



## Actual Test 04

### READING

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

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

#### Part 5

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

101. The company is experiencing significant growth and is looking to add a new member to ----- staff immediately.  
(A) they  
(B) them  
(C) their  
(D) themselves
102. All of our cleaning professionals have undergone extensive ----- and are fully insured.  
(A) training  
(B) importance  
(C) titles  
(D) helping
103. Every client is personally handled by one of our experts, ensuring a unique travel plan at ----- extra cost.  
(A) never  
(B) none  
(C) not  
(D) no
104. Young travelers below 18 years of age need to be accompanied by ----- a parent or a guardian.  
(A) either  
(B) and  
(C) neither  
(D) both
105. Careful planning and ----- pave the way for a successful meeting.  
(A) coordination  
(B) coordinated  
(C) coordinate  
(D) coordinator
106. QIB will work ----- to maintain sustainable growth and expansion plans.  
(A) persisted  
(B) persistent  
(C) persistently  
(D) persistence



107. The employee in this position must wear steel-toed boots at ----- times while at work.  
 (A) each  
 (B) any  
 (C) every  
 (D) all
108. Automobile mechanics ----- have not kept up with these changes have left or been forced out of the industry.  
 (A) themselves  
 (B) who  
 (C) whose  
 (D) they
109. Most southbound and eastbound trains will ----- on an earlier schedule in and around Niagara Falls.  
 (A) operate  
 (B) meet  
 (C) arrange  
 (D) produce
110. Mr. Bolton would like to offer his employees a new contract as ----- as he returns from his trip overseas.  
 (A) close  
 (B) next  
 (C) nearly  
 (D) soon
111. The acquisition was completed for \$125 million, which indicates just how ----- the company's value had dropped.  
 (A) sharper  
 (B) sharpness  
 (C) sharpest  
 (D) sharply
112. This is a more ----- report of budget authority and outlays for preceding, current, and upcoming fiscal years.  
 (A) retained  
 (B) afforded  
 (C) detailed  
 (D) attached
113. A successful candidate must be ----- trainable in a fast-paced work environment, with exceptional communication and computer skills.  
 (A) highly  
 (B) early  
 (C) after  
 (D) many
114. The manual ----- covers multiple topics including safety and loss control, vehicle policy, and work hours.  
 (A) ever  
 (B) anymore  
 (C) briefly  
 (D) extremely
115. It takes one month to fix these minor problems, so unfortunately there will be a one-month ----- in the transfer of fuel.  
 (A) out  
 (B) long  
 (C) late  
 (D) delay
116. The lease agreement says the tenant of this unit is required to ----- renter's insurance.  
 (A) declare  
 (B) achieve  
 (C) promote  
 (D) obtain
117. Wholesale buyers purchase merchandise ----- from manufacturers and resell it to retail firms, commercial establishments, and other institutions.  
 (A) directing  
 (B) directs  
 (C) directly  
 (D) directed
118. The Fresh Twister energy drink is made with fresh lemon juice and red wine and tends to be a bestseller ----- the ladies.  
 (A) among  
 (B) plus  
 (C) throughout  
 (D) upon

111.



117.



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119. Guests will be able to meet Taylor Swift as she ----- to perform a free show for her fans in Central Park.  
 (A) prepare  
 (B) prepares  
 (C) prepared  
 (D) preparing
120. The information below is being provided in response to ----- requests for teleconference referrals.  
 (A) frequent  
 (B) frequented  
 (C) frequenting  
 (D) frequently
121. Mr. Kwon attributed his ----- strong performance to the company's sound risk management and stable management team.  
 (A) impulsively  
 (B) approximately  
 (C) consistently  
 (D) readily
122. There is a growing ----- of residents who oppose construction of a shopping center on Kingston and Flag avenues.  
 (A) town  
 (B) anger  
 (C) list  
 (D) rate
123. To reach Puriton House, turn right and walk ----- the building with the white columns.  
 (A) during  
 (B) past  
 (C) over  
 (D) down
124. During his 10 years with the firm, Mr. Martin ----- many financial institutions in Europe and Asia on strategy and mergers, acquisitions and alliances.  
 (A) was advised  
 (B) advises  
 (C) advised  
 (D) has advised
125. Funded by Hurricane Katrina money, the research ----- houses one million dollars worthy of lab equipment.  
 (A) discussion  
 (B) facility  
 (C) agreement  
 (D) publication
126. It is ----- to attract attention by pricing products low enough to capture the interest of customers.  
 (A) necessary  
 (B) necessarily  
 (C) necessitate  
 (D) necessities
127. Practice proper sanitation by ----- removing all infected plants as soon as possible.  
 (A) closely  
 (B) vaguely  
 (C) carefully  
 (D) possibly
128. Your generous ----- to the Global Conscience Initiative helps us further our mission to build a peace culture beyond borders.  
 (A) donor  
 (B) donates  
 (C) donation  
 (D) donated
129. ----- actively seeking a specific web design, it is important that you are crystal clear on the goal of your website.  
 (A) Before  
 (B) Yet  
 (C) So that  
 (D) Just as
130. A high sense of ----- often means individuals go well above the normal standard in various business situations.  
 (A) professionalism  
 (B) professional  
 (C) profession  
 (D) professionally



