



## 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. Customers are advised to double-check their orders to ensure that they will be sent ----- the correct address.  
(A) until  
(B) upon  
(C) among  
(D) to
102. Last week's performance was judged to be a major ----- even though it received no local media coverage.  
(A) success  
(B) succeed  
(C) successful  
(D) successfulness
103. Please ----- Ms. Condell that no one has received their paychecks yet.  
(A) accept  
(B) notify  
(C) deliver  
(D) present
104. Employees on official business are offered ----- for any expenses incurred for meals – related to workshops, business meetings, or company-related events.  
(A) investment  
(B) dimension  
(C) reimbursement  
(D) expenditure
105. Underwood Energy Services Inc. offers ----- benefits to full-time employees, including dental insurance.  
(A) attraction  
(B) attractive  
(C) attract  
(D) attracted
106. Mr. Whatley unintentionally took Ms. Potvin's timetable, thinking it was -----.  
(A) him  
(B) himself  
(C) his  
(D) he

- 107.** Since the invention of seatbelts, certain automobile fatalities are now often -----.
- (A) preventability  
(B) prevention  
(C) preventing  
(D) preventable
- 108.** Customers at Prussian Blue Books are reminded to keep their receipt ----- proof of purchase when they place an order.
- (A) off  
(B) except  
(C) as  
(D) though
- 109.** Several staff heads ----- a better understanding of the importance of motivation and teamwork from the last workshop.
- (A) gaining  
(B) will gain  
(C) gained  
(D) were gained
- 110.** Anyone ----- experiences complications with the new software is encouraged to bring this matter to Mr. Gruber's attention in room 210.
- (A) who  
(B) which  
(C) whom  
(D) whose
- 111.** Attendance is mandatory for the staff meeting ----- for next Tuesday in the council hall.
- (A) has been scheduled  
(B) schedule  
(C) will schedule  
(D) scheduled
- 112.** Dr. Ketterley is a ----- regarded professor of philosophy as well as a skilled orator.
- (A) largely  
(B) luckily  
(C) gracefully  
(D) highly
- 113.** Please mark the appropriate box to indicate if the person named above ----- any of the certificates listed below.
- (A) holding  
(B) held  
(C) holds  
(D) hold
- 114.** Renovations this summer will increase Larchmere Concert Hall's seating ----- by 80 seats.
- (A) intensity  
(B) capacity  
(C) preparation  
(D) aptitude
- 115.** The ----- on foreign developments in the fashion industry will include refreshments and a 45-minute question period afterwards.
- (A) increase  
(B) referral  
(C) policy  
(D) presentation
- 116.** Mr. Leavenworth sought free legal advice online before ----- with his own lawyers.
- (A) to consult  
(B) consults  
(C) consulted  
(D) consulting
- 117.** Dr. Elizabeth Kay was by ----- until the arrival of Dr. Ian DeSilva at 8:30 a.m.
- (A) her  
(B) herself  
(C) she  
(D) hers

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118. Once a written ----- has been provided to the secretary, she can pass on the information to Mr. Oliveri.  
(A) estimate  
(B) guess  
(C) suggestion  
(D) judgment
119. Employee accounts and other ----- paperwork must be stored under lock and key in the main office.  
(A) achievable  
(B) related  
(C) alike  
(D) interested
120. Soaring fuel prices have ----- to manufacturers seeking raw materials from less remote suppliers.  
(A) contributed  
(B) contributions  
(C) contribute  
(D) contributor
121. An investment ----- gradually increases in value over the years can be more profitable than more short-term alternatives.  
(A) that  
(B) they  
(C) what  
(D) when
122. New department heads must attend meetings ----- in order to be exposed to new ideas from other team members.  
(A) frequent  
(B) frequenting  
(C) frequently  
(D) frequency
123. Several ----- errors with the new software delayed the release date by two months.  
(A) overdue  
(B) minor  
(C) reliable  
(D) rapid
124. Our aim is to focus on customers' needs and satisfaction by ----- introducing exceptional goods.  
(A) consist  
(B) consistently  
(C) consistent  
(D) consisting
125. Students can ----- in the university's education program starting July 6th.  
(A) enroll  
(B) admit  
(C) apply  
(D) subscribe
126. Our firm received ----- from numerous clients for our excellent work over the past twenty years.  
(A) compliment  
(B) complimented  
(C) compliments  
(D) complimentary
127. Beginning next April, financial benefits will be available ----- to those customers who signed the necessary contract.  
(A) exclusiveness  
(B) exclusively  
(C) exclusionary  
(D) exclusion
128. Hyssop Chemists is ----- experienced pharmacists for the eight new locations they have opened this year.  
(A) seeking  
(B) looking  
(C) entering  
(D) requiring
129. ----- the concert finished late, the audience still waited for me.  
(A) Nevertheless  
(B) Still  
(C) Although  
(D) However

