

**READING**

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

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

Part 5

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

101. The assets of Marble Faun Publishing Company ----- last quarter when one of their main local distributors went out of business.
(A) suffer.
(B) suffers
(C) suffering
(D) suffered
102. Indie film director Luke Steele will be in London for the premiere of ----- new movie.
(A) him
(B) his
(C) himself
(D) he
103. Laboratory employees are expected to wear a name tag and carry identification at ----- times.
(A) full
(B) complete
(C) all
(D) total
104. The latest training ----- contains tips on teaching a second language to international students.
(A) method
(B) guide
(C) staff
(D) role
105. Once you have your résumé with references and -----, please submit it to the Human Resources Department on the 3rd floor.
(A) qualified
(B) qualifications
(C) qualify
(D) qualifying
106. Ursa Major Corp. has ----- negotiated a deal with a Russian competitor in surveying the Kamchatka Peninsula.
(A) soon
(B) shortly
(C) recently
(D) yet

107. Ms. Cho relayed her concerns about the company's financial situation while she ----- a meeting with the manager.
 (A) having
 (B) will have
 (C) was having
 (D) has
108. Whether it is ----- to register for a student discount card depends on the needs of the individual.
 (A) necessary
 (B) necessarily
 (C) necessitate
 (D) necessity
109. Even experienced clerks are encouraged to attend training ----- to keep them updated on new ideas in the world of banking.
 (A) materials
 (B) sessions
 (C) experiences
 (D) positions
110. Workers are advised not to operate certain machines by -----.
 (A) they
 (B) them
 (C) their
 (D) themselves
111. The ----- of a discount department store was delayed by the protests of several members of the community.
 (A) construct
 (B) constructive
 (C) construction
 (D) constructed
112. Ms. Maria Perreira is ----- responsible for some of our company's most successful marketing campaigns.
 (A) large
 (B) largely
 (C) largest
 (D) larger
113. Mr. Singh requested ----- from several catering companies before making his decision.
 (A) estimates
 (B) sponsors
 (C) deliverance
 (D) relocations
114. Our apartment building's occupancy increased ----- the efforts of our knowledgeable and friendly rental agent, Ms. Gova.
 (A) despite
 (B) due to
 (C) provided that
 (D) because
115. Those employees wishing to change departments ----- the company may send their inquiries to Mr. Alvarez.
 (A) among
 (B) since
 (C) within
 (D) whereas
116. The New Economic Quarterly criticized the ----- of all new products produced by Yun Sung Industrial Co., Ltd.
 (A) procedure
 (B) layer
 (C) accessory
 (D) quality
117. One of the ----- international research facilities in botany is located at the Hoskin Museum of Natural History.
 (A) led
 (B) leads
 (C) leader
 (D) leading
118. In order to ensure customer safety, the government has ----- a new set of guidelines for pharmaceutical companies.
 (A) instituted
 (B) proved
 (C) decided
 (D) resembled

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119. Welton Textiles Inc. made a net profit of \$500 million, ----- it to fund its expansion across the continent.
(A) allowing
(B) allows
(C) allowance
(D) allowably
120. Our ----- production goals will be directed by a skilled team of qualified managers.
(A) comparative
(B) envious
(C) pleased
(D) ambitious
121. Prattchet Co. has ----- turned to making most of its products from recycled materials.
(A) increasingly
(B) increasing
(C) increased
(D) increase
122. ----- our financial goals for this year may require cutting back on some overhead costs.
(A) Bringing
(B) Helping
(C) Maintaining
(D) Promoting
123. Heidelberg Publishing Co. offers employees ----- performance bonuses to encourage success.
(A) of
(B) for
(C) with
(D) to
124. An anniversary dinner was held ----- for high-ranking officials in the corporation.
(A) gradually
(B) nearly
(C) exclusively
(D) precisely
125. ----- contacting our Human Resources Department by phone, please include your contact information.
(A) During
(B) Until
(C) After
(D) When
126. Because of the added guests from our allied financial firm, a more ----- meeting room had to be used than usual.
(A) satisfied
(B) spacious
(C) considerable
(D) capable
127. Ms. Richards has been an exceptionally ----- member of the marketing team, providing Billingsgate Enterprises with great service for nine years.
(A) energy
(B) energize
(C) energetic
(D) energetically
128. ----- his falling out with his former employer, Mr. Lee still meets with some of his old co-workers from time to time.
(A) Subsequently
(B) However
(C) Meanwhile
(D) Despite
129. The chief financial officer of Waterhouse Inc. is expressing ----- concerning his predecessor's informative advice.
(A) appreciation
(B) appreciative
(C) appreciating
(D) appreciates
130. Since opening last year, Savannah Safari Park quickly ----- one of the leading recreational spots in the region.
(A) competed
(B) became
(C) continued
(D) thought

