

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. In recognition of Elaine Tang's exceptional service to ----- company, the human resources director will honor her at tonight's employee awards ceremony.

- (A) ours
- (B) our
- (C) us
- (D) we

102. Randy Waters will be doing a product demonstration ----- the electronics convention in Atlanta.

- (A) out
- (B) at
- (C) into
- (D) across

103. The clothing shop is ----- because it sells quality uniforms at competitive prices.

- (A) successful
- (B) success
- (C) succeed
- (D) successfully

104. Tomorrow we will meet with a ----- of consultants who specialize in staff training and team building.

- (A) group
- (B) supply
- (C) measure
- (D) fraction

105. Before using your savings ----- borrowing money to start a business, you should carefully evaluate the financial risks involved.

- (A) either
- (B) so that
- (C) or
- (D) nor

106. Liza Baley recently ----- positive reviews for her performance in Mike Keric's new drama, Nightfall.

- (A) receives
- (B) was receiving
- (C) is received
- (D) received

107. The success of a product depends on ----- factors.
- (A) organized
(B) useful
(C) assembled
(D) various
108. Costs for building materials, such as cement, steel, and wood, rose ----- last quarter, lowering the profits of most construction companies.
- (A) sharp
(B) sharpness
(C) sharply
(D) sharpen
109. Our overseas branch office is ----- to open in Taipei next month.
- (A) scheduled
(B) advanced
(C) informed
(D) maintained
110. International experience is the main ----- that separates Mr. Sloan from the other candidates for the position.
- (A) qualified
(B) qualification
(C) qualify
(D) qualifying
111. Our marketing strategy will be ----- influenced by the feedback we receive from the customer satisfaction survey.
- (A) legibly
(B) blankly
(C) loudly
(D) strongly
112. The hotel's quiet mountain setting provides a ----- change for visitors who live in a crowded city.
- (A) refreshing
(B) refreshment
(C) refreshed
(D) refresh
113. The building manager has informed us that the west entrance elevators will be out of ----- for the remainder of the week.
- (A) work
(B) aid
(C) service
(D) help
114. New employees ----- wish to receive benefits should complete the necessary forms before the 10:00 A.M. orientation session.
- (A) whose
(B) whom
(C) who
(D) which
115. Ms. Brown is best suited for the posting because she speaks ----- Mandarin and has lived in Beijing.
- (A) experienced
(B) fluent
(C) running
(D) prolonged
116. Thank you for taking the time to meet with me, and I look forward to ----- from you soon.
- (A) hear
(B) hears
(C) heard
(D) hearing
117. The afternoon flight from Tokyo has been canceled ----- a mechanical problem.
- (A) as much as
(B) due to
(C) because
(D) in case
118. Following Ms. Aglo's appointment to the board of directors, the firm's investment strategy was ----- reevaluated.
- (A) thoroughly
(B) thorough
(C) thoroughness
(D) more thorough

GO ON TO THE NEXT PAGE

- 119.** Every summer, Brighton store owners create unique window displays ----- an effort to attract more tourists.
- (A) of
(B) by
(C) in
(D) from
- 120.** Improvements in the manufacturing process resulted in greater ----- in the production of wood furniture.
- (A) consistency
(B) consisting
(C) consistently
(D) consistent
- 121.** After the president's welcoming remarks, sales manager Tonya Nero will lead a ----- on product promotion strategies.
- (A) situation
(B) discussion
(C) selection
(D) delivery
- 122.** In order to keep prices -----, Kim's Bakery will begin making its breads and cakes on the premises.
- (A) reasonable
(B) reasonably
(C) reasoning
(D) reason
- 123.** After all résumés have been reviewed, selected candidates will be ----- for interviews.
- (A) signaled
(B) stated
(C) invited
(D) produced
- 124.** Our contact information is printed on the back cover of the manual so that you may ----- refer to it.
- (A) ease
(B) easy
(C) easiest
(D) easily
- 125.** Mr. Martin has decided to ----- the planning meeting because of a scheduling conflict.
- (A) evaluate
(B) postpone
(C) refer
(D) identify
- 126.** A conservative investment strategy seems ----- in light of the company's current financial situation.
- (A) recognized
(B) appropriate
(C) alternative
(D) collective
- 127.** The company handbook ----- the topics of compensation, bonuses, and overtime.
- (A) has been covered
(B) covering
(C) is covered
(D) covers
- 128.** The goal of our publication is to provide ----- to students who want to study overseas.
- (A) effort
(B) engagement
(C) assistance
(D) attraction
- 129.** ----- budget constraints, all full-time employees will receive a 3 percent salary increase.
- (A) Despite
(B) When
(C) Even if
(D) Besides
- 130.** During the hotel renovation, special ----- was given to the lighting fixtures and decorations.
- (A) introduction
(B) attempt
(C) conference
(D) attention

