



Economy RC 1000

Actual test 09

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 advertising company ----- next Tuesday to discuss possible models for the new campaign.
(A) came
(B) had come
(C) is coming
(D) coming
102. The chef at the new restaurant across the street has been praised for ----- unusual yet delicious recipes.
(A) he
(B) his
(C) him
(D) himself
103. The training manager gave a training session on the new packaging process at 4 p.m. ----- Tuesday afternoon.
(A) to
(B) at
(C) of
(D) on
104. Although they look ----- identical to the untrained eye, these two models of printers actually feature completely different options.
(A) near
(B) nearly
(C) nearness
(D) nearing
105. After conducting an ----- review of Dr. Kaira's proposal, the board of directors decided to provide full funding for the research project.
(A) extent
(B) extensive
(C) extensiveness
(D) extensively
106. Please visit the showroom in our store, as our catalogue only lists a fraction of the ----- that are available to our customers.
(A) residents
(B) products
(C) deposits
(D) consumers



107. Due to the high ----- of the newly acquired leasing division, the total revenue of the company recorded a sharp increase.
(A) perform
(B) performs
(C) performer
(D) performance
108. Visitors are not allowed to enter the conference room ----- the panels are presenting their ideas.
(A) between
(B) while
(C) inside
(D) concerning
109. We should take a close look at all expenditures ----- have risen over 15 percent since last quarter.
(A) what
(B) which
(C) when
(D) who
110. The corporate travel policy ----- states that each employee should be held responsible for his/her own travel expenses.
(A) very
(B) variably
(C) clearly
(D) slowly
111. Over 1,000 managers and executives from the advertising industry gathered at Galaxy Hall ----- the annual advertising and PR convention.
(A) attend
(B) attended
(C) to attend
(D) are attending
112. A formal ----- will be held on Saturday evening to honor this year's winners of the Sarah Walters Achievement Award.
(A) completion
(B) reception
(C) establishment
(D) accomplishment
113. The ----- booklet contains information regarding services that are available through Harpers Cleaning Service.
(A) enclose
(B) enclosed
(C) enclosure
(D) enclosing
114. Stock analysts ----- a fall in sales of vehicles next year due to rising gas prices.
(A) inspect
(B) predict
(C) earn
(D) hold
115. Dr. Ortega regretfully informed the committee that he could not make it to the chairman's farewell party due to a scheduling -----.
(A) conflict
(B) conflicts
(C) conflicted
(D) conflicting
116. Travelers getting on a connecting flight are ----- to have their passports out and ready for inspection.
(A) registered
(B) commended
(C) advised
(D) advanced
117. Shane Trading Co. has hired a team of financial consultants to ensure that a fair ----- of funding takes place across all teams.
(A) distribute
(B) distributed
(C) distribution
(D) distributional
118. According to weather reports, some flights may be delayed due to ----- storms and tornadoes in the area.
(A) severe
(B) frequent
(C) dedicated
(D) appropriate

112.



115.



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119. Of the 100 potential candidates applying for the position, ----- had more relevant past work experience than Mr. Johnson.
(A) few
(B) only
(C) every
(D) both
120. Airport security personnel handle ----- items with the highest care to ensure that nothing is damaged while shipping.
(A) deliberate
(B) diligent
(C) cautious
(D) fragile
121. Once you land at the airport, please call your coordinator to ----- ground transportation so that you can get to the hotel without delay.
(A) arrange
(B) communicate
(C) arrive
(D) proceed
122. After ----- reviewing blueprints for the new R & D laboratory, the construction consultant made a few adjustments in order to comply with government safety regulations.
(A) greatly
(B) carefully
(C) exactly
(D) extremely
123. The professors retained their conservative stance, arguing that until further studies have been completed, the existing data must be interpreted very -----.
(A) caution
(B) cautious
(C) cautiously
(D) cautionary
124. The interviewers were shocked by the candidate's obvious ----- technical experience, and wondered how he made it to the final round of interviews.
(A) lack of
(B) least
(C) hardly any
(D) so few
125. ----- the film *Loving You* received rave reviews from critics and viewers alike, MGM Studios has been in talks about producing a sequel to the movie.
(A) Whenever
(B) Since
(C) Before
(D) While
126. Reholm Industries reported its quarterly performance yesterday, posting a huge jump in quarterly earnings although it did not quite ----- management's expectations.
(A) meet
(B) supply
(C) seem
(D) surface
127. Verizen's new mobile phone has proven to be the most ----- model on the market due to its numerous useful application programs.
(A) competitive
(B) competitively
(C) competition
(D) competitor
128. According to customer research conducted last month and ----- this month, more and more customers are making purchases online.
(A) seldom
(B) again
(C) soon
(D) yet