131. Ms. Gamble, who ----- an influential literary critic in the 1980s, is now a contributing writer to the National Gazette newspaper.
(A) will
(B) is
(C) was
(D) has been
132. Remember to list fixed expenses ----- from variable expenses.
(A) arbitrarily
(B) separately
(C) definitely
(D) mutually
133. The loss of our foreign manufacturing plants may be a ----- outcome of the new plans being implemented.
(A) probable
(B) probability
(C) probably
(D) probabilities
134. New government regulations concerning the chemicals in cleaning solutions mean that the solvents must be as ----- safe as possible.
(A) environments
(B) environmentalists
(C) environmentally
(D) environmental
135. Ms. Stanhope always tries to ----- her colleagues on the budget.
(A) consult
(B) make
(C) invite
(D) request
136. Rosalind Media Ltd. came up with the idea to hire artists to create ----- artworks for the purpose of marketing.
(A) originator
(B) original
(C) originally
(D) originality
137. The CEO of Lawrence United Co. is still ----- about opening company branches in Mexico.
(A) approximate
(B) important
(C) uncertain
(D) intended
138. The ----- of Mr. Alex Hartham was to initiate a merger with Culford International.
(A) intention
(B) intended
(C) intentional
(D) intending
139. The staff lounge is ----- the meeting room, across the hall from the computer lab.
(A) throughout
(B) against
(C) next
(D) near
140. The manager ----- Mr. Kames a promotion because of his successful handling of the company's accounting for the past two years.
(A) implemented
(B) induced
(C) surprised
(D) granted



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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.

July 2

Dear Mr. Smith,

Thank you for continuing to advertise your business through the *Chicago Downtown Business Report*. As we have done in the past, we will be publishing the latest edition of our report in September. For this reason, we ask that you provide us with the most recent information possible regarding your business. Please review the name and address below that we ----- have in your file. If necessary, please make any changes to the information

- 141.** (A) currently
(B) mainly
(C) fairly
(D) probably

below and return the ----- form to our office as soon as possible.

- 142.** (A) correctly
(B) corrected
(C) correctness
(D) corrects

----- the information below is up to date, you do not need to return the form to us. We will

- 143.** (A) If
(B) Even
(C) So that
(D) Unless

publish the information that we already have on file if we do not receive any notice from you.

Updating our report will allow you to better serve your clientele. We appreciate your assistance in maintaining an accurate report.

Sincerely,

Joseph Bell

Questions 144-146 refer to the following memo.

MEMO

To: All employees of Delfin Corporation
From: Daniel Mayer
Subject: Workshop next Friday

Please mark your calendars for next Friday's workshop, entitled "Networking Tips." Even though our company's image is known worldwide, we still continue to depend on not only our reputation, but also the building of ----- networks. These networks are key in

- 144.** (A) extend
(B) extensive
(C) extensiveness
(D) extension

maintaining our existing image and promoting it even further. The presenter for this workshop will be Sarah Blandon, Executive Director and an expert in the area of networking. Ms. Blandon is well known for her book, *Networking for the 21st Century*. Her workshop ----- the topic of how networking is important in every ----- of a business,

- 145.** (A) addressed
(B) addresses
(C) had addressed
(D) has addressed

- 146.** (A) passage
(B) facility
(C) aspect
(D) reference

including telephone communication and the distribution of official materials. Practical information and tips applicable specifically to our corporation will be provided.

Please plan to attend this important session and bring a bag lunch.