131. Each passenger is usually given a 20Kg allowance and any baggage exceeding the designated weight will be charged an ----- fee.  
 (A) interested  
 (B) unprepared  
 (C) exported  
 (D) additional
132. Whether you ----- many discussions or are new to leading discussions, we trust that this guide will be helpful.  
 (A) has been led  
 (B) have been led  
 (C) has led  
 (D) have led
133. We have beautifully furnished apartments that are fully ----- with the latest appliances, and the electric bill is included in the rent.  
 (A) precise  
 (B) equipped  
 (C) assorted  
 (D) estimated
134. Alternative parking areas will be provided while the parking lot -----.  
 (A) is repairing  
 (B) repairs  
 (C) is being repaired  
 (D) has repaired
135. In order to meet the needs of our ever-growing user population, we need a broad diversity of ----- in the creation of our products.  
 (A) indications  
 (B) perspectives  
 (C) depths  
 (D) images
136. In a ----- interview, *The Jamaica Observer* spoke with an anonymous manufacturer who was forced to retire.  
 (A) fascinate  
 (B) fascinating  
 (C) fascination  
 (D) fascinated
137. The TV company is also preparing to cancel foreign channels ----- advertisers agree to substantial discounts.  
 (A) as if  
 (B) when  
 (C) unless  
 (D) because
138. Make sure no one ----- you can access your computer while you are away from it!  
 (A) nevertheless  
 (B) since  
 (C) regarding  
 (D) except
139. The marketers make an ----- of products that appeal to a wide variety of potential customers.  
 (A) array  
 (B) alleviation  
 (C) origin  
 (D) extension
140. Due to ----- need, applications will be reviewed on a daily basis and candidates may be interviewed and positions filled before the closing date.  
 (A) irrelevant  
 (B) surplus  
 (C) optional  
 (D) urgent

132.



133.



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## Part 6

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

**Questions 141-143** refer to the following information.

### Online Privacy Policy

Girls Inc. of Orange County is ----- to protecting your online privacy and providing a safe

141. (A) committing  
(B) commitment  
(C) commit  
(D) committed

online experience for all of its users. This Privacy Policy applies to information collected online when visiting our website([www.girlsinc-oc.org](http://www.girlsinc-oc.org)) and governs online data collection and usage at the Girls Inc. of Orange County site.

Portions of our site are directed to our adult donors, friends, and supporters, ----- other

142. (A) while  
(B) when  
(C) during  
(D) because

areas include content specifically designed for parents and girls.

Please review the information below to ----- yourself with our policies on website privacy,

143. (A) familiarize  
(B) replace  
(C) provide  
(D) equip

and contact Girls Inc. of Orange County if you have any questions.

Visitors can visit our site without registering or providing personal information, but we do collect personal information to make certain features and options available. Please note that we only collect personal information when it is voluntarily provided.



Questions 144-146 refer to the following notice.

How to make a consumer complaint

Know what your rights are!

Before you make a complaint, be ----- of your consumer rights under the law. If you have

144. (A) aware  
(B) careful  
(C) considerate  
(D) confidential

a written contract or description of the goods or services, read what it states. Your complaint will almost certainly be ----- more effective if you are aware of your rights. Remember!

145. (A) much  
(B) very  
(C) so  
(D) such

A repair, a replacement or a refund are all possible options when goods are faulty.

Deal with the issue as soon as possible!

If a product is defective, it is important that you return it as soon as possible after you -----

146. (A) look  
(B) deal with  
(C) report  
(D) notice

the fault. If you keep a faulty item for a long time, you may be considered to have accepted the item in that state. The situation is similar for services that you are unhappy with. In some cases, there are time limits for taking certain procedures (for example, if you have a complaint about a package holiday you need to complain to the tour operator within 28 days of returning from the holiday). Even where there are no time limits set down, it is easier for you and the organization to deal with recent events.



Questions 147-149 refer to the following article.

Become a donor!

Our many patrons, donors, sponsors and supporting members allow the Buenaventura Art Association to fund scholarships for college art students, as well as provide a place for ----- and established artists to exhibit art. Many of our artists volunteer in their

147. (A) emerge  
(B) emerged  
(C) emerging  
(D) emergence

communities, providing your city with the vibrancy, energy and education that makes Ventura County a great place to live! There are many ways to support the Buenaventura Art Association. Look through our different "Famous Artist Donor Levels" and choose the one best suited to you.

