A.M. and staff will be on hand to help set up the room.

I'd like to stress the importance of sticking to the agenda because our time together is limited. Those meeting participants who would like to discuss any topics further can perhaps enjoy some lunch after the meeting. I will plan to go to Devon's Sandwich Shop, which is just one block south of the library. All are welcome to join me.

Robin Fowler

196. Based on the first e-mail, what is most likely true about the Linton Business Alliance?
- It opposes a city policy.
 - It is a new organization.
 - It charges membership fees.
 - It is led by city officials.
197. What item does Ms. Fowler suggest could be removed from the proposed agenda?
- Item 1
 - Item 2
 - Item 3
 - Item 4
198. What does the proposed agenda indicate about Mr. Clark?
- He is applying for membership.
 - He will be a guest speaker.
 - He is a retired journalist.
 - He will take notes during a discussion.
199. What can be concluded about the upcoming meeting?
- It will be open to the general public.
 - It will receive significant media attention.
 - It will be missing at least one group member.
 - It will require attendees to bring some equipment.
200. In the second e-mail, what information about lunch does Ms. Fowler provide?
- The time of a reservation
 - The number of attendees
 - The cost
 - The location

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

기출 TEST 1

1 (B)	2 (C)	3 (D)	4 (A)	5 (D)
6 (C)	7 (A)	8 (C)	9 (B)	10 (C)
11 (C)	12 (C)	13 (B)	14 (A)	15 (A)
16 (C)	17 (B)	18 (C)	19 (A)	20 (A)
21 (B)	22 (B)	23 (B)	24 (A)	25 (C)
26 (B)	27 (A)	28 (C)	29 (C)	30 (C)
31 (B)	32 (C)	33 (B)	34 (D)	35 (D)
36 (B)	37 (A)	38 (B)	39 (B)	40 (C)
41 (C)	42 (B)	43 (A)	44 (D)	45 (C)
46 (B)	47 (D)	48 (C)	49 (A)	50 (A)
51 (B)	52 (C)	53 (D)	54 (C)	55 (A)
56 (B)	57 (C)	58 (D)	59 (D)	60 (C)
61 (A)	62 (B)	63 (D)	64 (D)	65 (B)
66 (C)	67 (A)	68 (C)	69 (B)	70 (B)
71 (B)	72 (C)	73 (B)	74 (D)	75 (C)
76 (A)	77 (B)	78 (A)	79 (C)	80 (D)
81 (C)	82 (A)	83 (B)	84 (A)	85 (A)
86 (A)	87 (B)	88 (D)	89 (A)	90 (C)
91 (B)	92 (B)	93 (D)	94 (A)	95 (C)
96 (B)	97 (D)	98 (B)	99 (C)	100 (D)

기출 TEST 1

- | | | | | |
|---------|---------|---------|---------|---------|
| 101 (A) | 102 (A) | 103 (D) | 104 (D) | 105 (A) |
| 106 (A) | 107 (B) | 108 (C) | 109 (D) | 110 (B) |
| 111 (C) | 112 (B) | 113 (B) | 114 (A) | 115 (D) |
| 116 (D) | 117 (C) | 118 (D) | 119 (C) | 120 (C) |
| 121 (A) | 122 (B) | 123 (B) | 124 (C) | 125 (D) |
| 126 (A) | 127 (A) | 128 (D) | 129 (A) | 130 (B) |
| 131 (B) | 132 (C) | 133 (A) | 134 (D) | 135 (D) |
| 136 (C) | 137 (A) | 138 (B) | 139 (A) | 140 (C) |
| 141 (A) | 142 (B) | 143 (B) | 144 (A) | 145 (D) |
| 146 (D) | 147 (C) | 148 (A) | 149 (C) | 150 (C) |
| 151 (B) | 152 (D) | 153 (B) | 154 (B) | 155 (D) |
| 156 (C) | 157 (B) | 158 (A) | 159 (B) | 160 (B) |
| 161 (C) | 162 (B) | 163 (D) | 164 (D) | 165 (B) |
| 166 (C) | 167 (A) | 168 (D) | 169 (C) | 170 (A) |
| 171 (B) | 172 (D) | 173 (B) | 174 (A) | 175 (B) |
| 176 (C) | 177 (A) | 178 (D) | 179 (B) | 180 (D) |
| 181 (A) | 182 (A) | 183 (C) | 184 (C) | 185 (B) |
| 186 (C) | 187 (C) | 188 (B) | 189 (C) | 190 (A) |
| 191 (A) | 192 (B) | 193 (D) | 194 (D) | 195 (C) |
| 196 (B) | 197 (A) | 198 (D) | 199 (C) | 200 (B) |

