

## **READING TEST**

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

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

### **PART 5**

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

- 101.** The user's manual explains all the controls and functions of ----- Pictor Series V television.
- (A) you  
(B) your  
(C) yours  
(D) yourself
- 102.** Today, Saari Travel Agency announced its partnership ----- Colgren Airways, a growing international airline.
- (A) in  
(B) with  
(C) from  
(D) off
- 103.** Kumiko Sekine will give a ----- on watercolor techniques at Denville Art Center on May 3.
- (A) demonstration  
(B) demonstrating  
(C) demonstrated  
(D) demonstrators
- 104.** Tourism has ----- significantly to the economic success of the seaside towns in the region.
- (A) found  
(B) located  
(C) promoted  
(D) contributed
- 105.** Please distribute the agenda as ----- as possible so that participants will have time to review it.
- (A) quicker  
(B) quickest  
(C) quicken  
(D) quickly
- 106.** For the annual company dinner, special dietary requests can be accommodated, but only if they are arranged -----.
- (A) even  
(B) yet  
(C) beforehand  
(D) meanwhile
- 107.** Checks or money orders in support of the Theater for All project ----- payable to Alio Actors Organization.
- (A) to make  
(B) are making  
(C) should be made  
(D) will have made
- 108.** Having achieved considerable success in Asia, Celena Tea Merchants is ----- to enter European markets.
- (A) eager  
(B) active  
(C) busy  
(D) firm

- 109.** If the discontinued printers are not sold by Friday, Ainley Electronics will offer ----- at 50 percent off.
- (A) they  
 (B) their  
 (C) them  
 (D) themselves
- 110.** Francesco Graphics' art department spent ----- time than anticipated on the redesign of the corporate Web site.
- (A) again  
 (B) more  
 (C) over  
 (D) above
- 111.** A red check-engine ----- on the control panel flashes repeatedly when maintenance is necessary.
- (A) indicating  
 (B) indicate  
 (C) indicates  
 (D) indicator
- 112.** ----- the Bay Ridge Planetarium has limited parking, visitors are encouraged to use public transportation whenever possible.
- (A) As  
 (B) Either  
 (C) That  
 (D) Nor
- 113.** The menu at Minara Café changes weekly ----- on the availability of seasonal ingredients.
- (A) depend  
 (B) depends  
 (C) depended  
 (D) depending
- 114.** Our trial software allows users to sample the Weller Language Learning Program for 30 days ----- purchase.
- (A) about  
 (B) against  
 (C) except  
 (D) before
- 115.** In response to customer complaints, Lanemore Transit will provide ----- bus services during morning and evening hours.
- (A) adding  
 (B) addition  
 (C) additional  
 (D) additionally
- 116.** The latest microwave oven from Dabato Industries ----- a stainless steel interior and ten different heat settings.
- (A) features  
 (B) produces  
 (C) implies  
 (D) appoints
- 117.** Ella Portofino, ----- is known for her motivational speeches, will be the guest speaker at ORIL Leadership Conference in June.
- (A) each  
 (B) which  
 (C) who  
 (D) this
- 118.** With consumer demand increasing substantially, Lignes Manufacturing must analyze the efficiency ----- its factories.
- (A) until  
 (B) when  
 (C) of  
 (D) how
- 119.** Since the design of the Seino Towers is still in the ----- planning phase, the blueprints have not yet been prepared.
- (A) initial  
 (B) entire  
 (C) various  
 (D) formed
- 120.** Top management at Vexler Corporation is reviewing its strategy for the company's ----- into the home appliance market.
- (A) expand  
 (B) expanded  
 (C) expandable  
 (D) expansion

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- 121.** The Domino line of ergonomic chairs, ----- exclusively by ACN Office Furniture, is of unsurpassed quality.
- (A) manufacture  
(B) manufactured  
(C) are manufactured  
(D) to be manufacturing
- 122.** ----- situated near the business district, Radowski Hotel has been our venue for all large-scale corporate events.
- (A) Very  
(B) Overly  
(C) Ideally  
(D) Rarely
- 123.** The Tillmore Performance Center offers a ----- variety of programs than the Drewton Theater.
- (A) greatest  
(B) greater  
(C) greatly  
(D) great
- 124.** Employees will have to record their work hours on the company Web site ----- the payroll software update has been installed.
- (A) once  
(B) next  
(C) so that  
(D) such as
- 125.** Given the complexity of the production process, two defects per one thousand items is a ----- expectation.
- (A) reasonable  
(B) reasoning  
(C) reasonably  
(D) reasons
- 126.** Luzern Aromatics, Inc., has been a leading supplier of raw ----- to the fragrance industry for almost 50 years.
- (A) issues  
(B) materials  
(C) interests  
(D) conditions
- 127.** A report in the *Journal of the Southern Agricultural Society* suggests that consumers are increasingly ----- about where their produce is grown.
- (A) exceptional  
(B) essential  
(C) concerned  
(D) significant
- 128.** Anisk Pharmaceuticals makes every effort ----- the confidentiality of all participants in the clinical study.
- (A) to maintain  
(B) maintains  
(C) will maintain  
(D) is maintaining
- 129.** Before traveling to Kuala Lumpur for the Medical Technology Conference, Ms. Osuyah must receive management's -----.
- (A) occupation  
(B) potential  
(C) appearance  
(D) authorization
- 130.** Please note that an employee training session on current communication tools will be held this Thursday ----- the weekly department meeting.
- (A) in place of  
(B) in order to  
(C) as long as  
(D) except for