Donate any amount up to \$100 and you will be acknowledged on the BAA website. Your name will also be listed in our newsletter, *Sketches*. -----, you will receive a subscription to

148. (A) In addition  
(B) For example  
(C) In short  
(D) By comparison

the newsletter.

Your \$100 ----- entitles you to receive 10% off all purchases for one year.

149. (A) donation  
(B) attendance  
(C) condition  
(D) enrollment

Remember, your donations are tax deductible.

ALL DONORS RECEIVE:

Acknowledgment on the BAA website  
Your name listed in our newsletter  
Email subscription to our newsletter  
A special gift

149.



Questions 150-152 refer to the following article.

SALT LAKE CITY - Deseret Management Corporation (DMC) announced the promotion of Clark Gilbert to the newly created position of President and Chief Executive Officer of *Deseret News* on Thursday. Gilbert will continue as President and CEO of Deseret Digital Media (DDM), a DMC company. Formed in 2009, DDM ----- the website operations of

150. (A) applies  
(B) reaches  
(C) oversees  
(D) supplies

DeseretNews.com, KSL.com, DeseretBook.com, MormonTimes.com, and LDSChurchNews.com. *Deseret News* is Utah's oldest continually published daily newspaper. Editor Joe Cannon and Publisher Jim Wall will continue in their current positions, reporting to Gilbert.

Mark Willes, President and CEO of DMC, stated, "Clark Gilbert brings a unique background to his expanded responsibilities. He previously served on the *Deseret News* board. He was a consultant for ----- ten years at leading newspaper organizations

151. (A) partly  
(B) often  
(C) nearly  
(D) quite

including *The New York Times*, *The Boston Globe*, and *Scripps Newspapers*. He is -----

152. (A) ideally  
(B) conveniently  
(C) markedly  
(D) normally

suited to help us reinvent the print version of the *Deseret News*, while at the same time accelerating the growth of DeseretNews.com."

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## Part 7

**Directions:** In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

**Questions 153-154** refer to the following advertisement.

### Digital Photos Come to Life!

You've all seen the countless ads for digital photo albums. These albums have the advantage of allowing you to store many pictures instead of looking at the same picture all day. While these digital albums are novelty items, they do not fully utilize the technology available. That's where Dream Pictures comes in. We have developed a new digital album that not only displays pictures, but also plays video files in the most popular formats. Now you can look at pictures and short video clips that play in a loop. We have many customer service consultants waiting to take your call. We'll help you choose from our diverse line of products and styles. You can also send us your pictures and videos and simply tell us what kind of album you want. We personally guarantee that you'll be 100% satisfied or your money back!

Dream Pictures, INC.

(212) 589-8512

[www.dreampictures.com](http://www.dreampictures.com)

**153.** What is being advertised?

- (A) Digital albums that show pictures
- (B) Novelty items
- (C) Albums that show both pictures and videos
- (D) Video files in popular formats

**154.** What kind of support will customers receive?

- (A) Directions to send files
- (B) Advice on selecting albums
- (C) Company information
- (D) Refund instructions

Questions 155-156 refer to the following notice.

### MEMORANDUM

To: Hannah Song  
From: Karen Wilson, Manager, Global Strategic Planning  
Subject: Nelson Insight Conference  
Date: Mon, 5/12

Dear Hannah,

As you may already be aware, next week is the scheduled conference meeting with Nelson Insight. I will be giving a presentation on behalf of my team, based on the attached proposal. Because this conference is pivotal in deciding whether to go through with the next steps of our joint venture project, our team has put a lot of time and effort into perfecting this presentation material.

Although our team members, including myself, have reviewed it many times, I wanted to make sure that the material is fully localized to the needs of the Korean market and that we have not missed any important points that need to be addressed. Can you please review the attached document and give me any critical feedback that you or your team may have? I am aware that you have extensive experience working with Korean research agencies like Nelson Insight, so I'd really appreciate it if you could give me any advice or tips. In particular, I am especially concerned about the length of our proposal. It seems a bit long and I would like to make it more concise and direct, but I am having trouble deciding on which part (s) to get rid of. Also, this is a minor issue, but can you please double-check to make sure that the Korean logo graphics included have no mistakes?

When you're done with the review, perhaps we could meet sometime this week to review it together in person. I will be flying to Korea tonight and arriving at Incheon on Tuesday at 6 a.m. I'm available to meet with you any time between 9 a.m. and 5:30 p.m. from Tuesday on. Please let me know what time is best for you, so we can set up a meeting.

I'm looking forward to seeing you soon and thanks for your assistance in advance.