기출 TEST 2

1 (D)	2 (A)	3 (C)	4 (A)	5 (B)
6 (C)	7 (C)	8 (C)	9 (A)	10 (B)
11 (C)	12 (C)	13 (B)	14 (A)	15 (A)
16 (C)	17 (A)	18 (B)	19 (C)	20 (B)
21 (B)	22 (A)	23 (A)	24 (C)	25 (C)
26 (A)	27 (C)	28 (C)	29 (A)	30 (B)
31 (A)	32 (B)	33 (C)	34 (A)	35 (A)
36 (C)	37 (D)	38 (A)	39 (C)	40 (B)
41 (B)	42 (C)	43 (A)	44 (A)	45 (C)
46 (B)	47 (D)	48 (B)	49 (C)	50 (C)
51 (A)	52 (D)	53 (B)	54 (A)	55 (C)
56 (A)	57 (C)	58 (D)	59 (D)	60 (C)
61 (A)	62 (C)	63 (B)	64 (A)	65 (B)
66 (C)	67 (D)	68 (A)	69 (C)	70 (B)
71 (B)	72 (D)	73 (C)	74 (B)	75 (A)
76 (A)	77 (A)	78 (D)	79 (C)	80 (D)
81 (C)	82 (C)	83 (B)	84 (D)	85 (C)
86 (D)	87 (C)	88 (A)	89 (C)	90 (B)
91 (A)	92 (D)	93 (C)	94 (B)	95 (A)
96 (B)	97 (A)	98 (A)	99 (D)	100 (C)

기출 TEST 2

- | | | | | |
|----------------|----------------|----------------|----------------|----------------|
| 101 (C) | 102 (A) | 103 (B) | 104 (A) | 105 (A) |
| 106 (D) | 107 (C) | 108 (D) | 109 (B) | 110 (B) |
| 111 (B) | 112 (C) | 113 (A) | 114 (D) | 115 (B) |
| 116 (A) | 117 (D) | 118 (C) | 119 (A) | 120 (D) |
| 121 (C) | 122 (B) | 123 (C) | 124 (D) | 125 (D) |
| 126 (B) | 127 (D) | 128 (A) | 129 (C) | 130 (B) |
| 131 (C) | 132 (B) | 133 (A) | 134 (D) | 135 (A) |
| 136 (D) | 137 (C) | 138 (B) | 139 (B) | 140 (D) |
| 141 (D) | 142 (A) | 143 (A) | 144 (B) | 145 (C) |
| 146 (D) | 147 (C) | 148 (D) | 149 (A) | 150 (D) |
| 151 (D) | 152 (B) | 153 (B) | 154 (C) | 155 (D) |
| 156 (C) | 157 (D) | 158 (C) | 159 (A) | 160 (B) |
| 161 (A) | 162 (B) | 163 (A) | 164 (C) | 165 (D) |
| 166 (A) | 167 (B) | 168 (B) | 169 (A) | 170 (B) |
| 171 (C) | 172 (D) | 173 (A) | 174 (C) | 175 (D) |
| 176 (C) | 177 (B) | 178 (D) | 179 (D) | 180 (C) |
| 181 (C) | 182 (D) | 183 (A) | 184 (D) | 185 (C) |
| 186 (B) | 187 (C) | 188 (A) | 189 (B) | 190 (C) |
| 191 (B) | 192 (C) | 193 (C) | 194 (D) | 195 (A) |
| 196 (B) | 197 (A) | 198 (D) | 199 (C) | 200 (A) |

기출 TEST 3

1 (C)	2 (D)	3 (A)	4 (D)	5 (C)
6 (B)	7 (A)	8 (C)	9 (B)	10 (B)
11 (C)	12 (A)	13 (B)	14 (B)	15 (A)
16 (C)	17 (C)	18 (A)	19 (B)	20 (B)
21 (C)	22 (A)	23 (A)	24 (C)	25 (C)
26 (B)	27 (A)	28 (B)	29 (B)	30 (A)
31 (C)	32 (D)	33 (C)	34 (B)	35 (A)
36 (C)	37 (B)	38 (B)	39 (B)	40 (D)
41 (D)	42 (C)	43 (A)	44 (B)	45 (A)
46 (D)	47 (A)	48 (C)	49 (B)	50 (C)
51 (B)	52 (C)	53 (B)	54 (D)	55 (C)
56 (A)	57 (D)	58 (A)	59 (D)	60 (A)
61 (B)	62 (C)	63 (B)	64 (D)	65 (D)
66 (C)	67 (B)	68 (C)	69 (A)	70 (A)
71 (D)	72 (A)	73 (B)	74 (D)	75 (C)
76 (B)	77 (B)	78 (C)	79 (B)	80 (B)
81 (C)	82 (A)	83 (A)	84 (C)	85 (D)
86 (B)	87 (A)	88 (D)	89 (A)	90 (D)
91 (A)	92 (A)	93 (D)	94 (B)	95 (B)
96 (C)	97 (D)	98 (A)	99 (C)	100 (B)