131. The board of directors of Bridgeworks Corporation will vote on the ----- to modify the company's investment policies.
- (A) propose  
(B) proposing  
(C) proposal  
(D) proposed
132. Currently operating out of a small office in Tokyo, the Organization for International Banking is set to move to its ----- headquarters next year.
- (A) responsible  
(B) unlimited  
(C) repetitive  
(D) permanent
133. Radner Laboratories' fourth-quarter report shows that revenues rose nearly 20 percent ----- to the previous quarter.
- (A) reminded  
(B) considered  
(C) compared  
(D) preferred
134. ----- you experience any difficulties accessing your online Alaway Bank account, our customer service agents will be happy to assist you.
- (A) Than  
(B) Should  
(C) What  
(D) Having
135. The head chef at Boldoni's Restaurant has been commended for ----- introducing dishes that are both creative and delicious.
- (A) continue  
(B) continues  
(C) continually  
(D) continual
136. ----- its major competitors, Keelan Air offers non-stop flights to hundreds of international destinations.
- (A) Unlike  
(B) Therefore  
(C) Nevertheless  
(D) Otherwise
137. Your generous donation will go toward the museum's maintenance projects, ----- the restoration of the main entryway.
- (A) specific  
(B) specifically  
(C) specification  
(D) specify
138. If it wishes to become a market leader in electronics, Ribeira Technology, Inc., has no ----- but to diversify its product range.
- (A) instance  
(B) alternative  
(C) preference  
(D) reserve
139. ----- his short tenure at Wilson Surgical Supply, Mr. Jong was a major asset to the company's product development team.
- (A) Despite  
(B) Contesting  
(C) Soon  
(D) While
140. The ----- smaller size of the new picture format will allow us to store hundreds more pictures on each disk.
- (A) gradually  
(B) promptly  
(C) accurately  
(D) considerably

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## 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 advertisement.**

### Kashio's Grand Opening Celebration

Kashio's, a new seafood restaurant in Haverton, invites you to our grand opening on Saturday, May 1. Enjoy complimentary food samples, live music, and discounts on meals at the party! ----- the event, all dinner entrées and desserts will be 25 percent off. Our waitstaff will offer

**141.** (A) Beside

- (B) During
- (C) Apart from
- (D) Prior to

a selection of tasty appetizers, free of charge, throughout the evening. In addition, ----- will be

**142.** (A) entertainment  
(B) reservations  
(C) techniques  
(D) service

provided by local favorite Melody McRae.

We are located at the intersection of Clinton Boulevard and Park Avenue, ----- adjacent to

**143.** (A) direct  
(B) directed  
(C) directly  
(D) directive

Community Theater. Stop in before or after your visit to the theater; we will be open seven days a week, from 4:00 P.M. to 11:00 P.M., starting May 1.

Questions 144-146 refer to the following letter.

5 November

Sneha Ramachandran  
A-301, Pali Hill Residency  
Kantwadi Road  
Mumbai 400050  
India

Dear Ms. Ramachandran:

I received your letter inquiring about the status of your order of John Wilkinson's *Guide to Gourmet Cooking*. Our inventory report indicates that there is one copy of the book in stock. -----, the book cannot be located in our store or at our warehouse. The book is also out of

- 144.** (A) Later  
(B) Often  
(C) Similarly  
(D) Unfortunately

print and can no longer be ordered from the publisher.

Nonetheless, I have been able to locate a copy of the book in our used book division and can offer it to you at half the price. I ----- any shipping charges. The copy shows only ----- signs

- 145.** (A) will waive  
(B) to waive  
(C) had waived  
(D) waiving

- 146.** (A) minimize  
(B) minimal  
(C) minimalist  
(D) minimalism

of wear, and there is an inscription on the title page. If you would like this copy, please let me know, and I will mail it to you immediately.

Sincerely,

B.V. Bhatti  
Owner, Bhatti Bookstore

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**Questions 147-149** refer to the following e-mail.

To: Lynn Nurka <lnurka@ritteroutfitters.com>  
From: Toshi Okada <tokada@ritteroutfitters.com>  
Date: October 14  
Subject: Adventurer Hiking Gear

Lynn,

I just ----- the approval for a 15 percent increase in the advertising budget for our Adventurer  
**147.** (A) requested

- (B) delayed
- (C) questioned
- (D) received

line of hiking gear. Since this line is crucial to our success, I suggest we spare no expense in product -----.