Best regards,  
Karen

155. What is the purpose of the memo?
- (A) To decide on the next steps of a joint venture project
  - (B) To confirm a business trip schedule
  - (C) To offer a corrected translation
  - (D) To ask for help with a presentation

156. What does Karen request that Hannah do?
- (A) Submit a proposal sometime this week
  - (B) Attend a conference
  - (C) Schedule an appointment with Nelson Insight
  - (D) Get together with her for a meeting

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Questions 157-159 refer to the following e-mail.

From: Angela Leason <aleason@novarttspharma.com>

To: All employees <employees@novarttspharma.com>

Date: July 10

Subject: Vacation Policy

Novartts Pharmaceutical has a new vacation policy for certain full-time employees and which will go into effect one month from today, on Monday, August 10.

This new vacation policy is designed to provide employees who have completed at least six continuous months of service a period of rest and relaxation away from work without loss of pay or benefits. Part-time employees, employees who have not completed at least six continuous months of service, temporary employees, and seasonal employees are entirely ineligible to participate in the vacation plan or to earn any vacation pay. The length of an employee's vacation will depend on how long he or she has worked as a full-time employee, and on whether the employee is paid annually or hourly.

Your immediate supervisor and/or manager must approve your vacation time before vacation benefits can be granted. To help us assure that your responsibilities are covered while you are away, you must request your vacation time in writing at least two weeks before the day you wish to leave or start vacation. This form can be downloaded from our company website at [www.novarttspharma.com/vacation](http://www.novarttspharma.com/vacation) form. To request a vacation, please download the form, have your supervisor/manger sign it, and return it to Miriam Wales, director of the human resources department.

Thank you in advance for your cooperation with this new policy.

**157.** What is the purpose of the e-mail?

- (A) To inform its employees about a new policy
- (B) To request feedback on a new business strategy
- (C) To introduce new human resources director
- (D) To inform employees of a renovated company website

**158.** When will the change take effect?

- (A) In one week
- (B) In two weeks
- (C) In one month
- (D) In two months

**159.** What are the employees instructed to do before taking a vacation?

- (A) Notify Angela Leason
- (B) Sign a waiver
- (C) Get written confirmation from their supervisor
- (D) Consult with the human resources department

Questions 160-162 refer to the following memo.

To: All current clients  
From: ewall@qmerchants.net

Dear Clients,

Thank you for your continuing business with qmerchants.net. Regrettably, I have some bad news to relay to you. Due to the increase in raw material costs, we must unfortunately raise the cost of our merchandise to you.

As you know, our company mission is to sustain long-term relationships and not be driven by profit margin. As such, we have avoided raising our prices for as long as possible, but we can no longer prolong the inevitable. These changes were deemed necessary in order for our company to stay solvent.

We have enclosed our new price list for your review which goes into effect on May 18. Any orders placed between now and May 17 will be honored at the lower prices. I would like to hold a meeting with you next week to discuss the new prices in more detail.

We wish to thank you for your valued account and know that you will understand the necessity for this price increase.

Thank you,

Erin Wall  
Account Manager

160. What is the purpose of the memo?
- (A) To report the results of a study on price increases
  - (B) To request a deadline extension
  - (C) To recommend new product names
  - (D) To inform of price increases
161. What will NOT be discussed at the meeting?
- (A) Reasons for price increase
  - (B) Possible discounts
  - (C) Advertising for new accounts
  - (D) Detailed pricing information
162. According to the memo, what would have happened without the price changes?
- (A) Clients would have been lost.
  - (B) The company would go out of business.
  - (C) The company mission would change.
  - (D) A client organizational meeting would be held.

Questions 163-165 refer to the following instructions.

### PUREO2 Water Filter Replacements

Your tap water might look clean, but it may still contain potentially harmful contaminants. Depending on where you live, your water can be contaminated with everything from industrial and agricultural pollutants to heavy metals, sediments and even trace levels of pharmaceuticals. Find out what might be in your drinking water and how PUREO2 can help you remove it.

With the PUREO2 Water Filter Replacement, you'll get up to 100 gallons of clean, filtered water. This is unmatched by our competitors, whose products filter only about 50 to 75 gallons per filter.

Our filter produces two months of clean water right from your faucet-filtered to remove 99% of lead and microbial cysts (cryptosporidium and giardia), and reduces many other contaminants, such as 99% of pharmaceuticals. In fact, the PUREO2 Water Filter Replacement reduces 10 times more contaminants than the leading water filter.

163. What does the advertisement explain?

- (A) How to use a filter cartridge effectively
- (B) What features to consider when choosing a water filter
- (C) How to install the water filter correctly
- (D) What contaminants are filtered out by the product

164. How often should the cartridges be replaced?

- (A) Every two months
- (B) Every three months
- (C) Every four months
- (D) Every five months

165. According to the instructions, which factor determines what contaminates your water?

- (A) How many gallons of water you use
- (B) Frequency of filter change
- (C) Geographic location
- (D) Air temperature

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Questions 166-170 refer to the following letter.