129. Now that the final terms of the contract have been confirmed, Mr. Jackson ----- the construction project before the end of this month.
 (A) will begin
 (B) beginning
 (C) could have begun
 (D) had been beginning
130. Over the past decade, Dunkin Cycles has built itself a ----- for delivering the highest customer satisfaction in the motorcycle industry.
 (A) transfer
 (B) reputation
 (C) destination
 (D) renewal
131. Loris Cleaning Services informed its customers that all forms of plastic materials ----- wax-coated plastic cases will be accepted for recycling.
 (A) despite
 (B) although
 (C) however
 (D) except
132. Chloe argued that it will be ----- for Kissa Finance to consider entering into the Asian market before other competitors do.
 (A) advantage
 (B) advantages
 (C) advantageous
 (D) advantaging
133. Due to unforeseen -----, the Tahitian Dancing Troupe was forced to postpone its performance at the local community theater.
 (A) circumstances
 (B) classifications
 (C) instances
 (D) qualifications
134. Mr. Harris always dealt with his clients' urgent requests swiftly and with great -----.
 (A) professions
 (B) professionalize
 (C) professionally
 (D) professionalism
135. New safety standards that were approved last month ----- that all workers only stay within the restricted construction areas when they are wearing protective eyewear.
 (A) investigate
 (B) mandate
 (C) organize
 (D) assemble
136. As the entire HR team will be going to the conference in May, they asked that the company outing ----- until June.
 (A) postponed
 (B) to postpone
 (C) be postponed
 (D) postponing
137. Busy Bee Inc. introduced new carrier bags with ----- concealed pockets that can store important documents.
 (A) quietly
 (B) steadily
 (C) cleverly
 (D) directly
138. Research Think Inc. specializes in gathering ----- data from various sources and analyzing it to forecast upcoming economic trends.
 (A) diligent
 (B) utmost
 (C) comprehensive
 (D) eventual
139. The current online shopping mall is so disorganized that visitors can hardly find the products they want, ----- purchase them.
 (A) no less than
 (B) let alone
 (C) more or less
 (D) so much
140. Since Mr. Kim has a very tight schedule this morning, he will go to this morning's conference ----- no other marketing manager is able to.
 (A) so as to
 (B) only if
 (C) rather than
 (D) in order that

139.



140.



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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 advertisement.

Fishnet Harbor Apartments Now Open

Come and see our special offer!

Fishnet Harbor Apartment Complex ----- the best scenic views in the city. Wake up

141. (A) have provided
(B) provides
(C) provided
(D) was providing

every day to stunning views of the ocean from your private balcony and enjoy a luxurious lifestyle in this brand-new apartment complex.

Two-bedroom units are still available, but you should hurry because spaces are filling up quickly. Sign a 6-month ----- by April 31 to receive a special discount on your monthly

142. (A) lease
(B) subscription
(C) license
(D) budget

rent. The special rate is only available until the end of this week.

Call James Henry at 528-765-9996 to arrange a tour ----- all the apartments are taken!

143. (A) ahead
(B) prior
(C) before
(D) earlier



Questions 144-146 refer to the following article.

Firewood Sushi Hires New Chef

Firewood Sushi announced its decision to hire Jordan Yimachi, a renowned sushi chef and a former chef at the Walkerhill Hotel, as its new chef in charge of seafood.

In his role at Firewood, Mr. Yimachi ----- the overall operations of the kitchen, as well as

144. (A) was overseeing
(B) will oversee
(C) would have overseen
(D) oversaw

take part in creating new and innovative fusion dishes. When he assumes his new position on May 1, Mr. Yimachi will lead Firewood's entire seafood team, which includes two chefs and three assistant chefs. They will all report directly to Mr. Yimachi. "There was a lot of ----- for this position, so we were able to interview some very impressive candidates," said

145. (A) originality
(B) talent
(C) interest
(D) knowledge

Ari Goldman, owner of the restaurant. "However, we are convinced that Mr. Yimachi's past experience at large hotels will be ----- as our restaurant seeks to become a top-notch

146. (A) receptive
(B) invaluable
(C) negotiable
(D) unconditional

restaurant in the city."



Questions 147-149 refer to the following instructions.

How to Use a Digital Thermometer for Cooking

When cooking food, it is always advised to use digital rather than glass thermometers. This is because the glass thermometer could break if exposed to extreme heat. Digital thermometers are safer and, therefore, can be used for both solid ----- liquid foods to

147. (A) so
(B) with
(C) and
(D) by

check the temperature.

One piece of advice is that the stainless-steel measuring probe should always be completely ----- in the liquid, when measuring liquid foods.

148. (A) immerse
(B) immersed
(C) to immerse
(D) immersion

With solid food it's even easier! Simply stick the thermometer into the item. Please keep in mind that the thermometer should always be properly ----- before and after being used.

149. (A) stored
(B) cleaned
(C) held
(D) observed

For the measuring probe, it's particularly important to boil it for one minute every once in a while to keep it sanitary.



Questions 150-152 refer to the following letter.

Amanda Gordon
1515 East Town
New Brunswick, New Jersey 55268

Dear Ms. Gordon,

Thank you for subscribing to become a member of the New York City Museum of Art. Please ----- enclosed your membership certificate and a complimentary note pad.

150. (A) review
(B) find
(C) provide
(D) look

The certificate enables you to enter the museum for free for one whole year, including free admission to all special exhibits. ----- a member, you will also receive quarterly issues

151. (A) But
(B) Still
(C) For
(D) As

of the online museum newsletter, *New York Art and the City*. On top of that, you will also receive a 20 percent discount on any item purchased at the museum souvenir shop, as well as an invitation to exclusive museum events.

