

## 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. Sales department members must obtain permission from ----- supervisors before applying for travel reimbursement.  
(A) they  
(B) them  
(C) their  
(D) theirs
102. As an associate in the legal department, it will be Mr. Ishibashi's ----- to review all corporate contracts.  
(A) symptom  
(B) responsibility  
(C) quality  
(D) discipline
103. We are pleased to offer you a complimentary copy of our ----- magazine, *Office Innovations*.  
(A) popularly  
(B) popularity  
(C) popular  
(D) popularize
104. Although she has been transferred to Mexico City, Ms. Baxter and her former colleagues at the New York branch ----- in contact.  
(A) remain  
(B) remains  
(C) remaining  
(D) has remained
105. One of Mr. Oh's primary duties is the ----- of the corporate food service.  
(A) manage  
(B) manages  
(C) manageable  
(D) management
106. A majority of the customers who completed the survey rated Sasaki mobile phones as ----- good or excellent.  
(A) either  
(B) both  
(C) although  
(D) whether

- 107.** Takeda Electronics has been the area's most ----- energy supplier for more than twenty years.
- (A) relying  
 (B) reliable  
 (C) reliability  
 (D) reliably
- 108.** All interns in the marketing department are encouraged to attend the upcoming -----.
- (A) subject  
 (B) division  
 (C) workshop  
 (D) plan
- 109.** We did not hire additional help because Mr. Danforth has assured us that he can complete the project by -----.
- (A) him  
 (B) himself  
 (C) his  
 (D) he
- 110.** Fewer than ten accounting firms in the country have received the Barstow Award ----- excellence in customer service.
- (A) to  
 (B) for  
 (C) at  
 (D) with
- 111.** Many of the restaurants in the village open only on weekends ----- the tourist season is over.
- (A) even  
 (B) once  
 (C) early  
 (D) always
- 112.** Tanner Publications is currently seeking a copy editor with previous experience ----- excellent communication skills.
- (A) such  
 (B) but  
 (C) and  
 (D) unless
- 113.** Mi-Sun Park's artwork ----- combines classical elements with modern materials and techniques.
- (A) skill  
 (B) skilled  
 (C) skillful  
 (D) skillfully
- 114.** Due to the ongoing renovations in the lobby, please do not enter the building through the north entrance until you are ----- otherwise.
- (A) notified  
 (B) realized  
 (C) achieved  
 (D) searched
- 115.** Ms. Reston and Mr. Parnthong were two of the senior partners ----- visited the clients last week.
- (A) who  
 (B) when  
 (C) what  
 (D) whose
- 116.** Silveira & Ogawa Corporation's successful new line of cookware has helped to boost the company's ----- performance this quarter.
- (A) financial  
 (B) interested  
 (C) available  
 (D) believable
- 117.** Before ----- the envelope, please be sure you have enclosed all of the documents listed in your orientation packet.
- (A) seal  
 (B) sealing  
 (C) is sealed  
 (D) was sealed
- 118.** After several unforeseen delays, the manuscript will be ready for publication -----.
- (A) else  
 (B) already  
 (C) often  
 (D) soon

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119. Ms. Gupta has earned the ----- not only of her colleagues in the law firm but also of the clients she represents.
- (A) respect  
(B) respectable  
(C) respectfully  
(D) respecting
120. The CEO of Argall Enterprises is expected to ----- a statement to the press later this week.
- (A) act  
(B) issue  
(C) speak  
(D) reply
121. The president of the board objected ----- to several of the conditions listed in the initial contract.
- (A) strong  
(B) stronger  
(C) strongly  
(D) strength
122. Your selection will arrive in seven to ten days and will be followed by ----- deliveries every six weeks.
- (A) mutual  
(B) thorough  
(C) additional  
(D) momentary
123. A hotel shuttle will be available, but you are also welcome to arrange for your ----- transportation to the conference.
- (A) any  
(B) own  
(C) besides  
(D) directly
124. The advertising campaign for the new Cool Fizz soft drink will feature flavor ----- price.
- (A) rather than  
(B) in the event of  
(C) except for  
(D) as for
125. ----- of the shipment should be expected within ten days.
- (A) Receive  
(B) Received  
(C) Receivable  
(D) Receipt
126. Members are a vital part of the Global Musicians' Association, and finding ways to increase membership should be a high -----.
- (A) basis  
(B) force  
(C) direction  
(D) priority
127. After ----- failing to win customer support, Tykon's upgraded software program has been withdrawn from the market.
- (A) repeat  
(B) repetition  
(C) repeated  
(D) repeatedly
128. Ms. Nwokolo is the ideal leader for the project because she has ----- worked in both business management and textile design.
- (A) yet  
(B) especially  
(C) previously  
(D) ever
129. Because the teams in Beijing and Lisbon must work together closely, e-mail is the ----- method of communication for this project.
- (A) prefer  
(B) preferred  
(C) preferably  
(D) preference
130. The commission will review the designs for the new industrial center and ----- one to submit to the board of directors.
- (A) agree  
(B) operate  
(C) apply  
(D) choose