Questions 147-149 refer to the following letter.

Ms. Sarah Flowers
122 W. Main St.
Berkeley, CA 91202

Dear Ms. Flowers

I would like to personally congratulate you on being chosen as honor student of the year at the University of California, Berkeley. Many highly qualified and talented students were in the pool of -----, but only one student from each college was chosen. Each potential honor

147. (A) observers
(B) supporters
(C) candidates
(D) associations

student underwent a rigorous judging process by our Board of Directors and school executives. Not only was the panel looking for high grade point averages; they were also looking at each student's service and extracurricular activities. Recommendations from instructors were also a consideration.

This Friday, June 10 there will be an event honoring the recipients of this award at 6 PM in the Graduate Ballroom. If you are able to -----, please RSVP by Wednesday, June 8.

148. (A) apply
(B) compete
(C) enroll
(D) attend

Once again, congratulations. I hope to see ----- on Friday.

149. (A) it
(B) him
(C) them
(D) you

Sincerely,
Robert Blake, President
UCB

Questions 150-152 refer to the following article.

The Airline Professionals Conference ----- this weekend is eagerly anticipated by the

- 150.** (A) will open
(B) opening
(C) opened
(D) have opened

aviation industry. The conference, to be held in New York, is themed "The Future of Aviation." Predictions about transportation and tourism will be shared by experts on the industry. In his speech, Salvador Jimenez, the keynote speaker, will discuss ----- trends in

- 151.** (A) future
(B) recent
(C) traditional
(D) historic

aviation transportation to highlight the theme of the conference.

Jimenez, with twenty years of experience in the aviation industry, is expected to draw a large audience.

This year's conference will include over 200 individual workshops. The topics will include everything from aviation history to aviation technology of the future. Many of those attending should also be interested in the conference workshops, which were very well ----- last year. Thus, registering early is recommended, as the workshops are anticipated

- 152.** (A) maintained
(B) planned
(C) deserved
(D) attended

to be filled to capacity again. The conference will go from Friday morning through Sunday noon.



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Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following notice.

The Lakeside Shakespeare Theater

Opening Play Saturday

Join today!

Join by March 4th to receive a free bag

Come to see spectacular City Shakespeare Company's

The Taming of the Shrew

Preview for members only: Thursday, March 10th

Special benefits only for members: Show discounts, members-only nights, and monthly newsletters

2 free tickets to *The Taming of the Shrew* can be won in the membership lottery

Coming on July 15th and showing all summer: *A Midsummer Night's Dream*

153. When can members first see *The Taming of the Shrew*?

- (A) On February 20
- (B) On March 4
- (C) On March 10
- (D) On July 15

154. What can be won in a membership lottery?

- (A) Free tickets to a play
- (B) A free bag
- (C) Discounts
- (D) Special benefits

Questions 155-156 refer to the following advertisement.

Masquerade

Dress to Impress

Having a costume party? Need a costume for a mascot? Halloween around the corner? Masquerade has all of your party needs specializing in costume. We offer the largest selection of costumes in Sudbury.

We offer a wide range of costumes for any party occasion, including birthdays, Halloween, long-term and short-term rentals, so you are sure of finding the costume you want available. We also have a fantastic range of Giant Garden Games. We have everything you need to get you to turn off your TV, get off that couch, and have some fun!

We offer a unique service in that we can deliver purchases to your door.

To place your order, call our business office at 0142-145-762 between the hours of 9 a.m. and 5 p.m. or order online at www.masquerade.com.

Masquerade ... So much more than just a costume shop.

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

- (A) A party rental shop
- (B) A department store
- (C) A gift shop
- (D) An electronics store

156. What is the advantage of the advertised products, as stated in the advertisement?

- (A) They can be purchased at low prices.
- (B) They can be ordered around the clock.
- (C) They can be made quickly.
- (D) They can be delivered directly to the customer.



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Questions 157-158 refer to the following invitation.

**You are cordially invited to attend
An Opening Party at Mulligan's**

Patrick Mulligan would like to invite you to this special night.