Your certificate ----- for any inaccurate personal information. You may contact us at

152. (A) was checked
(B) will have checked
(C) should be checked
(D) has been checked

526-8644 if you need to change or update any of your details. Thank you again for your patronage. We look forward to seeing you at the museum soon!

Best regards,

Tom Borges
Museum Director



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.

You are cordially invited to attend the 7th Annual New York Household Electronics Expo at Terry Hill Hall, New York, NY, October 19-23. A wide range of products, from kitchen appliances to newly updated computers, will be displayed throughout the five days of the exhibition. This year there will be an entire floor dedicated to electronics devoted to utilizing the Internet, from automatic vacuums to home entertainment systems.

153. When does the event start?

- (A) On October 5
- (B) On October 7
- (C) On October 19
- (D) On October 23

154. What type of products will be emphasized?

- (A) New refrigerators
- (B) Electronic cooking ranges
- (C) Air conditioners
- (D) Networked devices

Questions 155-156 refer to the following letter.

April 15
Donnovan Mannings
Purchasing Manager
Ann's Enterprises
1154 West Avenue
San Francisco, CA 85445

Dear Mr. Mannings,

As of May 16, the headquarters of Canari Blanc, Inc. will relocate to our new office site, 2352 Sunset Blvd., San Francisco, CA 85440, following our merger with the Gilts Group. The new location was selected to accommodate the huge increase in the number of employees due to this M&A deal.

Please be reminded that only the Marketing, Sales, Human Resources, and Finance teams are subject to the change of location, since the Manufacturing and Research & Development Division will continue to remain in our current building on Sunset Avenue.

Enclosed is a brochure explaining our latest merger deal and the expansion in our product line, which you may find interesting. We promise you that our business will be stronger than ever with this latest merger and that we will continue to provide the best service to you and your company.

Sincerely,

Michelle Kellog

Michelle Kellog
Director, Customer Relations
Canari Blanc

155. What is the purpose of the letter?
- (A) To promote a special discount sale period
 - (B) To introduce a new company director
 - (C) To set up a business meeting
 - (D) To announce a change of location
156. What is enclosed with the letter?
- (A) A contract regarding the latest M&A deal
 - (B) Documentation of the manufacturing processes
 - (C) Information about the company's product line
 - (D) A company telephone book

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

From: jrevock@gmail.com

To: vjenkins@jmanagments.net

Dear Mr. Jenkins,

The tenants at your building at 1530 East 46th St. have recently complained of cable service being interrupted, even after being serviced by the cable company technician. During the last two weeks the number of complaints has risen to 11. After two separate visits by DirectTV technicians, it came to light that someone has been cutting cable wiring on the roof. This e-mail is to request that surveillance cameras be installed to record activities up there overnight.

If you recall, our building had a problem with vandals defacing the building walls with graffiti last year. Unfortunately, we were not able to capture the vandals as our building does not have any surveillance cameras. This situation with the cable wiring being cut further emphasizes the need to install cameras.

The tenants at 1530 East 46th St. all feel that the presence of cameras will deter vandals from causing problems overnight. We request that you install cameras at all entrances, staircases, and hallways. We look forward to your prompt response in this matter.

Thank you,

James Revock

Tenant representative

157. For whom is this message probably intended?
- (A) A repair technician
 - (B) A building landlord
 - (C) An Internet subscriber
 - (D) A customer service representative

159. What did the tenants request?
- (A) Security cameras
 - (B) Police surveillance cameras
 - (C) Overnight security guards
 - (D) New locks

158. What problems have tenants been experiencing?
- (A) Internet disconnections
 - (B) High rent
 - (C) Cable disconnections
 - (D) High frequency of thieves

Questions 160-161 refer to the following newspaper article.

Loretting Copes with Drop in Sales

Loretting Haircolor, which launched a new line of hair coloring products last month called Innova, reported a slight but unexpected drop in sales for the first quarter of the fiscal year. Although the launch of Innova showed real promise, grabbing a 12% market share in its first month of sales, the total drop in company sales came from the drop of its sales in its original hair coloring lines, including Neutricent and Moods.

Loretting concluded that this was because of cannibalization, which refers to a reduction in sales volume, sales revenue, or market share of one product as a result of the introduction of a new product by the same producer. Consumer tendency is to buy the new and updated product rather than the competing products that have been around for a while. However, after a close analysis of the sales data to calculate the actual effect of cannibalization, Loretting concluded that this effect was only temporary and that it will actually be effective for the company in the long run, since the new product is expected to ultimately expand the hair coloring market by attracting customers who would ordinarily not buy hair coloring products. Therefore, Loretting will continue on with its aggressive promotional activities for Innova, while trying to maintain and stabilize sales for its other product lines.

- 160.** Why did Loretting's sales fall in the first quarter?
- (A) The newly launched product line performed poorly.
 - (B) The economy was slow.
 - (C) Sales of its older product suffered.
 - (D) The competitors introduced an innovative product.
- 161.** What is Loretting's marketing strategy plan?
- (A) Discontinue production of its older products
 - (B) Conduct market research to calculate the cannibalization effect
 - (C) Lower the price for its slow-selling products
 - (D) Continue with the current marketing efforts for its new product

Questions 162-165 refer to the following schedule.

