

TEST 1

LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.



Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet

1.



2.



3.



4.



5.



6.



PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B) or (C) on your answer sheet.

7. Mark your answer on your answer sheet.

8. Mark your answer on your answer sheet.

9. Mark your answer on your answer sheet.

10. Mark your answer on your answer sheet.

11. Mark your answer on your answer sheet.

12. Mark your answer on your answer sheet.

13. Mark your answer on your answer sheet.

14. Mark your answer on your answer sheet.

15. Mark your answer on your answer sheet.

16. Mark your answer on your answer sheet.

17. Mark your answer on your answer sheet.

18. Mark your answer on your answer sheet.

19. Mark your answer on your answer sheet.

20. Mark your answer on your answer sheet.

21. Mark your answer on your answer sheet.

22. Mark your answer on your answer sheet.

23. Mark your answer on your answer sheet.

24. Mark your answer on your answer sheet.

25. Mark your answer on your answer sheet.

26. Mark your answer on your answer sheet.

28. Mark your answer on your answer sheet.

29. Mark your answer on your answer sheet.

30. Mark your answer on your answer sheet.

31. Mark your answer on your answer sheet.

PART 3

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B) or (C). The conversations will be not printed in your test book and will be spoken only one time.

32. Where does the woman work?

- (A) At a computer store
- (B) At an accounting firm
- (C) At a medical clinic
- (D) At a post office

33. Why is the man calling?

- (A) To change an appointment
- (B) To discuss a billing error
- (C) To buy some supplies
- (D) To ask for directions

34. According to the woman, what happened last month?

- (A) Some software was installed.
- (B) A business relocated.
- (C) A schedule changed.
- (D) Some shipments were delayed.

38. Who is the woman?

- (A) A financial adviser
- (B) An art gallery owner
- (C) A delivery driver
- (D) An apartment manager

39. What problem does the man mention?

- (A) A room is poorly lit.
- (B) A machine is too noisy.
- (C) A space is too small.
- (D) A location is inconvenient.

40. What does the woman offer to do for the man?

- (A) Renovate a room
- (B) Lower a price
- (C) Hire a technician
- (D) Rent an appliance

35. What is happening next weekend?

- (A) A retirement dinner
- (B) A grand opening
- (C) A birthday party
- (D) A wedding

36. What is the woman's specialty?

- (A) Baking cakes
- (B) Cooking vegetarian meals
- (C) Designing kitchens
- (D) Arranging flowers

37. What will the woman most likely do next?

- (A) Clean a workstation
- (B) Choose an assistant
- (C) Look at an order form
- (D) Find some equipment

41. Where do the speakers work?

- (A) At a botanical garden
- (B) At a landscaping company
- (C) At a jewelry shop
- (D) At a travel agency

42. What did the woman recently do?

- (A) She made a large sale.
- (B) She finalized a budget.
- (C) She organized activities for a celebration.
- (D) She received a certificate.

43. What will the woman do next?

- (A) Give a tour
- (B) Read a manual
- (C) Call a vendor
- (D) Rearrange a display

<p>44. Where is the man going? (A) To a trade show (B) To a community festival (C) To a board meeting (D) To an orientation session</p> <p>45. What does the man mean when he says, "It's just one small bag"? (A) He does not have space to bring an (B) He does not need help (C) He thinks a product is too expensive (D) He needs to buy new luggage</p> <p>46. Why is the man leaving early? (A) He has to catch a flight. (B) He needs time to eat lunch. (C) He is worried about traffic. (D) He has to practice a presentation.</p>	<p>50. Why was the man's trip disappointing? (A) He could not attend a business seminar. (B) He was unable to explore a city. (C) He had to return home early. (D) He was not able to secure a deal.</p> <p>51. According to the woman, what is true about Cape Town? (A) It is becoming more popular with tourists. (B) It is building many modern structures. (C) It has several outdoor recreational spaces. (D) It has very low levels of rainfall.</p> <p>52. What was the man forced to do? (A) Skip a function (B) Change a ticket (C) Work overtime (D) Remain indoors</p>
<p>47. Where most likely are the speakers? (A) At a train station (B) At a movie theater (C) At a restaurant (D) At a furniture store</p> <p>48. What will begin at two o'clock? (A) A building inspection (B) A press conference (C) An awards ceremony (D) A job fair</p> <p>49. Why do the men decide to call a business? (A) To order (B) To get driving (C) To complain about an order (D) To make a reservation</p>	<p>53. What type of event is taking place? (A) A convention (B) An investors meeting (C) A corporate outing (D) A marketing class</p> <p>54. What does the woman mean when she says, "Many of them seem to have been quite impressed"? (A) Participants appreciated a gift. (B) Some visitors liked a handout. (C) Attendees found a film educational. (D) Some guests enjoyed a talk.</p> <p>55. According to the man, what will be uploaded to a Website? (A) Video recordings (B) Event photos (C) Lecture transcripts (D) Attendee feedback</p>

56. Who is Felicity Gifford?

- (A) A workshop teacher
- (B) A course participant
- (C) A university professor
- (D) A library employee

57. Why will the woman rearrange some furniture?

- (A) An event will have many attendees.
- (B) A venue had been changed.
- (C) An activity has been planned by the instructor.
- (D) A classroom will be cleaned.

58. What does the man recommend?

- (A) Removing unnecessary seating
- (B) Keep a door open
- (C) Handing out library brochures
- (D) Placing an employee at the door

59. What are the speakers mainly discussing?

- (A) Membership levels
- (B) Contact negotiation
- (C) A poster for an association
- (D) A brochure for a festival

60. Where does the man most likely work?

- (A) At a graphic design firm
- (B) At a community center
- (C) At a law office
- (D) At a print shop

61. What does the man agree to do?

- (A) Volunteer his services
- (B) Hang banners in a cafeteria
- (C) Coordinate with a business
- (D) Read over a legal agreement

EZ Home Cleaning Services				
Service Options	Vacuuming Floors	Dusting Surfaces	Washing Windows	Scrubbing Appliances
Basic Package	✓			
Standard Package	✓	✓		
Superior Package	✓	✓	✓	
Ultimate Package	✓	✓	✓	✓

62. How did the woman learn about a cleaning service?

- (A) By using a search engine
- (B) By checking social media
- (C) By talking to a relative
- (D) By reading a flyer

63. Look at the graphic. Which package will the woman probably choose?

- (A) Basic Package
- (B) Standard Package
- (C) Superior Package
- (D) Ultimate Package

64. What does the man say about the rates?

- (A) They differ based on a home's size.
- (B) They cannot be negotiated.
- (C) They include a consultation fee.
- (D) They are discounted this weekend

Seafood Plaza

Purchase any entrée for \$25.00 or more and
receive a second one for free

Valid during lunch hours (11:00 A.M. – 2:00 P.M.)

Expires June 30

65. Why is the man changing his reservation time?

- (A) He will be attending a meeting.
- (B) He will be calling a client.
- (C) He will be visiting another office.
- (D) He will be working late.

