

**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. Please carefully read the ----- instructions regarding the store policy on returning items.  
(A) attach  
(B) to attach  
(C) attaches  
(D) attached
102. Telemarketers are asked to submit monthly customer call reports ----- by e-mail or in person.  
(A) nor  
(B) both  
(C) either  
(D) neither
103. The online version of the user's handbook was ----- revised after the engineering team found several errors.  
(A) equally  
(B) promptly  
(C) comparatively  
(D) randomly
104. Students must present written ----- from a parent in case he/she needs to take a day off from school.  
(A) authorize  
(B) authorizes  
(C) authorized  
(D) authorization
105. The Research & Development Team is invited to attend a ceremony ----- the new research head.  
(A) expecting  
(B) welcoming  
(C) demonstrating  
(D) learning
106. The poster for our newly launched computer product was created by Innovative Ads, Inc., an ----- advertising company.  
(A) impress  
(B) impresses  
(C) impressive  
(D) impressively



107. The bill for the power and electricity in our building can now be paid ----- through the Internet.  
 (A) electronics  
 (B) electricity  
 (C) electronic  
 (D) electronically
108. Employees ----- are experiencing technology-related problems may ask for help by placing a call to the IT team between 9 a.m. and 6 p.m.  
 (A) who  
 (B) whose  
 (C) which  
 (D) what
109. After Mr. Ro was appointed as the CEO of Lottee Autos, Inc., the company recorded ----- growth.  
 (A) significant  
 (B) approximate  
 (C) correct  
 (D) complete
110. If you have any inquiries about the new budget, please direct ----- to Miranda Mathers.  
 (A) their  
 (B) theirs  
 (C) them  
 (D) they
111. Ms. Ronda's ----- album will be launched across the country in May.  
 (A) late  
 (B) later  
 (C) latest  
 (D) lateness
112. On the last Tuesday of each month, we ----- tours of our laboratory for potential investors.  
 (A) conduct  
 (B) inspect  
 (C) arrive  
 (D) visit
113. The parking lot across from Sunset Studios will be closed for construction on Monday, ----- employees should make alternate parking plans accordingly.  
 (A) if  
 (B) so  
 (C) because  
 (D) except
114. Yolanda was highly praised for having renovated the company website largely on -----.  
 (A) she  
 (B) her  
 (C) herself  
 (D) her own
115. The Dawson Car Company's first convertible model has received negative ----- from many car critics.  
 (A) repairs  
 (B) reviews  
 (C) collections  
 (D) matters
116. Tourists must stay ----- the Bangkok city limits at night in order to ensure their safety.  
 (A) against  
 (B) into  
 (C) as  
 (D) within
117. Ms. Pains has given the sales manager her ----- that the new clothing line will be ready for launch by February 1.  
 (A) assure  
 (B) assured  
 (C) assurance  
 (D) assuredly
118. *Daily Business* is asking its readers to renew their subscriptions ----- for an extra discount.  
 (A) early  
 (B) hardly  
 (C) enough  
 (D) usefully

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119. Sales representatives at Janice Pharmaceuticals must submit call reports ----- three weeks in order to report their sales activities.  
 (A) most  
 (B) some  
 (C) every  
 (D) several
120. Once you have opened the package, please carefully look through the box to make sure that it contains ----- fifteen metal panels.  
 (A) exact  
 (B) exacted  
 (C) exactly  
 (D) exacting
121. Because Mr. Bacons was opposed to the recent policy change at American Bank, he has ----- his accounts to Garys Bank.  
 (A) closed  
 (B) overdrawn  
 (C) spent  
 (D) transferred
122. ----- the difficult economic crisis, LK Electronics tried to build a new customer base in emerging markets.  
 (A) When  
 (B) Even  
 (C) During  
 (D) Of
123. On the day of the concert, tickets can only ----- at the box office.  
 (A) purchasing  
 (B) were purchased  
 (C) to purchase  
 (D) be purchased
124. The LA-based fashion company Canari Noir hopes to expand its current ----- beyond California and to the east coast by opening a new branch in New York.  
 (A) presence  
 (B) estimate  
 (C) incentive  
 (D) vicinity
125. The financial analyst recommended that the JC Group proceed ----- with its M & A plans due to the high risk of the project's nature.  
 (A) cautious  
 (B) cautiously  
 (C) cautioned  
 (D) cautioning
126. ----- the sales interns have completed their training program, their personnel profiles will be updated accordingly.  
 (A) Once  
 (B) Despite  
 (C) Ahead  
 (D) Owing to
127. Customers who purchased more than two motorcycles are eligible for service that ----- the life of the warranty for three years.  
 (A) extend  
 (B) extended  
 (C) extending  
 (D) extends
128. Even if Dr. Goldman does lead the study, the level of his involvement in the project is ----- to be determined.  
 (A) yet  
 (B) rarely  
 (C) permanently  
 (D) besides
129. This coming Monday, the bus service running from Manchester Park to City Hall ----- from 9:00 p.m. to midnight due to roadworks.  
 (A) to suspend  
 (B) is suspending  
 (C) was suspended  
 (D) will be suspended
130. Apply for an online membership at Sales Mart today and receive coupons that allow you to save ----- 20 percent off many of our items.  
 (A) off of  
 (B) except for  
 (C) as far as  
 (D) up to