131. The inventory should be completed by the end of the week if everything goes ----- plan.
- (A) in addition to
(B) agreeing with
(C) relating to
(D) according to
132. Commuters can help reduce pollution by occasionally leaving ----- cars at home and using public transportation.
- (A) them
(B) their
(C) theirs
(D) they
133. Following her ----- to sales director, Ms. Lin assumed responsibility for the firm's marketing activities.
- (A) development
(B) delivery
(C) promotion
(D) acceptance
134. Local manufacturers have been ----- to hire additional employees until productivity improves.
- (A) hesitate
(B) hesitation
(C) hesitated
(D) hesitant
135. The company ----- computer training to ensure that employees have the latest computer knowledge and skills.
- (A) provides
(B) regrets
(C) convinces
(D) proceeds
136. Recent data indicate that the ----- of water in Orlova Valley has dropped over the last two years.
- (A) consume
(B) consumer
(C) consumption
(D) consumed
137. If fuel costs rise -----, the terms of our contract may have to be renegotiated.
- (A) mainly
(B) sincerely
(C) freshly
(D) significantly
138. It is imperative that computer passwords ----- kept confidential.
- (A) were
(B) be
(C) being
(D) had been
139. Sitting through long presentations can make the audience -----, so speakers should limit their talks to 30 minutes.
- (A) remarkable
(B) restless
(C) concise
(D) excessive
140. Insurance specialists at Datweiler & Associates receive three months of intensive training ----- they begin working with clients.
- (A) rather
(B) whereas
(C) before
(D) nearly

GO ON TO THE NEXT PAGE

PART 6

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

Questions 141-143 refer to the following notice.

Information About Your Account

Basic charges for your monthly telephone service are billed 30 days in -----. The total amount

141. (A) advance
(B) advanced
(C) advancement
(D) advancing

due must be received by the due date, which is printed on the lower left-hand corner of your bill.

Please enclose the bottom portion of your bill with your payment. This will ----- that your

142. (A) prove
(B) ensure
(C) include
(D) clarify

payment is credited appropriately.

If you are unable to pay your bill in full, please contact Customer Service immediately at 555-4849. We will be glad to help you set up an ----- payment plan.

143. (A) alternates
(B) alternated
(C) alternative
(D) alternatively

Questions 144–146 refer to the following e-mail.

Subject: Exercise at Work Program

From: fitworks@metronnel.com

To: Employees

Metronnel invites you to join your colleagues in a free daily exercise program. Each morning an experienced trainer will lead you in a 30-minute ----- suitable for all ages and levels.

144. (A) discussion
(B) study
(C) exchange
(D) routine

Research shows that improved physical conditioning leads to happier workers. ----- in this

145. (A) Participated
(B) Participating
(C) Participate
(D) Participates

employer-sponsored program will help you start your day off well! E-mail fitworks@metronnel.com for more details.

Some of you may have received this e-mail message twice. If this has happened, please notify us at the above e-mail address to avoid ----- postings in the future.

146. (A) duplicate
(B) missed
(C) delayed
(D) changed

TEST 7

GO ON TO THE NEXT PAGE

Questions 147-149 refer to the following article.

Audiotimes Reports Strong Profits

By Yoshinori Hirakawa

Tokyo — Strong sales of digital recording equipment have helped Audiotimes, a Japanese electronics maker, achieve its highest profits in ten years.