131. The technician ----- repairs on the machinery, so production of the X220 will resume when she has finished.
- (A) making  
(B) had made  
(C) will have been made  
(D) has been making
132. Questions about the exhibit should be directed to Mr. Stanley, the museum's leading ----- on eighteenth-century art.
- (A) authority  
(B) station  
(C) advantage  
(D) example
133. The security badge needs to be activated ----- the end of the day tomorrow.
- (A) before  
(B) under  
(C) still  
(D) as
134. Currently, the most ----- task is to finish designing the new corporate logo since no new publications can be printed without it.
- (A) exclusive  
(B) enclosed  
(C) essential  
(D) eligible
135. Construction will begin on the new water park ----- all city permits are authorized.
- (A) as soon as  
(B) due to  
(C) during  
(D) up to
136. ----- the advice of the board of directors, Mr. Longman did not vote to support the merger.
- (A) Amid  
(B) Against  
(C) Besides  
(D) Except
137. At the end of next month, executive chef Tracy Nakagawa ----- the kitchen at the Hokulea Café for ten years.
- (A) has supervised  
(B) will have supervised  
(C) had been supervising  
(D) is supervising
138. According to industry experts, it is highly ----- that Aakster Inc. and NT&J Technologies will announce plans to merge in early May.
- (A) probable  
(B) confident  
(C) advisable  
(D) potential
139. The producers are still waiting for network ----- to broadcast the television show for another year.
- (A) approved  
(B) approves  
(C) approval  
(D) approvingly
140. Sales of Fonseca electronic equipment have been increasing steadily ----- the past five years.
- (A) from  
(B) toward  
(C) by  
(D) over

## 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 letter.

Liam Panzer  
214 Maple Street  
Montreal, Quebec H2L 3Y3  
May 30

Dear Mr. Panzer:

Thank you for your recent purchase of season tickets to the upcoming Gardner Theater Series. So that we can provide you with regular electronic updates, please make sure we have ----- e-mail address.

141. (A) you  
(B) your  
(C) yours  
(D) yourself

Tickets for the first event ----- at the beginning of September. Moreover, you can expect a Gardner

142. (A) mails  
(B) mailing  
(C) were mailed  
(D) will be mailed

Friends Card, which entitles you to many -----, including parking at reduced rates, replacement of

143. (A) receipts  
(B) gains  
(C) benefits  
(D) accounts

lost tickets, and discounts at area restaurants.

Sincerely,

Jorge Rodriguez  
Vice President, Subscriber Services

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

To: Fang Zhou <fzhou@bigstar.net>  
From: Naveed Rouhani <nrouhani@computerstodayinc.net>  
Subject: Book reviews  
Date: June 10

Dear Ms. Zhou:

The editors of *Computers Today* are pleased to invite you to join our list of book reviewers. Reviewers ----- one free copy of the book to be reviewed. ----- their names and professional

144. (A) received  
(B) to receive  
(C) receive  
(D) would have received

145. (A) Specifically  
(B) However  
(C) Otherwise  
(D) Additionally

affiliations will appear in print alongside their reviews. ----- reviews are 600-800 words,

146. (A) Most  
(B) All  
(C) Very  
(D) More

but some may be 1,000 words or longer. Guidelines for reviewers can be found on our Web site. If you are interested in contributing to our publication, please send me a copy of your résumé.

I look forward to hearing from you.

Sincerely,

Naveed Rouhani  
Book Review Editor

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**Questions 147-149 refer to the following memo.**

**To: All Museum Employees**  
**From: Natasha Vasilyev**

Noted art historian Clara Byers will present a four-lecture series entitled Amazing Art of the Renaissance, beginning on June 25. I am pleased to announce that all employees are eligible to ----- this series, which will culminate in a guided tour to see several masterpieces in the

- 147.** (A) offer  
(B) attend  
(C) lead  
(D) apply

McKellen Gallery.

There is no charge, but all participants must register in advance, as there is ----- seating.

- 148.** (A) limit  
(B) limits  
(C) limited  
(D) to limit

Stop by my office to sign up today for this ----- event.

- 149.** (A) remarkable  
(B) costly  
(C) individual  
(D) required

Questions 150-152 refer to the following letter.