Let's use Fairsen Consulting for the advertising campaign instead of Edgar

- 148.** (A) promotion  
(B) safety  
(C) purchasing  
(D) manufacturing

Creative Services.

I know Fairsen is more expensive, but they have created highly successful and ----- campaigns

- 149.** (A) memory  
(B) memories  
(C) memorable  
(D) memorably

for Extentia Sports and Turnbull Clothiers. Plus, thanks to this budget increase, we can definitely afford their services.

Toshi

Questions 150-152 refer to the following information.

Mbedzi and Partners charges clients an hourly rate based on the type of service needed and level of ----- of the assigned lawyer. Base charges are R 3,000 per hour for senior

150. (A) satisfaction  
(B) interest  
(C) competition  
(D) expertise

consultants; R 1,800 for associates; and R 900 for candidate attorneys. We do, -----, adjust

151. (A) however  
(B) likewise  
(C) unless  
(D) consequently

pricing for corporate clients who use our firm exclusively for all their legal services. We can also provide a calculation of expected costs for an entire project in order to assist clients in accurately ----- expenses. Contact our billing department for complete details on our fee

152. (A) predict  
(B) predicting  
(C) prediction  
(D) predicts

structure and policies: [billing@mbedziandpartners.co.za](mailto:billing@mbedziandpartners.co.za).

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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 notice.

### Attention Waylon Concert Hall Guests

- Ticket holders arriving late will not be admitted to the auditorium until a suitable break during the performance and must be shown to their seats by an usher.
- Mobile telephones must be turned off during all performances.
- Cameras and video or audio recorders of any kind are prohibited unless specifically authorized by the promoter. Those found during the performance will be held at the box office until the end of the show.
- Standing in the aisles during performances is forbidden by the fire regulations.
- Smoking is prohibited throughout the building.
- Food or beverages may not be brought into the auditorium at any time.

Please be courteous to those around you while you enjoy the show.

**153.** What does the notice mainly discuss?

- (A) Rules for concertgoers
- (B) Equipment used by concert-hall staff
- (C) Safety procedures
- (D) Performance schedules

**154.** According to the notice, what might a promoter do?

- (A) Distribute concert programs
- (B) Escort guests who arrive late to their seats
- (C) Approve the use of audio devices
- (D) Collect mobile phones

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**Questions 155-156** refer to the following article.

---

**Johannesburg** (7 July) — Jaquin Publishers announced on Friday that Aurelia Martino's new book, *Stars in the Sky*, will be released on 8 September. This is Ms. Martino's second book, and early reviews say that readers are in for a treat. Ms. Martino, an acclaimed actress from Johannesburg, decided to give up acting and begin writing books when she had her first child, Matilda, two years ago. She is perhaps best known for her ten-year role as the mother on the popular South African television series *Living with the Monroes*.

---

**155.** What is the purpose of the article?

- (A) To announce a book release date
- (B) To profile an acclaimed actress
- (C) To review a new television series
- (D) To offer an opinion about a book

**156.** What is suggested about Ms. Martino?

- (A) She has been an author for over ten years.
- (B) She has two children.
- (C) She changed careers.
- (D) She recently moved to South Africa.

**Questions 157-158 refer to the following telephone message.**

TEST 02

Telephone Message	
<b>Caller:</b>	Dominic Ames
<b>Caller Number:</b>	22 8145 3190
<b>For:</b>	Tina Jenkins
<b>Date:</b>	Tuesday, June 2
<b>Time:</b>	11:15 A.M.
<b>Details:</b>	Dominic in accounting needs to know the exact amount that your department spent on office supplies last month. He is putting together a report for his meeting tomorrow with his department head, Alan Stewart, but is missing figures for sales department spending.
<b>Taken by:</b>	Ruth Gordon

**157. Why did Mr. Ames call Ms. Jenkins?**

- (A) To get approval to work on a project
- (B) To schedule a board meeting
- (C) To order office supplies
- (D) To request information about expenses

**158. Who is most likely a manager in the sales department?**

- (A) Dominic Ames
- (B) Tina Jenkins
- (C) Alan Stewart
- (D) Ruth Gordon

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**Questions 159-161** refer to the following directory.