131. On the company's website you can download a free ----- to help you write your cover letter.  
 (A) template  
 (B) movement  
 (C) milestone  
 (D) hierarchy
132. In order for us to complete the budget plan in a timely manner, clear communication between managers and the sales workforce is -----.  
 (A) require  
 (B) requires  
 (C) requiring  
 (D) required
133. Mannings Electronics' newly renovated system allows customers to leave comments and questions on its Internet website, resulting in ----- calls to the company's customer care center.  
 (A) smaller  
 (B) fewer  
 (C) least  
 (D) any
134. All employees at Hospice Hospital should enroll in the upcoming training session to ensure ----- with the new government guidelines regarding continuing education.  
 (A) comply  
 (B) complied  
 (C) compliant  
 (D) compliance
135. We ----- see Mr. Kim in the store before 9:00 p.m. anymore, now that he has more than three stores to manage.  
 (A) sparsely  
 (B) elsewhere  
 (C) seldom  
 (D) practically
136. *Travel Guide Magazine* has rated Koreana Airlines first in terms of customer-oriented service ----- five consecutive years.  
 (A) by  
 (B) with  
 (C) for  
 (D) to
137. The president of Cardasian Construction Inc. said that he has no choice but to consider importing raw materials from abroad ----- domestic manufacturers improve their quality standards.  
 (A) unless  
 (B) regarding  
 (C) in spite of  
 (D) whereas
138. Though this week's sales were relatively -----, the stock price of Lina's Toys continued to fall.  
 (A) high  
 (B) highly  
 (C) height  
 (D) heighten
139. Because of advances in personal computers and word processing programs, typewriters have become almost ----- in most workplaces.  
 (A) extracted  
 (B) obsolete  
 (C) insolent  
 (D) contemporary
140. The fast-paced advances in technology led to strong ----- for purchasing new equipment instead of fixing the older equipment.  
 (A) extravagance  
 (B) elimination  
 (C) occurrence  
 (D) justification

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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 letter.

Nate Demar  
Manager of Human Resources  
Heritz Bank  
118 Ortega Avenue, San Francisco, CA 90526

Dear Mr. Demar:

I have had the pleasure of having Pamela Andis work here at Souls Securities as a senior analyst for the last two years. ----- the very beginning, she proved to be an excellent,

141. (A) Without  
(B) From  
(C) Along  
(D) Given

resourceful and collaborative worker. In fact, she performed so well in her duties that she was promoted to the position of team leader after only seven months on the job. Needless to say, her team's performance has been very impressive.

Without a doubt, I feel ----- seeing Pamela leave Souls Securities, but I would like to

142. (A) regret  
(B) disapprove  
(C) apologize  
(D) excuse

encourage her to take on this new opportunity and take advantage of the professional advancement that you are offering.

She ----- a truly helpful addition to our business.

143. (A) is being  
(B) will be  
(C) has been  
(D) would have been

Regards,

Nate Monsing, CFO  
Souls Securities

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Questions 144-146 refer to the following notice.

May 15

Dear Eric:

Thank you for allowing me to visit your office last week. I realized that just looking at a larger branch's operations can prove to be quite -----.

144. (A) repetitive  
(B) worthwhile  
(C) amusing  
(D) relaxing

I have already communicated some of the methods that your office workers are using to my colleagues in the hopes that we can also employ them to enhance our productivity.

Please send my greetings and words of gratitude to your staff for ----- my visit. I'd like to

145. (A) organizes  
(B) organized  
(C) organizing  
(D) to organize

extend special thanks to your assistant for assisting me with all my complicated travel arrangements.

I hope I can return the favor ----- when you visit us in Berlin. I would be more than

146. (A) soon  
(B) more  
(C) never  
(D) lately

happy to guide you through the city!