기출 TEST 3

- | | | | | |
|---------|---------|---------|---------|---------|
| 101 (C) | 102 (B) | 103 (D) | 104 (D) | 105 (A) |
| 106 (A) | 107 (C) | 108 (D) | 109 (B) | 110 (A) |
| 111 (D) | 112 (C) | 113 (C) | 114 (D) | 115 (A) |
| 116 (A) | 117 (B) | 118 (C) | 119 (D) | 120 (A) |
| 121 (C) | 122 (A) | 123 (C) | 124 (B) | 125 (A) |
| 126 (B) | 127 (B) | 128 (D) | 129 (B) | 130 (C) |
| 131 (D) | 132 (D) | 133 (B) | 134 (A) | 135 (B) |
| 136 (A) | 137 (C) | 138 (D) | 139 (D) | 140 (A) |
| 141 (C) | 142 (A) | 143 (C) | 144 (D) | 145 (B) |
| 146 (B) | 147 (C) | 148 (B) | 149 (D) | 150 (C) |
| 151 (B) | 152 (C) | 153 (A) | 154 (C) | 155 (D) |
| 156 (B) | 157 (D) | 158 (A) | 159 (D) | 160 (B) |
| 161 (B) | 162 (A) | 163 (D) | 164 (D) | 165 (A) |
| 166 (B) | 167 (A) | 168 (B) | 169 (D) | 170 (C) |
| 171 (C) | 172 (A) | 173 (C) | 174 (D) | 175 (A) |
| 176 (A) | 177 (C) | 178 (D) | 179 (C) | 180 (B) |
| 181 (C) | 182 (D) | 183 (A) | 184 (D) | 185 (B) |
| 186 (A) | 187 (B) | 188 (C) | 189 (D) | 190 (B) |
| 191 (A) | 192 (C) | 193 (B) | 194 (D) | 195 (C) |
| 196 (C) | 197 (A) | 198 (C) | 199 (D) | 200 (B) |

기출 TEST 4

1 (C)	2 (A)	3 (D)	4 (B)	5 (C)
6 (B)	7 (A)	8 (B)	9 (A)	10 (A)
11 (A)	12 (C)	13 (B)	14 (C)	15 (A)
16 (C)	17 (A)	18 (C)	19 (A)	20 (C)
21 (B)	22 (B)	23 (B)	24 (C)	25 (A)
26 (C)	27 (B)	28 (A)	29 (C)	30 (C)
31 (B)	32 (D)	33 (A)	34 (A)	35 (A)
36 (D)	37 (C)	38 (C)	39 (B)	40 (D)
41 (C)	42 (D)	43 (A)	44 (A)	45 (C)
46 (D)	47 (A)	48 (C)	49 (B)	50 (D)
51 (A)	52 (B)	53 (C)	54 (A)	55 (D)
56 (D)	57 (A)	58 (B)	59 (A)	60 (C)
61 (B)	62 (B)	63 (B)	64 (D)	65 (B)
66 (A)	67 (D)	68 (A)	69 (C)	70 (D)
71 (C)	72 (B)	73 (C)	74 (C)	75 (A)
76 (D)	77 (C)	78 (A)	79 (D)	80 (B)
81 (A)	82 (D)	83 (B)	84 (A)	85 (A)
86 (D)	87 (C)	88 (B)	89 (D)	90 (C)
91 (B)	92 (C)	93 (A)	94 (D)	95 (B)
96 (C)	97 (D)	98 (B)	99 (C)	100 (A)