DIRECTORY OF HUMAN RESOURCES	
<p><b>Staffing</b> Greta Liu, ext. 4105 For a list of current job openings and information on general hiring procedures and the Candidate Referral Program</p> <p><b>Payroll</b> Adriana Ramirez, ext. 4810 For inquiries about paychecks, to change bank information, or to request a copy of a paystub</p> <p><b>Benefits</b> Thomas Warfield, ext. 4400 To enroll in a pension or retirement savings program, to apply for reimbursement for qualified tuition expenses, or to enroll in the company's profit-sharing program</p>	<p><b>New Hires</b> Ian Braden, ext. 4130 For assistance with moving expenses, requesting and purchasing new office equipment, and setting up e-mail</p> <p><b>Training</b> Abdul Jafari, ext. 4990 For a current listing of the company's online training courses and for help with arranging an internal training course for employees</p> <p><b>Leaves</b> Francis Corley, ext. 4404 To request vacation leave and for inquiries about the company's holiday schedule</p>

**159.** Where would the directory most likely appear?

- (A) In a newspaper section
- (B) In a job advertisement
- (C) In an employee handbook
- (D) In a sales brochure

**160.** Who most likely would be contacted by someone looking for a job?

- (A) Greta Liu
- (B) Adriana Ramirez
- (C) Francis Corley
- (D) Thomas Warfield

**161.** What task would Mr. Braden most likely be responsible for?

- (A) Moving heavy office equipment
- (B) Mailing letters to customers
- (C) Assessing the skills of new employees
- (D) Ordering a computer monitor

Questions 162-165 refer to the following receipt.

TEST 02

# Sutherland's

8000 Oak Ridge Road  
Farmington, Connecticut 06032  
Tel (860) 555-0190

February 7  
3:32 P.M.

store #: 76  
Cashier: Ben M.

SAWZALL 12 AMP RECIPROCATING SAW	74.97
SKU #96010	
Qty/Price	1 @ 99.95
25% Special Discount	-24.98
ROTOR 18-VOLT CORDLESS DRILL	56.22
SKU #20144	
Qty/Price	1 @ 74.95
25% Special Discount	-18.73
ECO CFL 16-WATT LIGHTBULB 2-PK	38.97
SKU #89109	
Qty/Price	3 @ 12.99
Subtotal	170.16
T1 Taxable Amount	131.19
T1 Tax(@ 6.35%)	8.33
Total	178.49

PURCHASE CODE: ZYB3487

Unused, defective, or damaged merchandise may be returned to any Sutherland's store in the United States within 60 days of purchase if accompanied by a receipt. A return without a receipt is accepted only at the place of purchase and within 30 days. Item must be unused and in the original packaging. Merchandise marked "NR" for "no return" is final sale. No returns or exchanges are permitted on final-sale items. "ECO" items are not subject to sales tax.

Customer satisfaction is important to us! Please log on to our Web site ([www.sutherlandco.com](http://www.sutherlandco.com)) and take a quick survey about your experience shopping at our store. Customers who complete the online survey will receive a 10% discount coupon toward a future purchase.

162. What kind of store most likely is Sutherland's?

- (A) A toy store
- (B) A grocery store
- (C) A hardware store
- (D) A clothing store

163. How much tax was the customer required to pay?

- (A) \$3.32
- (B) \$8.33
- (C) \$24.98
- (D) \$131.19

164. According to the receipt, what is not returnable?

- (A) Items with a special marking
- (B) Items that were damaged
- (C) Items with original packaging
- (D) Items purchased more than 30 days ago

165. Where can a customer find a coupon?

- (A) At the store
- (B) In a newspaper
- (C) On a receipt
- (D) On the store's Web site

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Questions 166-169 refer to the following press release.

### Gharat Light Rail Commission – For immediate release

**Gharat (November 5)**—The Gharat Light Rail Commission announced today that the 3.4 kilometer long section of the Gharat Light Rail from Hanubad to Robini will open to the public on Monday. The first trains will depart from Hanubad Station at 6:00 A.M. The new section is an extension of the Blue line, which was first put into service eight years ago. The new line is expected to add more than 40,000 passengers to the system. Those living in Robini will now have access to commuter train service into the center of Gharat without having to travel by other means to Hanubad Station.

Making the Blue line fully operational marks the halfway point in the completion of the light rail system. While the Orange line was completed last summer, work continues on the Yellow and Green lines. The Yellow line extension from Nagar to Bankulu is set for completion late next month. The Green line extension connecting Sangau to Gallwa is scheduled to open in six months, just in time for the busy summer tourist season in the Gallwa area. Once the Green line is completed, commuters in all the suburban areas surrounding Gharat will have convenient access to the light rail system.

More information about train schedules, fares, station layouts, and new station parking facilities — as well as an interactive map of the Gharat Light Rail system — are available at our Web site [www.gharatlightrail.org](http://www.gharatlightrail.org).

#### Contact Information:

Mariam Qadri  
983 5977 45786  
[mediacontacts@gharatlightrail.org](mailto:mediacontacts@gharatlightrail.org)

**166.** What is the press release announcing?

- (A) The launch of the Gharat Light Rail system
- (B) The suspension of rail service
- (C) The renovation of a rail station
- (D) The opening of a new section of rail

**167.** What is suggested about Gharat Light Rail?

- (A) It has increased its fares.
- (B) It operates multiple train lines.
- (C) It has completed all scheduled construction.
- (D) It first opened one year ago.