Saturday, November 15th
Mulligan's Bar
23 Brown Street
(across from Bright's Cinema)

5 p.m. until 1 a.m. with The Funky Leprechauns playing live at 10
and
the Ray Gone Bad band on at 11:30

We hope to see you there and guarantee it will be an unforgettable moment in your life.

157. What is being celebrated?

- (A) The opening of a new bar
- (B) The first performance of a music 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 November 15th.
- (B) Live entertainment will be provided only on November 15.
- (C) It will be held at Bright's Cinema.
- (D) Refreshments will be provided for free.

Questions 159-161 refer to the following letter.

Rink Rats Speed Skating Club
7663 Current Blvd.
Calgary, Alberta

Ms. Jackie Briscoe
5 Driver Ave., Whistling Heights
Calgary, Alberta

Dear Ms. Briscoe,

Thank you for your letter of November 16 about you and your family's visit to our rink. We are sorry to say we could not find your daughter's skates. We know that those skates are not cheap. Unfortunately, we have a policy that states we are not responsible for lost or stolen articles during your visit to our club. You can find this in the fine print in our club contract, and located throughout the rink, including the changing and snack areas. If you would like to stop by and check the contract you signed, we are more than willing to let you take a look.

Nevertheless, we know you and your family have been faithful members of our club for over 10 years, and we hope that this incident will not ruin our long-standing relationship. To try and smooth over this, we would like to offer you free skate sharpening for a year for your whole family and a coupon for a family fun meal. The family fun meal includes 4 jerry jumbo chili dogs, cheesy fries, king nachos and 4 soft drinks. We have included the coupon for the meal in the envelope. To get your skates sharpened, just drop by the pro-shop and mention your name.

Sincerely,

Harry Burns
Harry Burns
Rink Manager

159. What is the main purpose of the letter?

- (A) To request a new member to visit the rink
- (B) To reimburse a member's losses
- (C) To offer a reduced rate of membership
- (D) To make the Rink's responsibility clear

161. What was sent with the letter?

- (A) A contract
- (B) A membership coupon
- (C) A refund for the membership
- (D) A coupon for a free meal

160. What problem did Ms. Briscoe have?

- (A) She lost her daughter's coat.
- (B) She lost her little girl's skates.
- (C) She lost her son's skates.
- (D) She had a bad snack.

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

From: Manuel Cortez <mcortez@suchanhour.org>
To: Marisol Perez <mperez@suchanhour.org>

Subject: New Website Training Seminar
Date: May 7

Marisol,

Hello from Houston!!! First I would like to congratulate you on your recent success with your promotion to the head of the Website Design team. I am very excited to have you come and visit our office here in Houston.

I was hoping to confirm your stay here from May 20 to 27. During your time here I am hoping that you would attend our training seminar for our brand new website, which is directed towards increasing our customer base. This seminar, given by Barry Swarez, will be directed towards training the employees on how to process the orders quickly and efficiently while following proper procedure. In addition, we will have our customer service employees present so they can understand the procedures for accepting and reacting to customer comments. We hope you will observe this seminar closely as we hope to hold a similar one at your branch when you return.

We will hold this seminar on the 23rd. We would be very pleased if you would join us. It will be followed by a wine and cheese mixer, which will give you a chance to meet and greet with our staff here in Houston.

Warmest Wishes,

Manuel

162. What is the purpose of the e-mail?

- (A) To plan Ms. Perez's trip to Houston
- (B) To reschedule a visit to Houston
- (C) To demonstrate a new website
- (D) To invite a branch guest to a seminar

163. When will Ms. Perez probably arrive in Houston?

- (A) May 7
- (B) May 20
- (C) May 23
- (D) May 27

164. What will Mr. Swarez NOT discuss?

- (A) Proper procedure for sales teams
- (B) How to accept customer comments
- (C) Efficient procedure for human resources teams
- (D) Effective use of the website

Questions 165-167 refer to the following memo.

All Employee Bulletin

To: Pool Staff
From: Ronald Bond
Date: June 15
RE: Staff conduct

Dear Employees,

This is a reminder of staff conduct at our pool. It is essential that you remember this when dealing with customers and while working at our facility. We want you to remain respectful, diligent, and courteous. So we want to remind you of the following:

1. When on duty it is important to watch your safety area closely.
2. When a patron comes to you with a problem you should listen and react with respect.
3. The timely change of guard duty is also a must, as tardiness can result in some areas left unguarded.
4. Cleaning shifts for the change rooms are marked and must be obeyed.