June 30  
Peter Mazzie  
14 Wyndmoor Court, Apartment A  
Edinburgh, EH5 2TU  
Scotland

Dear Mr. Mazzie:

Your subscription to *Financial News Weekly* will expire on October 30. That's still four months away, but if you ----- before July 21, we will add one extra month to your subscription. All you have to do

150. (A) renew  
(B) renewing  
(C) had renewed  
(D) will be renewed

is complete and return the enclosed card. You do not need to enclose your ----- at this time.

151. (A) rent  
(B) bill  
(C) résumé  
(D) payment

We will send you an invoice, and you can send your money later. So mail the card today. You will not miss a ----- copy of *Financial News Weekly*, and you will receive an extra month for free!

152. (A) single  
(B) recognized  
(C) treatable  
(D) lonely

Sincerely,

Sharon Oakman  
Circulation Manager



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

## Valentino's Corner

895 Havana Circle  
Toronto, Canada  
Telephone: 905-555-7683

\*\*\*

*Serving the Greater Toronto area since 1970!*

\*\*\*

- Italian & North American dishes
- Vegetarian food
- Children's menu
- Delicious ice cream desserts
- Service provided by an experienced and courteous staff
- Delivery & take-out service

\*\*\*

Hours 8:00 A.M.–10:00 P.M. Sunday–Thursday  
10:00 A.M.–12:00 A.M. Friday & Saturday

\*\*\*

Learn more about our menu on the Web at [www.valentinoscorner.ca](http://www.valentinoscorner.ca)

**153.** What kind of business is Valentino's Corner?    **154.** What information does NOT appear in the

advertisement?

- (A) A restaurant  
(B) A bakery  
(C) A pottery shop  
(D) A courier service

- (A) The types of offerings available to the establishment's customers  
(B) The hours during which the establishment is open  
(C) How much items cost at the establishment  
(D) How long the establishment has been in business

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**Questions 155-157 refer to the following calendar.**

## July Community Calendar

### **July 10: Reiman Gardens Art Fair**

Reiman Gardens, 10 A.M. to 4 P.M.

The work of over 50 sculptors and designers of garden statues will be on display and for sale to the public. Children's activities are available all day with musical entertainment provided by pianists Donna and David Wilder at 3:00. Free

### **July 14: Ames Municipal Band Concert**

Ames Park, 7:30 P.M.

The Ames Municipal Band will begin their final month of performances this Thursday. Preconcert entertainment (comedy) begins at 7 P.M. Free

### **July 30: Rick Macon**

Stephens Auditorium, 8 P.M.

Singer Rick Macon is coming to the Stephens Auditorium. Macon has sold more than 18 million records worldwide with such hits as "Twilight Song" and "Strangers Forever." Advance tickets will be on sale at Ames Library and Goodall Grocery.

### **Through August 1: Kite Tales Exhibit**

Pioneer Library, 10 A.M. to 5 P.M.

"colorful Kite Tales" is a documentary poster display that provides basic information about how kites work as well as fun historical facts. Free

**155.** What time does the entertainment at Ames Park begin?

- (A) At 3:00 P.M.
- (B) At 4:00 P.M.
- (C) At 7:00 P.M.
- (D) At 7:30 P.M.

**156.** Where are posters being exhibited?

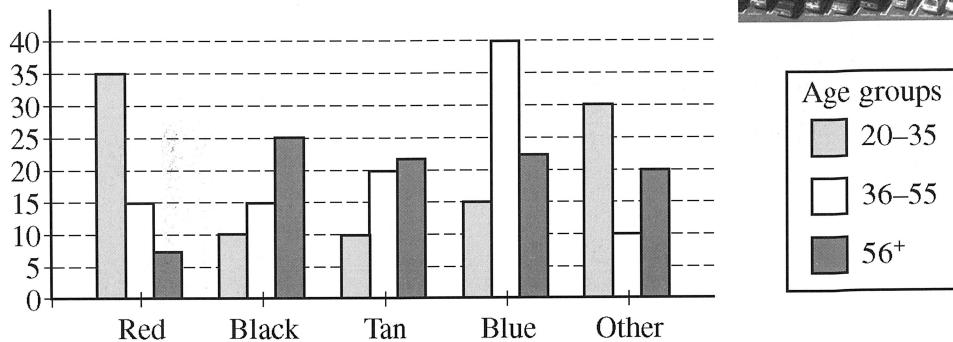
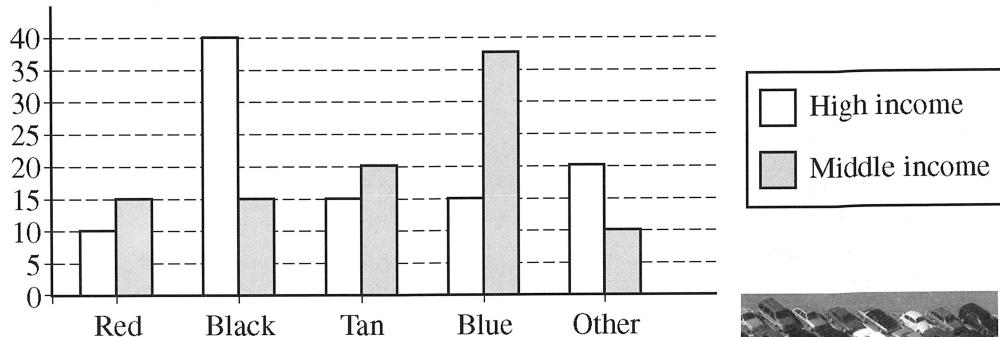
- (A) Pioneer Library
- (B) Ames Park
- (C) Reiman Gardens
- (D) Stephens Auditorium