Sincerely,

Roger Habi  
Marketing Manager  
Rothem Industries-Berlin

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Questions 147-149 refer to the following letter.

A Note to All Business Owners!

Charlotte Novis, a renowned business consultant and motivational speaker, will lead a panel discussion on maximizing employee ----- on June 15 at the Celuis Hotel at

147. (A) product  
(B) productivity  
(C) productive  
(D) productively

10:00 A.M.

This discussion ----- is based on Ms. Novis' latest DVD, *Motivate with Passion*, which

148. (A) content  
(B) invitation  
(C) contract  
(D) attendance

has been positively acclaimed by critics and readers alike.

The DVD copies of her work will be available for sale after the discussion in the front lobby of the hotel. This free two-hour event ----- by the Small Businesses Confederation.

149. (A) sponsors  
(B) was sponsored  
(C) will sponsor  
(D) is being sponsored

To secure the best seats possible, please create an account online at [www.smallbusiness.or.id](http://www.smallbusiness.or.id) or call 152-5686.



Questions 150-152 refer to the following article.

### Seeking Travel Consultants

Leisure Travel is a market leader in the traveling sector. After a very successful performance in the leisure-travel market, we are now planning to expand our presence into the corporate-travel sector. Therefore, we are seeking experienced consultants who will communicate with our clients in Tokyo. These corporate-travel consultants ----- our

150. (A) to assist  
(B) will be assisting  
(C) are assisted  
(D) would have assisted

corporate clients with dining arrangements, hotel reservations, and the whole travel planning process in general. This is a great chance for university graduates who are interested in working in the travel agency industry. -----, we also welcome applications

151. (A) Therefore  
(B) However  
(C) As a result  
(D) For instance

from industry professionals with a few years of experience as well.

The ideal candidate must be professional, positive, punctual and hardworking. He or she must also be ----- in using MS Office programs and have excellent verbal/written

152. (A) proficient  
(B) technical  
(C) favorable  
(D) operational

communication skills.

If you'd like to apply for this position, please send a resume and cover letter to [jobs@leisuretravel.ie](mailto:jobs@leisuretravel.ie).





## 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.

### Take advantage of this offer to renew your membership!

The Norton Museum is known around the world as having one of the most remarkable collections of art ever assembled.

The Norton Museum is a gateway to learning about the world's rich artistic heritage. What's more, its special exhibitions and educational programming provide in-depth explorations of artistic movements and genres within its renowned permanent collection.

Opening March 23, the Norton Museum will be featuring a special Rembrandt collection until May 10.

The members-only preview will be held on March 21 and March 22.

Coming soon: *the Sculptures of Raul Menoz*, on June 2.

153. When can museum members first view the Rembrandt exhibition?

- (A) On March 21
- (B) On March 22
- (C) On May 10
- (D) On June 2

154. What type of art will be featured in the Raul Menoz exhibition?

- (A) Photography
- (B) Sculptures
- (C) Oil paintings
- (D) Home furnishings

Questions 155-156 refer to the following advertisement.

**Go Beyond.**

**Celebrate life's special moments with LeBonet!**

LeBonet goes beyond just cakes. We also make specialized cookies, petit fours with a design of your choice on top, brownies, cheese puffs, wedding cookies, and cream cheese mints.

Wedding cakes should be ordered through Brenda and can be done over the phone or via e-mail. Most of our brides are from out of town, so we want to make it as easy as possible for you to book a wonderful wedding cake. We prefer that you make an appointment sometime between Tuesday and Thursday, since our weekends are busy with our brides of that week.

All of our creations can be tailored to your exact specifications, and you can even send a personalized message with your order! Please allow 24-48 hours notice for your order.

**155.** What kind of company most likely placed the advertisement?

- (A) A party gift shop
- (B) A greeting card store
- (C) A wedding planning company
- (D) A bakery

**156.** What is the stated advantage of the advertised products?

- (A) They are very inexpensive.
- (B) They are made by hand.
- (C) They can be made quickly.
- (D) They can be personalized.

Questions 157-158 refer to the following invitation.



Office walls are now his past.  
He's retiring to the sunny shores at last!

You are cordially invited to  
a Retirement Party for  
Charlie Edwins

on Friday, June 8, 2010  
from 6:00 to 9:00 P.M.