The company's chairman, Masayuki Hirano, told reporters last Friday ----- Audiotimes' financial

147. (A) for
(B) as
(C) that
(D) with

success has "greatly exceeded our expectations."

Many economists say Audiotimes is still too small to be a serious competitor in the electronics market. Some industry analysts, ----- challenge that assessment. "The executives at Audiotimes

148. (A) therefore
(B) furthermore
(C) likewise
(D) however

do everything right," says Russell Takayama, a technology reporter for the Japan Business Times.

"----- invest heavily in research, find creative solutions to problems, and plan down to the last

149. (A) They
(B) Theirs
(C) Them
(D) Themselves

detail."

Questions 150-152 refer to the following letter.

Mr. Matt Pinczkowski
1705 Mountain Top Road
Littleton, CO 80165
20 May

Dear Mr. Pinczkowski,

I am writing in response to the proposal you sent me late last week. Soon ----- I received your

150. (A) when
(B) upon
(C) about
(D) after

proposal, I learned that the patio construction will require a building permit. In order to apply for the permit, I will need your signature on the enclosed form. Could you please sign the form and return it to me ----- a revised construction schedule? As soon as I hear from you, I will send the permit

151. (A) apart from
(B) along with
(C) up against
(D) instead of

application to the city building inspector. I ----- to have the permit no later than mid-July.

152. (A) had expected
(B) expecting
(C) expect
(D) had been expecting

I apologize for the late notice on this, but I did not know that a permit was necessary until I talked to the city inspector earlier this week.

Many thanks for your assistance, and I hope to hear from you soon.

Sincerely,
Lauren Rutishauser

TEST 7

Questions 153-154 refer to the following notice.



Posted May 1

The annual employee picnic will be held on Thursday, May 19 at 12:30 P.M. in the courtyard outside the cafeteria. The rain date is Wednesday, May 25. Please contact Mary Chu by Tuesday, May 17 to let her know whether you will be attending. You can reach her at mchu@santostech.com or by calling her at 555-7324 ext. 322. In addition to delicious food and enjoyable games, Mary is also hoping to arrange entertainment. Contact her if you have any ideas.

153. What is the purpose of the notice?

- (A) To tell staff about new cafeteria hours
- (B) To announce an upcoming event
- (C) To advertise a cooking show
- (D) To report on a contest for employees

154. By what date should Mary Chu be contacted?

- (A) May 1
- (B) May 17
- (C) May 19
- (D) May 25

GO ON TO THE NEXT PAGE

Questions 155-156 refer to the following advertisement.



For over twenty years, Business World has been the store for all of your business needs ... from pens and paper to computers and printers.

Business World's Copy Center is now open.

Black-and-white copies	\$0.10 per page
Color copies	\$0.15 per page
Business World preferred customers	10% off your total order
Copies can be made while you wait or while you finish your shopping.	

Store Hours:

Sunday	11:00 A.M.-7:00 P.M.
Monday-Friday	8:00 A.M.-9:00 P.M.
Saturday	9:30 A.M.-8:00 P.M.

**Business World
4276 Grove Blvd.**

(Across from the 3rd St. train station)

155. What is the purpose of the advertisement?

- (A) To invite customers to a grand opening of a shop
- (B) To introduce a new service offered at a store
- (C) To announce the anniversary of a business
- (D) To promote a sale on selected items

156. When does the store close on Sunday?

- (A) At 7:00 P.M.
- (B) At 8:00 P.M.
- (C) At 9:00 P.M.
- (D) At 9:30 P.M.

Questions 157-158 refer to the following message.

OFFICE MESSAGE

TO: Takashi Matsumoto

FROM: Karen Lang

TIME: 9:30, Thursday

Telephone

Fax

Office Visit

MESSAGE:

Karen Lang from C&P Accounting called. She wants to arrange a new meeting time with you. Instead of on Monday at 11, can you see her on Tuesday at 1:30? She'll be able to go over the contract with you then. She'll try to contact you again this afternoon.