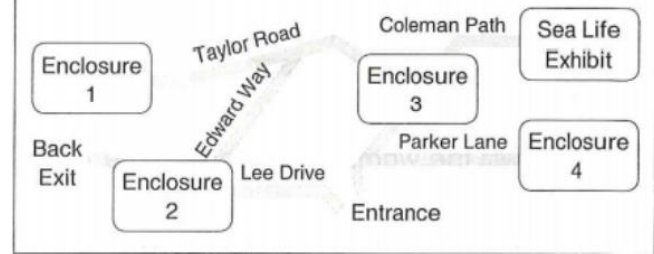
66. What does the woman say about the restaurant?

- (A) It launched a new Website.
- (B) It extended its hours.
- (C) It was recently renovated.
- (D) It expanded its menu.

67. Look at the graphic. Why will the man be unable to use the coupon?

- (A) The expiration date will have passed.
- (B) He will not spend a sufficient amount.
- (C) He will not dine during the proper hours.
- (D) Another promotion is being held.

Woodforth Zoo Map



68. What does the woman inquire about?

- (A) The reason for a transfer
- (B) The time of an arrival
- (C) The origin of some animals
- (D) The location of a zoo

69. What does the man request the woman do?

- (A) Check a facility's condition
- (B) Transport a food container
- (C) Clean a building exterior
- (D) Train an animal for a show

70. Look at the graphic. Where will the new animals be housed?

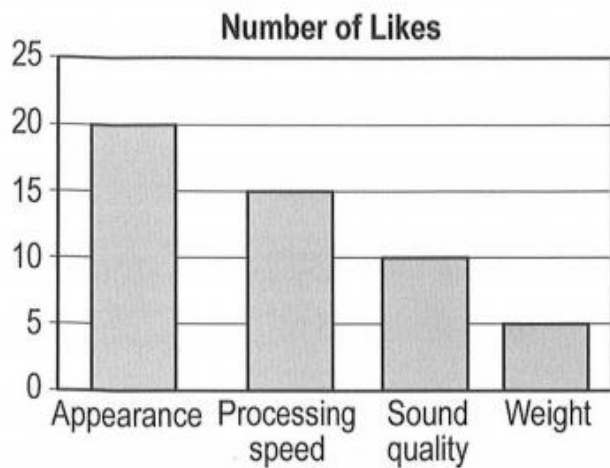
- (A) In Enclosure 1
- (B) In Enclosure 2
- (C) In Enclosure 3
- (D) In Enclosure 4

PART 4

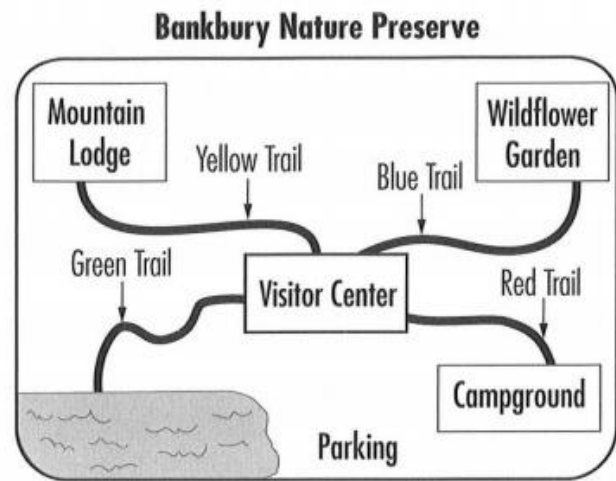
Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

<p>71. Where is the announcement being made?</p> <ul style="list-style-type: none">(A) At a museum(B) At a restaurant(C) At a bus station(D) At a shopping mall <p>72. What is being offered for free?</p> <ul style="list-style-type: none">(A) Exhibit passes(B) Headphones(C) Food samples(D) Decorative trees <p>73. According to the speaker, what will happen next week?</p> <ul style="list-style-type: none">(A) A road will be closed.(B) A menu will change.(C) A documentary will be screened.(D) A holiday sale will end.	<p>77. Who most likely are the listeners?</p> <ul style="list-style-type: none">(A) Laboratory technicians(B) Doctors(C) Telecommunication specialists(D) Software designers <p>78. What does the speaker imply when she says, "they spent fifteen minutes less than usual completing reports each shift"?</p> <ul style="list-style-type: none">(A) A product is effective.(B) A deadline was extended.(C) Some tasks have been reassigned.(D) Some staff members are not being careful. <p>79. What will the listeners do next?</p> <ul style="list-style-type: none">(A) Tour a facility(B) Review some charts(C) Enjoy some refreshments(D) Watch a product demonstration
<p>74. Who most likely is Rita Perez?</p> <ul style="list-style-type: none">(A) A travel agent(B) An author(C) A librarian(D) A news reporter <p>75. Why is the speaker happy for Rita Perez?</p> <ul style="list-style-type: none">(A) She won a contest.(B) She received a promotion.(C) She has become successful.(D) She will travel abroad. <p>76. What does the speaker request that the listeners do?</p> <ul style="list-style-type: none">(A) Silence their phones(B) Take their seats(C) Ask questions(D) Make a purchase	<p>80. Where does the speaker work?</p> <ul style="list-style-type: none">(A) At a health food store(B) At a dentist's office(C) At a fitness center(D) At a pharmacy <p>81. Why does the speaker say, "we will be short staffed from four to five due to employee training"?</p> <ul style="list-style-type: none">(A) To ask the listener to work an additional shift(B) To encourage the listener to come at a different time(C) To complain about a decision(D) To refuse a request for time off <p>82. What does the speaker remind the listener to do?</p> <ul style="list-style-type: none">(A) Bring identification(B) Pay an overdue bill(C) Register online(D) Submit a time sheet

<p>83. According to the speaker, who is Min-Ah Choi?</p> <p>(A) A city official (B) A company president (C) An office supervisor (D) A university professor</p> <p>84. What is the focus of the seminar?</p> <p>(A) Project management (B) Computer skills (C) Financial planning (D) Product marketing</p> <p>85. What does the speaker ask the listeners to do?</p> <p>(A) Sign in online (B) Pick up a handout (C) Ask questions (D) Form small groups</p>	<p>89. What event is happening in June?</p> <p>(A) A job fair (B) A music festival (C) An art exhibit (D) A fitness demonstration</p> <p>90. What kind of prize can the listeners win?</p> <p>(A) Dinner reservations (B) Concert tickets (C) A laptop computer (D) A musical instrument</p> <p>91. What does the speaker mean when he says, "all the tickets were gone in an hour"?</p> <p>(A) The listeners should make a purchase as soon as possible. (B) The listeners should print more tickets. (C) An event might begin late. (D) Some vendors will be pleased.</p>
<p>86. Why will a branch office be closed?</p> <p>(A) Surrounding roads are being repaired. (B) Sales have recently declined. (C) The building will be photographed. (D) The building will undergo renovations.</p> <p>87. What does the speaker say about conference room B?</p> <p>(A) It is big enough for a staff meeting. (B) It will be used as office space. (C) It has recently been inspected. (D) It has outdated technology.</p> <p>88. What will take place on Monday?</p> <p>(A) A training workshop (B) A software upgrade (C) A catered lunch (D) A facility tour</p>	<p>92. Where most likely are the listeners?</p> <p>(A) At a bookstore (B) At a restaurant (C) At a bus station (D) At a movie theater</p> <p>93. What will the speaker mainly talk about today?</p> <p>(A) Job duties (B) Health regulations (C) Sales goals (D) Customer feedback</p> <p>94. What does the speaker ask the listeners to do tomorrow?</p> <p>(A) Arrive early (B) Wear a specific color (C) Park in a designated area (D) Bring photo identification</p>