This will ensure that our pool patrons will have a safe and enjoyable visit to our pool, and we remain the number one pool in the Winnipeg area. Thanks and I will see you on deck.

Ronald
Staff Chief

165. What is the purpose of the memo?

- (A) To make sure the staff members are at work on time
- (B) To rearrange the staff schedules
- (C) To remind the staff of proper procedure
- (D) To help the new staff

166. According to the memo, what should employees do?

- (A) Pay close attention when on guard duty
- (B) Wear proper bathing suits
- (C) Clean the deck quickly
- (D) Arrive at work early

167. According to the memo, which of the following is NOT true?

- (A) Staff members are supposed to treat customers with respect.
- (B) The memo is to remind employees of some rules at the pool.
- (C) In an emergency, a staff member does not have to report to Mr. Bond.
- (D) Mr. Bond is the person in charge of the staff working at the pool.

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Questions 168-171 refer to the following review.

July 20

Old Pub Lets Down

I have lived in Philadelphia for most of my life and I have visited and reviewed every bar in this fair city, but last night I had the opportunity to visit Paddy's Pub and I can say without a doubt it is the worst pub in the city. I was greeted by a surly service staff, who when I asked for a glass of wine offered me a whiskey and asked me if I could give more tips. The atmosphere was very gloomy as the patrons were of a very seedy variety. I felt like I was being watched the whole time I was in there. When I decided to order some food the menu had very few choices, and when I ordered I was told that over half of the items were sold out.

When I finally got my meatloaf it was somehow dry and uncooked in parts. It was served with an open bag of plain potato chips, a cookie and a bottle of ketchup. The dessert menu was just as disappointing as it consisted of pretzels and peanuts, which were complimentary at the bar.

The last straw was the bathroom. It was poorly lit and looked as if it had been cleaned sometime after the Civil War. Although this bar has a long history in Philadelphia I think it should be closed and replaced with a Starbucks immediately.

Jerald Perdue
Philadelphia Times

168. What is Jerald's job?

- (A) A health inspector
- (B) A food and bar critic for a newspaper
- (C) A regular bar patron
- (D) A sports reporter

169. What is indicated about Paddy's Pub?

- (A) It is the best bar in Philadelphia.
- (B) It offers a wide range of food and beverages.
- (C) It has a mean staff.
- (D) It is always open.

170. What is NOT included with the meatloaf?

- (A) A bag of chips
- (B) A cookie
- (C) A glass of wine
- (D) Ketchup

171. In the article, the word "seedy" in paragraph 1, line 6 is closest in meaning to

- (A) fun-loving
- (B) good-hearted
- (C) dubious
- (D) interesting

Questions 172-175 refer to the following article.

The Southport mayor's office released figures today that indicate a rise in rental prices for residential flats. Occupancy rates across the city went up 0.5 percent, which in turn led to rents increasing 4.2 percent to an average of \$854 per month.

Southport-based real estate firm, Arrow, agrees that these numbers are correct, although it says there could be variations in the increase depending on location. Construction of new flats is increasing in Southport's Marina area, so far a critical business district but now fast becoming a fashionable residential area. Developers are aspiring to capitalize on rising rental prices that average \$1,432 per month or \$578 above the regional average.

A new construction project is expected to add at least 500 flats to the Marina. The surge of

people wanting to live in this area has sparked new interest from developers looking to bring more services to the area recently occupied by affluent young professionals.

The rental rates change significantly among traditional residential areas in Southport. Palm Trees and Valley Hills showed the highest rental rates because they are geographically close to the Marina area. However, Northport shows a different story, varying a lot from the areas and the figures also differ a lot from those included in the survey from Southport. The area saw a decrease of \$766 in the average rental, down 1.3 percent from last year. It is hopeful that when a proposal to improve public transport in this area is approved, the rental prices in this area will also rise.