Taken By: Mike Nguyen

157. Why did Ms. Lang call Mr. Matsumoto?

- (A) To reschedule an appointment with him
- (B) To ask if he will be able to meet a deadline
- (C) To inquire where a meeting will take place
- (D) To request that he send a new contract

158. What will Ms. Lang probably do?

- (A) See Mr. Matsumoto on Monday
- (B) Call Mr. Matsumoto again this afternoon
- (C) Contact a representative of C&P Accounting
- (D) Make a reservation for a lunch meeting

TEST 7

GO ON TO THE NEXT PAGE

Questions 159–161 refer to the following advertisement.

Silver Poseidon Cruises

Do you want to see the world? Then plan to visit the Silver Poseidon Cruises Career Fair on Tuesday, November 15 from 9 A.M. to 4 P.M. or Wednesday, November 16 from 5 P.M. to 9 P.M. We are looking for food servers, entertainers, and maintenance staff to work aboard our many vessels. Free travel is just the beginning when you work for Silver Poseidon Cruises.

We offer paid training, great benefits, and opportunities to advance. Applicants should have at least three years of related work experience as well as good communication skills and be able to work nights and holidays. Selected applicants will be called back for a second interview by Sunday, November 20.

For advance registration, please visit our Web site at www.silverposeidoncruises.com by Sunday, November 13.

For more information,
please call 1-800-555-7962
or
e-mail Elena Ruiz at
eruiz@silverposeidoncruises.com.

- 159.** Where will the employees who are hired for the advertised positions work?
- (A) At an amusement park
(B) At a jewelry shop
(C) On a cruise ship
(D) In a factory
- 160.** What benefit is NOT mentioned in the advertisement?
- (A) Time off for holidays
(B) Free travel
(C) Career advancement opportunities
(D) Paid training programs
- 161.** How are interested people instructed to register?
- (A) By visiting the corporate office
(B) By calling Ms. Ruiz
(C) By sending an e-mail
(D) By going to the Web site

Questions 162–165 refer to the following information.

Northwood Community Center

March Employee of the Month

Employee: Linda Ahn

Classes: Watercolor Painting
Pen and Ink Drawing

Interests: Photography

Art instructor Linda Ahn is one of the most popular figures at our community center. She teaches on Tuesday and Saturday mornings and Thursday nights, and her classes are usually filled to capacity. In May she is going to start teaching an afternoon beginner's drawing class on Mondays and Wednesdays.

Linda began teaching here last July, but her creative talents have taken her in many directions. Before teaching here she was a costume designer for the Copenhagen Theater Company for three years. Linda is also an accomplished amateur photographer who has taken pictures of the many places she has visited while touring with the theater group. She displayed some of them in the Town Hall gallery in October.

So sign up for one of Linda's classes—you'll be glad you did!

TEST 7

162. What is the purpose of the information?

- (A) To publicize the opening of a community center
- (B) To explain some painting techniques
- (C) To advertise a gallery exhibit
- (D) To describe an employee

164. According to the information, what will happen in May?

- (A) A new employee will start working.
- (B) An afternoon class will begin meeting.
- (C) The building will close for renovations.
- (D) Enrollment for classes will resume.

163. On what day of the week does Linda Ahn teach an evening class?

- (A) On Monday
- (B) On Tuesday
- (C) On Wednesday
- (D) On Thursday

165. What was Linda Ahn's former job?

- (A) Costume designer
- (B) Art gallery manager
- (C) Photographer
- (D) Tour guide

GO ON TO THE NEXT PAGE

Questions 166-168 refer to the following letter.

June 10

Ms. Ngaire Umaga
14 Raven Court
Hillsborough
Auckland 1041

Account ID: 3565
Trip No: Gr867
Trip: Greece, April 7-17
Group leader: Jeff Lorber

Dear Ms. Umaga:

We are pleased that you have chosen Explorer Voyage Travel Service to help you plan your upcoming trip to Greece. We have received your registration form and deposit. You will soon be receiving an invoice listing your payments and the balance due. Please make sure that we receive your final payment by December 30 to avoid any late fees. Also, if you decide to cancel your trip, you must notify us in writing at least 10 days before your departure date to receive a refund.

Enclosed is a copy of "Are You Ready to Travel?" This brochure will provide you with information you may find useful in preparing for your trip, including tips about packing, shopping, and sightseeing. You may also check out our Web site for additional material. Just log in using your account ID.

