

The Best Study Companion
for 2018 TOEIC format Test-takers

NEW Economy TOEIC

RC 1000

Lee Ki Taek

10
Reading
Actual Tests



Answer Key



100%
reflects
the 2018 global
updated
format

NTV

Công ty TNHH
Nhân Trí Việt



NHÀ XUẤT BẢN TỔNG HỢP
THÀNH PHỐ HỒ CHÍ MINH

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ABOUT RECENT CHANGES IN THE TOEIC TEST FORMAT

What is TOEIC?

TOEIC (Test of English for International Communication), developed by ETS (Educational Testing Service), aims at measuring English-language proficiency of non-native English speakers in the global workplace. The test reflects the ways in which individuals commonly communicate in everyday social and especially work situations around the world.

Updated TOEIC test format

The new TOEIC test format, effective April 2018 globally, will have some updated question types following the successful launch in Korea and Japan beginning 2016. The following section provides essential information about changes in the new format:

A. An overview of TOEIC current and new formats

Section	Part	Current version of TOEIC format		New version of TOEIC format		Time	Score	
		Descriptions	Number of questions	Descriptions	Number of questions			
Listening Comprehension	1	Photographs	10	Photographs	6	45 mins	495	
	2	Question-Response	30	Question-Response	25			
	3	Conversations	30	Conversations	39			
	4	Talks	30	Talks	30			
Reading Comprehension	5	Incomplete Sentences	40	Incomplete Sentences	30	75 mins	495	
	6	Text Completion	12	Text Completion	16			
	7	Reading Comprehension	Single Passages	28	Reading Comprehension	29		
				Double Passages		10		
						15		
Total	7 parts			200 questions	7 parts	200 questions	120 minutes	990

B. Summary of the changes

The total number of questions of the whole test as well as that in each of the two sections, i.e. Listening Comprehension and Reading Comprehension remains the same; however, there are changes in the number of questions for some parts in both of the two sections. For Reading Comprehension, new question types are introduced in Parts 6 and 7.

Detailed descriptions of the updated version of the Reading Comprehension section are given below:

PART 5

- § In each of the sentences in Part 5, a word or phrase is missing. Four answer choices are given below each sentence. You are to select the best answer to complete the sentence.
- § **Comments:** There are no changes to this part regarding question types; however, the number of questions has been reduced to 30.

PART 6

- § A word, phrase or sentence is missing in parts of each text. Four answer choices for each question are given below the text. You are to select the best answer to complete the text.
- § **Comments:** The number of questions has been increased to 16, and there is a new question type: Text completion questions that ask you which clause or even complete sentence fits best in the context of the overall passage.

PART 7

- § In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each single passage is followed by 2–4 questions while the double and triple passages are followed by 5 questions each. You are to choose the best answer to each of the questions.
- § **Comments:** The number of questions has been increased to 54, and there are new question types:
 - ① Questions that are based on text messages, instant messages or online chat conversations with multiple writers;
 - ② Set-based questions that ask you to understand where in the passage a sentence belongs; and
 - ③ Questions that test your understanding of three related texts.

Before you sit for the test, make sure to read all the relevant information and instructions on the authorised test centers' websites.

TOEIC RC SCORE CONVERSION TABLE

(For general reference only. The actual score may vary in the range of 5-20).

Number of correct answers	Estimated score						
0	5	25	120	50	245	75	370
1	5	26	125	51	250	76	375
2	5	27	130	52	255	77	380
3	10	28	135	53	260	78	385
4	15	29	140	54	265	79	390
5	20	30	145	55	270	80	395
6	25	31	150	56	275	81	400
7	30	32	155	57	280	82	405
8	35	33	160	58	285	83	410
9	40	34	165	59	290	84	415
10	45	35	170	60	295	85	420
11	50	36	175	61	300	86	425
12	55	37	180	62	305	87	430
13	60	38	185	63	310	88	435
14	65	39	190	64	315	89	440
15	70	40	195	65	320	90	445
16	75	41	200	66	325	91	450
17	80	42	205	67	330	92	455
18	85	43	210	68	335	93	460
19	90	44	215	69	340	94	465
20	95	45	220	70	345	95	470
21	100	46	225	71	350	96	475
22	105	47	230	72	355	97	480
23	110	48	235	73	360	98	485
24	115	49	240	74	365	99	490
						100	495

RC PROGRESS MONITOR

Actual test	Dates	Number of incorrect answers	Number of correct answers	Estimated score	Notes
RC Actual Test 01					
RC Actual Test 02					
RC Actual Test 03					
RC Actual Test 04					
RC Actual Test 05					
RC Actual Test 06					
RC Actual Test 07					
RC Actual Test 08					
RC Actual Test 09					
RC Actual Test 10					