기출 TEST 4

- | | | | | |
|---------|---------|---------|---------|---------|
| 101 (C) | 102 (B) | 103 (A) | 104 (B) | 105 (A) |
| 106 (B) | 107 (A) | 108 (C) | 109 (A) | 110 (B) |
| 111 (D) | 112 (C) | 113 (C) | 114 (B) | 115 (B) |
| 116 (D) | 117 (B) | 118 (A) | 119 (D) | 120 (D) |
| 121 (A) | 122 (B) | 123 (A) | 124 (D) | 125 (B) |
| 126 (D) | 127 (C) | 128 (A) | 129 (B) | 130 (C) |
| 131 (A) | 132 (C) | 133 (A) | 134 (A) | 135 (A) |
| 136 (B) | 137 (C) | 138 (D) | 139 (A) | 140 (D) |
| 141 (C) | 142 (B) | 143 (C) | 144 (D) | 145 (D) |
| 146 (A) | 147 (B) | 148 (C) | 149 (C) | 150 (D) |
| 151 (B) | 152 (D) | 153 (C) | 154 (B) | 155 (C) |
| 156 (C) | 157 (D) | 158 (B) | 159 (A) | 160 (D) |
| 161 (D) | 162 (A) | 163 (B) | 164 (C) | 165 (B) |
| 166 (D) | 167 (A) | 168 (B) | 169 (A) | 170 (D) |
| 171 (D) | 172 (A) | 173 (B) | 174 (C) | 175 (D) |
| 176 (B) | 177 (A) | 178 (A) | 179 (C) | 180 (D) |
| 181 (D) | 182 (C) | 183 (B) | 184 (A) | 185 (C) |
| 186 (D) | 187 (C) | 188 (D) | 189 (B) | 190 (A) |
| 191 (A) | 192 (C) | 193 (C) | 194 (D) | 195 (B) |
| 196 (C) | 197 (C) | 198 (B) | 199 (A) | 200 (D) |

기출 TEST 5

1 (D)	2 (C)	3 (A)	4 (A)	5 (C)
6 (D)	7 (B)	8 (C)	9 (B)	10 (B)
11 (A)	12 (C)	13 (C)	14 (B)	15 (B)
16 (A)	17 (C)	18 (C)	19 (A)	20 (B)
21 (C)	22 (C)	23 (B)	24 (A)	25 (A)
26 (C)	27 (C)	28 (B)	29 (A)	30 (A)
31 (A)	32 (A)	33 (B)	34 (D)	35 (B)
36 (D)	37 (C)	38 (A)	39 (C)	40 (D)
41 (D)	42 (A)	43 (B)	44 (A)	45 (C)
46 (B)	47 (D)	48 (C)	49 (D)	50 (D)
51 (C)	52 (C)	53 (B)	54 (C)	55 (D)
56 (D)	57 (A)	58 (C)	59 (B)	60 (A)
61 (D)	62 (C)	63 (D)	64 (B)	65 (A)
66 (B)	67 (B)	68 (B)	69 (D)	70 (A)
71 (C)	72 (C)	73 (B)	74 (A)	75 (D)
76 (C)	77 (C)	78 (D)	79 (B)	80 (C)
81 (B)	82 (D)	83 (D)	84 (B)	85 (D)
86 (C)	87 (A)	88 (D)	89 (B)	90 (D)
91 (D)	92 (D)	93 (A)	94 (C)	95 (C)
96 (A)	97 (B)	98 (C)	99 (A)	100 (B)

기출 TEST 5

- | | | | | |
|---------|---------|---------|---------|---------|
| 101 (A) | 102 (B) | 103 (D) | 104 (C) | 105 (B) |
| 106 (D) | 107 (B) | 108 (B) | 109 (A) | 110 (B) |
| 111 (B) | 112 (A) | 113 (D) | 114 (D) | 115 (B) |
| 116 (C) | 117 (B) | 118 (D) | 119 (C) | 120 (C) |
| 121 (D) | 122 (A) | 123 (A) | 124 (A) | 125 (D) |
| 126 (D) | 127 (B) | 128 (A) | 129 (D) | 130 (A) |
| 131 (C) | 132 (D) | 133 (D) | 134 (A) | 135 (A) |
| 136 (C) | 137 (A) | 138 (B) | 139 (A) | 140 (D) |
| 141 (C) | 142 (D) | 143 (C) | 144 (A) | 145 (D) |
| 146 (A) | 147 (A) | 148 (D) | 149 (A) | 150 (B) |
| 151 (B) | 152 (A) | 153 (B) | 154 (D) | 155 (A) |
| 156 (B) | 157 (B) | 158 (C) | 159 (D) | 160 (A) |
| 161 (B) | 162 (A) | 163 (C) | 164 (A) | 165 (B) |
| 166 (C) | 167 (B) | 168 (D) | 169 (D) | 170 (B) |
| 171 (D) | 172 (C) | 173 (B) | 174 (D) | 175 (A) |
| 176 (A) | 177 (B) | 178 (A) | 179 (D) | 180 (A) |
| 181 (D) | 182 (B) | 183 (C) | 184 (A) | 185 (A) |
| 186 (C) | 187 (A) | 188 (B) | 189 (D) | 190 (A) |
| 191 (A) | 192 (A) | 193 (D) | 194 (C) | 195 (B) |
| 196 (B) | 197 (D) | 198 (B) | 199 (C) | 200 (D) |