**157.** Which event is NOT free?

- (A) The art fair
- (B) The municipal band concert
- (C) The Rick Macon concert
- (D) The kite exhibit

**Questions 158-162 refer to the following survey results.**

### COLOR PREFERENCES AMONG FUTURE CAR BUYERS



Color Preference survey conducted in twelve countries in South America and Asia.  
Not funded by any government.

Source: *International Marketing Trends* magazine, reporting on a survey by market research firm Transigo, Ltd. that queried customers on likely colors of future car purchases. Survey conducted among individuals who were planning to purchase a sedan in the next 12 months. Survey respondents were shown photographs of both European and Asian car models.

**158.** Who conducted the survey?

- (A) A car manufacturer
- (B) *International Marketing Trends* magazine
- (C) A government agency
- (D) Transigo, Ltd.

**159.** What is indicated about black cars?

- (A) Affluent individuals strongly preferred black cars.
- (B) Black is equally favored by all age groups.
- (C) Men and women bought black cars in equal numbers last year.
- (D) Black cars are more popular in South America than in Asia.

**160.** Based on the survey results, what color car should be used in an advertisement aimed at young adults?

- (A) Black
- (B) Red
- (C) Tan
- (D) Blue

**161.** What was shown to survey participants?

- (A) Charts of color preference
- (B) Drawings of car prototypes
- (C) Pictures of automobiles
- (D) Magazine advertisements

**162.** What group of people were included in the survey?

- (A) Potential car buyers
- (B) Market researchers
- (C) Factory employees
- (D) Car dealers

Questions 163-165 refer to the following form.



**Frank's Auto Repair**  
**112 Central Avenue**

Customer Feedback Form

Your opinions are important to us. We will use the information collected in this survey to help improve our service. Please tell us how important each of the following factors is to you when you choose a business for automotive repair. Circle a number from 1-6.

	Not important			Very important		
	1	2	3	4	5	6
Price					5	
Convenient Location	1	2	3	4	5	6
Experienced Mechanics	1	2	3	4	5	6
Courteous Office Staff	1	2	3	4	5	6

Did our staff:

Clearly explain the work your vehicle needed? No  Yes

Treat you politely and with respect? No  Yes

Accurately estimate the amount of time the work would take? No  Yes

Tell you the cost before repairing your vehicle? No  Yes

Comments

I'm not sure I understand what was wrong with the car, but the mechanics were able to fix it quickly and easily. The price was reasonable, too. But it would be helpful next time if I could get more information about the repair.

- 163.** What does the customer consider unimportant when choosing a repair service?
- (A) The location of the company  
(B) The respect shown by the employees  
(C) The experience of the company's mechanics  
(D) The price of the company's services
- 164.** With which aspect of the service was the customer NOT satisfied?
- (A) The cost of the necessary parts  
(B) The amount of information given about the repair work  
(C) The amount of time needed to make the repairs  
(D) The politeness of the employees

- 165.** What is suggested about the customer?
- (A) The customer has been to the repair service more than once.  
(B) The customer will not do business with Frank's Auto Repair again.  
(C) The customer was satisfied with the repair costs.  
(D) The customer knew what the problem was with the car.

**Questions 166-169 refer to the following memo.**

## MEMORANDUM

**DATE:** January 28

**TO:** Building M community

**FROM:** Janis Ting, Director of the Office Space Committee

**SUBJECT:** Jay Voon Auditorium Renovation

We wanted to alert you to the fact that the renovation of the Jay Voon Auditorium, the first phase of a two-phase project, will begin in mid-February. The second phase, reconstruction of the first-floor offices adjacent to the auditorium, could begin as early as August, with an intended completion date of late November.