Bloomdale Trailer Association  
278 Warwick Rd Oklahoma City, OK 683090

January 21  
Mr. John Cousins  
Oklahoma City Mayor  
City Hall  
Oklahoma City, OK 683090

Dear Mr. Mayor,

I am writing on behalf of the Bloomdale Trailer Association to urge you to support legislation lifting the ban on overnight parking charges of large vehicles in our area. The number of campers and tourists who travel in trailers has increased significantly during the last year. While RV (recreational vehicle) tourism is not a significant portion of traditional tourism, it still represents a sizeable portion of the area's tourist draw. I am sure you will agree that forcing RV tourists to pay substantial overnight parking fees will compromise the city's efforts to promote tourism, and in fact discourage the traditionally enjoyed pastime of camping outdoors.

In an age where our children are attached to computers and mobile devices more than ever, we must strongly encourage outdoor activities and physical exercise. We are confident that making Bloomdale 'RV friendly' will benefit the local tourism industry and encourage our children to enjoy the outdoors more.

Jaymen Town, Teaneck Village, and Coda City recently lifted similar parking fees and have subsequently reported a strong positive response from locals and tourists alike. These nearby towns are proof that allowing RV tourists to enjoy free overnight parking can promote tourism, and in turn generate more revenue for restaurants and local shops. Lifting the parking fees have benefitted all parties involved in other places.

Another benefit of lifting the parking fees would be the additional revenue it would help create. The tourism and food service industries employ a significant portion of the workforce in our community. Currently, however, many visitors are leaving in the early evening to avoid the overpriced parking fees. Subsequently, our local businesses are losing revenue to neighboring cities. RV tourism is an essential part of hotel tourism. Fostering the industry would increase the total number of visitors to our great city.

I look forward to hearing your response, and I'm confident you'll see the benefits of lifting the parking fees.

Sincerely,

Drew Bledsoe  
Vice President of Community Affairs  
Bloomdale Trailer Association

166. What is the purpose of the letter?
- (A) To inquire about local tourism
  - (B) To advertise a new hotel
  - (C) To recommend a change in the city law
  - (D) To support revenue sharing with neighboring cities
167. The word 'compromise' in paragraph 1, line 6, is closest in meaning to
- (A) weaken
  - (B) match
  - (C) determine
  - (D) adjust
168. What is suggested about Coda City?
- (A) It is building a new parking facility.
  - (B) It has more parks than Bloomdale Town.
  - (C) It is far away from Oklahoma City.
  - (D) It expects to attract more visitors.
169. What is indicated about tourism in Oklahoma City?
- (A) The number of tourists has not changed at all recently.
  - (B) Local hotels are frequently empty.
  - (C) Most tourists do not like neighboring cities.
  - (D) Local restaurants rely on business from tourists.
170. Why are nearby cities mentioned in the letter?
- (A) To familiarize the reader with nearby cities
  - (B) To suggest a new location for trailer homes
  - (C) To support the writer's assertions
  - (D) To convince other cities to do the same



Questions 171-174 refer to the following memo.

### The National Meal Exchange

The National Meal Exchange is a national student-founded, youth-driven, registered charity organized to address local hunger by mobilizing the talent and passion of students. Since 1993, our programs have been run on over 50 college campuses across America and generated over \$2.4 million worth of food, or 960,000 meals to address local hunger.

A brief overview of the National Meal Exchange:

Our Mission: Addressing hunger through student solutions.

Our Vision: To help eliminate the root causes of hunger and poverty by engaging tomorrow's leaders today.

The National Meal Exchange's Approach

The National Meal Exchange is organized exclusively for charitable purposes with the aim to:

DONATE food to registered charitable organizations and those in need.

EDUCATE students about the root causes of hunger.

CREATE and involve students in volunteer opportunities with not-for-profit organizations that address hunger and hunger-related issues.

IDENTIFY and implement students' solutions to hunger.

#### Meal Exchange Culture

Inclusion - we strive to include all students, community members and partners who are interested in food security and making an impact on local hunger. We do not seek specific types of volunteers; rather, we aim to aid individuals in realizing their full capabilities.

Flexibility - The National Meal Exchange acts as a vehicle for change that promotes each campus's individual creativity and innovation to ensure core programs are fulfilled in a manner that is unique to the needs of the local community.

Engagement - our core programs work to engage citizen leaders through opportunities that work with the strengths and capabilities of students to address local hunger issues.

Leadership Development - our mission fosters the development of social entrepreneurs and leaders who are working to create long-term solutions as well as awareness raising campaigns for food insecurity in America.