172. What is the main purpose of this article?

- (A) To predict how many people will buy houses in a year
- (B) To give a summary about real estate trends
- (C) To give information about where to invest
- (D) To provide a reason for the expansion of a city

173. According to the article, why are developers interested in the Marina area?

- (A) The rental price of flats has decreased.
- (B) There is great public transport.
- (C) They can open businesses to make money from the new occupants.
- (D) Higher rents can be charged there.

174. In which area have the rental fees NOT increased?

- (A) Valley Hills
- (B) Palm Trees
- (C) Marina
- (D) Northport

175. What advantage do Palm Trees and Valley Hills have?

- (A) They are nearby Marina.
- (B) They have the best public transport.
- (C) They have the lowest rental prices.
- (D) They have the most apartments.

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Questions 176-180 refer to the following letter.

Leila Yin's Events
199 Castle Drive
Oakville, TX 15949

December 27

Dear Ms. Yin,

I am writing to tell you I was really angry about the total amount I received for photography services on December 13. On that day, your assistant, Bill Bailey attended my wedding to take pictures of the wedding and reception. Mr. Bailey spent only two hours taking pictures and the photos I received were well below par. I offered Mr. Bailey beverages at the wedding and reception; however, he seemed to take full advantage of these to the detriment of his work. He decided to leave well before the assigned time. When I asked Mr. Bailey where he was going, he stated that he had used up his film. He did not appear to be very lucid at this time.

I received the bill on December 23 and it was \$200 including three hours of service at \$50 per hour and \$50 for miscellaneous costs including travel and set-up. I believe it is completely outrageous to be charged for three hours of service when he spent only two hours at my wedding. I also object to the miscellaneous section as being too high. I assumed it was supposed to be part of your service. This whole situation really got on my nerves. However, I will pay this because you have provided me with excellent service several times in the past. It was fortunate that I have managed to get good photos of the event from my guests who took pictures of the event, as Mr. Bailey's photos were mostly very disappointing.

I attached a check for \$150 to this letter. If you would like to ask anything further about what happened at the wedding and to discuss this matter, you can call me at 143-8889 or send an e-mail to bgold@yahoo.com.

Regards,

Barbara Gold
Barbara Gold

176. Why was the letter written?

- (A) To ask for copies of photographs
- (B) To complain about a service
- (C) To thank someone
- (D) To demand a full refund

177. On what date did Mr. Bailey take photographs?

- (A) December 13
- (B) December 17
- (C) December 23
- (D) December 27

178. What is stated about the event?

- (A) It lasted for two hours.
- (B) It was attended by many people.
- (C) It was held inside.
- (D) It was a wedding.

179. Why did Mr. Bailey say that he was leaving?

- (A) He had run out of film.
- (B) He was drunk.
- (C) The event had ended.
- (D) He was told to leave.

180. According to the letter, what is true about Ms. Gold?

- (A) She took photos of the event.
- (B) She has used the photography company before.
- (C) She has many friends.
- (D) She has refused to pay.

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

To: Grant Jones <gjones@hotmail.com>
From: Your Order <order@cottonfresh.com>
Date: Dec 13
Subject: Order Summary, Order No. 667

Dear Mr. Jones,
I'd like to express my gratitude for your order with Cotton Fresh Organic Cotton Company. We have received your orders for the following items.

Order #	Description	Count
B404	T-shirts size S	100
B405	T-shirts size M	300
B406	T-shirts size L	200
B407	T-shirts size XL	100

Your orders will be shipped within five to seven business days to the business address you gave. We will charge your credit card upon shipment of your order. If you have any questions, please contact us by telephone or e-mail. Please note that orders cannot be canceled or adjusted after they have been shipped.

Sincerely,

Cotton Fresh

Nottingham

To: Your Order <order@cottonfresh.com>
From: Grant Jones <gjones@hotmail.com>
Date: Dec 14
Subject: Re: Order Summary, Order No. 667

This is in reference to order No. 667. The order is right, but I would like to make a few changes to my order before you ship. I placed an order for 100 of item #B407 but I would like to increase the order to 150.

Also, when I placed my order online I was told that the XS size T-shirts were not available. Could you let me know when you are expecting to get more in stock? If they are available before my order ships, I would like to add 100 to my order.