A project of this scope, in such a central location, will necessarily cause a certain degree of disruption to our community, and every effort will be made to minimize this disruption. Plans have already been made to provide alternative venues during renovation; for those of you who anticipate needing to schedule events for these alternative venues, inform Lidia Ibrahim(ext. 3372, librahim@m.galleries.com) as soon as possible.

Should these time lines change in any way as this work progresses, we will keep the community informed.

We greatly appreciate your patience as we continue to enhance our facilities.

**166.** Why was the memo written?

- (A) To announce alternative venues
- (B) To warn about possible disruptions
- (C) To revise the schedule for a project
- (D) To inform employees about new staff

**167.** What does the second phase of the renovation involve?

- (A) Adding another floor
- (B) Reconstructing office space
- (C) Centralizing event facilities
- (D) Upgrading an adjacent building

**168.** When is the project expected to be completed?

- (A) In January
- (B) In February
- (C) In August
- (D) In November

**169.** What should people who want to reserve a large space do?

- (A) E-mail Janis Ting
- (B) Contact Lidia Ibrahim
- (C) Complete the new forms
- (D) Fill out an online application

Questions 170-173 refer to the following notice.

## ANNOUNCING...

### *A Talk by Ami Wibowo, Chief Curator of Mustika Museum*

**Date & Time:** February 2, 10:00 am-12 noon  
**Location:** Mustika Museum, Conference Room J1  
Kramat Raya 81, Jakarta

**Bio:** Ami Wibowo has been the chief curator of the Mustika Museum, the oldest museum of Indonesian art and artifacts, since 1987. She holds a Master of Arts degree from Surabaya University and has been promoting the country's culture and heritage since 1971. She is cochair of the National Heritage Commission and currently serves as the chair of the ASEAN Culture Foundation. She also started the annual Pan-Indonesian Art Conference in Jakarta.

Under her leadership, Mustika Museum has developed several award-winning services, ranging from the "Museums as Classrooms" program to international exhibits such as "Masks of the Java Seas" and "A Transcultural Mosaic," showcasing artifacts from the permanent collection. Her most recent exhibit is "Hornbills and Dragons," which is receiving overwhelmingly positive reviews in New York.

Ms. Wibowo is frequently featured in art journals and on radio and television talk shows. Among her many publications is the international best seller, *Postcards from the Far East*.

For more information, please call the Ministry of Culture at 555-3003 and speak to Benny Sutrisno.

**170.** What is the purpose of the notice?

- (A) To advertise an event
- (B) To announce a new exhibit
- (C) To publicize a new museum
- (D) To remind participants about a trip

**172.** Where will Ami Wibowo be speaking?

- (A) At Mustika Museum
- (B) At the Pan-Indonesian Art Conference
- (C) At Surabaya University
- (D) At the Ministry of Culture

**171.** Which of the following is NOT an international exhibition?

- (A) Hornbills and Dragons
- (B) Masks of the Java Seas
- (C) A Transcultural Mosaic
- (D) Museums as Classrooms

**173.** What is one of Ami Wibowo's achievements?

- (A) She is the founder of Mustika Museum.
- (B) She wrote *Postcards from the Far East*.
- (C) She is a professor at Surabaya University.
- (D) She started a broadcasting company.

**Questions 174-175 refer to the following memo.**

# Memo

To: All employees  
From: Marsha Gray, Business Manager  
Date: October 5  
Subject: copy machines

A copying machine has been placed next to the staff lounge. You may use it to copy tour brochures, ticket information, customer itineraries, and reservation confirmations. You can find extra paper in the supply room. Do not allow customers to use the machine. If you have to make more than 25 photocopies, please use the high-speed copier located on the second floor. In any case, you should make your own copies and not ask the administrative assistants to do it. Should a copy machine require repair or maintenance, please contact Trish Leslie in the accounting office (555-1664, extension 470) and she will notify the manufacturer.

**174.** What kind of company does Marsha Gray most likely work for?

- (A) A computer company
- (B) A copy machine manufacturer
- (C) An accounting firm
- (D) A travel agency

**175.** Who should employees notify if one of the copiers needs service?

- (A) The copier manufacturer
- (B) An administrative assistant
- (C) Trish Leslie
- (D) Marsha Gray

**Questions 176-177 refer to the following e-mail message.**

From:	National Parks Visitors Bureau
To:	ECSmith@eastcoast.net
Subject:	Correction to Newsletter
Date:	Aug 5, 5:44 A.M.