Debut performance by the Warren Grant Band  
at the Six Lakes Lodge

Six Lakes, Texas

Please RSVP by May 30  
to Betty Pratt at ext. 5168  
Torino Corporation



157. What is being celebrated?

- (A) The opening of a new restaurant
- (B) The anniversary of a band
- (C) The birthday of a musician
- (D) The retirement of an employee

158. What is indicated about the event?

- (A) It will take place on January 8.
- (B) Live entertainment will be provided.
- (C) It will be held at the Torino Center.
- (D) Tickets are required for entry.

Questions 159-161 refer to the following letter.

Dolphin Fitness Club  
53 Cunnington Rd.  
Tenafly, NJ 79453

Dear Mr. Taylor James,

Thank you for taking the time to write us about your experience with Dolphin Fitness Club. I understand on the 12th of May you lost your cellular phone during your visit to our club. I also understand that you had locked your belongings in one of our lockers, and it was broken into. I'm sorry for your loss and the inconvenience it may have caused you.

However, I regret to tell you that Dolphin Fitness Club cannot reimburse you for the cost of your device. While we believe our lockers provide a considerable amount of security, unfortunate incidents such as these cannot be avoided. As stated in the enclosed copy of the locker use agreement you signed, Dolphin Fitness Club is not responsible for any lost items in the locker room. Use of the club's lockers is always at your own risk.

We are considering installing surveillance cameras at the entrance of the locker rooms to prevent future incidents.

While we cannot reimburse you for your loss, I would like to offer you a complimentary month of membership at our club to make up for some of the inconvenience this may have caused you. Just give this letter and your membership card to our accounts desk on your next visit, and we'll add the free month to your membership.

Thank you for your continued patronage.

Sincerely,

*Jean Grey*

Customer Service Dept.

159. What is the main purpose of the letter?

- (A) To clarify an organization's policies
- (B) To announce new membership packages
- (C) To offer a free locker
- (D) To request a signature

161. What was sent with the letter?

- (A) A membership coupon
- (B) A contract
- (C) A new locker number
- (D) A refund check

160. What problem did Mr. James have?

- (A) He lost his locker use agreement form.
- (B) He could not use his membership.
- (C) He had a personal item stolen.
- (D) He forgot an appointment.

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Questions 162-164 refer to the following e-mail.

Date: April 3, 2010

To: Brad Lohaus

From: Larry Thomas

Subject: PARTICIPATION IN TABLE-TOP JOB ANALYSIS

Dear Mr. Lohaus,

As someone with a reputation for technical expertise, a positive work attitude, and good interpersonal skills, you have been selected to participate with 12 people as a team for a Table-Top Job Analysis (TTJA) seminar, which is set to take place in Hicksville, Indiana on August 16.

This seminar is an important step toward building a top-notch training program and ensuring the accuracy of our operating procedures. The table-top approach used in this seminar has proven to be an efficient, cost-effective, and pleasant way to create a task list, as demonstrated this past March.

The list that your team develops will then serve as the foundation for training program content.

I support your uninterrupted involvement in this 3-day seminar and ask that you ensure its success by contributing your positive energy and subject matter expertise.

If you are able to participate, please contact Mitch Richards at 764-456-8242. If you have any questions about the purpose or end product of this seminar, please do not hesitate to contact me. Thank you for your cooperation.

162. What is the purpose of the e-mail??
- (A) To invite someone to a workshop
  - (B) To provide training details
  - (C) To suggest transportation methods
  - (D) To schedule a visit to a new branch office

164. What is NOT a benefit of the seminar?
- (A) Increased efficiency
  - (B) Higher annual salary
  - (C) Cost efficiency
  - (D) Friendly work environment

163. When will the seminar end?
- (A) On March 16
  - (B) On August 16
  - (C) On March 18
  - (D) On August 18

Questions 165-167 refer to the following memo.

# MEMORANDUM

June 5, 2010

To: All hotel employees  
From: Bill Wensington  
Subject: Employees Not Allowed in Public Areas After Work

Dear staff members,

This memo is in regard to the matter of employees loitering on hotel property after their shift has ended.

I have reviewed the security tapes from the past three months and have found that 70 different employees loitered on hotel property after finishing their shift. They either stayed in the back office, or remained on the premises to chat with their friends who were still on duty. Although they had removed their nameplate and hotel pin, 55 of these people were still in hotel uniform. Of the employees that stayed after their shift, 40 were from the Rooms Division, mainly the Front Office Department.

Loitering on hotel property after work has proved to be a distraction to employees on duty and disrupts their operational duties. It also gives the hotel a sloppy image.