Thanks.

Kind regards,

Grant Jones

Grant Designs
Brighton

- 181.** What is the purpose of the first e-mail?
- (A) To confirm an order of clothes
 - (B) To apologize for the order not being available
 - (C) To sell a new product
 - (D) To request a customer address

- 182.** What policy is mentioned in the first e-mail?
- (A) Customer service
 - (B) A cancellation
 - (C) A return
 - (D) A refund

- 183.** In the second e-mail, the word "reference" in paragraph 1, line 1 is closest in meaning to
- (A) maxim
 - (B) reflection
 - (C) relation
 - (D) compliment

- 184.** Which size does Mr. Jones want more of?
- (A) Small
 - (B) Medium
 - (C) Large
 - (D) Extra large

- 185.** What is implied about Mr. Jones?
- (A) His orders are out of stock.
 - (B) He tried unsuccessfully to cancel his order.
 - (C) He tried to order XS size T-shirts.
 - (D) He ordered supplies by phone.



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

To: Customer Service Team
 From: Jane Breen
 Date: Jan 1
 Re: Customer Services

As you know, One Call has increased its network dramatically over the past year. It was part of our vigorous efforts to efficiently deal with the large volume of customer service e-mails and telephone calls. And we came to a conclusion that each member of the customer service team needs to be assigned to one area of customer service to focus on.

Below is the new system for customer service e-mails and calls. Each team member will be responsible for a different type of enquiry. Each month you will rotate so each team member can continue to be aware of all fields.

Adrian Gavin	Contract renewal and cancellations
James King	Lost and stolen phones
Mel Brown	Network problems and complaints
Sarah Cooper	Service plan changes

We hope this will increase the efficiency and allow us to continue the quality of work which we pride ourselves on.

To: Jane Breen <jbreen@onecall.com>
 From: Anna Benn <annabenn@garc.com>
 Date: Jan 24
 Subject: Subscription

I will be out of the country for the month of February and will be traveling a lot over the course of the year. I would like to change my service plan to the best international rate. I looked on the website and I think the GoGo plan seems to fit my needs the best. I know you usually require one month's notice, but will you please make an exception in this case and change my plan before February 1st? I will be leaving on February 3rd and would like to have things tied up before this.

I apologize for the short notice but this is a business trip that came up unexpectedly. I have been a customer with you for 10 years now and have always been very happy with your service, and I hope you can accommodate this request. If it is not possible I would like to put my service on hold until I return on February 27th and change the plan following this.

Please contact me by my e-mail or call me at 800-887-0990.

Yours Sincerely,

Anna Benn

186. What is "One Call"?

- (A) A phone company
- (B) A website
- (C) A television company
- (D) A travel company

187. In the memo, what does the last word in the second paragraph "field" mean?

- (A) Area with grass
- (B) Area of expertise
- (C) Area of the company
- (D) The name of a branch or customer service

188. What is indicated about One Call?

- (A) It has increased its number of customers.
- (B) It has recently hired new employees.
- (C) It will move into a larger building.
- (D) It closes for one month.

189. Who will deal with Ms. Benn's request?

- (A) Adrian Gavin
- (B) James King
- (C) Mel Brown
- (D) Sarah Cooper

190. When does Ms. Benn need the change made by?

- (A) January 24
- (B) February 1
- (C) February 4
- (D) February 27



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

Comett Heating Solutions

Contact us

Comett Heating Solutions welcomes your comments, suggestions, and questions. Fill in the form below.

(We require your name, e-mail address, and telephone number so that we may respond promptly to your message.)

Name: Simon Knight
E-mail: simonknight@nob.com

Telephone: 399-675-1244
Town: Kobb

Comments:

I bought a boiler(model number AX13345) from your Grange Tree store last month. I was very happy with the delivery and installment, and the machine worked well. But after 2 weeks the pilot light kept turning off and sometimes doesn't reset for a couple of hours. Please let me know how I can rectify this problem. I purchased the boiler only one month ago, so I would rather not have to pay the repair service bill.