- 130.** If you wish to make the trip to Auckland ----- the other department heads, please let Ms. Berlin know immediately.  
(A) where  
(B) both  
(C) with  
(D) but
- 131.** Maurice Robertson, ----- an executive at a small company, became the CEO of Bradshaw Industries four months ago.  
(A) once  
(B) often  
(C) soon  
(D) now
- 132.** While we still take telephone calls, other ----- of correspondence are encouraged to avoid tying up telephone lines unnecessarily.  
(A) profiles  
(B) views  
(C) outlines  
(D) forms
- 133.** Finding qualified students for this job may be ----- difficult.  
(A) extreme  
(B) extremes  
(C) extremely  
(D) extremity
- 134.** Ms. Julie Kennedy and her innovative marketing team have gained renown for creating ----- products for struggling companies.  
(A) promote  
(B) promotes  
(C) promotion  
(D) promotional
- 135.** New customer service personnel are trained to ----- to inquiries within a reasonable amount of time.  
(A) promise  
(B) respond  
(C) advise  
(D) explain
- 136.** For the researcher, a properly maintained notebook can be a ----- of useful information for many years.  
(A) variety  
(B) resource  
(C) source  
(D) choice
- 137.** Alvinson Clothiers' branch in Milan has been open since last August ----- is quickly becoming our busiest location.  
(A) and  
(B) also  
(C) than  
(D) or
- 138.** There will be a panel ----- of pharmaceutical company spokesperson and consumer advocates to debate current health concerns.  
(A) consist  
(B) consisting  
(C) will consist  
(D) to be consisted
- 139.** Please omit ----- details when you are reported the findings revealed at the symposium.  
(A) decreased  
(B) insufficient  
(C) incidental  
(D) prerequisite
- 140.** ----- working with the research department some of the time, the marketing team comes up with fresh ideas for the company's new ads.  
(A) By  
(B) During  
(C) Because  
(D) So that

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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.

March 27, 2008

Dear Ms. Salvador,

We received your request for a current catalogue on March 25. Thank you for your continued interest in our product line. We are continually striving to improve the quality of our parts, and hope that you will find the items included in this year's catalogue to be satisfactory. Along with the catalogue, we are including in this shipment an order form and directions for ordering online.

Some significant changes are ----- in this year's catalogue. More price-saving packages

- 141.** (A) produced  
(B) included  
(C) wished  
(D) decided

have been inserted, and a new index will guide you to the section that you need. In addition, all prices have been updated. You may also be interested to know that ABC Tech has opened another factory in Delaware. ----- this new facility, we will be able to grow our

- 142.** (A) During  
(B) Before  
(C) Among  
(D) With

company's line of electronics. In the coming years, you will see even more additions to our catalogue.

Thank you once again for your business. Please feel ----- to contact me if you need

- 143.** (A) free  
(B) freely  
(C) freedom  
(D) freeing

further assistance. I can be reached at 302-232-3900 (direct line) or at [liamr@tech.com](mailto:liamr@tech.com).

Questions 144-146 refer to the following letter.

Patagonia Treks  
130 Calle San Martin  
Rio Gallegos, Argentina

Welcome to Patagonia Treks! By ----- our company, you are guaranteed to get the

144. (A) choose  
(B) chooses  
(C) choice  
(D) choosing

most out of your experience in the wild lands of Patagonia. No other company offers the high-quality tours that we do into the back country of Argentina. With Patagonia Treks, your experience is guaranteed to be a memorable one.

The following tour information has been confirmed: Your flight from Miami will -----

145. (A) arrive  
(B) depart  
(C) resume  
(D) start

at 6 a.m. on February 11. A representative from Patagonia Treks will then meet you at the airport when you arrive in Argentina and transport you to our offices so that you can fill out any ----- forms prior to the start of the trip.

146. (A) remaining  
(B) remained  
(C) remains  
(D) remain

It is important that you read the enclosed information, as it contains your itinerary and some suggestions about how to prepare for your trip to Patagonia. Please let us know if you have any questions.

We appreciate your business and look forward to your visit.

Sincerely,

Patagonia Treks



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Questions 147-149 refer to the following memo.