**168.** Where currently is the final station on the Blue line?

- (A) In Hanubad
- (B) In Robini
- (C) In Bankulu
- (D) In Sangau

**169.** According to the press release, which line will likely be used by tourists?

- (A) The Blue line
- (B) The Orange line
- (C) The Yellow line
- (D) The Green line

**Questions 170-172 refer to the following letter.**

TEST 02

## Maier Menswear

68 Caldwell Street, Sydney NSW 2000

4 May

Dietrich Mackert  
870 Cobb Lane  
Sydney NSW 2000

Dear Mr. Mackert:

Since you are a valued Maier Menswear customer, I wanted you to be among the first to know about our new customer rewards card, an incentive program that rewards our frequent customers for purchases made at our stores. Once you have completed the enclosed membership enrollment form and returned it to the customer service department, they will mail you your rewards card. Then just bring your card with you and start reaping the benefits. Each time you use your rewards card at one of our stores, you will receive a 5 percent rebate on select purchases. I hope you will take advantage of this beneficial program and apply for membership today.

Maier's customer rewards card program will launch on 7 June with a customer appreciation hour at select stores, including free beverages, snacks, and door prizes from 7 P.M. to 8 P.M. If you have any questions about the rewards card program, please contact customer service at (02) 9452 2244 or e-mail rewards@maiermenswear.com.au. You may also visit any Maier's store location to complete your enrollment or visit our Web site at www.maiermenswear.com.au for more information or to sign up online. Thank you again for being a valuable Maier Menswear customer!

Sincerely,

*Danita Nachik*

Danita Nachik  
Public Relations

- 170.** What did Ms. Nachik include with the letter?

- (A) A customer rewards card
- (B) An informational pamphlet
- (C) An enrollment form
- (D) A rebate payment

- 171.** What is NOT indicated about Maier's customer rewards program?

- (A) It is a new program for the company.
- (B) It requires a membership to be utilized.
- (C) Discounts are available only on certain items.
- (D) Customers receive a monthly statement in the mail.

- 172.** According to the letter, how can Mr. Mackert join the rewards program?

- (A) By visiting a Maier Menswear store location
- (B) By e-mailing the customer service department
- (C) By mailing a completed form to Ms. Nachik
- (D) By phoning any Maier Menswear store

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**Questions 173-175 refer to the following Web page.**

The screenshot shows a web browser window for 'Harper Fields Business News Online'. The header features the site's name in a large, bold, black font. To the right of the header is a search bar with a 'Search' button. Below the header is a navigation menu with links: Home, About Us, Free Materials, Blogs, Contact, and My Account. The main content area contains three paragraphs of text. The first paragraph discusses the site's history and offerings for business professionals. The second paragraph details a 30-day free trial for new subscribers, specifying age requirements and payment terms. The third paragraph provides instructions for canceling the trial period without upgrading to paid status. At the bottom left of the content area is a call-to-action button labeled 'Get started now!'. The browser window has scroll bars on the right side.

**Harper Fields Business News Online**

Home | About Us | Free Materials | Blogs | Contact | My Account

Search

For 25 years, *Harper Fields Business News* (HFBN) has been a major resource for business professionals. In print and online, we offer professional coverage of business news, background analyses, and commentaries on the world of finance. Our Web site offers additional features that are available only to online subscribers. These include staff picks, press releases issued by major players in the business world, and various software applications that allow users to create sophisticated data charts.

To those considering a subscription to our online service, we offer a 30-day free trial. You must be at least 18 years old and provide a valid credit card to subscribe. No money will be charged to your credit card during your trial period. Your card will only be used to automatically upgrade you to paid online subscriber status at the end of the trial period, at which time you will be charged an annual subscription fee of \$45.

If you do not wish to become a paid online subscriber, you must cancel the service before the trial period expires. To do so, go to the My Account page on our Web site and select Do Not Upgrade. This action will prevent your credit card from being charged. You will, however, continue to enjoy our service for the remainder of the trial period.

**Get started now!**

**173.** What is being described on the Web page?

- (A) A software program
- (B) A trial subscription
- (C) A subscription renewal
- (D) An advanced business course