171. What is the memo about?
- (A) Hunger in America
  - (B) A food drive program
  - (C) College campus recruitments
  - (D) Leadership development activities
172. Which of the following is NOT true about the meal exchange culture?
- (A) It promotes programs tailored to local needs.
  - (B) It encourages leaders to cooperate with local students.
  - (C) It is highly selective in choosing individuals for its program.
  - (D) It supports campaigns for political changes to help hungry people.
173. Where do the programs take place?
- (A) Across Canada
  - (B) Homeless shelters in NY
  - (C) Food lines in America
  - (D) At schools across America
174. What kind of participants do they look for?
- (A) Potential social entrepreneurs
  - (B) Political leaders
  - (C) All students, community members and partners
  - (D) Creative teachers

Questions 175-176 refer to the following article.

### Beware Travelers!

American Airlines' decision to slap a \$15 fee on the first checked bag – and United Airlines' decision to match it, announced Thursday – isn't the airline industry's first attempt to squeeze more money out of passengers through a sneaky surcharge. And it won't be its last.

"While we understand that these fees affect customers, we also believe that our pricing for the services we provide remains extremely competitive in the industry and continues to offer our customers ample choice and value," American Airlines' chief executive, Gerard Arpey, said in a prepared statement.

Reaction to the first-bag fee across the blogosphere was swift and unusually critical. Grant Martin, head of Global Travel Agency, predicted chaos this summer as a result of the new fee and compared American Airlines to Ryan Air, the Irish discount carrier that charges for anything not bolted down on its planes.

175. For whom is this article most likely intended?
- (A) Airplane pilots
  - (B) Airline travelers
  - (C) Airline employees
  - (D) Baggage claim workers
176. Which is NOT a mentioned response?
- (A) A call to boycott the offending airlines
  - (B) Claims that the surcharges are sneaky
  - (C) Many problems with summer travel
  - (D) Questioning of the airlines' motives

Questions 177-180 refer to the following information.

## Harmin GPS Warranty Information

Harmin's non-aviation products are warranted to be free from defects – whether materials or workmanship – for one year from the date of purchase. Within this period, Harmin will, at its sole option, repair or replace any components that fail in normal use. Such repairs or replacement will be made at no charge to the customer for parts or labor, provided that the customer shall be responsible for any transportation cost. This warranty does not apply to: (i) cosmetic damage, such as scratches, nicks and dents; (ii) consumable parts, such as batteries, unless product damage has occurred due to a defect in materials or workmanship; (iii) damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; (iv) damage caused by services performed by anyone who is not an authorized service provider of Harmin

Harmin's navigation products are intended to be used only as a travel aid and must not be used for any purpose requiring precise measurement of direction, distance, location or topography. Harmin makes no warranty as to the accuracy or completeness of map data.

Repairs have a 90-day warranty. If the unit sent in is still under its original warranty, then the new warranty is 90 days or to the end of the original one-year warranty, depending upon which is longer.

To obtain warranty service, contact your local authorized Harmin dealer or call Harmin Product Support for shipping instructions and an RMA tracking number. Securely pack the device and a copy of the original sales receipt, which is required as proof of purchase for warranty repairs. Write the tracking number clearly on the outside of the package. Send the device, freight charges prepaid, to any Harmin warranty service station.

177. Who issues an RMA tracking number?
- (A) Harmin Electronics
  - (B) Harmin Navigation
  - (C) Harmin Product Support
  - (D) Harmin Warranty Support
178. How long is the warranty period?
- (A) One year
  - (B) Two years
  - (C) Three years
  - (D) Four years
179. Which repair is covered by the warranty?
- (A) Product stops working after the consumer opens it up.
  - (B) Product is dropped in a pitcher of soda.
  - (C) Product is scratched after repeated dropping.
  - (D) Product cannot connect to a satellite.
180. How can customers prove their purchase?
- (A) Contact a local authorized Harmin dealer
  - (B) Send in original sales receipt and box
  - (C) Send in a copy of the original sales receipt
  - (D) Write tracking number on the outside of the box

GO ON TO THE NEXT PAGE 

Questions 181-185 refer to the following survey and report.

## Pittsburgh International Airport

Dear Passenger,

In order to serve you better, we're conducting voluntary surveys to get our customers' input on how to improve our airport. Please take a moment to answer three questions about your experience at Pittsburgh International Airport.

1. In what aspect of the airport would you like to see improvements?  
A. Wait times                      B. Diversity of food options  
C. Location of duty free shops    D. Customer service  
E. Other \_\_\_\_\_
2. In the past three years, how often have you been through Pittsburgh International Airport?  
A. Less than once a year              B. Once a year  
C. Once a month                      D. Two or more times per month
3. Please describe in 2 to 3 sentences what changes you would like implemented at our airport.  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your time and input. Customer satisfaction is our number one goal at Pittsburgh International Airport. Please leave your questionnaire any of the boxes located at the airport's exits.