**Portland University
Student Career Fair**

Fair Schedule

10:30 A.M. - 12:30 A.M.	Student Registration Students scheduled for interviews must check in 1/2 hour prior to their interview time or their interview will be cancelled and assigned to another student.	<i>Student Center Rm. 102</i>
	Employer Check-In (1) Employers participating in Table Talk Session should arrive no later than 10:15 a.m. (2) Employers participating in interviews only should arrive no later than 12:30 p.m.	<i>Student Center Rm. 102</i>
12:30 A.M. - 2:00 P.M.	Lunch (provided free of charge to all participants in the adjacent building's cafeteria)	
2:00 P.M. - 5:00 P.M.	Table Talks Representatives from various companies will be available at booths to discuss job opportunities at their companies. An opportunity to meet and talk informally with representatives from a variety of public interest organizations and government agencies.	<i>Exhibit Area</i>
5:00 P.M. - 6:00 P.M.	Pre-scheduled Interviews An opportunity to interview with a variety of public interest organizations and government agencies for both paid and unpaid positions. Interviews are prescheduled.	<i>Exhibit Area</i>
5:00 P.M. - 6:00 P.M.	Closing Address 'Career Opportunities in the Academic World at Time of High Unemployment' by Student Career Center Chairman Raymond Ajesh	<i>Student Center Rm. 102</i>
All Day	Resume Counseling Career counselors will be available to help students edit and improve their resumes.	<i>Student Center Rm. 102</i>

162. For whom is this event most likely intended?
- (A) Career counselors
 - (B) Technology specialists
 - (C) University students
 - (D) Business managers
163. What is the student career center chairman scheduled to discuss?
- (A) Job opportunities in education
 - (B) Changes in the unemployment rate
 - (C) Applying for internships
 - (D) How to edit and improve your resume
164. What will be offered in the Exhibit Area?
- (A) Free counseling about resumes
 - (B) Job interviews
 - (C) Snacks and light refreshments
 - (D) Educational advice
165. What event will NOT take place at the student center?
- (A) Registration
 - (B) Table Talk
 - (C) Closing Address
 - (D) Resume counseling

Questions 166-168 refer to the following e-mail.

AAA Travel Agency
4/55 Aakasaka, Tokyo, 152-8821
Tel: (03) 5423-1112
Fax: (03) 5423-1118

Mr. Eddie Nelson
8 November 4/53 Robbongi, Tokyo, 152-8455

Dear Mr. Nelson,

Thank you for choosing to travel with AAA Travel Agency. As requested, your flights have all been reserved and confirmed for your upcoming business trip. Please note that we were unable to reserve direct flights, since it is the peak season and tickets can be hard to come by.

Carefully review the itinerary below and let us know by no later than November 15 if you'd like to make any additional changes. After that date, it will not be possible to change any information, and a cancellation of the tickets will incur extra fees. As previously discussed, these tickets are non-refundable after your final purchase.

Departure date: October 20
Departing from: Tokyo
Boarding at: 10:10 P.M.
Flight: Asian Air #153

Arrival date: October 21
Arrival at: London
Arrival time: 4:00 A.M.

Departure date: November 3
Departing from: London
Boarding at: 2:00 P.M.
Flight: Asian Air #855

Arrival date: November 4
Arrival at: Tokyo
Arrival time: 9:15 P.M.

If you'd like to ask me any questions or discuss the details, please don't hesitate to contact me at tyaki@aaatravel.co.jp or call me at (03) 5423-1116.

Sincerely, Toyosaka Yaki, Manager
Toyosaka Yaki, Manager AAA Travel Agency

166. What is the purpose of the letter?
- (A) To announce a change in an itinerary
 - (B) To promote a vacation package
 - (C) To refund the flight tickets
 - (D) To confirm upcoming travel plans
167. What is indicated about Mr. Nelson?
- (A) He will fly first class.
 - (B) He is traveling for business.
 - (C) He is a frequent Asian Air customer.
 - (D) He will take direct flights to Tokyo
168. When will Mr. Nelson leave Tokyo?
- (A) October 20
 - (B) October 21
 - (C) November 3
 - (D) November 4

Questions 169-171 refer to the following advertisement.

Grand Opening of Cleanbright Carpet Cleaning Service

There are many ways and methods to clean your carpets. You can certainly do it yourself. At times some people even choose to do a deep cleaning themselves. However, one cannot deny the advantages of hiring a professional carpet cleaner too.

The key to having a clean and long-lasting carpet is choosing the right London carpet cleaners. There are several choices in carpet cleaning in London, but the most reputable ones always stand out. Reputable carpet cleaning companies put customer satisfaction first by using a specific and effective carpet cleaning method. Second, they utilize efficient and proven carpet cleaning materials. Third, they seek their customers' opinion about their service afterwards.

And that is why the Cleanbright Carpet Cleaning Service is proud to announce our grand opening in London.