**174.** What are readers asked to provide?

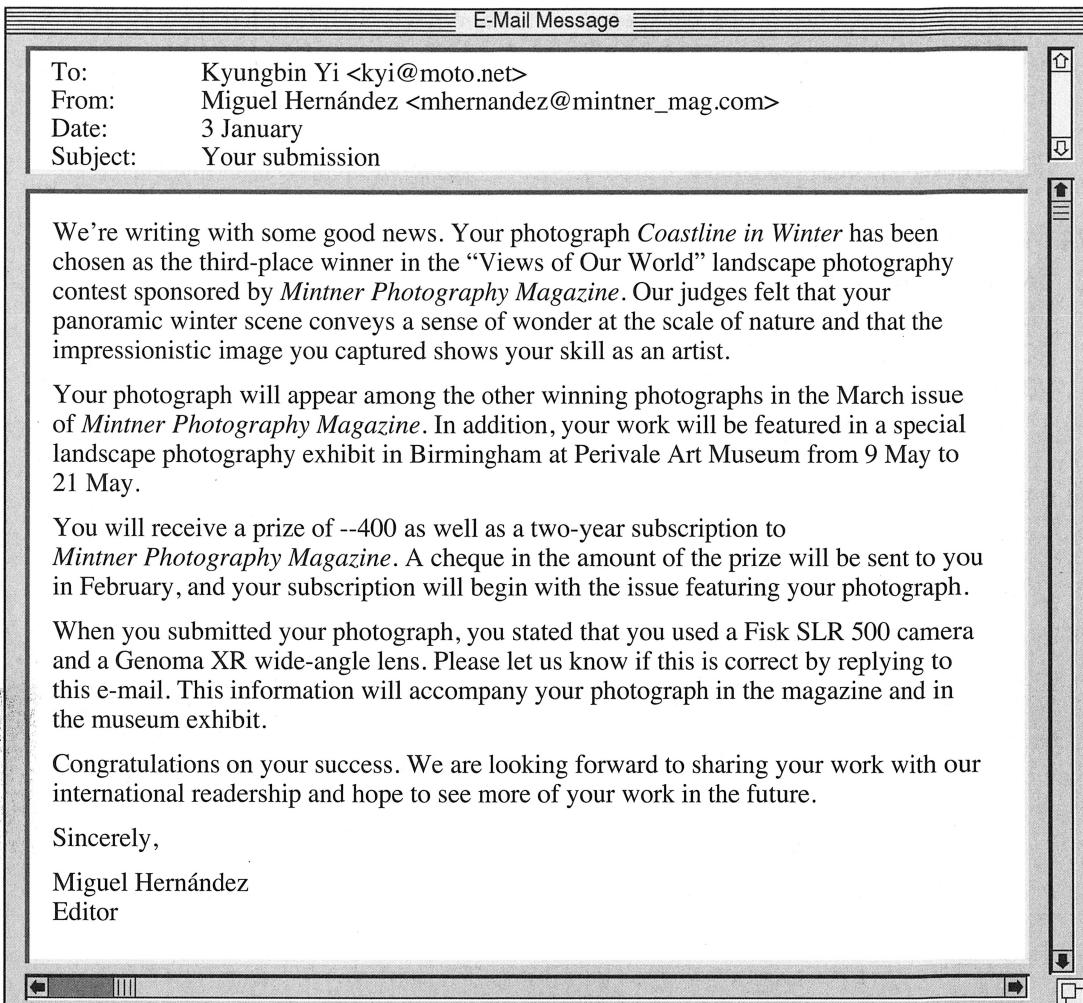
- (A) Their credit card details
- (B) Their membership number
- (C) Their subscription expiration date
- (D) Their professional qualifications

**175.** What is NOT indicated about HFBN?

- (A) It offers online software tools.
- (B) It covers topics related to finance.
- (C) It has been in business for 25 years.
- (D) It has stopped publishing in a print format.

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**Questions 176-180** refer to the following e-mail.



176. What is implied about Ms. Yi's photograph?

- (A) It is in black and white.
- (B) It has previously been published.
- (C) It has been purchased by a magazine.
- (D) It depicts a landscape scene.

177. The word "conveys" in paragraph 1, line 4, is closest in meaning to

- (A) expresses
- (B) supports
- (C) retains
- (D) transports

178. When will Ms. Yi's subscription begin?

- (A) In January
- (B) In February
- (C) In March
- (D) In May

179. What is Ms. Yi asked to do?

- (A) Submit some additional photographs
- (B) Confirm that some information is true
- (C) Sign a release form
- (D) Provide a mailing address

180. What is mentioned about  
*Mintner Photography Magazine*?

- (A) It is read around the world.
- (B) It sponsors several contests each year.
- (C) It is a new publication.
- (D) It is published four times a year.

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**Questions 181-185** refer to the following letter and information from a Web page.

## Front Force Designs

10 Townsend Lane  
Dublin 2

29 May

Dear Business Owner,

For ten years my company, Front Force Designs, has created window displays and decoration for Dublin's most fashionable shops, including Bassett Music Company, O'Leary Shoes, Trumont Clothiers, and Gallagher's Department Store. Front Force Designs is a full-service design studio dedicated to giving local shops a competitive edge with original, eye-catching displays. I offer reasonable rates and professional, personalized service. I work with a team of two other designers but am involved in every aspect of each project, from concept to completion.

To see examples of our designs and read what our customers are saying, visit our Web site at [www.frontforcedesigns.ie](http://www.frontforcedesigns.ie).

If you would like to schedule a free consultation, I can be reached at +353 1 555 0188.