To: Simon Knight <simonknight@nob.com>
From: Customer Service <customer@Comett.com>
Date: April 14
Re: Customer comment 559 on April 13

We sincerely apologize for the problem you have reported on your boiler. Although we try our utmost efforts to ensure that each appliance is thoroughly tested and in tip-top shape, some units with minor defects go unnoticed and make it to the local stores.

Your appliance is covered with a standard two-year warranty; so our service team will address the problem at no extra cost to you. The service team's appointment schedule is open from May 21st. Please contact them for making an appointment at 777 6564 9980.

Before you call our service team, we recommend you also check with your gas service provider too.

Unfortunately, we have learned that some of our boilers have been experiencing problems. There are four models which have been reported and the warranties of these models have been extended for a further 2 years pending investigation.

The models are:

AX24556
AX90888
AX13345
AX67656

Sincerely,

James Wright

Customer Service Representative
Comett

- 191.** On the web page contact form, what information is optional?
(A) Name
(B) Telephone number
(C) E-mail address
(D) Town
- 192.** What does the e-mail mainly discuss?
(A) New boilers available at the company
(B) The defects in the boilers
(C) The price of the repair service
(D) Solutions to a customer's problem
- 193.** How long is the customer's boiler under warranty?
(A) 1 month
(B) 1 year
(C) 2 years
(D) 4 years
- 194.** When did Mr. Knight write his problem in the web page form?
(A) On April 12
(B) On April 13
(C) On April 14
(D) On May 21
- 195.** What is the next step for Mr. Knight in fixing his boiler?
(A) Call and make an appointment
(B) Wait for a call from the company
(C) Return the boiler to the store
(D) Call the gas service provider



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

To: Cody Brown <cbrowni@fobia.com>
From: Sarah Cook <sarahcook@concave.com>
Date: May 13
Subject: FIN conference

Dear Mr. Brown,

It was a great pleasure to meet you in Hong Kong, although I'm sorry we couldn't afford the time to talk about your plans for the overhaul of the Finance Department. I totally understand your concerns about employing too many managers. When we expanded our department, we found that increasing the number of management and adding another level to the department decreased, not increased, the communication. If you're interested, I would be more than happy to discuss some of the problems and solutions we found. Before that, I hope you can attend the finance conference in July as some seminars address these issues. Drake Century is running a seminar on managing finance department expansion. This is a new addition to the schedule (see attachment).

I look forward to seeing you soon, and I hope that you do come to the conference.

Best wishes,

Sarah Cook
Director
Finance Solutions

**7th Annual Conference for Finance Managers
FIN – Finance in Numbers**

Houston, July 10 to 13

The following workshops have been added to the program. There may be further changes in the schedule. A complete, revised list of conference events will be sent to all registered attendees by the end of June.

Date and Time	Workshop Title	Speaker
July 10 11:00 a.m.	Re-hauling the Department: Expanding without losing the personal touch	Drake Century from Macalee
July 11 10:00 a.m.	Managing People and Numbers	Brim Matthes from Finance First
July 12 1:30 p.m.	Improving Communication Between Departments	Adriana Free from KYJ
July 13 2:30 p.m.	Saving Money Without Cutting Costs	Hoffman Kerry from SOT

- 196.** Why is Ms. Cook writing to Mr. Brown?
(A) To ask for more details about a conference
(B) To ask him to speak at a conference
(C) To complain about a conference
(D) To encourage him to attend a conference
- 197.** According to the e-mail, what problem is Mr. Brown experiencing?
(A) His company is downsizing.
(B) His company is expanding.
(C) His department may have too many managers.
(D) He can't attend the conference.
- 198.** What is true about the workshops listed in the announcement?
(A) They were not in the original schedule.
(B) They are replacements for other speeches.
(C) The times of the workshops have been changed.
(D) They replace the previous program.
- 199.** What day's workshop will probably be most helpful to Mr. Brown?
(A) July 10
(B) July 11
(C) July 12
(D) July 13
- 200.** Which of the following is true?
(A) Mr. Brown will receive a new schedule at the end of June.
(B) Sarah Cook will be attending the conference.
(C) Cody Brown must attend the conference.
(D) The new schedule is tentative.