Sincerely,

Richard Donaldson
Client Services

166. Who most likely is Richard Donaldson?

- (A) A tour participant
- (B) A group leader
- (C) A travel agent
- (D) An accountant

168. What was sent with the letter?

- (A) An invoice
- (B) A brochure
- (C) A coupon
- (D) A registration form

167. What is indicated in the letter?

- (A) Ms. Umaga canceled her trip.
- (B) Ms. Umaga has changed her trip itinerary.
- (C) Ms. Umaga needs to correct her registration form.
- (D) Ms. Umaga has paid part of the cost of her trip.

Questions 169-172 refer to the following book review.

From Coins to Credit: Banking Throughout the Ages is a concise history of banks and the banking industry from ancient times to the present. James Gallagher, who has made a career of covering financial news for several newspapers, has done a careful job of investigating his subject. Although he presents the facts carefully, Mr. Gallagher has made what could have been a dry book into one that is interesting and enjoyable. By telling amusing anecdotes about historical figures, he makes them come alive. Even people who are not particularly attracted to the subject matter will find this book engrossing.

- 169.** What most likely is Mr. Gallagher's job?
- (A) Banker
(B) Librarian
(C) Journalist
(D) Publisher
- 170.** What does the reviewer NOT mention about the book?
- (A) It is very long.
(B) It is entertaining.
(C) It describes people from the past.
(D) It is well researched.
- 171.** The word "dry" in line 5 is closest in meaning to
- (A) dull
(B) vacant
(C) arid
(D) humorous
- 172.** What does the reviewer suggest?
- (A) Most people are not interested in history.
(B) The banking industry is in a state of chaos.
(C) Mr. Gallagher is an experienced lecturer.
(D) The book will appeal to different groups of people.

GO ON TO THE NEXT PAGE

Questions 173-175 refer to the following news article.

MUMBAI, India, June 3 — Star Airways, Mumbai's dominant airline for the past five years, has reported it is planning to replace its entire aircraft fleet with European-produced Skystream jets.

Starting with an initial purchase of 90 jets, Star Airways expects the changeover to take a decade to complete. The new planes will enable the airline to expand its international routes as well as provide replacements for its aging fleet of jet planes. Star Airways and Skystream, in a joint announcement at the Brussels Air Show on Thursday, said that the order included seventeen of the new AWB850 aircraft. This will make Star Airways the first Indian carrier to fly the AWB850, an aim it has had since the powerful jets were first produced.

173. What is the purpose of the article?

- (A) To describe recent renovations at an airport
- (B) To announce a new business agreement
- (C) To inform investors of updated project plans
- (D) To report on the merger of two airlines

174. How long is the change expected to take?

- (A) Three years
- (B) Five years
- (C) Ten years
- (D) Seventeen years

175. What is NOT reported as a goal of Star Airways?

- (A) To relocate its international headquarters
- (B) To be among the first to use a new aircraft
- (C) To replace the older planes in its fleet
- (D) To increase its number of flight destinations

Questions 176–180 refer to the following article.

Plans Approved for Local Attraction

Tuesday, February 26

After hearing recommendations proposed by the panel commissioned eight months ago to evaluate the Marsh Point Lighthouse, local officials announced on Monday that a major restoration of the lighthouse tower would begin in two months. To the untrained eye, the lighthouse appears to be in good shape. However, according to chief engineer Edward Sayer, the tower is in dire need of repair to replace loose bricks and address severe corrosion at the base of the structure. President of the Marsh Point Historical Society Glenda Lewis remarks, “For almost 200 years, the lighthouse has been an aid to navigation. Restoring the lighthouse now may extend its service for another two centuries.”

The lighthouse is also important for cultural reasons. As Stephanie Lansbury

of the city tourist board notes, “The Marsh Point Lighthouse is a local landmark. It has been featured on posters and signs and even plays a pivotal role in the movie classic *A Clear Beam of Light*. ”

Restoration of the structure will be done in phases over the next eighteen months, and will include work on the interior as well as the exterior of the lighthouse. Parts of the structure will remain open to the public while the work is being done, as will the museum and gift shop also on the premises. The completion of the project is expected to coincide with the building’s bicentennial. Donations to help support the cost of the restoration are being solicited from local individuals and corporate sponsors.