95. According to the speaker, where did the feedback come from?
- (A) A trade magazine review
 - (B) A board member
 - (C) A group of employees
 - (D) A marketing research firm
96. Look at the graphic. Which feature will the listeners work on?
- (A) Appearance
 - (B) Processing speed
 - (C) Sound quality
 - (D) Weight
97. What does the speaker ask the listeners to do by the end of the week?
- (A) Talk to their managers
 - (B) Suggest some ideas
 - (C) Revise some documentation
 - (D) Approve some specifications



98. Look at the graphic. Which trail does the speaker recommend?
- (A) Yellow
 - (B) Blue
 - (C) Red
 - (D) Green
99. According to the speaker, what will happen at 3:00 P.M.?
- (A) The bus will leave the parking area.
 - (B) Some team events will begin.
 - (C) A photograph will be taken.
 - (D) A park ranger will give a lecture.
100. What does the speaker say he will do next?
- (A) Lead a hike
 - (B) Meet with the company director
 - (C) Distribute some beverages
 - (D) Go to the visitor center

This is the end of the Listening test. Turn to Part 5 in your Test book

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.

<p>101. Work Power Magazine is a new trade ----- for human resource professionals.</p> <p>A. publication B. publishers C. publish D. is publishing</p>	<p>105. Ms. Rodriguez will speak about a banking conference she ----- in Lisbon last month.</p> <p>A. attends B. Attended C. will attend D. Attend</p>
<p>102. Ms. Murata requests that this month's sales totals be submitted ----- the end of the day.</p> <p>A. within B. if C. that D. By</p>	<p>106. ----- the success of his restaurant, chef Sook Yong wrote a best - selling cookbook.</p> <p>A. Because B. When C. After D. Already</p>
<p>103. A midsize design -----, Gillwoods Interiors specializes in residential spaces.</p> <p>A. firm B. program C. piece D. Industry</p>	<p>107. The banquet hall was ----- decorated for the fund - raising gala on June 11.</p> <p>A. elaborated B. elaborately C. Elaborate D. Elaborator</p>
<p>104. The board of directors thanked Juliana Thorne for ----- efforts on organizing the shareholders' meeting.</p> <p>A. her B. herself C. she D. Hers</p>	<p>108. The Whitby Town Council recently prepared a brochure recommending ways that residents can play an ----- role in the community.</p> <p>A. activate B. active C. Action D. Activity</p>

<p>109. Ms. Johnson ----- a feasible solution to the customer's network problem.</p> <p>A. came up with B. dropped by C. looked in on D. ran out of</p>	<p>115. A fee of \$100 will be ----- to office rental payments that are more than two weeks late.</p> <p>A. applied B. applying C. Apply D. Application</p>
<p>110. The human resources department is ----- pressure to find a replacement for the senior accountant.</p> <p>A. within B. through C. Under D. Among</p>	<p>116. Last month's issue of Wise Finance ----- an exclusive interview with Chuck Grandville, founder of financial firm Grandville Investments.</p> <p>A. subscribed B. admitted C. Featured D. Dedicated</p>
<p>111. Beltrax has ----- ranked as one of the top providers of marketing research since its foundation seven years ago.</p> <p>A. conveniently B. temporarily C. Consistently D. Wishfully</p>	<p>117. Broadcasting the ---- latest news 24 hours a day, cable station CPP allows viewers to keep up-to-date on world events.</p> <p>A. fewer B. very C. Far D. More</p>
<p>112. Mansfield Chemical built an extension that - ---- additional space for the newly purchased machinery.</p> <p>A. will have furnished B. would furnish C. had furnished D. to furnish</p>	<p>118. The software ----- that New-Tech offers remove security risks and improve the performance of computers.</p> <p>A. increments B. enhancements C. Certificates D. Exceptions</p>
<p>113. The public speaking course presents trainees with opportunities ----- themselves in front of a group.</p> <p>A. will express B. to express C. are expressing D. Expressed</p>	<p>119. An accomplished skater -----, Mr. Lowenstein also coaches the world-champion figure skater Sara Krasnova.</p> <p>A. he B. him C. Himself D. His</p>
<p>114. The speaker at the Westicon Literature Seminar told an ----- story that had the entire audience laughing in enjoyment.</p> <p>A. amusing B. amusement C. Amused D. Amuse</p>	<p>120. Sefu Asamoah is an innovative architect who is ----- the traditional approach to constructing space-efficient apartment buildings.</p> <p>A. challenge B. challenging C. Challenged D. Challenges</p>

<p>121. Because of----- regarding noise, the hotel manager has instructed the landscaping staff to avoid operating equipment before 9:30 A.M.</p> <p>A. complaints B. materials C. opponents D. Symptoms</p>	<p>126. ----- the most challenging aspect of accepting a new position is negotiating a salary that is both fair and satisfying.</p> <p>A. Perhaps B. Outside C. Every D. While</p>
<p>122. For 30 years, Big Top Prop Company has been the premier----- of circus equipment for troupes around the world.</p> <p>A. providing B. provision C. provider D. Provides</p>	<p>127. Complaints about its new line of kitchen appliances led Loxevo, Inc., to adopt higher ----- - for assessing quality.</p> <p>A. standards B. features C. risks D. Institutions</p>
<p>123. Chris Cantfield was ----- the outstanding candidates considered for the Thomas Award for exceptional police service.</p> <p>A. on B. among C. during D. Up</p>	<p>128. The chief engineer noted that constructing another bridge would be more ----- than repairing the existing structure.</p> <p>A. economy B. economics C. economically D. Economical</p>
<p>124. Please instruct employees with questions concerning the new payroll policy to contact ----- or Ms. Singh directly.</p> <p>A. my B. mine C. me D. I</p>	<p>129. Jansen Bus Company drivers are expected to complete regular trainings ----- maintaining their state licenses.</p> <p>A. in addition to B. according to C. inside D. Within</p>
<p>125. South Regent Aviation is adopting measures to reduce fuel expenses by ----- cargo loads.</p> <p>A. light B. lighten C. lightly D. Lightning</p>	<p>130. Ms. DeSoto ----- all employees to come to last week's budget meeting even though only officers were obligated to attend.</p> <p>A. to have urged B. had urged C. will have urged D. was urged</p>

PART 6

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

Questions 131 - 134 refer to the following invitation.

You are invited to Wilson Associates' third annual company picnic. The event **(131)** ----- to take place on June 12 from 12:30 P.M. to 4:30 P.M. at Baker Field. **(132)** ----- should consider contributing an item to be used during the sports activities. This donation can be for croquet, badminton, lawn bowling, or a similar type of activity. In addition to games, you can enjoy delicious food throughout the afternoon. **(133)** ----- . Please notify a manager if you have any special dietary needs **(134)** ----- we can accommodate you. We look forward to seeing you on June 12!

131.

- A. to schedule
- B. was to be scheduled
- C. has been scheduling
- D. is scheduled

132.

- A. Everyone
- B. Another
- C. Those
- D. Others

133.

- A. Volunteers should report to the venue at noon
- B. All the food will be supplied by Tambara Caterners.
- C. Wilson Associates donates to charities annually.
- D. Thanks for responding to the invitation so quickly.