### Report on Findings

Tuesday, June 7, Pittsburgh, PA

This is a summary of the results of a study conducted at Pittsburgh International Airport to better assess the needs of passengers. The surveys were collected for a period of two weeks, from May 22 to June 5. The surveys were collected from the collection boxes at 10 p.m. on June 5. A total of 1,244 passengers completed the survey, with 214 passengers leaving partially completed surveys.

In question #1, option A was selected by 84% of passengers, as expected. Options B and C made up less than 4% of total responses, while option D was selected by 7% of respondents. Of the 84% of passengers that selected option A, almost all of them were infrequent travelers that choose option A or B in question #2. Those who selected options B, C, or D were mostly

frequent travelers that choose option C or D in question #2.

This study seems to indicate that, as expected, frequent travelers who use the airport one or more times per month are used to the wait times of airplanes departing or landing, and are more concerned with services such as diversity of food options, shops, and airport customer service. A more in-depth survey that asks more detailed questions is scheduled to be conducted next month, with passenger response to this pilot study being viewed as largely successful.

04

181. Where are respondents told to write any suggestions for change?
- (A) On the back
  - (B) Below the question itself
  - (C) On a separate sheet of paper
  - (D) At the bottom of the survey, after the thank-you message
182. Who was surveyed?
- (A) Airplane technicians
  - (B) Airline travelers
  - (C) Airport employees
  - (D) Male flight attendants
183. On what day were the surveys collected?
- (A) On Monday
  - (B) On Tuesday
  - (C) On Thursday
  - (D) On Sunday
184. What did most survey respondents indicate about the airport?
- (A) The gates are too far apart.
  - (B) There are not enough varieties of food.
  - (C) Customer service is inadequate.
  - (D) Wait times are too long.
185. Why are they conducting another survey?
- (A) More individuals are needed to participate.
  - (B) The questionnaires must be translated into more languages.
  - (C) The surveys need to be distributed on board the airplanes.
  - (D) They need to gather more detailed information.

Questions 186-190 refer to the following business card and e-mail.

**Stuben Associates Inc.**

**Ray Baron**

Vice President

West End Wing  
845 Lexington Ave.  
New York, NY 16525  
United States

Phone: 545-854-1258  
E-mail: rbaron@stubenassociates.com  
Website: www.stubenassociates.com

To: Ray Baron<rbaron@stubenassociates.com>  
From: Debra Messenger<dmessenger@gmail.net>  
Subject: Public relations  
Date: April 12

Dear Mr. Baron,

Thank you for taking the time to speak to me in Paris on April 4. I enjoyed hearing about your personal experiences at a large firm. I read about Stuben Associates' excellent training programs in College Graduate magazine and know of its excellent track record in the industry. I would like to inquire about the assistant public relations director opening. I am interested in a career in public relations, and I would like to learn more about your company and possible opportunities.

I have a Bachelor of Science degree in Public Relations, as well as experience as an associate to the director of international relations. In addition, I completed two internships focusing on public relations and corporate policy. I've also studied abroad in Paris and Berlin, allowing me to become fluent in French and advanced in German. My resume, which is enclosed, contains additional information on my experience and skills. I would appreciate the opportunity to discuss the position with you and to provide further information on my candidacy. I can be reached anytime via my cell phone at 748-571-3655.

Thank you for your time and consideration. I'm planning to visit your city next month and would love to visit your office if you're available. I look forward to speaking with you about this exciting opportunity.

Sincerely,  
Debra Messenger

186. Why was the e-mail written?
- (A) To follow up on a previous conversation
  - (B) To recommend someone for a job
  - (C) To let someone know about a job position
  - (D) To inquire about a job position
187. What is indicated about Mr. Baron?
- (A) He has held positions at media companies.
  - (B) He recently visited Paris.
  - (C) He has never met Ms. Messenger in person.
  - (D) He works in France.
188. What does Ms. Messenger express interest in doing?
- (A) Teaching at a local university
  - (B) Becoming Mr. Baron's assistant
  - (C) Training at a school in Paris
  - (D) Working for Stuben Associates
189. What is NOT mentioned as one of Ms. Messenger's strengths?
- (A) Ability to speak several languages
  - (B) Expertise in media technology
  - (C) Experience in international relations
  - (D) Training in public relations
190. In which country does Ms. Messenger want to meet Mr. Baron?
- (A) The United States
  - (B) Germany
  - (C) Switzerland
  - (D) France



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

To: Aaron Lee (alee@fastmail.net)  
From: Stan Smith (Stan@carandroadmonthly.com)  
Sub: Acknowledgement  
Date: March 2

This letter is confirmation of receipt for the following article submissions scheduled to be published in the next four issues of *Car and Road Monthly*. The respective payment dates are indicated in the following chart. Payment will be sent for each article after two weeks of each publication date.