TEST 7

176. What is the article mainly about?

- (A) The restoration of a historic landmark
- (B) The construction of a new museum
- (C) The filming of an upcoming movie
- (D) The election of a local official

177. When is the project scheduled to begin?

- (A) In two months
- (B) In eight months
- (C) In eighteen months
- (D) In two years

178. Who is Stephanie Lansbury?

- (A) A chief engineer
- (B) A bank official
- (C) A historical society member
- (D) A tourist board spokesperson

179. What is suggested about the lighthouse?

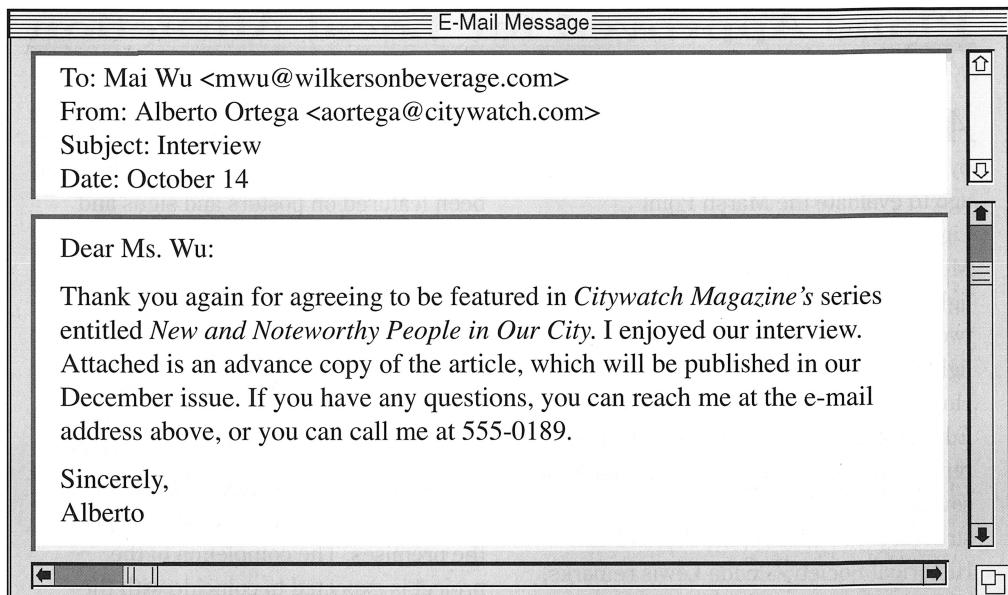
- (A) It has been in operation for nearly two centuries.
- (B) It is open only to members of the historical society.
- (C) It was constructed for a movie set.
- (D) It is in good condition.

180. The word “pivotal” in paragraph 2, line 6, is closest in meaning to

- (A) characteristic
- (B) revolving
- (C) crucial
- (D) well-known

GO ON TO THE NEXT PAGE

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



Mai Wu can often be seen sipping coffee early in the morning at a small café near her office in downtown Chicago. “I like to use the time to focus my thoughts before I start my day,” says Wu. Recently appointed vice president of Wilkerson Beverage Company, this notable resident transferred from the firm’s office in Amsterdam to its main headquarters in Chicago. While in Amsterdam, Wu was marketing director of Wilkerson’s European division. Before that, Wu worked in Taipei. She graduated from a university in Sydney with a degree in business.

Routinely working 16-hour days, the confident entrepreneur savors her quiet moments in the coffee shop. “I love this job,” she confesses, “even though it’s sometimes very difficult, and I love this city. It’s a beautiful city, and the people are friendly.”

181. What city is the subject of *Citywatch Magazine*?

- (A) Sydney
- (B) Amsterdam
- (C) Chicago
- (D) Taipei

182. What is the purpose of the article?

- (A) To profile a local businessperson
- (B) To report on an increase in tourism
- (C) To describe a local business event
- (D) To discuss the opening of a new café

183. What is Ms. Wu's current position?

- (A) Coffee shop owner
- (B) Marketing director
- (C) Business journalist
- (D) Corporate executive

184. What is indicated about the Wilkerson Beverage Company?

- (A) It plans to market new products in December.
- (B) It operates offices in multiple cities.
- (C) It has an opening for a vice president.
- (D) It produces a line of coffee drinks.