As manager of the hotel, I have implemented a new policy effective June 10, 2010. Employees who have finished their shift will no longer be allowed to remain on hotel property.

Please take note of this change.

Sincerely,  
Bill Wensington

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165. What is the purpose of the memo?
- (A) To introduce some new hotel staff members
  - (B) To review the employee dress code
  - (C) To announce changes in a work policy
  - (D) To inform employees of a guest's complaint

167. Who is Bill Wensington?
- (A) A business traveler
  - (B) A manager
  - (C) A hotel chef
  - (D) A hotel clerk

166. According to the memo, what should all employees do?
- (A) Wear their uniform to work
  - (B) Greet all hotel guests pleasantly
  - (C) Report their break times
  - (D) Leave the premises after work

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Questions 168-171 refer to the following article.

## al di la

I've enjoyed al di la for as long as it's been around – and given the changes Fifth Ave. has seen, this place is practically from another era. The beef ravioli is fantastic, and I'm always happy with the wine selection. I think my favorite thing about the place, though, is that it is rather unassuming. I love taking friends from out of town there because they are always pleasantly surprised that such a low-key neighborhood joint offers such a great dining experience. I really love the food, too. Last time I was there I ordered the braised rabbit, the monk fish and a side of golden potatoes. Al di la's prix fixe menu, which includes unlimited salad and bread baked in-house, is served with a mouthwatering choice of desserts. However, the intimacy between each table was a little overwhelming, to the extent that my dining partner and I felt almost restricted in what we could say to one another. For heaven's sake the waiter couldn't even fit between the tables! Overall, however, al di la serves great meals in a quaint, romantic and relaxed environment.

- Alan Trask, restaurants.net

al di la

5519 Webster Ave.

Chicago, IL 65634

773-654-6370

Hours: Mon and Wed-Thu noon-3 p.m. and 6 p.m.-10:30 p.m.; Tue, 6 p.m.-10:30 p.m.; Fri, noon-3 p.m. and 6 p.m.-11 p.m.; Sat, noon-3 p.m. and 5:30 p.m.-10:30 p.m.; Sun, noon-3 p.m. and 5 p.m.-10 p.m.

168. Who most likely is Alan Trask?  
(A) A food critic  
(B) A gourmet chef  
(C) A restaurant owner  
(D) A local caterer
169. What is indicated about al di la?  
(A) It offers free desserts.  
(B) It is open 7 days a week.  
(C) It offers free delivery service.  
(D) It is moderately priced.
170. What is NOT included with the prix fixe menu?  
(A) Dessert  
(B) Salad  
(C) Bread  
(D) A drink
171. The word 'unassuming' in paragraph 1, line 4, is closest in meaning to  
(A) flattering  
(B) rich  
(C) free  
(D) modest



Questions 172-176 refer to the following letter.

**EasyA Moving Service**

**786 Bell Ave**

Oakland, CA 15949

May 12

Dear Mr. Valino,

I am writing this letter to dispute the amount I was charged for the services you rendered on April 20; I contracted your company to move my furniture to my new house, and I was given an estimate of \$300 for the entire move, without regard to the amount of time. Thus, I was completely caught by surprise when I received a bill for \$450; \$300 for the first 3 hours and \$75 dollars for each additional hour. When I signed the agreement, you clearly stated that the amount of time it takes to finish the move did not factor into the estimate. Enclosed is a copy of the signed estimate.

I believe these charges are incorrect, especially when the entire move only took 4 hours in total, meaning the additional hour overcharged is also incorrect. Since speaking to your representative over the phone did not resolve the issue, I'm now writing you a letter.

While the incorrect bill is frustrating, I believe that this must be an error of some sort, as I know you have provided excellent service to two of my friends in the past who recommended you to me. So in spite of this, I am prepared to give you an additional \$50 tip because your company did provide satisfactory service with nothing damaged during the move.

I have enclosed a check for \$350. If you would like to discuss this matter further, please contact me at 465-5432.

Regards,

Sylvia Rios

172. Why was the letter written?
- (A) To ask for copies of an estimate
  - (B) To complain about excess charges
  - (C) To compliment an employee
  - (D) To request a partial refund
173. On what date did EasyA move Ms. Rios to a new house?
- (A) May 20
  - (B) May 12
  - (C) April 12
  - (D) April 20
174. What is indicated about the EasyA Moving Service?
- (A) They charge \$75 to move furniture.
  - (B) They moved Ms. Rios in one hour.
  - (C) It gives estimates before starting a job.
  - (D) It is run by Sylvia Rios.
175. Why was Ms. Rios charged \$450?
- (A) The move was especially difficult.
  - (B) That was the agreed upon price.
  - (C) EasyA made a mistake.
  - (D) The estimate was for \$450.
176. According to the letter, what is true about Ms. Rios?
- (A) She helped the movers work.
  - (B) She has hired Mr. Valino's company more than once.
  - (C) She does not want to pay EasyA
  - (D) She had friends who recommended EasyA to her.