134.

- A. whenever
- B. as much as
- C. so that
- D. However

Questions 145 - 138 refer to the following e-mail.

To: Angela Thornberry <athornberry@fastmail.com>
From: Vincent Nakamura <vnakamura@traxcomputers.com>
Subject: Your laptop
Date: June 18

Dear Ms. Thornberry,

I am writing about the Trax 2700 you dropped off at our store on June 15 because of problems with its screen. After sending it to our **(135)** ----- for examination, we discovered that it contained a faulty component. At present, your laptop is being **(136)** ----- . As requested, we are also thoroughly testing the device to see if there are any other issues.

As this problem appears to have been entirely our fault, we will provide you with a \$50 voucher to use at our retail store. **(137)** -----, e-coupons for our Web site are also available. Just let us know which you'd prefer.

(138) ----- . If you have not received it by then, please call customer service.

Best wishes,

Vincent Nakamura
Customer Satisfaction Department

135.

- A. technicality
- B. technical
- C. technicians
- D. technology

136.

- A. replaced
- B. repaired
- C. shipped
- D. Recalled

137.

- A. Regrettably
- B. Subsequently
- C. Approximately
- D. Alternatively

138.

- A. The model you inquired about is no longer available at this location.
- B. We will send the computer back to you within three days.
- C. You are not covered under the warranty as it has expired.
- D. We have been receiving a number of complaints about our service.

Questions 139 - 142 refer to the following information.

Win a free ski lift tickets from Schuler!

Schuler Gas **(139)** ----- its customers a chance to win free ski lift tickets. They are worth \$149 each and good for the entire day at any of the 15 resorts participating in this promotion. From now until December 26, simply buy over 38 liters of fuel at any Schuler gas station, nationwide. Then leave the receipt, complete with your contact information on the back, in the box **(140)** --- the exit. Please note that the ticket will be valid for a limited time. **(141)** ----- . Furthermore, they cannot be exchanged for cash. Our raffle on January 1 will determine the winners, who can **(142)** ----- the tickets at the station the day after we call them. Alternatively, winners can arrange to have them mailed it.

139.

- A. has offered
- B. was offering
- C. will have offered
- D. is offering

140.

- A. inside
- B. beside
- C. upon
- D. without

141.

- A. You can save more if you buy ski lift tickets for five or more days.
- B. Each one must be used by the date and time stamped on it.
- C. Discounts are not applicable if coupons are past their expiration dates.
- D. The country's ski resorts are among the best the world has to offer.

142.

- A. claim
- B. deliver
- C. redeem
- D. Pursue

Questions 143-146 refer to the following letter.

Ms. Seema Nishad
Yadav Engineering Ltd.
7100 B-4 Pratap Bazar
Ludhiana 141003

Dear Ms. Nishad:

I am writing to invite you to participate in the India Materials Engineering Association's (IMEA) trade show this year. As always, the event will provide **(143)** ----- opportunities for networking.

Many vendors have already reserved booths. However, there are other ways to **(144)** - ---- your company. Those who sponsor a meeting or provide refreshments receive special acknowledgment in the program.

Enclosed please find information regarding the trade show. It includes pricing **(145)** ---- --- for reserving a booth, placing ads, and sponsoring an event, in addition to a list of past participants.

(146) ----- . If you have questions, please contact me by e-mail.

Sincerely,
Manik Chaudhary
IMEA Vendor Coordinator
chaudhary@matengineer.org.in

Enclosure

143.

- A. extend
- B. extends
- C. extensively
- D. extensive

144.

- A. promote
- B. monitor
- C. construct
- D. negotiate

145.

- A. markets
- B. details
- C. labels
- D. Receipts

146.

- A. We hope you decide to join us this year.
- B. We have placed your ad in the brochure.
- C. Your participation in the event will be at no cost.
- D. Your presentation is scheduled for the first day.

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts 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 147 - 148 refer to the following letter.

Kippler-Starr Bank
660 Century Avenue
Billings, MT 59102
March 27
Cecilia Feridino
90 Young Street
Billings, MT 59107
Re: Account #850981-591

Dear Ms. Feridino,

Thank you for your letter informing us about your new contact information. We have updated the information on your account, and all subsequent statements and correspondence will be sent to your current address.

Please note that we received your letter just today, and your most recent statement has already been mailed to your previous address. However, you may view your account details (including account balance, recent charges, and payments received) at any time by accessing your account online.

Thank you for being a valued customer.

Sincerely,

Carl Delgado

Customer Service Associate

147. What is the letter about?

- A. An overdue payment
- B. A newly opened account
- C. A change-of-address request
- D. An incorrect account balance

148. What does Mr. Delgado suggest that Ms. Feridino do?

- A. Visit a Web site
- B. Call customer service
- C. Send a payment
- D. Fill out a form

Questions 149 - 150 refer to the online form.

The screenshot shows a web browser window with the address bar displaying <http://www.mattressmavens.com>. The page title is "Mattress Mavens" with the tagline "A Leader in Quality". Below the header, a message states: "Complete the information below to contact our customer service department. We will reply to your inquiry within 24 hours, seven days a week." The form contains the following fields:

- First Name:
- Surname:
- E-mail:
- Subject:
- Message:

I am interested in purchasing a king-size mattress, style number 4508. Your Web site mentions that shipping charges are calculated based on the delivery destination. Could I pick up the mattress myself in order to avoid this fee? I live about one hour away from your warehouse, and I own a truck that can easily accommodate a large mattress. Thank you.

149. Why did Mr. Khan complete this form?

- A. To ask about a delivery policy
- B. To complain about a mattress he purchased
- C. To request a discounted price for a mattress
- D. To find out a location of a factory

150. What does Mattress Mavens promise to do?

- A. Reduce the shipping fee for a small mattresses
- B. Respond to message within one day
- C. Refer a truck-rental agency
- D. Repair any mattress that is damaged in transit

Question 151 - 152 refer to the following notice.

Deadline for Classified Advertisements

The deadline for placing classified advertisements in the *Skillington Weekly* is Tuesday morning at 11:00, for publication on Wednesday. After initial text is received, changes will not be accepted. We reserve the right to edit any text.

All ads are prepaid. Ads scheduled to run for more than one week may be canceled after the first week for future advertising credit only. Email the text of your ad to ads@skillingtonweekly.com. Discounts are available for multiple ads.

Call 555-0163 for pricing.

151. What will happen if an advertiser submits an ad on Wednesday morning?

- A. The ad will appear the following Wednesday.
- B. The ad will be published later that day.
- C. The ad will appear only in the online edition.
- D. The ad will cost the advertiser more money.

152. According to the notice, when do advertisers receive credit?

- A. When they place a full-page ad
- B. When they cancel an ad
- C. When the newspaper edits an ad
- D. When the newspaper misprints an ad.

Questions 153 - 154 refer to the following message chain.

Sonya Meadows 1:45 P.M.
Brian, sorry to bother you, but I need to ask a favor. I have to deliver the final rental contract for an office space, but my last appointment ran long. I don't think I can make it there on time.

Brian Hull 1:46 P.M.
I can probably deliver it for you. Send me the details.

Sonya Meadows 1:48 P.M.
Thanks! The client is Coventry Financial, and they're renting a space at State Tower on Market Street. It's Unit 1804.