## MEMO

To: All staff  
From: Charles Beretti  
Date: January 2  
Re: Lockers

You may remember that staff voted last fall to have lockers installed in the lounge area. After a few months searching for the right company to help us with this project, we have good news. We would like to announce that we have ----- LockSmart to complete the

147. (A) collaborated  
(B) contracted  
(C) decided  
(D) discounted

installation within the next week. All staff should be able to utilize these new lockers to store personal items by next Friday, January 8th. Each staff member will be given a key; please get yours from Marleen in the main office. The lockers will be available ----- all

148. (A) at  
(B) in  
(C) by  
(D) on

times for your security. We hope that this will make our work environment a secure and happy one. By Monday, LockSmart will begin installation and you may need to stay clear of the lounge area. We are sorry for any inconvenience that ----- by this project, but believe

149. (A) is caused  
(B) causes  
(C) caused  
(D) has been caused

that any short-term inconvenience will be outweighed by the long-term benefits.

Questions 150-152 refer to the following e-mail.



Date: Mon., 12 June 08:23:01  
To: Sharon Parker <sparker@ww2.org>  
From: Patrick Spitz <pspitz@ww2.org>  
Subject: Update on Germany trip

Sharon,

Thank you for your patience over the last week as I have worked to ----- the dates

- 150.** (A) terminate  
(B) close  
(C) finalize  
(D) discontinue

of your upcoming trip to Germany. In order to make your trip more enjoyable, I have been working closely with staff members here and abroad. You can be assured that your trip will be an enjoyable and productive one. By this Thursday I will be able to provide you with a complete itinerary. This itinerary will include flight, ground transportation, and hotel information. For the time being, you can review the tentative ----- below and let me know

- 151.** (A) schedule  
(B) date  
(C) ticket  
(D) procedure

if you have any questions.

- June 27: Your flight arrives in Berlin at 8 p.m.; you will be picked up at the airport by a staff member from the Berlin office.
- June 28: You will meet representatives from the Berlin office and tour their facilities.
- June 29: A Berlin staff member will accompany you to the airport for your flight to Frankfurt. The executive director in Frankfurt, Mr. Kissel, is in charge of your stay there and will send you information about your Frankfurt itinerary at a ----- time.

- 152.** (A) latest  
(B) lateness  
(C) lately  
(D) later

- June 30: Return home.

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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 advertisement.

### **Diva's Yearly Summer Clearance Sale – This Weekend Only!**

This weekend, summer clothing is 20% off! Come early to take advantage of our remaining summer items, including shirts, shorts, and sandals. Take an extra 10% off kids' clothing and active wear. Beach accessories discounted up to 50%. Visit our Southend, Westmere, and Northstar locations and save!

Please be aware:

- Women's swimwear is not included in summer clearance sale.
- Store hours during the clearance sale will be 7 a.m. – 10 p.m.
- Discounts do not apply to our Eastwind location.

Starting Monday, 9/10, we will resume our normal hours(8 a.m. – 6 p.m.).

**153.** What is inferred from the advertisement?

- (A) The sale will continue for a week.
- (B) The sale begins on Thursday.
- (C) The sale only applies to the Northstar location.
- (D) The sale will take place during extended business hours.

**154.** As stated in the advertisement, which item will NOT be on sale this weekend?

- (A) Sandals
- (B) Women's swimwear
- (C) Shirts
- (D) Shorts

Questions 155-156 refer to the following memo.

## Memorandum

To: Team Members

From: Administration

Date: August 3

Save the date! In order to continue our long-standing tradition, The Sun Group will hold a yearly "Fun in the Sun" day at Patterson Park for all employees and their immediate family members. Last year's event was a huge success, and we are looking forward to an even better turnout this year. We hope that you will join us for great food, great company, and fantastic entertainment.

Thanks to Connie Rosegarden for organizing this year's get-together, to be held on Sunday, August 15. We would also like to thank Charles Sandpiper for offering to provide musical entertainment. Charles will be playing a variety of woodwind instruments. We hope to see you in the park, or, in the case of bad weather, in the pavilion immediately next to the park.

Volunteers are needed before and after the gathering. Contact John White at 223-2122 if you are able to help. Look for more information in your mailboxes in the coming week.

**155.** What is being organized?

- (A) A performance
- (B) Training
- (C) A job fair
- (D) A social event

**156.** What is the alternate plan?

- (A) The event will be cancelled.
- (B) The event will be held at the office.
- (C) The event will be held in a pavilion.
- (D) The event will be held later in the afternoon.



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Questions 157-159 refer to the following advertisement.