A correction has been made to the August issue of our *National Parks Newsletter*. The North Mountain Views Rails to Trails package – combining two nights at the High Point Lodge, a half-day guided tour, one night at the Trail's End Inn, and two tickets on the Scenic Shores Railroad – was listed incorrectly in the newsletter as \$295. The actual price per person for this package is \$529 plus tax and is based on double occupancy.

In addition, please note that Lake Zephyr Sports and Culture offer is valid only at the Hidden Cove Resort Hotel. Prices are for two adults, and the package includes breakfast and dinner for three days. Each additional adult will pay \$222; for an additional child, the extra cost is \$202.

We apologize for any inconvenience.

The National Parks Visitors Bureau

**176.** What error was included in the August newsletter?

- (A) Trip dates were inaccurate.
- (B) A tourist area was incorrectly described.
- (C) A quoted price was wrong.
- (D) The name of a hotel was misspelled.

**177.** What limit is placed on the Lake Zephyr offer?

- (A) It is available only in August.
- (B) It applies to only one hotel.
- (C) Children are not allowed on the trip.
- (D) Meals are not included in the price.

**Questions 178-180 refer to the following letter.**

Association of Financial Consultants

Boca Raton, FL 33429  
Telephone: 1-561-555-8286  
Fax: 1-561-555-8287  
[www.afincon.com](http://www.afincon.com)

Suzette Bowman  
1492 Oak Drive  
Silver Spring, MD 20902

January 15

Dear Ms. Bowman:

You recently received an informational packet concerning the upcoming Association of Financial Consultants conference. I need to clarify the charges for existing members. The cover letter that I enclosed with your conference booklet should have included the sentence, “If you are not AFC member, please submit \$35 for your membership.” As you have already paid this year’s membership dues, you do not need to send the \$35 listed on the conference registration form. Please forgive the mistake. When you return your registration form, please write “already a current member” on it. However, you will still need to enclose the \$50 conference fee and \$275 for your room and banquet meal no later than February 10.

If you have any other questions, please feel free to contact me. The best way is to e-mail me at [jeffhorne@afincon.com](mailto:jeffhorne@afincon.com), but if necessary, you may also leave me a message at 1-561-555-8286, extension 432, and I will get back to you as quickly as possible.

Sincerely,

*Jeff Horne*

Jeff Horne  
Membership Coordinator

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**178. What is the main purpose of the letter?**

- (A) To ask for a payment
- (B) To explain an error
- (C) To discuss a conference
- (D) To answer a question

**179. How much does it cost to belong to the AFC?**

- (A) \$10
- (B) \$35
- (C) \$50
- (D) \$75

**180. How does Mr. Horne prefer to be contacted?**

- (A) By phone
- (B) By fax
- (C) By mail
- (D) By e-mail

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**Questions 181-185 refer to the following letter and newspaper article.**

Cape Town, July 15

Dear Mr. Wyman,

We are happy to inform you that Neorela Electronics has been named a finalist in this year's Commerce & Technology Review Awards. Neorela Electronics, whose entry you submitted on June 20, was selected from among 1,500 contestants.

You are invited to attend the awards ceremony on August 15 at the Kenstovich Hotel in Cape Town. Please note that for accommodation and scheduling purposes, we need a response to this invitation by August 1 indicating whether or not you will attend the ceremony.

I look forward to hearing from you.

Best regards,

*Jill Hanover*

Jill Hanover

Two Kimberley-based companies have been awarded this year's Commerce & Technology Review Awards. Neorela Electronics and Alfane Systems won in the Best Innovation and Best Technology categories, respectively. Winners in fifteen categories, including Best Debut and Best Employer, were announced last Sunday during the annual awards ceremony known as the Comtech Gala at the Kenstovich Hotel in Cape Town. The Commerce & Technology Review Awards is a national business awards program honoring excellence in the workplace and in business activities.

Neorela Electronic and Alfane Systems specialize in the production of high-tech household equipment. The former is known for its quality air-conditioning systems, and the latter focuses on new solutions in antitheft alarm equipment. Other companies honored at the gala include renowned producer of kitchen appliances Dessem, and Replicomp, a leader in computer software. This year's awards for Neorela and Alfane mark a change in this and other similar events, whose judges had not nominated small businesses before.