Brian Hull 1:49 P.M.
OK. What time is the appointment?

Sonya Meadows 1:49 P.M.
2:40. You should be able to make it if you leave in the next 10-15 minutes.

Brian Hull 1:50 P.M.
I'll take a cab so I get there faster. It'd take me twice as long if I had to look for parking in that area. What about the contract?

Sonya Meadows 1:51 P.M.
It should be sitting on my desk. I asked our receptionist to make copies of it earlier and leave it in my office.

153. What is suggested about Market Street?

- A. It is half an hour away from Ms. Meadow's office.
- B. It is located in a shopping district.
- C. It is difficult to find parking there.
- D. It is near a major transit stop.

154. At 1:51 P.M., what does Ms. Meadows mean when she writes, "It should be sitting on my desk"?

- A. She put a message from a customer on a counter.
- B. She misplaced a client's business card.
- C. She could not access her appointment schedule.
- D. She believes that a document is in her workspace.

Questions 155 - 157 refer to the following email.

TO: Steven Joyce <sjoyce@fastmail.com>
FROM: Fast Track Records <information@fasttrackrecords.com>
DATE: May 20
SUBJECT: Information

Dear Mr. Joyce,

Every year on the third Saturday of May, we celebrate Record Store Day as a way to honor the independent spirit of record stores. That means Fast Track Records will once again be partnering with all the other major stores in the city for a day of music celebration. As you are a member of our Music Fans Club, we are forwarding you some of the planned highlights of the day:

- 11 A.M.-12 P.M. John Kher, Sarah Feinstein, Ernest Yates, and other local music critics will be reading selections from their work at Gold Sounds Records.
- 12 P.M.-5 P.M. Marshalltown Records will be offering a special discount on all jazz and blues records. Stop by their store and receive up to 50% off on your favorite albums.
- 1 P.M.-5 P.M. Duke Records will stage a raffle for a variety of merchandise, including vinyl cases, T-shirts, and other memorabilia.
- 2:30 P.M.-3:30 P.M. Local rock band The Chimney Sweeps will be performing an in-store concert at Desert Island Records.
- 4 P.M.-5 P.M. Gold Sounds Records will be holding a music-themed trivia competition. Winners will receive special prizes including autographed CDs and posters.
- 5 P.M. A small after-party will be held at Marshalltown Records.

If you have questions about the events and activities, call Fast Track Records at 555-3009 or send a reply to this e-mail. A detailed schedule with further festivities can be found at www.fasttrackrecords.com/recordstoreday.

155. What is the main purpose of the e-mail?

- A. To announce a record store's grand opening.
- B. To list music - related events for the summer months
- C. To provide a schedule for a special celebration
- D. To keep members informed of local concerts.

156. What is not mentioned as an activity planned for Record Store Day?

- A. A store-sponsored contest
- B. A musical performance
- C. A speech by a musician
- D. A reading from local reviewers.

157. What is stated about Marshallton Records?

- A. It specializes in jazz and blues records.
- B. It has two branches in the city.
- C. It is giving away a selection of merchandise.
- D. It will be the venue for the final event.

Questions 158 - 161 refer to the following announcement.

Eagle Canyon City Park



Over the past month, there has been a sharp increase in reported sightings of raccoons in the open spaces of the park. The park rangers suspect the creatures are attracted by food scraps that are left—whether on purpose or accidentally—by visitors to the park. — [1] —. The city's public health department does not want to encourage the raccoons to leave the wooded areas of the park as they can be carriers of disease and pose a risk to visitors and their pets. — [2] —. With that in mind:

- Please do not leave any garbage in the park—either take it with you when you leave, or place it in the closed garbage bins that are provided throughout the park.
- If you see raccoons, do not approach them or give them food as they are wild animals with sharp claws and can be dangerous when they feel frightened.

— [3] —. Along with this, we will be holding volunteer park cleanups on the last Saturday of each month. Our next one is scheduled for June 27. Anyone interested in taking part should report to the park visitor center to register. — [4] —. All participants will be provided with protective gloves and vests, water, and a light lunch.

158. Why was the announcement written?

- A. To declare a public meeting
- B. To announce the opening of the wildlife park
- C. To provide a direction to a visitors center
- D. To alert visitors a problem

159. What is not stated about raccoons?

- A. They are potential threats to other animals.
- B. They should only be approached under staff supervision.
- C. They are drawn towards food left by humans.
- D. They pose a hazard when feeling scared.

160. What will volunteers be given?




- A. A map of the park
- B. Some food to distribute to animals
- C. A certificate of accomplishment
- D. Some protective gear

161. In which positions marked [1], [2], [3], and [4] does the following sentence best belong?

"We will accept registration forms up to two days prior to the event."

- A. [1]
- B. [2]
- C. [3]
- D. [4]

Questions 162 - 165 refer to the online chat discussion.

-  **Gina Adenan** [10:09 A.M.] I just got word from the boss. A manufacturing problem discovered at our Maryland factory will lead to an immediate recall of all T-20 and T-21 model toasters our company sold in the past year.
- Hal Anderson** [10:12 A.M.] I heard about that issue earlier this morning. A recall is going to be a huge undertaking. We'll have to post a notice in some major newspapers.
- Oliver Lee** [10:14 A.M.] That's right. And we'll also have to put the same information on our Web site.
- Hal Anderson** [10:16 A.M.] That would be the best way to reach our customers abroad. Katie, can you draft an announcement if I forward you all of the details?
- Katie Ford** [10:19 A.M.] Of course. I'll put it together as quickly as I can and get a list of press contacts from marketing.
-  **Gina Adenan** [10:22 A.M.] Thanks, Katie. Oliver, as you are running the call center, you'll need to train your staff to handle inquiries regarding the recall. There will be a lot of calls from the public, I'm sure.
- Oliver Lee** [10:25 A.M.] I'll get right on it. We dealt with a similar issue three years ago, so I know what needs to be done.
-  **Gina Adenan** [10:28 A.M.] Okay, thanks everyone. It sounds like we should be able to handle everything.

162. What is not mentioned as a way to handle the recall?

- A. Broadcasting the news on television
- B. Answering calls from customers
- C. Announcing information in some publications
- D. Posting about the issue online

163. What is suggested about the company?

- A. It sells products internationally.
- B. It plans to launch a new toaster model.
- C. It conducted a press conference.
- D. It runs advertisements in local paper.