### **Bookworms Unite**

212 Main Street, Aliston, CO 82011

Do you usually have your nose in a book? When you head to the bookstore, is the classics section the first place you visit? Stop spending your money at expensive chain bookstores! Bookworms Unite offers its members better prices on classic books. We have all of your favorite authors in stock, including bestsellers by Dickens, Clark, and Rosebud. Because we specialize in the classics, we can offer a prime selection!

Members of Bookworms Unite can take advantage of the following:

- Discounted prices on all classics.
- A huge catalog of classics from which you can select your favorites.
- Access to our online catalog any time of day or night.

Besides all of this, members will receive a free bimonthly Bookworm news update. Each edition will highlight member favorites and local book clubs. Members are asked to order a minimum of one book per month.

Register now at [www.BookwormsUnite.com](http://www.BookwormsUnite.com)!

**157.** What does Bookworms Unite offer?

- (A) Newspapers
- (B) Journals
- (C) Magazines
- (D) Novels

**158.** What will members NOT receive?

- (A) Free book reviews
- (B) Discounts on books
- (C) A news update
- (D) A catalog

**159.** How can interested persons join Bookworms Unite?

- (A) Send a check to the club
- (B) Register online
- (C) Visit the club office
- (D) Call their toll-free number

Questions 160-162 refer to the following e-mail.

TO	Marketing Staff
FROM	Todd Snow, Manager
RE	Phone Conference
DATE	January 9

Global Marketing Team,

Thank you for your continued hard work worldwide. In order to facilitate communication between our sites, we will be conducting a phone conference next Monday, January 12, involving staff in multiple time zones. We hope that this will give everyone an opportunity to stay up to date on current marketing issues. In the conference, we will be covering the following items:

- Sales trends in the past 3 months
- Ideas for raising awareness of products in target market areas
- Locating future markets to enter

All staff currently involved with the Globe project will be asked to join in this teleconference. This includes staff in our Australian, Eastern European, and South American offices. Staff in overseas locations will join the conference call at the following local times:

**Sydney 1:00 p.m.**

**Warsaw 9:00 a.m.**

**Buenos Aires 11:00 p.m.**

Thank you in advance for participating in this important conference.

Sincerely,

Todd Snow

**160.** Why was this e-mail written?

- (A) To remind staff of an approaching deadline
- (B) To welcome a new staff member
- (C) To inform global staff about an upcoming meeting
- (D) To change the previously stated meeting time

**161.** What will members NOT discuss in the conference?

- (A) Patterns in sales in recent months
- (B) Hiring new staff members globally
- (C) Making people more aware of products
- (D) New market areas

**162.** What does the e-mail indicate about the meeting?

- (A) The conference call will be recorded.
- (B) The manager will not be attending the meeting.
- (C) The conference will last an hour.
- (D) The staff involved in the call will be in different time zones.

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Questions 163-164 refer to the following advertisement.

### **Winding River Apartments**

Sundale Homes would like to announce that 10 new apartments are being built in the downtown Susseville area. As of right now, the site has been cleared and the builders are working on the early stages of construction. Our architects are on the scene to make sure that each apartment turns out perfectly. We expect that the apartments will be completed by early spring.

Tenants on bottom-floor apartments will enjoy spacious living areas, two bedrooms, and a fenced yard. Upper-level apartments will have vaulted ceilings and a balcony view. All of our professionally designed units will include radiant floor heating, air conditioning, and a brand-new oven, refrigerator, and dishwasher. Everyone in the apartment will also have access to free wireless Internet connection and laundry facilities. For a small additional fee, tenants can take advantage of a covered parking area.

Winding River Apartments is within walking distance of a riverside park. We are also conveniently located near bus lines, a shopping district, and a reputable hospital. Save commuting time and live in the heart of a downtown oasis!

Call us today to find out more about our new apartment complex.

**Make an appointment at 123-3432 to view one of Winding River's model apartments (for viewing anytime after January 3).**

**163.** What is stated about the apartments?

- (A) The apartments have already been constructed.
- (B) The apartments come with kitchen appliances.
- (C) The bathrooms are spacious.
- (D) The upper-floor balconies overlook the river.

**164.** What information is NOT included in the advertisement?

- (A) When model apartments are available for viewing
- (B) The quantity of new units being built
- (C) The monthly cost of the units
- (D) The general location of the units

Questions 165-168 refer to the following letter.

LBA  
Local Businesses of Albany  
121 S. Main St., Albany, NY 12019

November 9

Dear Ms. LeChevre,

We would like to invite you to participate in our upcoming meeting, to be held on Wednesday, November 17 at 6:00 p.m. at the Hilton Suites. During this meeting we plan to hold an election for the next LBA president, who will serve for the coming year. Past presidents will be present to explain the importance of the position and to help facilitate the voting process. This year we have four members interested in running for this position; please note that their professional profiles are attached. Make sure to review these profiles prior to the meeting. There will be a question-and-answer session with this year's candidates before voting begins.