185. What does Ms. Wu say about her job?

- (A) It is temporary.
- (B) It is challenging.
- (C) It requires a lot of travel.
- (D) It pays well.

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

SEOUL, South Korea, March 15—On Monday, Seoul-based Jupiter Corporation announced it is opening a new automobile manufacturing plant in Daejeon. Sales of its newest four-door sedan, the Flame, have been increasing at a dramatic rate since the car model's release in February of last year. According to a Jupiter Corporation spokesperson, sales of other cars produced by Jupiter Corporation are also at an all-time high. Jupiter expects the new factory will be able to meet consumer demand without any difficulty. The plant is anticipated to be in operation by late June, and the grand opening celebration is scheduled for July 5.

E-Mail Message

To:	Ja-Hoon Lee <jhlee@jupiterco.com>
From:	Robin Bertolli <rbertolli@jupiterco.com>
Date:	March 17
Subject:	Press release

Dear Ja-Hoon,

I just read the press release, and I wanted to let you know that you're doing an excellent job as spokesperson for the company.

We're almost ready to start our advertising campaign in South America. The tentative schedule for the campaign hasn't changed very much, but I would like to brief you on the plan before your next press conference. I'll send you the documents later this week. Also, I'll be in Rio de Janeiro for the next few months, so e-mail is probably the fastest way for us to communicate with each other after I get there. I look forward to seeing you in Daejeon for the grand opening.

Sincerely,
Robin

- 186.** What is the subject of the press release?
- (A) An increase in car advertisements
 - (B) A decline in consumer confidence
 - (C) The building of a car parking garage
 - (D) The planned opening of a new factory
- 187.** What is indicated about Jupiter Corporation?
- (A) It will release a new car model next year.
 - (B) Its headquarters are in Seoul.
 - (C) It has received several customer complaints.
 - (D) Its sales have remained steady.
- 188.** Who is Ja-Hoon Lee?
- (A) A corporate spokesperson
 - (B) A factory employee
 - (C) An advertising manager
 - (D) An automobile salesperson
- 189.** What will Robin Bertolli probably send Ja-Hoon Lee?
- (A) A schedule for the grand opening of a factory
 - (B) A report of the company's quarterly sales
 - (C) A summary of an advertising campaign
 - (D) A document containing construction plans
- 190.** When does Robin Bertolli expect to see Ja-Hoon Lee?
- (A) In February
 - (B) In March
 - (C) In June
 - (D) In July

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

E-Mail Message

To:	Klara Wagner <kwagner@clearnet.net>
From:	Front Desk <reservations@persimmonroyalhotel.com>
Subject:	Reservation confirmation
Date:	September 25

Thank you for choosing Persimmon Royal Hotel in Bangkok. This e-mail is to confirm your reservation for November 15-22. Your confirmation number is KW27-40118.

While you stay with us, we hope that you will try Elan, our award-winning restaurant featuring the culinary talents of chef Niwat Parnpradub, and Waterworks, our poolside café. If you would like to explore Bangkok, our concierge service is more than happy to recommend tourist activities and book you a table at any restaurant.

After your stay, please fill out a customer satisfaction survey that is available in each room and on our Web site. We will send you a voucher for one free night at any of our hotel locations, including Sapporo and Melbourne. For a complete listing of locations and information about our grand opening in Macau, please visit our Web site.

If you have any questions or concerns, please contact us at +66 2 555 8657.

The Persimmon Royal Hotel Front Desk

Persimmon Royal Hotel
Customer Satisfaction Survey

Name Klara Wagner
Where did you stay? Persimmon Royal Hotel in Bangkok

	Excellent	Good	Average	Below Average	Poor
Menu variety				X	
Quality of service			X		
Quality of room			X		
Housekeeping service		X			
Hospitality of staff	X				

Comments and Questions

This was my first visit to your hotel in Bangkok, although I have stayed at the hotel's other locations while on business. I am usually satisfied with the accommodations and services. However, this particular time I was charged three times for poolside snacks that I did not order. In fact, I did not eat at the hotel at all during my stay; I only ate at Bai Makrut and Café Galanga, which are both restaurants outside of the hotel. I pointed this out to the desk clerk, and the situation was quickly resolved.