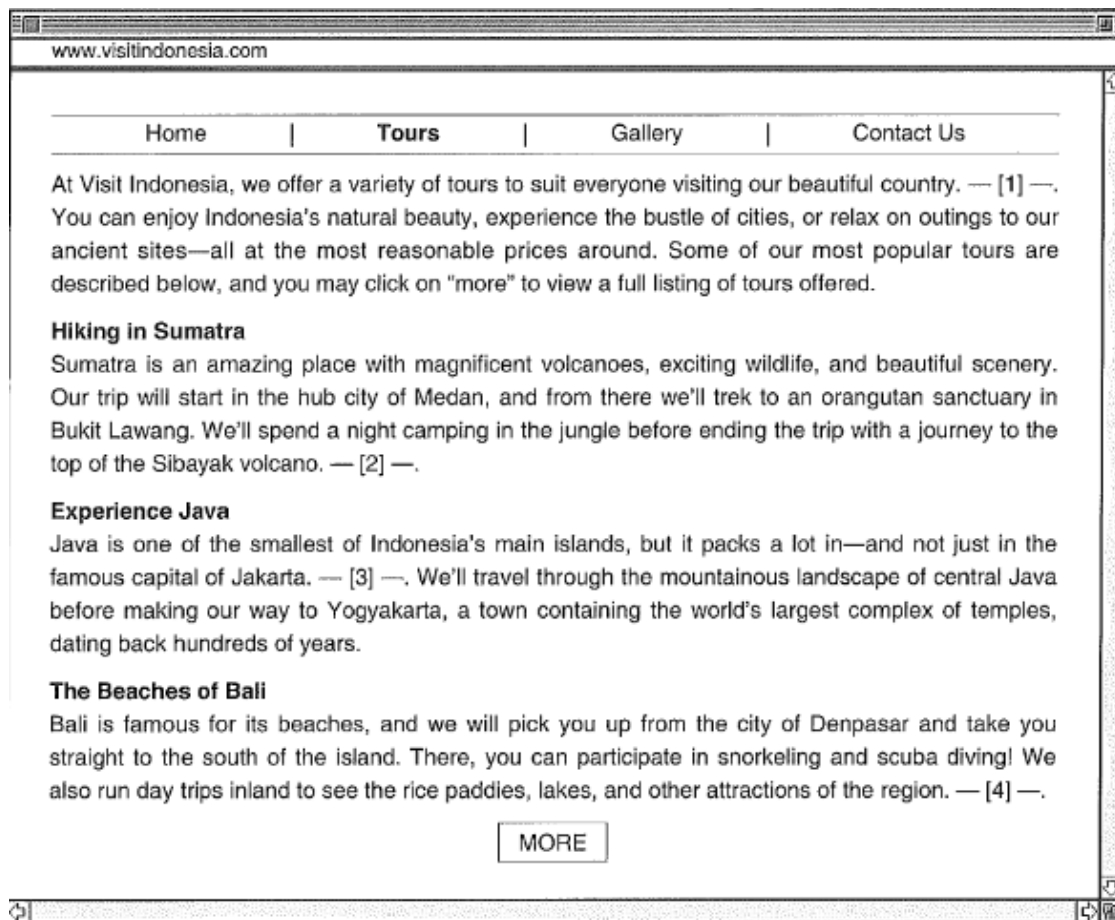
164. What can be inferred about Mr. Lee?

- A. He has contacts with members of the press.
- B. He will send an announcement to the public.
- C. He has previously worked on product recall.
- D. He writes promotional material for the company.

165. At 10:25 A.M., what does Mr. Lee most likely mean when he writes: "I'll get right on it."?

- A. He will call the marketing department.
- B. He needs to hire more staff.
- C. He intends to consult a former employee.
- D. He writes promotional material for the company.

Questions 166 - 168 refer to the following Web page.



166. What is the main purpose of the Web page?

- A. To advertise travel packages
- B. To collect feedback from customers
- C. To provide contact information
- D. To recruit local tour guide

167. What is NOT stated as an activity visitors can do in Indonesia?

- A. Scuba diving
- B. Visiting temple
- C. Surfing in the sea
- D. Camping in a jungle

168. In which of the positions marked [1], [2], [3] and [4] does the following sentence best belong:

"Outside the city awaits a world of natural and historical wonders".

- A. [1]
- B. [2]
- C. [3]
- D. [4]

Questions 169 - 171 refer to the following memo.

MEMORANDUM

To: All maintenance staff
From: Janice Lai, Supervisor
Subject: Daily report submissions
Date: December 16

I realize you all have demanding schedules, and we appreciate your hard work. But you must comply with the policies regarding the completion of your daily reports in a timely manner. Let me remind you that all report information must be fully entered by the end of each work day for the hours that you spent on maintenance tasks. In November, I received several time sheets more than two weeks late, and I still have some that have yet to be provided.

Additionally, for those reports that were submitted on time, I noticed that many were missing important details. Remember that these reports are used not only to track the number of maintenance tasks, but also to determine how efficient we were at completing them.

In order to address this issue, a new policy will go into effect next month. I will be checking your reports weekly to ensure they are complete and posted on time on the company Web site. If there are any problems, I will follow up on them with you in person.

I appreciate all of your cooperation in this and hope that these issues cease to continue from now on.

169. Why was the memo written?

- A. To explain a new log-in system
- B. To inform workers about regulations
- C. To announce a penalty for absences
- D. To notify staff of scheduled maintenance

170. What is indicated about the daily report?

- A. It must be signed by a supervisor.
- B. It should be drawn up as simply as possible.
- C. It needs to be submitted in person.
- D. It can be used to evaluate work efficiency.

171. From when will the new measure be implemented?

- A. From November
- B. From December
- C. From January
- D. From February

Questions 172 - 175 refer to the following letter.

Orangedale Press
54 Thompson Street
Sausalito, CA 94965
www.orangedalepress.com

September 19

Mr. Richard Tomase
89 Moreland Drive
Portland, OR 97205

Dear Mr. Tomase:

We at Orangedale Press are delighted that you have agreed to work with us again on an update of your book *Global Traveling: A Consumer's Guide*. Rest assured that we understand the ongoing paradigm shift in our field and are pleased that we can amend your previous contract with us to account for these changes. — [1] —. Since the original *Global Traveling* received such a warm reception in its target markets, we want to ensure that the updated version faithfully meets the needs and expectations of both new and returning readers. This new version will include electronic editions of your book in order for it to be more easily distributed and bring in the widest possible audience. — [2] —. All other provisions of the previous contract will remain unchanged, except for the adjustment to your royalty fees as we discussed.

— [3] —. The updated agreement is enclosed. Please initial the marked paragraphs if you approve, and then sign and date it. I would appreciate it if you could return it to me by October 1. — [4] —. Also, if you have not yet returned the author information form that my assistant mailed to you, you can send that in at the same time.

Thank you for attending to this matter in a timely manner and for your great contributions to the field of travel publishing. We value our authors, and we are honored to continue licensing the books we publish in both traditional and emerging formats.

Please contact me if you have any questions or concerns at all.

With very best regards,

Kathryn Lloyd

Kathryn Lloyd
Director, Orangedale Press

Enclosure

172. Why did Ms. Lloyd send the letter to Mr. Tomase?

- A. To request that he review a book
- B. To inquire about an itinerary
- C. To determine if he will sign some books
- D. To explain a modification to an agreement

173. What did Ms. Lloyd send with the letter?

- A. A revised contract
- B. An author information form
- C. An advance copy of a book
- D. A collection of book reviews

174. The phrase "attending to" in paragraph 3, line 1, is closest in meaning to

- A. planning to go to
- B. discovering of
- C. taking care of
- D. being present at

175. In which of the positions marked [1], [2], [3], and- [4] does the following sentence best belong?

"A new chapter on travel in East Asia is also sure to draw much interest."

- A. [1]
- B. [2]
- C. [3]
- D. [4]

Questions 176 - 180 refer to the following e-mail and document.

From:	Kana Saito <ksaito@kmail.com>
To:	Customer Service <CS@lantiauto.com>
Subject:	Request for information
Date:	September 16

To Whom It May Concern:


I currently lease a car from your company. However, I recently accepted a job in Memphis City, and I am going to start taking the bus. My lease agreement is number LA508. It is a month-to-month lease that automatically renews on the same day each month.