We are anticipating a large turnout at this year's election, and hope that you will be able to join us on this important day. If, for some reason, you are unable to attend, we ask that you send in your vote using the attached mail-in ballot. You can send the form to Local Businesses of Albany, 121 S. Main St., Albany, NY 12019. Please make sure that your ballot arrives by November 17.

Our bylaws state that a majority of the LBA's members must vote in the upcoming election in order for us to officially inaugurate a new president. Because of this, we ask that you make voting a priority and either attend the meeting or send in your ballot by mail.

Sincerely,

*David Smith*

- 165.** Why is the LBA holding a meeting?
- (A) To revise its bylaws
  - (B) To review its voting procedures
  - (C) To encourage new members to join
  - (D) To choose a new president
- 166.** If Ms. LeChevre cannot attend the meeting, what should she do?
- (A) Complete a mail-in ballot
  - (B) Send an apology letter to the president
  - (C) Make a financial contribution to the LBA
  - (D) Run for president

- 167.** What is attached to the letter?
- (A) LBA's budget information
  - (B) A yearly calendar of events
  - (C) Profiles of those running for president
  - (D) A directory of small businesses

- 168.** What can be inferred about Ms. LeChevre?
- (A) She would like to be president.
  - (B) She works for the president.
  - (C) She is responsible for counting the ballots.
  - (D) She is a member of the LBA.

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Questions 169-172 refer to the following information.

## Telecommunications Merger Announced

Los Angeles, February 2

Two of the country's biggest telecommunications companies have signed a deal, completing the largest merger in history. The news was announced at a press conference this morning. Delmore, Inc. and Lasing, Corp. will come together in March to create Del-Lasing. The new corporation is expected to have combined assets of over \$1 billion.

By joining Delmore's technological innovation and Lasing's marketing strategies, the company hopes to reach even more customers both in the U.S. and overseas with their cellular phone and Internet services. Del-Lasing will be based in San Francisco after it transfers employees from its two former locations to a historic San Francisco office building in the heart of the business district. Delmore's offices in Los Angeles will close, as will Lasing's central management headquarters in Del Rio.

Delmore's CEO, Fred Byers, says that customers should not expect any disruption to their service. Starting in March, customers can direct any concerns to Del-Lasing's new online customer service helpdesk.

**169.** Where would someone most likely find this information?

- (A) In a business directory
- (B) In a newspaper
- (C) In a magazine
- (D) In a job advertisement

**170.** What information is NOT included about Del-Lasing?

- (A) It will relocate to a newly constructed building in San Francisco.
- (B) The company will begin operations in March.
- (C) Del-Lasing is a combination of two companies.
- (D) It will be a large corporation.

**171.** What services will Del-Lasing provide?

- (A) Computer parts
- (B) Advertising services
- (C) Business development products
- (D) Telephone and Internet services

**172.** Where will Del-Lasing's offices be located?

- (A) Los Angeles
- (B) Del Rio
- (C) San Francisco
- (D) Delmore

Questions 173-175 refer to the following letter.

11 Calle Café  
Cuenca 22334  
Ecuador

Mr. Robert LaTaza  
Manager  
Starcoffee, Inc.  
23 Lime St.  
Tallahassee, FL 12121

June 22

Dear Mr. LaTaza:

Through years of careful research and consultation with centuries-old local coffee plantations, we have cultivated the perfect coffee bean. Shade-grown and environmentally-friendly, our new variety of coffee bean has proven to have a more pleasing flavor than anything we have ever developed among the local population. Since the bean's sublime flavor has proven to be a success with taste-testers in Ecuador, we would now like to share our secret with you!

It is our hope that your customers in the U.S. will be interested in experiencing the intense flavor of these beans. The enclosed complimentary package of coffee should be enough to convince your taste buds that these beans are richer and more flavorful than any previously available. If you wish to see where this new coffee bean originates, please consider visiting our plantation in Cuenca at your convenience. Our staff will be happy to offer you a free tour and taste testing. We look forward to hearing from you soon!

Sincerely,

*Roberto Calabaza*

Roberto Calabaza  
Cuenca Coffee Ltd.