Sincerely,

*Eabha Madigan*

Eabha Madigan, M.F.A.  
Owner, Front Force Designs

<http://www.frontforcedesigns.ie/reviews>

**Customer Comments**      **Home**      **Place Order**      **Directions**      **Contact Us**

“With all the pedestrian traffic on Squire Street, my shop, Fairest Isle Gifts, must have beautiful window displays. When I saw what the team from Front Force Designs created for Bassett Music Company, the neighbouring store, I knew I had to hire Ms. Madigan and her staff. They have created my window decorations for five years now, and I have also hired them to create displays inside the store. I can't tell you how pleased I am with their artistry; their work is better than any other design firm I used previously.” —*Marty Donohue, Owner, Fairest Isle Gifts*

181. What is the purpose of the letter?

- (A) To explain a design process
- (B) To recruit new clients
- (C) To list the costs of a service
- (D) To offer a discount to a customer

182. Who is Ms. Madigan?

- (A) A store manager
- (B) A Web-site designer
- (C) A musician
- (D) A decorator

183. In the letter, the word “edge” in paragraph 1, line 5, is closest in meaning to

- (A) advantage
- (B) border
- (C) force
- (D) quality

184. What is indicated about Front Force Designs?

- (A) It is a new company.
- (B) It is owned by three people.
- (C) It does work for retail stores.
- (D) It offers free samples.

185. What is implied about Fairest Isle Gifts?

- (A) It is closed due to construction on Squire Street.
- (B) It received a good review from customers.
- (C) It has been in business for ten years.
- (D) It is located in Dublin.

**GO ON TO THE NEXT PAGE**

**Questions 186-190** refer to the following e-mail and survey.

To:	Ken Nakata <knakata@greencoast.com>
From:	Sara Garner <sgarner@greencoast.com>
Subject:	Training Session
Date:	April 2

Dear Mr. Nakata,

According to our records, you have now completed the first of your required online training sessions for new employees at Greencoast Bank. We hope that the session has provided you with valuable information about company policies and procedures.

Please take a moment to complete an online survey, which will provide the human resources department with valuable feedback for improving the training process. To complete the survey, click on the Human Resources link on the company Web site. Then click on the Training Survey icon, followed by the name of the training session you completed. The system will prompt you to enter your name and employee identification code before bringing you to the survey.

Thank you for your cooperation, and we wish you the best of luck here at Greencoast Bank.

Sincerely,

Sara Garner  
Executive Assistant  
Greencoast Bank

<http://www.greencoastbank.com/employee/survey>

Welcome: <u>Ken Nakata</u>	Title: <u>Manager, Branch 82</u>
Training date: <u>March 29</u>	Session name: <u>"Greencoast at a Glance"</u>

1. How useful did you find the online employee training?  
Very useful  Somewhat useful  Not useful

2. How clear was the information that was presented?  
Very clear  Somewhat clear  Not clear

3. What aspects of the training were most relevant to you? The customer service guidelines and tips on collaborating with the marketing and legal divisions were of great interest to me, since these will be directly related to my daily work.

4. Is there any part of the online training session that could be improved? I found the pictures and moving graphics to be very helpful in illustrating points. It would be great if these could be included in every section of the training.

5. Did you experience any technical problem in your training session? Yes  No   
If yes, please explain: The sound quality was poor at first. After I restarted the session, the problem was resolved.

- 186.** What is suggested about Mr. Nakata?
- (A) He will receive more training.
  - (B) He reports to Ms. Garner.
  - (C) He opened an account at Greencoast Bank.
  - (D) He works in the human resources department.

- 187.** According to the e-mail, what step is required to access the survey?
- (A) Opening an attachment
  - (B) Entering an employee number
  - (C) Creating a secure password
  - (D) Installing a software program

- 188.** What is mentioned about the “Greencoast at a Glance” session?
- (A) It is an optional workshop.
  - (B) It is held in the conference room.
  - (C) It is designed for new employees.
  - (D) It is offered only once a year.

- 189.** According to the survey, what will Mr. Nakata do?
- (A) Hire customer service representatives
  - (B) Offer technical support to customers
  - (C) Work closely with other departments
  - (D) Develop new banking guidelines

- 190.** How most likely will the “Greencoast at a Glance” session be revised?
- (A) The audio files will be removed.
  - (B) Additional pictures will be included.
  - (C) The overall design will be simplified.
  - (D) Technical information will be updated.

**GO ON TO THE NEXT PAGE**

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

*Check out these vacation package deals from Canole Travel.*

Lake Beauty, 6 days/5 nights: Explore England's famed Lake District. Enjoy some of the area's most picturesque lakes and walking trails. From \$499.

Nature Escape, 5 days/4 nights: Discover aquatic creatures and exotic animals with this Costa Rica package. Tour Monteverde Rainforest and relax on Jaco Beach. From \$499.