Title	Amount	Date
<i>Understanding the Road</i>	\$350	March 25
<i>Family-oriented Destination</i>	\$365	April 25
<i>Cross Country Driving</i>	\$320	May 25
<i>Green Technology and Cars</i>	\$390	June 25

I'd like to thank you for your submissions to our organization. Our publication is well respected as one of the foremost authorities in the automobile industry. Our history goes back three decades, with over 3 million subscribers all over the U.S. I really appreciate your contributions to our continued success. I'm sure these articles will be as well received as your previous submissions. I encourage you to send proposals for future articles. Your insights are always valued here at Car and Road Monthly. Please don't hesitate to call me if you have any questions.

Sincerely,  
Stan Smith, Assistant Editor  
Car and Road Monthly [www.carandroadmonthly.com](http://www.carandroadmonthly.com) 1-800-874-6599

To: Stan Smith (Stan@carandroadmonthly.com)  
From: Aaron Lee (alee@fastmail.net)  
Sub: Payment

Date: May 10

Dear Stan,

It has been two weeks since your April 25 publication and I haven't received the payment for that contribution yet. Could you take a look into the delay? I called my bank today and they informed me that there were no pending payments.

Thank you.  
Aaron Lee

191. What did Mr. Smith receive from Mr. Lee?  
(A) Payment receipt  
(B) Magazine  
(C) Articles  
(D) A book sketch
192. What is indicated about the *Car and Road Monthly*?  
(A) It is published in many languages.  
(B) It has been published for 30 years.  
(C) It is written for car manufacturers.  
(D) It is not accepting anymore article submissions.
193. In the first e-mail, paragraph 2, line 2, 'foremost' is closest in meaning to  
(A) only  
(B) regular  
(C) leading  
(D) original
194. What is the purpose of the second e-mail?  
(A) To offer a refund  
(B) To inquire about a delayed subscription  
(C) To ask about a price increase  
(D) To report on a missing payment
195. What amount of money does Mr. Lee request?  
(A) \$350  
(B) \$365  
(C) \$320  
(D) \$390

Questions 196-200 refer to the following letter and information.

Dear Ms. Levine,

Thank you for taking the time to listen to my request. Your former assistant, Dana Whitney, suggested I contact you, as she was sure you would be delighted to display one of your finest works.

I am currently planning an exhibit that will display memorable costumes from top films of the 1980s, often called the 'colorful' age in film, at the Hollywood Film Museum.

Dana is now an assistant curator at the museum and her experience working for you has made her an invaluable asset to me. She assists me with categorizing and acquiring items for the exhibition, which is tentatively planned for the end of this year.

The reason I'm contacting you is to request your permission to display a costume from the movie *Unforgettable*, which won the award for best costume design at the Woodbury Film Festival in 1986. I will send Dana to pick up and return the costume, ensure that it is displayed under sufficient security and return it to you in the same condition after a precision cleaning by a costume expert. Thank you in advance for your cooperation.

Best regards,  
Kerry Anderson

### ***Truly Unforgettable: Costumes from Films in the 1980s.***

This costume, shown in the above photo, was worn by actress Jean LeBelle in the classic 1986 hit film *Unforgettable*, directed by Tim Whitfield. The hand-embroidered dress was made by Alexandria Levine, who was one of the most prominent costume designers for Hollywood films in the 1980s. Ms. Levine continues to work as a costume director for many leading film studios. For this costume, she handstitched sparkling white embroidery beads on a full-length dress of her design. It was as if she knew the dress worn by Jean LeBelle in the climatic reunion scene would be long remembered in the minds of moviegoers even some 25 years later.

196. Why was the letter written?
- (A) To promote a new exhibit at a museum
  - (B) To describe a film from the 1980s
  - (C) To inquire about an actor's availability for a film
  - (D) To ask to borrow an item for an exhibition
197. Who will be helping Ms. Anderson arrange the exhibition?
- (A) Alexandra Levine
  - (B) Dana Whitney
  - (C) Jean LeBelle
  - (D) Tim Whitfield
198. What does Ms. Anderson offer to do?
- (A) Provide additional details about the exhibition
  - (B) Pay for a replicated costume
  - (C) Ensure that a costume is cleaned thoroughly
  - (D) Arrange Ms. Levine's trip to Hollywood
199. What is NOT indicated about the movie *Unforgettable*?
- (A) It was recently re-released in theaters.
  - (B) One of its costumes will be displayed at the Hollywood Film Museum.
  - (C) It was a popular film in the 1980s.
  - (D) The costumes from the movie were designed by Ms. Levine.
200. What is indicated about Ms. Levine?
- (A) She has had a long career as a costume designer.
  - (B) She stopped making costumes for films in the 1980s.
  - (C) She became popular because of the film *Unforgettable*.
  - (D) She appeared as an actress in a movie.