**173.** What is the purpose of the letter?

- (A) To request a review of a product
- (B) To send discount coupons
- (C) To present a new product
- (D) To fill an order

**174.** What has Mr. Calabaza enclosed with the letter?

- (A) An invoice
- (B) A free sample
- (C) An order form
- (D) A plane ticket to Ecuador

**175.** What is NOT mentioned in the letter?

- (A) Cuenca Coffee has developed a new type of coffee bean.
- (B) Mr. Calabaza wants to find a market in the United States.
- (C) Mr. LaTaza has previously visited Cuenca Coffee.
- (D) Cuenca Coffee has tested its product on local coffee drinkers.

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Questions 176-180 refer to the following letter.

## Terrific Travels

27 Lexington St.  
New York, NY 12345

June 1

Mr. Joseph McLelland  
34 Nunnery Ln.  
Queens, NY 12121

Dear Mr. McLelland,

Thank you for choosing Terrific Travels to book your flight and hotel reservations. Per our telephone conversation yesterday, I am writing to confirm your new travel details. I would also like to apologize once again for the cancellation of your original flight to Kingston, Jamaica on July 2. As we discussed, you will be receiving a free flight upgrade on your rescheduled flight to Kingston on Friday, July 5. Your new flight will depart on July 5 at 2:00 p.m. and arrive in Kingston at 7:32 p.m., with a three-hour layover in Tampa, Florida. An agent will greet you at the airport to show you to your hotel. If you find this new itinerary acceptable, you will need to send us confirmation in the next 24 hours by e-mail or phone.

Provided that this new itinerary is confirmed, we will change your hotel reservation at the Mango Suites. Although the check-in date will be moved forward, the check-out date of July 12 will remain the same, as per your company's request. You will, as we discussed, have access to cable television and high-speed Internet. The meeting room that you requested will be free for your use on July 7. Unfortunately, we have learned from the hotel that in-room phone service will be unavailable on July 8 due to scheduled yearly maintenance. If this proves to be an inconvenience, please let me know and I will find alternate accommodations for this date.

I look forward to hearing from you soon regarding your decision about the above itinerary. Again, we apologize for any inconvenience that this change may have caused you. Thank you for your business.

Sincerely,

*Tanya DeLane*

Terrific Travels

- 176.** What is the purpose of the letter?
- (A) To inform Mr. McLelland of a new resort
  - (B) To provide a new itinerary
  - (C) To cancel hotel accommodations
  - (D) To make a reservation at a convention center

- 177.** Where is Mr. McLelland travelling?
- (A) New York
  - (B) Tampa
  - (C) Queens
  - (D) Kingston

- 178.** What has been scheduled for July 5?
- (A) Mr. McLelland's flight
  - (B) A company meeting
  - (C) A phone appointment
  - (D) A flight to Queens

- 179.** What does Ms. DeLane need Mr. McLelland to do?
- (A) Contact the hotel
  - (B) Confirm the reservation
  - (C) Schedule a flight to another location
  - (D) Make seat reservations

- 180.** What will Mr. McLelland NOT be able to use at the hotel for one day?
- (A) The Internet
  - (B) Cable television
  - (C) The telephone
  - (D) A meeting room



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Questions 181-185 refer to the following announcement and form.

## Best Business Practices

Keep your company up-to-date with the latest research in business success! Don't let your employees fall behind when it comes to networking, product development, technology, and marketing. Staying competitive in today's market means staying informed. Don't miss this opportunity to find out the latest research.

BusinessTrain will be conducting interactive and highly-relevant training sessions this summer on all aspects of business development. To register, visit our site at [www.businesstrain.org](http://www.businesstrain.org). Fees are per person and include lunch. Here is just a sampling of our workshop offerings:

1. **Marketing Outward** provides workshop participants with practical ideas on attracting new clientele.

Monday, March 7, 8:00-10:00 a.m.  
Cost \$40

2. **Network Connections** encourages participants to utilize their existing business connections and gives strategies on creating new contacts.

Tuesday, April 4, 8:30-11:00 a.m.  
Cost \$45

3. **Technology Yes!** involves workshop-goers in a hands-on session that highlights the relevance of technology to marketing.

Monday, May 6, 8:00-10:30 a.m.  
Cost \$65

4. **Product Ingenuity** has made product development more exciting than ever! Participants will use new design templates to learn how to impress clients with new products.