My new job starts on Tuesday, September 28, so ideally I would return the car to you on Monday, September 27. However, if the renewal date is earlier than that Monday, I would rather return the car at the end of the current month's contract and make other transportation arrangements until my new job starts.

Please let me know on what exact day of the month my lease ends and when I need to return the car.

Thank you,

Kana Saito

			
List of Current Month-to-Month Lease Agreements			
Agreement Number	Car Model	Cost per Month	Final Contract Date for Each Month
LA502	Cartif	\$199	7
LA508	Sylvon	\$211	25
LA513	Thundee	\$159	28
LA519	Grayley	\$249	14
*For lease termination, cars must be returned by 4 P.M. on the final contract date. Otherwise, the lease will automatically be extended for one additional month.			

176. Why did Ms. Saito send the e-mail?

- A. To request a car rental
- B. To resign from a position
- C. To get information about a lease
- D. To inquire about available parking

177. What is suggested about Ms. Saito?

- A. She wants to sell her car.
- B. She lives near a train station.
- C. She has recently moved to a new city.
- D. She currently drives to work.

178. What type of car does Ms. Saito drive?

- A. A Cartif
- B. A Sylvon
- C. A Thundee
- D. A Grayley

179. When should Ms. Saito go to Lanti Auto?


- A. On September 7
- B. On September 14
- C. On September 25
- D. On September 28

180. What is indicated about month-to-month agreements?

- A. They may expire at 4 P.M. on the final contract date.
- B. They are available for one year at most.
- C. They all cost \$199 per month.
- D. They include the cost of maintenance.

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

http://www.Hardewickes.co.uk

 **Hardewicke's**
The finest musical treasures in London!

Explore and take home some of London's rich history. The artifacts are a window into the creative minds that make up London's musical spirit.

Our collection spans musical genres from rock and roll to opera, highlighting England's great artistic contributors. The store features artists from the 1800s to rising stars seen on television today.

Click on the links below to view some of our current products. Electronic checkout is available.

Records, CDs, Tapes: £10 and up

Songbooks, signed first-edition books: £15 and up

Apparel: £30 and up

Original artwork: £50 and up

Instruments: £100 and up

We have even more in our shop, and the best pieces are often bought before they make it to the Web site! For the full experience, please visit us.

From:	Sophie Calvert
To:	Hardewickes@londonloc.co.uk
Re:	Mark Peckham Item
Date:	February 1

To Whom It May Concern:

I have a guitar that was previously owned by Mark Peckham. I found your Web site and thought that Hardewicke's might be interested in purchasing it for resale.

The guitar was custom-made for Mr. Peckham by his close friend Elizabeth Dangerfield to celebrate the successful release of his first album. He took it on tour with him around the country as well as abroad. The guitar was purchased by my father at a charity auction hosted by Mr. Peckham 20 years ago.

Please let me know what your purchasing procedures are and whether you buy items up front or take a percentage of the transaction when you resell the item.

Thank you,

Sophie Calvert

181. What is NOT suggested about Hardewicke's?

- A. It has items from many different years.
- B. Its products represent numerous types of music.
- C. It guarantees the lowest prices on records and songbooks.
- D. It features products from English musicians.

182. What is indicated about Hardewicke's?

- A. It was started by a musician.
- B. It plans to host a performance by Mr. Peckham.
- C. It advertises at concerts.
- D. It sells items directly from its Web site.

183. What is the lowest price Ms. Calvert's item would most likely sell for at Hardewicke's?

- A. £10
- B. £30
- C. £50
- D. £10

184. What is suggested about Ms. Calvert?

- A. She saw Mr. Peckham perform in England.
- B. She owns an item made by Ms. Dangerfield.
- C. She has previously worked with Hardewicke's.
- D. She would like to make a donation to her father's charity.

185. What does Ms. Calvert ask about?

- A. The price of an instrument she saw at the store
- B. The procedure for renting a concert space
- C. The process for selling items to Hardewicke's
- D. The history of an item she wants to purchase

Question 186 - 190 refer to the following chart, e-mail, and article.

To:	Frieda Zuckerman
From:	Miles Sorrell
Date:	February 5
Subject:	Logistical arrangements
Attachment:	Photos

Dear Ms. Zuckerman:

I regret to inform you that Tyche Fine Carpets, the supplier we selected for the carpets in The Pavel Hotel's lobby and lounge areas, will not have our chosen pattern available until after the hotel's anticipated opening date of March 1. Attached are photographs of several alternative selections that I believe will work well with the décor. They are all made of the same material as the previous selection, and the prices are comparable. With the grand opening less than a month away, I need a decision from you as soon as possible. Even with this last-minute change, I am certain that The Pavel Hotel will provide the ambience we have set out to create.

Thank you,

Miles Sorrell

TYCHE FINE CARPETS—Pleiades Collection					
Product Availability (updated daily)					
Name	Size (cm)	Shipping Weight	Quantity Available (today)	Quantity Available (in 30 days)	Quantity Available (in 60 days)
Artemis	190 x 280	13 kg	30	60	0
Hera	190 x 280	14 kg	16	20	0
Janus	160 x 230	11 kg	0	0	20
Iris	120 x 170	9 kg	10	15	15

Pavel Hotel Open

by Lavonne Coe

(Centerville—March 2) Former city court judge Mildred Simpson joined owner Patrice Snell yesterday to celebrate the opening of The Pavel Hotel in downtown Centerville, between the library and the visitors center. Once the city's courthouse and Ms. Simpson's workplace, the existing structure had been vacant for the past nine years. Now the space boasts 34 elegant rooms, an inviting lounge with a fireplace, and a gorgeous lobby. An on-site café is expected to open next month. The interior, designed by Miles Sorrell, retains the old features of the building, such as expansive windows and high ceilings, while creating a warm and inviting space.

186. What does the chart indicate about all the carpets in the Pleiades Collection?

- A. They will be available in 60 days.
- B. They are currently in stock.
- C. They have different weights.
- D. They are the same size.

187. What carpet did Mr. Sorrell originally order?

- A. Artemis
- B. Hera
- C. Janus
- D. Iris

188. What does Mr. Sorrell ask Ms. Zuckerman to do?

- A. Delay the hotel's opening
- B. Select a substitute item
- C. Order some different furniture
- D. Send photographs of the lobby

189. According to the article, what occupied the building prior to The Pavel Hotel?

- A. A library
- B. A visitors center
- C. A courthouse
- D. A cafe

190. What is indicated about The Pavel Hotel?

- A. It opened on schedule.
- B. It was under construction for nine years.
- C. It is becoming a tourist destination.
- D. It is managed by Ms. Simpson.

Questions 191 - 195 refer to the following memo, schedule and e-mail.