**181.** What is Mr. Wyman asked to do?

- (A) Distribute a schedule within his company
- (B) Confirm his participation in an event
- (C) Submit an entry for consideration
- (D) Pay for his accommodation

**182.** When was the Comtech Gala held?

- (A) On June 20
- (B) On July 15
- (C) On August 1
- (D) On August 15

**183.** Which award did Alfane Systems receive?

- (A) Best Innovation
- (B) Best Employer
- (C) Best Technology
- (D) Best Debut

**184.** What does Neorela Electronics produce?

- (A) Air-conditioning systems
- (B) House alarm equipment
- (C) Personal computers
- (D) Kitchen appliances

**185.** What can be inferred about the awards in previous years?

- (A) Fewer awards were presented.
- (B) They were given only to large companies.
- (C) The results were not made public.
- (D) Winners were selected by renowned judges.

**Questions 186-190 refer to the following letters.**

*Jessica Lawrence*  
**Personnel Manager**

**System Tech, Inc. • 97 Bishopsgate • London, United Kingdom EC2M 3BH**

Richard Symington  
Mainframe Resolutions  
1185 Victoria Rd.  
Sydney, Australia NSW 2114  
September 10

Dear Mr. Symington.

We recently interviewed Terrence Wills for the position of computer systems programmer. In his résumé he states that he was previously employed at Mainframe Resolutions for a total of two years, and he lists your name as a business reference.

Since it is our policy to verify all references, I am writing to request your appraisal of Mr. Willis' skills and qualifications, confirmation of the dates of his employment, and the reason he left your employ. The individual we hire as systems programmer must have at least two years of on-the-job experience in writing programs to maintain and control computer systems software, so we are particularly interested in learning what portion of the two years Mr. Willis spent at Mainframe Resolutions was devoted exclusively to systems programming.

Thank you in advance for your cooperation.

Very truly yours,  
*Jessica Lawrence*  
Jessica Lawrence

**Steven Preston, Administrator**  
**Mainframe Resolutions**



1185 Victoria Rd.  
Sydney, Australia NSW 2114

Jessica Lawrence  
System Tech, Inc.  
97 Bishopsgate  
London, United Kingdom EC2M 3BH  
September 21

Dear Ms. Lawrence,

Your request was given to me by Mr. Symington who has no access to our records of past employees. My division, human resources, handles the records containing the information you require.

Terrence Willis began working for Mainframe Resolutions as an apprentice in the programming department and after nine months was accepted into our systems programming training course, an intensive eight-month program. After successful completion of the course, Terrence worked as a qualified systems programmer for four months before returning to his permanent home in London.

In the opinion of his superiors, Terrence was a dependable team player, whose good judgment and mature outlook resulted in a logical and reliable approach to the endeavors. I hope you find this information helpful.

Sincerely,

*Steven Preston*  
Steven Preston

**186.** Why did Ms. Lawrence write to Mr. Symington?

- (A) To apply for a position
- (B) To confirm a reference
- (C) To announce a job opening
- (D) To order computer software

**187.** In the first letter, the word “appraisal” in paragraph 2, line 1, is closest in meaning to

- (A) scrutiny
- (B) revision
- (C) measurement
- (D) evaluation

**188.** In what department does Steven Preston work?

- (A) Human resources
- (B) Accounting
- (C) Advertising
- (D) Systems programming

**189.** For how long did Mr. Willis participate in the Mainframe Resolutions training course?

- (A) Four months
- (B) Six months
- (C) Eight months
- (D) Nine months

**190.** What will most likely prevent Mr. Willis from being offered the job with System Tech, Inc.?

- (A) His permanent home is in London.
- (B) Mainframe Resolutions has no record of his employment.
- (C) He was fired from his previous position.
- (D) He has insufficient experience in systems programming.

**Questions 191-195 refer to the following report and table.**

**Note:** This is an abridged version of a survey report commissioned by Hesky Foods Company on June 15.

The purpose of this survey was to find out the reasons behind the purchasing decisions concerning four selected Hesky products. The study was conducted on July 2 in twelve supermarkets from the Fontes, BuyWay, KTS, and MaxiDome chains. This report summarizes the results obtained during the initial survey; the study will be repeated on August 2 (results analysis due August 4).

The appended table shows the percentages of purchase reasons given by customers who had just purchased the products in question. For example, 42% of those who bought Portalegre iced coffee did so for reasons of quality.

#### **Results and Suggestions**

Generally, the results show that Hesky Foods products are recognized for their quality, as attested by ratings consistently above 40%. Only one product (the fruit juice) scored 10% in this respect, but as a newly launched item, its reputation among customers is not yet established.

Only 3% of subjects indicated the TV commercial as a reason for buying Icy Waterfalls mineral water; this figure is reasonable for a product whose TV commercial was last aired more than five months ago. However, it must be stressed that this figure is based only on Fontes, BuyWay, and MaxiDome customers because KTS is not currently carrying this brand.