Here at Cleanbright Carpet Cleaning Service, we use a specific method of cleaning your carpet. This method is composed of two steps that aim to finish the cleaning job for you, leaving you satisfied afterwards.

If you entrust your carpet in the hands of our professionals, you are not just thinking of the welfare of your carpet but you are also doing the smart thing. And you will see that you have made the right decision once you see your carpet is as good as new after we're done with it. You can't help but feel great once you see your carpet is totally cleaned.

We offer free estimates, we are fully insured, and all cleaning products and equipment are included in our fees.

Our Carpet Cleaning Prices:

- Bedroom £ 22
- Lounge £ 26
- Dining Room £ 26
- Staircase £ 21
- Hallway £ 12

We offer special discount rates for weekly, biweekly, and monthly appointments.

Hurry - This special offer will soon end!

All prices include 15% VAT

A £50.00 minimum charge applies to all services. Payments can be made in cash, by money order, or by check. Sorry – we do not accept credit cards.

Telephone: (0289) 953-9999 e-mail: carpetcleaning@cleanbright.com

- 169.** What is the purpose of the flyer?
- (A) To promote a new business
 - (B) To advertise a new cleaning product
 - (C) To inform clients about business hour changes
 - (D) To inform of changes in discount rates
- 170.** What is said about the Cleanbright Carpet Cleaning Service?
- (A) They will give a special discount to local customers.
 - (B) They have relocated their offices to London.
 - (C) They also provide floor waxing and window cleaning services.
 - (D) There is a minimum charge of 50 pounds.
- 171.** What form of payment is NOT accepted?
- (A) Business check
 - (B) Credit card
 - (C) Cash
 - (D) Money order

Nilsson Golf's annual charity event starts Thursday

The Nilsson Golf Foundation will host FinsWeekend, its largest annual charity event, from Thursday, June 3 through Saturday, June 5.

The event will feature a weekend of golf, fishing and celebrity appearances. All proceeds from FinsWeekend will benefit the Nilsson Golf Foundation in its bid to construct a new youth sports center.

"The funds that are raised during FinsWeekend are an integral part of advancing the mission of the Nilsson Golf Foundation to support the betterment of our youth," said Tony Sparano, Nilsson Golf's head coach. "It's an exciting opportunity for the entire organization to come together with our fans for a great cause and make a huge impact on the community."

The festivities will begin Thursday with the FinsWeekend Kick-Off event, the Pairings Party and Team Awards Ceremony. The ceremony honoring the recipients of the annual Nilsson Golf team awards – the Dan Shala Leadership Award, the Moore Community Service Award and the Most Valuable Player Award – will start at 7 p.m. Golfers, alumni and coaches will be in attendance.

Friday morning, Nilsson Golf foundation players and alumni will hit the tees at the Fairmont Resort & Club's award-winning golf course for the FinsWeekend Golf Tournament. Players will tee off at 9 a.m. with a shotgun start. Later that evening, golf and fishing tournament participants will come together for the popular dance party at the Miami Beach Marina, which will feature a live auction, entertainment and the announcement of the Golf Tournament award winners.

Saturday morning, amateur and professional anglers will meet at the Miami Beach Marina for the Nilsson Golf Foundation Fishing Tournament. That evening, attendees will gather for the Fishing Awards Ceremony and Dinner to find out who walked away with the biggest catch.

Those of you that would like to attend the event may purchase tickets from Eliza Sallys in Nilsson's community outreach office. The deadline for purchasing tickets is May 25. For more information about the weekend, please visit Nilsson Golf's website at Nilssongolf.com.

172. What event is this article describing?
- (A) A local golf lesson
 - (B) A charity event
 - (C) A fishing tournament
 - (D) A youth dance party
173. What project will be funded by ticket sales?
- (A) A resource center at the publishing company
 - (B) A library for the community center
 - (C) A music hall for the community orchestra
 - (D) A new sports center for the youth
174. On what date will the fishing tournament begin?
- (A) June 3
 - (B) June 4
 - (C) June 5
 - (D) June 6
175. What is true about Eliza Sallys?
- (A) She is the senior vice president at the Nilsson Golf Foundation.
 - (B) She is selling fundraiser tickets for the event.
 - (C) She is a fan of the Nilsson Golf Team.
 - (D) She is Nilsson Golf's head coach.



Global/Airways Shipping

Frequently Asked Questions

1. Do you have a shipping minimum?

Yes, we do, depending on the type of service we offer. Please feel free to contact us or fill out our Request a Quote form and we can provide a quote for your order.

2. What are the service levels offered by Global/Airways?

We offer a variety of service levels based on the needs of the customer. We offer Same Day, Next Day, 2nd Day, 3-5 Day, and time definite services along with international shipping, ocean freight and exclusive truckloads. We also handle time-sensitive material.

3. Do you ship medical products/supplies?

When you require the very highest in shipping priority, Global/Airways offers access to aircraft ranging from small engine props to midrange business jets to the largest of cargo aircraft. For high-priority ground transportation, Global/Airways' options go from small courier vans to full-size tractor-trailers or flatbeds. This service will incur an extra priority shipping fee. Please call one of our customer representatives for further information.