As for my voucher, I would like to ask if the coupon will be valid at your future location. Your Web site indicates that the grand opening is scheduled for February, and I have to go to a conference there in March.

- 191.** What is the purpose of the e-mail?
- (A) To reserve a table at a hotel restaurant
(B) To inquire about hotel rates
(C) To confirm a hotel reservation
(D) To inform a hotel employee of a problem
- 192.** What is NOT one of Ms. Wagner's opinions about the hotel?
- (A) The quality of the housekeeping is good.
(B) The variety of menu options is below average.
(C) The quality of customer service is average.
(D) The hospitality of the staff is average.
- 193.** What is indicated about Ms. Wagner?
- (A) She has stayed at several Persimmon Royal locations.
(B) She feels the hotel restaurants are expensive.
(C) She will soon travel to Bangkok for business.
(D) She received a bill in the mail from the hotel.
- 194.** What restaurant mistakenly charged Ms. Wagner?
- (A) Bai Makrut
(B) Café Galanga
(C) Waterworks
(D) Elan
- 195.** In March, where will Ms. Wagner attend a conference?
- (A) In Bangkok
(B) In Macau
(C) In Sapporo
(D) In Melbourne

GO ON TO THE NEXT PAGE



Questions 196-200 refer to the following letter and order form.

Gala Theatre Company

Dear Valued Member:

Thank you for your support of the Gala Theatre Company. Not only do your donations help us to provide the community with quality arts and music programs but they also make you eligible for discounts and special events.

Please join us at the Peyton Street Theatre as we proudly present the world premiere of *The Sun Princess*, a comic musical by Claude Jones. The delightful show is conducted by Akira Murata and stars England's most prominent vocalist, Margo Schmidt, in an entertaining role as the witty Princess.

As a member and sponsor of the Gala Theatre Company, you are invited to a special performance for members only on Thursday, June 17 at 7:30 P.M. Members at the Patron level and above will receive two free tickets.

Show Date	Show Time	Ticket Prices		
		Member	Nonmember	Student
Thursday, June 17	7:30 P.M.	£ 12	—	—
Friday, June 18	8:00 P.M.	£ 18	£ 23	£ 12
Saturday, June 19	8:00 P.M.	£ 20	£ 25	£ 12
Sunday, June 20	7:00 P.M.	£ 18	£ 23	£ 10

Be the first to see what is sure to become a masterpiece. To reserve your tickets, fill out the order form below and send it to:

Gala Theatre Company
175 Marbury Drive
London, EC5 3GP

We look forward to seeing you there!

Sincerely,

Mariama Abdalla
Mariama Abdalla
Gala Theatre Company President

Gala Theatre Company
The Sun Princess

Order Form

Membership account number: 654KJ

Performance date: June 17 June 18 June 19 June 20

Price per ticket: £12

Number of tickets: 2

Total: £24

Name: Hemant Bhatia

Address: 13 Kings Road, London, SE23 7NW

E-mail: hbhatia@biginternet.com

- 196.** What is suggested about *The Sun Princess*? **199.** On what day will Mr. Bhatia attend the performance?
- (A) It was written by Akira Murata.
(B) It will be Margo Schmidt's first role.
(C) It has received positive reviews from critics.
(D) It will be performed for the first time on June 17.
- 197.** What is NOT suggested about the Gala Theatre Company in the letter?
- (A) It accepts donations from people in the community.
(B) It offers reduced ticket prices to members.
(C) It organizes lecture tours on the arts.
(D) It hosts special performances for members.
- 200.** What type of ticket is Mr. Bhatia ordering?
- (A) Patron
(B) Student
(C) Member
(D) Nonmember
- 198.** In the letter, the word "prominent" in paragraph 2, line 3, is closest in meaning to
- (A) famous
(B) noticeable
(C) protruding
(D) obvious