**Temperatures may be cooling down, but rental activity levels in Manhattan continue to heat up.**

As the summer rental season comes to a close, prices rose 4.6% compared with a year earlier based on rental listings as of August 15, according to the Real Estate Group's 'Manhattan Rental Report.' Monthly increases have been moderate, but rental prices have been rising each month since February, the report said.

Average prices of two-bedroom apartments in non-doormen buildings in TriBeCa climbed by 8.7%, to \$5,930, this month.

Prices of studios with doormen are also on the rise in Harlem (up 5.48%), the East Village (up 7.43%) and Chelsea (up 7.54%).

Inventory remains tight with vacancies dropping only slightly.

Inventory numbers may actually be lower than reported, says Andrew Barros, chief executive of the Real Estate Group. As the city ramps up enforcement of building codes, landlords have started to restrict the use of temporary walls, which many renters put up to share space and rents, he says.

Priced out of, say, one-bedrooms in high-end neighborhoods that renters could convert into two-bedrooms, Mr. Barrocas says renters looking for value are likely to head uptown to the Upper East Side and Harlem.

"Otherwise, renters are just going to get creative – we're already seeing people put up bookcases or mazelike partitions that technically comply with building codes," he says.

177. What is the main purpose of the article?
- (A) To analyze occupancy rates in the past 10 years
  - (B) To summarize real estate trends in New York
  - (C) To announce new vacancies
  - (D) To describe population growth in New York
178. According to the article, why are renters interested in the Upper East Side?
- (A) Its residential occupancy rates have increased.
  - (B) The price of buildings there is inexpensive.
  - (C) Renewal projects have improved the area.
  - (D) Its rental prices are lower.
179. In what area have rental prices increased the most this year?
- (A) TriBeCa
  - (B) Upper East Side
  - (C) Harlem
  - (D) East Village
180. What is indicated about Manhattan?
- (A) It is becoming overcrowded.
  - (B) It is developing faster than any other American city.
  - (C) Its rental rates have doubled since last year.
  - (D) Its building codes are becoming stricter.

Questions 181-185 refer to the following e-mails.

To: Renee Schwartz<rschwartz@gmail.net>  
From: Order Confirmation<order@cgelectronics.com>  
Date: Jan 3, 2010  
Subject: Order Summary, Order No. 21548

Hi Renee,

Thanks for shopping at CG Electronics. To help you keep track of your purchases, we're sending you this order update.

NJN Atomizers	2 pc	Item 4852
* Rechargeable 180mAh li-ion battery	2 pc	Item 135
* AC charger (US plug)	1 pc	Item 2185
* Manual (English)	1 pc	Item 5462
* Standard cartridges	5 pc	Item 2145

Your order will be shipped within 2 to 3 days. It generally takes 3 to 6 business days for domestic delivery and 12 to 15 business days for international deliveries. (Business days are Monday through Friday, excluding Holidays). Orders cannot be changed or cancelled after they have been shipped. You should receive your package shortly.

Your satisfaction is our highest priority! Feel free to contact us at anytime with any questions you may have!

Best Regards,  
CG Electronics

To: Order Confirmation<order@cgelectronics.com>  
From: Renee Schwartz<rschwartz@gmail.net>  
Date: Jan 4, 2010.  
Subject: RE: Order Summary, Order No. 21548

Thank you for such a quick order update. CG Electronics can always be relied on for prompt service. I would, however, like to change my order. I initially ordered two #4852 items, but I would like to increase that to four items.

In addition, I was hoping to order 5 extended life cartridges, but they were not available at the time I placed my order. If you happen to receive a shipment of them before my order ships out, I would like you to cancel the 5 standard cartridges and add 5 of the extended life cartridges.