Although 20% were satisfied with the price of Alpinissimo at the supermarkets and 46% considered the quality to be very high, many other customers felt they were being overcharged. It seems sales of this product will not improve much unless the price is lowered, which would be preferable to designing new advertising.

**REASONS GIVEN FOR THE PURCHASE BY PERCENTAGE OF CUSTOMERS SURVEYED**

	Lemonique (fruit juice)	Icy Waterfalls (mineral water)	Portalegre (iced coffee)	Alpinissimo (milk shake)
TV commercial	48%	3%	32%	29%
Quality	10%	45%	42%	46%
Price	32%	46%	20%	20%
Other	10%	6%	6%	5%

**191.** When was the initial survey carried out?

- (A) June 15
- (B) July 2
- (C) August 2
- (D) August 4

**192.** Which product has been recently introduced on the market?

- (A) Lemonique
- (B) Icy Waterfalls
- (C) Portalegre
- (D) Alpinissimo

**193.** In which supermarket chain is Icy Waterfalls mineral water NOT available?

- (A) Fontes
- (B) BuyWay
- (C) KTS
- (D) MaxiDome

**194.** What does the report suggest about Icy Waterfalls mineral water?

- (A) Its price is regarded as too high.
- (B) It was never widely marketed.
- (C) It has not been advertised on TV recently.
- (D) Its sales have not been studied.

**195.** What does the author of the report recommend for the Alpinissimo milk shake product?

- (A) Reducing its price
- (B) Improving its quality
- (C) Selling it at more supermarkets
- (D) Investing more in its advertising

Questions 196-200 refer to the following advertisement and e-mail.



## Internship Opportunity Announcement With The South Asian Journal of Business

The south Asian Journal of Business (SAJOB) is inviting applications for its internship program in Islamabad, Pakistan. The program, which this year will run from September 15 through December 15, will offer internships in the following areas: writing, editing, visual arts, and photography.

Writers are responsible for researching and developing reports and articles on business issues affecting South Asia, while editors proofread the written material and check the accuracy of the facts presented. In addition to designing advertisements, visual artists prepare digital files for online publication and assist in updating the journal's Web site. Photographers conduct photo research and produce high-quality photos for publication to enhance the articles of the journal.

Students in business journalism are preferred, but we will consider students who are specializing in either journalism or business. Candidates will be those students entering or completing their last year of study. Knowledge of computer software programs relevant to the internship areas indicated is an absolute necessity.

To apply, please send a cover letter, a copy of your résumé, and a sample of your work to Haroon Raja, head of the Office of Recruitment. Applications can also be filed electronically by sending an e-mail to [Haroon.raja@sajob.com.pk](mailto:Haroon.raja@sajob.com.pk). The deadline for applications is July 1.

To:	haroon.raja@sajob.com.pk
From:	sdesai@greenshades.com.in
Date:	May 22
Re:	Internship opportunity

Dear Mr. Raja,

My name is Sujata Desai and this e-mail is in regard to SAJOB's internship program that was advertised in the April 30 edition of *CUB FACTS*, the student paper of the City University of Bangalore(CUB). I am hereby applying for the position of visual artist. I am about to graduate from CUB with a degree in business and a secondary specialization in visual arts. As my résumé makes evident, I have worked as a part-time visual artist for a variety of midsize companies in India. In addition, I have some experience as a technical writer. As for my work sample, I refer you to my Web site, [www.desaiarts.com](http://www.desaiarts.com), where you will find a selection of my creations. For your convenience, I have also attached a list of references.

I believe the skills and experiences I have to offer might be quite useful for SAJOB. If you wish to contact me, I can be reached by phone at 91-80-555-8921 or at the e-mail address above.

Thank you for your interest.  
Sujata

- 196.** According to the advertisement, what is one of the job requirements?
- (A) Proficiency in computer programs  
(B) Professional experience in journalism  
(C) A degree in business management  
(D) A willingness to travel abroad
- 197.** What is the applicant NOT required to submit?
- (A) A résumé  
(B) A photograph  
(C) A letter of application  
(D) A work sample
- 198.** What intern position is Ms. Desai interested in?
- (A) Editor  
(B) Researcher  
(C) Reporter  
(D) Visual artist
- 199.** What quality makes Ms. Desai a suitable candidate for the internship program?
- (A) Her expertise in creating computer software  
(B) Her experience in technical writing  
(C) Her status as a graduating business student  
(D) Her work with midsize companies in India
- 200.** In the advertisement, the word “absolute” in paragraph 3, line 4, is closest in meaning to
- (A) perfect  
(B) definite  
(C) demanding  
(D) unlimited