Tuesday, June 9, 8:30-11:00 a.m.  
Cost \$55

## REGISTRATION

Name: *Charles Salazar*

Address: *432 W. State St., Albany, NY 12123*

Phone No.: *(201) 928-1921*

E-mail: *salazar1@mail.com*

Workshop Number: *1*

Date: *January 3*

Comments: *My department would like to send 5 of its members to the workshop on March 7. Are we eligible for a group discount?*

**181.** What is the purpose of the announcement?

- (A) To ask for new workshop ideas
- (B) To promote upcoming workshops
- (C) To inform business owners of previous workshops
- (D) To modify the workshop schedule

**182.** In the 2nd paragraph of the announcement, the word "conducting" in line 1 is similar in meaning to

- (A) sending
- (B) neglecting
- (C) presenting
- (D) electrifying

**183.** What is NOT a workshop topic?

- (A) Finding new clients
- (B) Product development
- (C) Using technology
- (D) Managing meetings

**184.** What is the fee for the workshop Charles Salazar plans to attend?

- (A) \$40
- (B) \$45
- (C) \$55
- (D) \$65

**185.** What does Charles Salazar want to know?

- (A) Which workshop would be most helpful to him
- (B) If he can get a discount
- (C) Workshop locations
- (D) Names of the presenters

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Questions 186-190 refer to the following articles.

***The Wasniak Herald***  
***Wednesday, August 14***  
***From WTH Meteorological Center***

Meteorologists have forecasted severe thunderstorms covering most of Wasniak. Heavy rain is expected to start early on Thursday morning and will continue until Sunday evening. The rain will also be accompanied by colder temperatures, hovering around 24 degrees Celsius. And while the predicted amount of rainfall should be less than 10 centimeters, some areas may see flooding.

The rain should let up by Sunday night, but clouds will remain until early on Tuesday.

*The Wasniak Herald*  
*Tuesday, August 19*  
*By Hong Tran*

**Unpredictable Weather Deals Heavy Blow to Parks and Recreation Department**

The Wasniak P&R Department reports that more than 30 outdoor programs and events, from family reunions to wedding ceremonies, were cancelled last weekend. These events were cancelled because of a severe rain and thunderstorm forecast that was issued earlier in the week. Despite the grim prediction, however, the weather was not that bad. In fact, the rain did not last very long; after a short drizzle, the sun returned. The temperature was as predicted, as it was somewhere very close to 24 degrees. It was altogether a pretty nice day on Saturday, and would have been an even nicer day for everyone had the scheduled events not been cancelled.

These cancellations caused a significant loss of revenue for the P&R Department. "The money from these types of public events accounts for a very large amount of our yearly revenue, and supports most of the funding for the parks maintenance for the whole year," said Davie Wong, a financial manager at Parks and Recreation. He went on to say that he hopes they can find some time to reschedule the events, and that they can partially recover the lost funds.

- 186.** According to the weather forecast in the first article, what is true?
- (A) The city would go through unprecedented temperatures.
  - (B) The rainstorm would begin on Thursday morning.
  - (C) The weather would turn sunny as soon as the rain stopped.
  - (D) The rain would last for the whole month.
- 187.** In the second article, what problem did Wasniak's Parks and Recreation Department experience?
- (A) It couldn't get enough funding from the city government.
  - (B) Its regional parking lots were flooded by rain.
  - (C) It had to cancel all of its scheduled events.
  - (D) Its operations director was demoted.
- 188.** Why is August an important month for the Parks and Recreation Department?
- (A) It posts its yearly schedule of events.
  - (B) It postpones and cancels many events during that month.
  - (C) It generates a good portion of their yearly revenue.
  - (D) It provides the best weather for plant growth.
- 189.** In the second article, the word "maintenance" in paragraph 2, line 3 is closest in meaning to
- (A) consistency
  - (B) upkeep
  - (C) defense
  - (D) declaration
- 190.** What were the forecasters correct about?
- (A) The sky was overcast.
  - (B) The temperature
  - (C) The rain
  - (D) The blustery wind



Questions 191-195 refer to the following letter and form.

**To Whom It May Concern:**

On March 13, I completed an online order for a set of new hardwood furniture. This week I received the set, and have no complaints about the quality of the furniture or of the shipping.

The instructions enclosed with most pieces enabled me to put them together easily. Unfortunately, instructions for assembling the bookshelf were not included in the shipment, and I was unable to put the bookshelf together because of this missing information. Please be aware that customers like myself rely on these instructions; it is nearly impossible to construct the furniture without them. I would appreciate it if you could mail me a copy of the instructions for the bookshelf (Item #42210) at your earliest convenience. Sending the instructions by e-mail would be even better. If you have the instructions available electronically, please send them to shardy@mail.com.

Another problem is with the total cost in the invoice since I believe the total is 10 dollars less than the stated amount. Could you check it as well and let me know what went wrong?