4. How do I get a quote?

You can contact us at our toll-free number (888-412-5344) or our local number (949-699-1491), or complete our Request a Quote form online and we will contact you.

5. How is my freight shipped?

We utilize every means of air, ground, and ocean transportation available to meet your service requirements. You can trust Global/Airways with all your shipping needs whether they are standard air service or time sensitive. Our operations staff members are available 24 hours a day, 7 days a week.

6. Do you pick up and/or deliver on weekends and holidays?

Yes, please contact us for the specifics of your shipment requirements.

7. How do you track my shipment?

Our operations staff members utilize computerized tracking so that they always know where your shipment is. You can also visit the link on our website to track your shipment by using your airway bill number.

176. For whom is the information most likely intended?
- (A) Customers
 - (B) Call center supervisors
 - (C) Current shipping company employees
 - (D) Delivery personnel
177. What is mentioned about medical products/supplies shipping?
- (A) It is not available due to its time-sensitive nature.
 - (B) It is only available on weekends.
 - (C) It is offered at a discount to preferred customers.
 - (D) It will incur an extra cost.
178. In question 7, line 1, the word 'tracking' is closest in meaning to
- (A) depicting
 - (B) tracing
 - (C) identifying
 - (D) drawing
179. What service is NOT available at Global/Airways Shipping?
- (A) Same-day delivery
 - (B) 24-hour customer service support
 - (C) Special discounts to local businesses
 - (D) International shipping
180. What should people do if they want to get a quotation?
- (A) Request a quote online
 - (B) E-mail the shipping coordinator
 - (C) Visit a nearby office in person
 - (D) Call a Global/Airways delivery person

Bengaluru Real Estate News

Starlite Hotel Enters Indian Market

Starlite Hotels & Resorts Worldwide, Inc. has announced its plans to enter the Indian market by opening up the first newly built and managed property in Bengaluru next month. According to the company press release, Starlite Bangalore Hotel at Brigade Gateway will be a 230-room property and will offer amenities to suit the needs of both business and leisure travelers, from multi-cuisine restaurants to spas.

"We are excited to be opening our first newly built and managed Starlite property in India. As a global brand, we are well equipped to understand and deliver what our patrons expect and our property will be the epitome of luxury for both corporate as well as leisure travelers," said Martin Wales, General Manager, Starlite Bengaluru Hotel. "Thanks to everyone's amazing efforts, we will actually be opening on April 10 – a full three weeks ahead of the original schedule," he added. A special celebration to commemorate the opening of the hotel will take place at the hotel on April 10.

The company has arranged for a mass recruitment program in Bengaluru and is looking at hiring over 350 employees. Once on board, these associates will be trained meticulously to be brand ambassadors for the Starlite Bengaluru Hotel.

Manish Sadhu, Head of Human Resources, Starlite Bengaluru Hotel, added, "We are optimistic as we launch our brand in India. Globally, Starlite Hotels and Resorts believe that an employee coming into the Starlite family should have a combination of passion for the industry, talent and intelligence relevant to their specific field. We look for certain attributes when we interact with potential employees and a mass recruitment drive of this nature allows us to gauge the temperament of the person."

The construction of this Starlite Hotel points to a wider trend in India. "More and more organizations are choosing to hold conferences and other gatherings in India, and this is fueling a growth in hotel construction throughout the world," notes Francisco Garnier, a reporter for Indian Architecture magazine, adding, "Over the past two years, the number of hotels in India has grown by more than 20 percent." Seeming to reflect these changes, two additional hotels are currently under construction in Bengaluru, both of which are scheduled to open in late August.

To: Gloria Chanes
From: Karen Bridgets
Date: April 5
Subject: Opening Ceremony Plans

Dear Ms. Chanes,

As requested, all the food and beverages necessary for the hotel's opening next week have

been purchased. I am aware that we previously discussed about hosting the celebration outside in the courtyard. However, I've consulted with our coordinator and I'm afraid the weather might get in the way of an outside party. The weather reports say that there is more than a 70% chance of rain on the day of the party. So, I'd like to suggest that we move the party venue to the meeting area on the second floor. There's enough space there to accommodate the entire invited guest, not to mention that it is beautifully decorated in our famous Victorian style. The only concern I have is that the originally planned festivities, including the fireworks, will not be able to take place inside the hotel. I'd like to meet with you and discuss these points in depth. Please let me know when is a good time for us to hold a conference call this week.

Also, on another note, I am pleased to let you know that a local newspaper has agreed to cover the opening ceremony as their main article for the culture section. We will greatly benefit from this extra publicity!

Best regards,
Karen Bridgets
Starlite Hotel

- 181.** What is the main subject of the article?
(A) Hotel recommendations for tourists to India
(B) Finding venues for large conferences
(C) The building of a new hotel
(D) An increasing rate of hotel fees
- 182.** What is suggested by Martin Wales' comments?
(A) Starlite Hotel is the first hotel to open in India.
(B) The construction period for the Starlite Bengaluru Hotel was shorter than expected.
(C) Citizens of Bengaluru are concerned about increased tourism.
(D) The cost of building the Starlite Bengaluru Hotel was very high.
- 183.** What is the purpose of the e-mail?
(A) To inform employees of an opening ceremony
(B) To request feedback on a business strategy
(C) To introduce the new HR director
(D) To schedule a conference call to discuss a new idea
- 184.** What is being recommended in the e-mail?
(A) Changing the location of an event
(B) Ordering extra food and beverages for an event
(C) Decorating the 2nd floor for an event
(D) Creating a special menu for an event
- 185.** What will probably NOT happen on April 10?
(A) A Starlite Hotel will open in Bengaluru India.
(B) A newspaper writer will cover the celebration.
(C) Fireworks will take place.
(D) Guests will be invited to take part in the opening ceremony.