Thanks,  
Renee

- 181.** What is the purpose of the first e-mail?
- (A) To confirm an order
  - (B) To announce items that are sold out
  - (C) To introduce new products
  - (D) To request an updated shipping address
- 182.** What policy is mentioned in the first e-mail?
- (A) A refund policy
  - (B) A cancellation policy
  - (C) A packaging policy
  - (D) An exchange policy
- 183.** In the second e-mail, the word 'initially' in paragraph 1, line 2, is closest in meaning to
- (A) originally
  - (B) doubly
  - (C) solely
  - (D) duly
- 184.** What item does Ms. Schwartz want more of?
- (A) Batteries
  - (B) Cartridges
  - (C) Atomizers
  - (D) Manuals
- 185.** What is implied about Ms. Schwartz?
- (A) Her order has already been shipped.
  - (B) She forgot to add an item to her order.
  - (C) She tried to order longer lasting cartridges.
  - (D) She ordered her supplies online.

Questions 186-190 refer to the following e-mails.

TO: Customer Service Dept.  
FROM: Harvey Grant, Manager  
DATE: April 2  
RE: Task reassignments

Dear Staff,

*Clouds* has recently had the fortune of tripling our number of subscribers. This is a direct result of all your efforts in improving our company. Along with new subscribers, the large volume of customer service inquiries has necessitated a restructuring of our customer service department. We believe this breakdown of tasks will allow us to serve our customers in the most efficient manner possible. Below is a list of team members and their respective responsibilities.

Derek Carper	New subscriptions, renewals
Michael Kandi	Subscription cancellations, temporary suspension of delivery
Elisha Thompson	Delivery problems
Natalie Lee	All other inquiries

Any questions regarding the restructuring can be directed to me at ext. 8574.

Thank you.  
Harvey Grant

To: customerservice@cloudsmag.com  
From: Diana Park  
Date: April 24  
Subject: subscription

I'm writing this e-mail to stop delivery of your magazine. While I enjoy your monthly issues, my company has recently decided to send me on an extended business trip. I will be going to Shanghai, China from April 27 to the end of August. While I would like to receive your magazine in China, I know you do not yet offer international shipping. I know this is very short notice, but the decision to send me was made only a week ago. I would like to continue my subscription upon my return. As I know your monthly issues are delivered almost a month in advance, I will not be here to receive your September issue. So please send me the October issue as regularly scheduled.

Thank you,  
Diana Park

186. What is *Clouds*?  
(A) A bi-weekly magazine  
(B) An international magazine  
(C) A monthly magazine  
(D) A weekly newspaper
187. In the first e-mail, the word 'inquiries' in paragraph 1, line 3 is closest in meaning to  
(A) complaints  
(B) calls  
(C) e-mails  
(D) subscriptions
188. What is indicated about *Clouds*?  
(A) It has recently increased its number of subscribers.  
(B) It has recently hired new customer service employees.  
(C) It will move into a new building.  
(D) It will close for four months.
189. Who will most likely address Ms. Park's request?  
(A) Derek Carper  
(B) Michael Kandi  
(C) Elisha Thompson  
(D) Natalie Lee
190. When will Ms. Park return from China?  
(A) On April 27  
(B) On April 24  
(C) End of August  
(D) End of September



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

### **Topbuys.com**

#### **Contact Us:**

Need assistance? Customer Care is here to help. To inquire about products and services found at Topbuys.com or in our stores, contact us by phone or e-mail and we'll gladly assist you.

#### **E-Mail**

Please complete the fields below as specifically as possible. This will help to ensure the fastest and most accurate response possible. (Name, e-mail address, and telephone number are all required.)

Name: John Sherman

Telephone: 574 754 7793

E-mail: jsherm88@rtmail.net

Country: USA

#### **COMMENTS:**

I recently purchased one of your Vizion TVs from a store in my neighborhood. Upon delivery on June 3 I discovered that there is a dead line of pixels in the middle of the screen! I called the store I bought it from and told them about it, and they said that it wasn't a problem and that they would deliver a new one in two weeks. Problem is, it's a 52-inch TV, and I paid 50 dollars for delivery. I think it's unreasonable for me to have to wait two weeks to get delivery of a new TV, especially since four days have already passed from the delivery date. At this time I'd like Topbuys to pick up the TV, or deliver a new one and take the defective TV back.

**Re: Customer Comment #225, Submitted on June 7**

Greetings Mr. John Sherman,

The purchase of a brand-new TV is by no means a small investment, so I can imagine how frustrated you must feel! It is never an enjoyable experience to discover that one of the critical features of an item you purchased is defective, especially if you weren't able to test that feature out in advance.

We've recently had a number of reported problems from Vizion TVs. The K32 has had problems with irregular cord plugs, the T43 has overheating problems, the T55 has problems with irregular colors, and the K52 has suffered from dead screen pixels. Of course, all of these problems are covered under the manufacturer's warranty, as long as you report them before the 1-year expiration date.