My order confirmation number is AXT921, and the order number is 442. Attached is the invoice that came with my order. I would like to be able to complete the assembly of my bookshelf as soon as possible, and would appreciate your prompt reply to this request. Please contact me at (901) 840-0982 if you have any questions.

Sincerely,

*Sarah Hardy*

**FURNITURE WORLD**

23 Broadmoor St.  
St. Louis, MO 69504

**INVOICE**

ORDER DATE: March 13  
ORDER ID: 442  
DATE: March 14

**Client Information**

Name: Sarah Hardy

CUSTOMER NAME: Sarah Hardy

Street: 342 Alpine St. #2  
City: Chicago  
State: IL  
Country: USA  
Zip Code: 65422

CUSTOMER ID: 323



### Products Purchased

Item No.	Item Description	Quantity	Unit Price	Total Price
02302	Office Desk	1	\$150	\$150
54328	Office Chair	1	\$75	\$75
43234	Floor Lamp	2	\$30	\$60
42210	Bookshelf	1	\$175	\$175

Subtotal : \$460

Shipping : \$99

Total : \$569.00

Thank you

**191.** What is the purpose of this letter?

- (A) To ask for a replacement part for the bookshelf
- (B) To request missing information
- (C) To arrange for the shipping of more items
- (D) To ask for a refund

**192.** What would Ms. Hardy like to do soon?

- (A) Put her bookshelf together
- (B) Have a sofa delivered
- (C) Receive a refund in the mail
- (D) Get a new order number

**193.** The word "assembling" in paragraph 2, line 2, in the letter is closest in meaning to

- (A) gathering
- (B) meeting
- (C) building
- (D) changing

**194.** Which item does Ms. Hardy refer to in the letter?

- (A) The desk
- (B) The chair
- (C) The floor lamp
- (D) The bookshelf

**195.** What was the actual total cost?

- (A) \$10
- (B) \$450
- (C) \$559
- (D) \$569

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Questions 196-200 refer to the following flyer and letter.

### **Don't Miss This Unique Event!** **Daniel Metzger performs unplugged at Savoy Music**

Daniel Metzger, famous for his hits *Stars over Mississippi* and *Saving My Love*, will be in town October 19-20. Metzger's smooth slide guitar playing and memorable voice have enraptured audiences for over 15 years. It is Savoy Music's pleasure to host Daniel Metzger in a rare acoustic performance of his most loved tunes.

Location: Savoy Music (Downtown)

Dates: Friday and Saturday, October 19-20

Show Time: 8:30 pm

Cost: \$22 for adults, \$12 for children (12 and under)

You can mail a check or money order to Savoy Music by October 18 if you wish to order tickets in advance. You can request that tickets be mailed to you or picked up at Will Call. In addition, you can use our ticket-by-phone service (credit card required) by calling 321-213-3243. Tickets will also be available the night of the performance starting at 7 p.m. (cash will then be the only accepted form of payment). Come early to get a good seat!

For additional information, contact us at 321-213-3244 or send an e-mail to our concert coordinator, Jamie Severn, at [savoyperformances@savoy.com](mailto:savoyperformances@savoy.com).

Jamie Severn  
Savoy Music  
43 Delany St.  
Mt. Washington, CO 82312

October 10

Dear Ms. Severn:

I am thrilled to hear that Daniel Metzger will be making an appearance at your store this month. Metzger has been a favorite of mine for years, and I have enjoyed many concerts of his at other venues over the years. The show at the Savoy will be my first chance to see him play acoustically. Thank you for bringing him back to Colorado! Please reserve two adult tickets and one children's ticket in my name. Enclosed is a check for \$56. Please hold my tickets at Will Call. I will be at the Savoy early on the 19th to pick them up.

Thank you,

Janet Peters

- 196.** After October 18, how can someone pay for a ticket?
- (A) In cash only
  - (B) By credit card
  - (C) By personal check
  - (D) By money order
- 197.** On the flyer, what does the word “form” in line 13 refer to?
- (A) credit
  - (B) venue
  - (C) type
  - (D) check
- 198.** What does the flyer mention?
- (A) Tickets are sold out.
  - (B) The performer will play acoustic music.
  - (C) There will be a performance on Sunday.
  - (D) The show will be held next to Savoy Music.
- 199.** When will Ms. Peters attend the performance?
- (A) Thursday
  - (B) Friday
  - (C) Saturday
  - (D) Sunday
- 200.** What does the letter indicate about Ms. Peters?
- (A) This is her first time to see Mr. Metzger in concert.
  - (B) She plans to pay for the tickets by credit card.
  - (C) She would like the tickets mailed to her.
  - (D) She will attend the concert with other people.