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

Sherwood Foods

A full service distribution company, Sherwood Food Distributors has moved beyond the supply of meats into complete category management responsibilities for our customers. We have been in business for over 20 years, and in that time Sherwood has grown to become one of the largest independent distributors in the meat and food industry. The company currently ships 16 million pounds of food products weekly on a fleet of over 250 trucks through a network of distribution centers in Atlanta, Cleveland, Detroit, Miami and Walton, Kentucky.

Sherwood is headquartered in Detroit, Michigan and operates distribution centers totaling over one million square feet of refrigerated warehouse space with over a million cases in stock in over 50 categories. And with our cutting-edge technological capabilities, we are positioned to provide retail and wholesale customer solutions and options unrivaled in value, quality and reliability.

We are currently offering a special discount on shipping rates for new customers. To qualify for this offer, your company must ship a minimum of 500,000 pounds of food with us this year. This limited offer is only valid until the end of this month!

If you would like more information about this offer, please send an e-mail to our customer relations manager, Jane Vincent, at jvincent@sherwoodfoods.com.

To: Jane Vincent<jvincent@sherwoodfoods.com>

From: Pamela Richardson<pam_richardson@orchardsindustry.com>

Subject: Harvest Orchards

Date: February 18

Dear Ms. Vincent,

I am Pamela Richardson, CEO of Orchard Industry. We have over 15 years of experience in the fresh produce industry.

All our growers and producers are carefully selected for their quality, reliability and professional approach to growing and marketing. They are able to offer full traceability, full pesticide and residue accounting and applications. Furthermore, our shipments are regularly controlled to ensure that our terms and conditions are strictly adhered to. Our growers are also able to offer both spot and fixed prices for conventional and organic products, and we are able to offer an extensive range of products from around the world. Thanks to the solid building of trust and dedication to the fresh produce industry and to our loyal customers, our fresh produce, which mostly consists of peaches and apples,

are sold in seventeen supermarkets throughout the city of Freelane. Due to our expertise and experience, we have recently experienced a rapid growth in our business. Our current shipper, Freelane Distributors, which operates only within the Freelane area, will not be able to meet our growing distribution needs.

Although we do not qualify for your special offer for new customers at the moment, we plan to increase our production up to 40 percent by the end of next year. This would put our company's shipping needs well above the minimum shipping requirement to receive the discount. I'd like to discuss the best shipping rate that your company can offer us, given our potential to grow in the future. Can you give me a call and let me know the earliest time you can hold a meeting with us?

Thank you in advance for your time. I look forward to hearing from you soon.

Best regards,
Pamela Richardson

- 186.** What is NOT indicated about Sherwood Foods?
- (A) It has been in business for more than 20 years.
 - (B) It offers discounts to new customers.
 - (C) Its headquarters are located in Detroit.
 - (D) It specializes in frozen foods.
- 187.** Why does Ms. Richardson write to Ms. Vincent?
- (A) To invite her to a special ceremony
 - (B) To discuss the possibility of doing business with Sherwood Foods
 - (C) To suggest that she apply for a position at Orchard Industry
 - (D) To recommend a reliable delivery service company
- 188.** What is indicated about Orchard Industry's products?
- (A) They are produced in the south of Freelane.
 - (B) They are sold at a special discount.
 - (C) They are used mainly for salads.
 - (D) They are sold to supermarkets.
- 189.** What can be inferred about Freelane Distributors?
- (A) It delivers fruits to fewer locations than Sherwood Foods.
 - (B) It offers higher shipping rates than Sherwood Foods.
 - (C) It has been in business longer than Sherwood Foods.
 - (D) It offers faster shipping than Sherwood Foods.
- 190.** What does Ms. Richardson indicate that her company will do in the future?
- (A) It will purchase ten additional types of fruit.
 - (B) It will hire a new marketing director.
 - (C) It will produce more fruits next year.
 - (D) It will begin producing vegetables in addition to fruit.

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

Special Subscription Rate of \$28.25
– that's 75% off the newsstand price of \$112.90!

Contact Information

Name: Juan Perez
Mailing Address: Apt. 2945 Easton Ave. Apt
New Brunswick, NJ
E-mail address: jperez@rutgers.edu

Payment Information

Credit Card
Card number
Full Payment Enclosed ☒
Check Number 1252

Single & Fab addresses high style and runway trends for the American sophisticate. Beauty and fashion trends, lifestyles and personalities – and all with an international flair. With your subscription to *Single & Fab* magazine, you will also receive your choice of two free gift items (select from the list below.)