Scenic Heritage, 4 days/3 nights: Go back in time on this visit to Cape Breton Island, one of Canada's most beautiful spots. Enjoy scenic drives and visits to some of the area's historical sites. From \$399.

Southern Safari, 10 days/9 nights: Witness wildlife at Galana National Park in southern Kenya and see Grand Falon Falls. From \$1099.

Packages include lodging, daily breakfast, and sightseeing tours. Prices listed are per person and may vary based on date of travel and upgrades selected.

Call 907-555-0113 or visit [www.canoletravel.com](http://www.canoletravel.com) for details.

**Canole Travel**

To:	krosenthal@merinmar.org
From:	dee_wong@canoletravel.com
Date:	October 29
Subject:	Your inquiry
Attachment:	<a href="#">Invoice_1029103.txt</a>

Dear Mr. Rosenthal,

We are pleased that you have selected from among our exciting package offerings for your next vacation. In order to accommodate your request for a room with ocean views, your three-night stay has been reserved at Bild's Peak Hotel. For more information, I recommend that you go to the hotel's Web site directly ([www.bildspeak.ca](http://www.bildspeak.ca)) or follow the links on Canole Travel's Web site ([www.canoletravel.com/hotels](http://www.canoletravel.com/hotels)).

I have updated your invoice to include the cost of the hotel upgrade; please see the attached file. The bill must be paid in full at least one week before your departure date. Feel free to contact me with any questions you may have.

Sincerely

Dee Wong, Canole Travel

- 191.** According to the advertisement, where will travelers visit a waterfall?
- (A) In England  
(B) In Costa Rica  
(C) In Canada  
(D) In Kenya
- 192.** What is NOT mentioned as included in the cost of the packages?
- (A) Accommodations  
(B) Sightseeing trips  
(C) A meal  
(D) Airfare
- 193.** What package did Mr. Rosenthal most likely choose?
- (A) Lake Beauty  
(B) Nature Escape  
(C) Scenic Heritage  
(D) Southern Safari
- 194.** What does Ms. Wong suggest that Mr. Rosenthal do?
- (A) Call the hotel  
(B) Visit a Web site  
(C) Select a different package  
(D) Book a future vacation
- 195.** What is suggested about the invoice?
- (A) It has been modified by Ms. Wong.  
(B) It has been paid by Mr. Rosenthal.  
(C) It will be sent along with the itinerary.  
(D) It does not include service fees.

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**Questions 196-200** refer to the following announcement and letter.

## ***Calling all artists!***

Are you an amateur or professional graphic artist? Would you like to help the Relling Transit system with your original work? RT Center is holding its first ever logo contest. Logos that are related to bus or train travel will be accepted from August 2 to 22 at the RT Central Office, located at Relling Terminal.

Thirty finalists will be selected for display in the alcove at Union Street Station. From September 1 to 30, the public will be able to cast a ballot and vote on their favorite logo. Four prizes will be awarded.

**First place:** *Yellow pass.* Good for unlimited rides on the RT local train or bus for five days

**Second place:** *Blue pass.* Good for unlimited rides on the RT local train for three days

**Third place:** *Green pass.* Good for one round-trip ticket to any destination on the RT express train

**Fourth place:** *Red pass.* Good for one round-trip ticket to any destination on an RT express bus

Maximum two logos per entrant. On the back of each submission, write your name and contact details. See [www.rellingtransit.gov](http://www.rellingtransit.gov) for complete guidelines.

October 8

Nadia Ivankova  
85 Millbrook Road  
Relling Township, DE 19800

Dear Ms. Ivankova:

Congratulations on winning Relling Transit Center's Logo Contest. Enclosed is your prize. Please note that the pass does not have a definite start date. It is valid for any five-day period, beginning whenever you wish.

In addition to displaying your logo at Union Street Station, we would like to include the four top entrants in an exhibition at Relling Transit Central Office for the month of December. Please let me know if you have any objection.

On behalf of Relling Transit Center, I would like to thank you for your contribution.

Sincerely,  
*Rita Rajwal*  
Community Relations Manager, Relling Transit Center

**196.** Why is the contest being held?

- (A) To obtain text for an advertisement
- (B) To choose a symbol for an organization
- (C) To raise money to upgrade train services
- (D) To promote a new train line

**197.** According to the announcement, what will happen in September?

- (A) Entries will be collected.
- (B) One winner will be announced.
- (C) Entries will be returned.
- (D) Winners will be selected by the public.

**198.** What is indicated about the image submissions?

- (A) They must have a travel theme.
- (B) They must meet the size requirements.
- (C) They must be submitted online.
- (D) They must use more than one color.

**199.** What did Ms. Ivanka receive?

- (A) A yellow pass
- (B) A blue pass
- (C) A green pass
- (D) A red pass

**200.** Where will the winning entries be displayed temporarily?

- (A) Inside the train cars
- (B) On the express bus
- (C) At Relling Terminal
- (D) At Union Street Station

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