From: Optieris Office of Parking and Transportation
To: All Optieris staff
Date: December 20
Subject: Upcoming enhancements to our shuttle bus system

In direct response to your helpful feedback, we would like to announce a number of improvements to the shuttle system that connects the Optieris campus with the Morbrook and Nesse train stations. The following changes will go into effect on January 2:

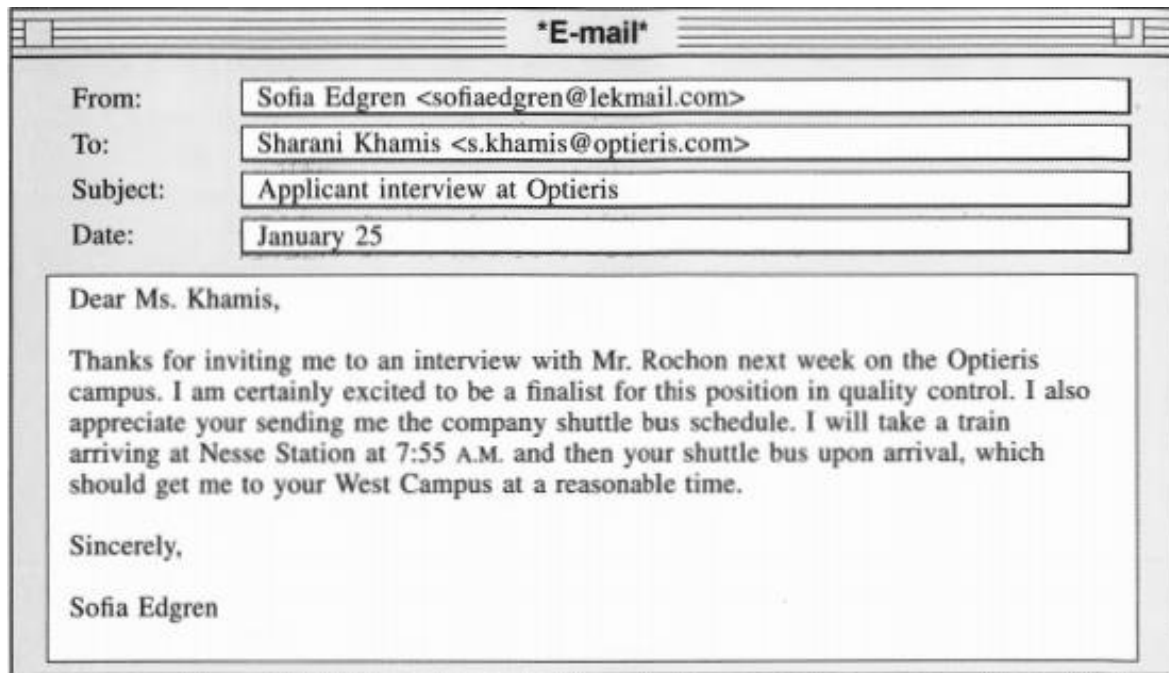
- (1) A third bus will be added to our fleet to increase service frequency as well as capacity in case one bus is ever down for maintenance. Buses will now run every 15 minutes instead of 30 minutes.
- (2) A second campus stop will be added. Besides the current stop at the main administration building on the east side of the Optieris campus, there will be a second stop to better accommodate all our staff.
- (3) A service will be added in the evening. It will depart the Optieris campus 30 minutes later than the current last service of the day.

Thanks again for your input. For the sake of our environment, we are proud to facilitate your use of public transportation by making our shuttle bus service more convenient than ever.



**Shuttle Bus Schedule—Weekday Mornings
(Updated January 2)**

Morbrook Station	→ Nesse Station	→ East Campus	→ West Campus
7:15	7:21	7:39	7:42
7:30	7:36	7:54	7:57
7:45	7:51	8:09	8:12
8:00	8:06	8:24	8:27
8:15	8:21	8:39	8:42
8:30	8:36	8:54	8:57



191. What reason is given for updating the shuttle bus system?

- A. Optieris employees provided feedback.
- B. The current bus fleet is getting old.
- C. More staff are coming to work by train.
- D. Optieris has built new facilities on its campus.

192. What will be one change to the bus system from January 2 ?

- A. Buses will create less air pollution.
- B. Buses will be more frequent.
- C. Each bus will follow a different route.
- D. The first morning bus will run earlier.

193. What bus stop will be added to the route?

- A. Morbrook Station
- B. Nesse Station
- C. East Campus
- D. West Campus

194. Why will Ms. Edgren visit the Optieris campus?

- A. To finalize a contract between her company and Optieris
- B. To run a quality-control check
- C. To attend a training session
- D. To pursue an employment opportunity

195. What time does Ms. Edgren expect to get off her bus at Optieris?

- A. At 7:57 A.M.
- B. At 8:12 A.M.
- C. At 8:27 A.M.
- D. At 8:42 A.M.

Questions 196 - 200 refer to the invoice, review, and e-mail.

			
Order Number: 92584 Customer Name: Jesse Beeby Preferred Store: Northwest store			
Item Number	Item Name	Quantity	Price
BN-101	Coastland Gray	2 gallons	\$50.00
BN-102	Linwall Gray	1 gallon	\$25.00
BN-116	Darby Olive	1 gallon	\$25.00
BN-118	Brightwyn Green	2 gallons	\$50.00
BN-126	Foxdell Green	1 gallon	\$25.00
Total \$175.00			
Pick Up in Store: Bright Now Home–Northwest store 348 Main Street (720) 555-0112 customerservice@brightnowhome.com			
Additional locations: Northeast store: 986 14th Street Southwest store: 1455 Smith Road Southeast flagship store: 152 32nd Avenue			

http://www.uopine.com/business/bright-now-home
<p>September 18</p> <p>I used Bright Now Home's new in-store customer pickup for the first time this week. The service was a big time-saver because my order was ready for me when I got to the store. Since I had already paid online, I didn't have to wait in the regular line in the store.</p> <p>Unfortunately, I didn't double-check my order before I left the store. When I arrived at the house I was working on, I realized I had received only one of the two gallons of BN-101 paint I had ordered. I called the store immediately, and the manager arranged for me to pick up the missing gallon of paint at the location closest to where I was working. Also, he gave me my money back for both gallons. I will definitely use this service again!</p> <p>Jesse Beeby</p>

To:	Jesse Beeby <jbeeby@jbeebyinc.com>
From:	Hattie Jones <hattie.jones@brightnowhome.com>
Date:	September 19
Subject:	Online Order

Mr. Beeby,

We are glad to have served your business recently. We saw the comments you posted about us on uopine.com, and we are grateful to you. It was nice to hear that our flagship location was so convenient to your work site and that you were able to pick up your missing paint there.

We stand behind our products and services and look forward to seeing you again soon. After all, the rainy season is almost here, so now is a great time to come in and get the tools you need for those upcoming roof jobs!

Hattie Jones
Customer Service Manager
Bright Now Home

196. What most likely is Mr. Beeby's job?

- A. Salesclerk
- B. Housepainter
- C. Delivery driver
- D. Real estate agent

197. What item did Mr. Beeby need more of?

- A. Coastland Gray
- B. Linwall Gray
- C. Brightwyn Green
- D. Foxdell Green

198. Where did Mr. Beeby pick up the item missing from his order?

- A. At the northwest store
- B. At the northeast store
- C. At the southwest store
- D. At the southeast store

199. What is indicated about Bright Now Home?

- A. It has design experts in stores.
- B. It provides same-day delivery service.
- C. It sells supplies for building maintenance.
- D. It offers coupons on its Web site.

200. What is one purpose of Ms. Jones's e-mail?

- A. To introduce a new service
- B. To thank a customer
- C. To announce a seasonal sale
- D. To explain a policy change

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.