I also agree that you should not have to wait another 2 weeks to receive your TV. I've taken the

liberty of speaking with Elizabeth, a customer service representative at the store you bought your TV from. I told her about your situation, and she assured me that she will have a new TV delivered to you before the end of the week. You can reach her by calling 858-215-2522, extension 655. She's waiting for your call.

Topbuys.com is dedicated to 100% customer satisfaction. Please let me know when this problem is resolved.

Sincerely,

Brandon Wellington, Customer Relations Manager  
Topbuys.com

191. On the webpage contact form, what information is optional?  
(A) Name  
(B) Telephone number  
(C) E-mail address  
(D) Country
192. What does the e-mail mainly discuss?  
(A) Changes in contact information for a store  
(B) The product delivery procedures in a warehouse  
(C) The extension of a warranty contract  
(D) Solutions to a customer's problem
193. What Vizion model does Mr. Sherman probably have?  
(A) K32  
(B) K52  
(C) T43  
(D) T55
194. When did Mr. Sherman send in the webpage form?  
(A) On May 5  
(B) On June 3  
(C) On June 7  
(D) On June 11
195. In the e-mail, the word 'critical' in paragraph 1, line 2 is closest in meaning to  
(A) non-vital  
(B) important  
(C) damaging  
(D) criticizing

### Hopps Café Owner Steven Chang Gives Out Free Meals to the Unemployed

A Hopps café owner is making a difference in today's tough economy by giving away free brunches to diners who've lost their jobs. Steven Chang, owner of Hopps Café, has served up a free brunch to any unemployed person who calls ahead and asks for one since March of last year. Since then, a dozen people have taken advantage of Chang's offer for entrees such as crusty French toast or pesto omelet's at the trendy café at 8th St and Third Ave.

"A free brunch is something small, but it can make a big difference in someone's day," said Chang, 41. "It's kind of amazing how good it makes people feel."

The offer has gotten out all over Bay Ridge, mostly through his customers. Chang has not been immune from the downturn. His business is off by two-thirds since the recession hit. Even making the store's rent can be a stretch, but the emotional payback Chang gets from giving away meals is worth it.

"Seeing the relaxed looks on people's faces just makes me happy," he said. "I believe you get what you give."

Chang's acts of generosity could end up being good for his business, too. Several unemployed diners who came to Hopps for free brunches have since gotten new jobs and become paying customers. Mai Lee, 33, went for a free meal at the café after she was laid off from a job in fashion in April. She landed a new job that she likes better just a week later, and she's been a regular customer ever since. "Hopps definitely brought me good luck," said Lee, who lives in Bay Ridge. "It's a special place."

To: <staff@nynews.com>

From: Mark Bartolo <mbartolo@hotmail.com>

Date: January 10

Subject: Hopps is the greatest!

I just wanted to tell you about my experience at Hopps. My name is Mark Bartolo. I am 35 years old and from Bensonhurst. I lost my construction job last April. I took my wife, Nicole, my three children and my mother there and had a spectacular breakfast of empanadas and sangria about a week ago. I offered to pay at least half the bill, but Mr. Chang would not take any of my money.

It was a rare moment of appreciation in my life. My savings ran out five months ago and I was forced to move my family into a one-bedroom apartment last summer.

Times are tough and everyone's always looking out for themselves. It was so refreshing and inspiring to see someone help out a total stranger, just out of the kindness of his heart. I'm so glad you guys are recognizing unsung heroes in our neighborhood like Steven Chang. Keep up the good work!

196. What is the purpose of the article?  
(A) To discuss a new café opening  
(B) To describe a local business  
(C) To explain how to run a profitable small business  
(D) To report on a local instance of goodwill
197. Why did Mr. Chang give out free meals?  
(A) Because his business is booming  
(B) Because he needed opinions on his new dishes  
(C) Because he wants to give people a bit of hope  
(D) Because he believes they will get new jobs
198. In the article, the word 'immune' in paragraph 3, line 2, is closest in meaning to  
(A) agreeable  
(B) unaffected  
(C) effected  
(D) affected
199. Why did Mr. Bartolo write his letter?  
(A) To ask for Mr. Chang's address  
(B) To begin a newspaper subscription  
(C) To request an article retraction  
(D) To commend the newspaper for a job well done
200. How many months had Hopps been offering free brunch when Mr. Bartolo sent this e-mail?  
(A) 4 months  
(B) 8 months  
(C) 9 months  
(D) 11 months