Item name	Item Code	Quantity requested
Cotton T-shirt (with the magazine B45 logo) Please select T-shirt Size (s): <input type="checkbox"/> Small <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Large <input type="checkbox"/> Extra Large	B45	1
Luxury skincare set for anti-aging	S14	
Travel Carry-on Bag (with the magazine logo)	G12	
Silk winter scarf	V76	1

Please enter additional comments here: I know it says that I can only get two items for free, but I was wondering if I could purchase a third one. I would really like to get G12 as a gift for my cousin, as she is going on a trip to Europe very soon. Can you let me know if that is possible and if so, how much the price would be?

To: Juan Perez <jperez@rutgers.edu >
From: Henry Greene <hgreene@singe_fab.com>
Subject: *Single & Fab* magazine Subscription

Dear Ms. Perez,

Thank you for your subscription of *Single & Fab* magazine. You should receive your first issue of our magazine in approximately two weeks.

We are sorry to inform you that one of the free gift items you requested, item V76, is currently out of stock due to high customer demand. But don't worry – we will send you

the item as soon as it becomes available. We are expecting about a one-week delay at most. We apologize for any inconvenience this may cause you. The other free item you requested, item B45, will be sent along with the first issue of the magazine.

Also, to answer your question regarding purchasing a third item, you are certainly able to buy any items from the list if you'd like. Attached is the price list for the items. Please send us an e-mail stating the items you'd like to purchase and the payment method you would like to use.

Thank you and please let me know if you have any further questions.

Sincerely,

Henry Greene
Customer Service Manager
Single & Fab Magazine

191. Why did Ms. Perez submit the form?
- (A) To update her contact information
 - (B) To complain about the late delivery of a free gift
 - (C) To purchase a monthly subscription
 - (D) To request a refund for her subscription
192. How much did Ms. Perez pay for her order?
- (A) \$18.25
 - (B) \$28.25
 - (C) \$100.90
 - (D) \$112.90
193. What does Ms. Perez indicate in her comments?
- (A) She would like to buy a gift for a relative.
 - (B) She wants to change her gift item order.
 - (C) She was overcharged for her order.
 - (D) She plans to return a winter scarf.
194. According to the e-mail, which item is currently unavailable?
- (A) A scarf
 - (B) A T-shirt
 - (C) A skincare set
 - (D) A travel bag
195. What information is included in Mr. Greene's response to Ms. Perez?
- (A) Information about canceling a subscription
 - (B) An explanation concerning a billing error
 - (C) Details about the company's refund policy
 - (D) Instructions for purchasing an item

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

The Bellings Hotel
1523 Bellings Street
Winters City, FL 52660
Tel: 885-543-7514
Email: manager@bellingshotel.com

Guest name: Juliana Ro

Dates of stay: May 11-15

Thank you for staying with us. Please find below an itemized list of the expenses you incurred during your stay with us. Thank you for your payment. We look forward to serving you again on your next visit.

Double room charge: 4 nights (\$110 per night)	\$440.00
Hotel restaurant: 4 suppers	\$125.00
Telephone: 3 international calls and 1 domestic call	\$51.00
Private pick-up service: airport-hotel round trip	\$100.00
Total	\$716.00

To: manager@bellingshotel.com
From: Juliana Ro <jro@hotmail.com>
Date: May 19
Subject: Error in Hotel Bill

To whom it may concern:

As indicated in your e-mail, I stayed at the Bellings Hotel from May 11 to 15 to attend the New York Fashion and Merchandizing Conference. Because it was a huge event with more than 100 participants, check-out was quite hectic during the last day of the conference. Many of us, including myself, were in a hurry to get to the airport on time. As a result, I didn't have a chance to closely look at the bill until I got home.

However, upon reviewing the hotel bill, I found that I was charged the regular double room charge of 110 dollars per night. According to the reservation confirmation e-mail with your customer representative, I was supposed to receive a special rate that was available to conference participants. I would like to ask for a refund of the overcharged amount back to my credit card.

Other than this minor mistake with the billing, I was satisfied with the hotel's overall service during my stay. As someone who has stayed at the Bellings Hotel on many occasions, I have always been pleased with the courtesy extended to me there.

I am sure that this matter will be resolved in a timely fashion.

Sincerely,
Juliana Ro

- 196.** What is the charge with which Ms. Ro doesn't agree?
(A) \$440
(B) \$125
(C) \$51
(D) \$100
- 197.** What is Ms. Ro not charged for on the itemized bill?
(A) Telephone calls
(B) Transportation
(C) Laundry service
(D) Food
- 198.** What does Ms. Ro request in her e-mail?
(A) A free night's stay at the hotel
(B) An official letter of apology
(C) A complimentary meal
(D) A refund
- 199.** What is implied about Ms. Ro?
(A) She could not attend the last presentation at the conference.
(B) She has stayed at the Bellings Hotel on more than one occasion.
(C) She missed her flight home from the conference.
(D) She was not satisfied with the service she received at the Bellings Hotel.
- 200.** What is implied about the Bellings Hotel?
(A) It has recently renovated its restaurant.
(B) It is located very far from the airport.
(C) It offered a special discount to conference participants.
(D) It had only double rooms available in May.