Actual Test

01

PART 5 / PART 6 / PART 7

READING TEST

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

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

PART 5

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

101. When filling out the order form, please _____ your address clearly to prevent delays.

(A) fix
(B) write
(C) send
(D) direct

102. Ms. Morgan recruited the individuals that the company _____ for the next three months.

(A) will employ
(B) to employ
(C) has been employed
(D) employ

103. The contractor had a fifteen-percent _____ in his business after advertising in the local newspaper.

(A) experience
(B) growth
(C) formula
(D) incentive

104. The free clinic was founded by a group of doctors to give _____ for various medical conditions.

(A) treatment
(B) treat
(C) treated
(D) treating

105. Participants in the walking tour should gather _____ 533 Bates Road on Saturday morning.

(A) with
(B) at
(C) like
(D) among

106. The artist sent _____ best pieces to the gallery to be reviewed by the owner.

(A) him
(B) himself
(C) his
(D) he

107. The figures that accompany the financial statement should be _____ to the spending category.
- (A) relevance
(B) relevantly
(C) more relevantly
(D) relevant
108. The building owner purchased the property _____ three months ago, but she has already spent a great deal of money on renovations.
- (A) yet
(B) just
(C) few
(D) still
109. We would like to discuss this problem honestly and _____ at the next staff meeting.
- (A) rarely
(B) tiredly
(C) openly
(D) highly
110. The store's manager plans to put the new merchandise on display _____ to promote the line of fall fashions.
- (A) soon
(B) very
(C) that
(D) still
111. During the peak season, it is _____ to hire additional workers for the weekend shifts.
- (A) necessitate
(B) necessarily
(C) necessary
(D) necessity
112. _____ that the insulation has been replaced, the building is much more energy-efficient.
- (A) Now
(B) For
(C) As
(D) Though
113. Mr. Sims needs a more _____ vehicle for commuting from his suburban home to his office downtown.
- (A) expressive
(B) reliable
(C) partial
(D) extreme
114. The company _____ lowered its prices to outsell its competitors and attract more customers.
- (A) strategy
(B) strategically
(C) strategies
(D) strategic
115. _____ Mr. Williams addressed the audience, he showed a brief video about the engine he had designed.
- (A) Then
(B) So that
(C) Before
(D) Whereas
116. For optimal safety on the road, avoid _____ the view of the rear window and side-view mirrors.
- (A) obstructs
(B) obstructed
(C) obstruction
(D) obstructing

- 117.** Having proper ventilation throughout the building is _____ for protecting the health and well-being of the workers.
- (A) cooperative
(B) visible
(C) essential
(D) alternative
- 118.** _____ sales of junk food have been steadily declining indicates that consumers are becoming more health-conscious.
- (A) In addition to
(B) The fact that
(C) As long as
(D) In keeping with
- 119.** The sprinklers for the lawn's irrigation system are _____ controlled.
- (A) mechanically
(B) mechanic
(C) mechanism
(D) mechanical
- 120.** The library staff posted signs to _____ patrons of the upcoming closure for renovations.
- (A) notify
(B) agree
(C) generate
(D) perform
- 121.** Mr. Ross, _____ is repainting the interior of the lobby, was recommended by a friend of the building manager.
- (A) himself
(B) he
(C) who
(D) which
- 122.** The guidelines for the monthly publication are _____ revised to adapt to the changing readers.
- (A) courteously
(B) initially
(C) periodically
(D) physically
- 123.** _____ an ankle injury, the baseball player participated in the last game of the season.
- (A) In spite of
(B) Even if
(C) Whether
(D) Given that
- 124.** The governmental department used to provide financial aid, but now it offers _____ services only.
- (A) legal
(B) legalize
(C) legally
(D) legalizes
- 125.** At the guest's _____, an extra set of towels and complimentary soaps were brought to the room.
- (A) quote
(B) graduation
(C) request
(D) dispute
- 126.** The upscale boutique Jane's Closet is known for selling the most stylish _____ for young professionals.
- (A) accessorized
(B) accessorize
(C) accessorizes
(D) accessories

127. The company started to recognize the increasing _____ of using resources responsibly.

- (A) more important
- (B) importantly
- (C) importance
- (D) important

128. _____ restructuring several departments within the company, the majority of the problems with miscommunication have disappeared.

- (A) After
- (B) Until
- (C) Below
- (D) Like

129. The riskiest _____ of the development of new medications are the trials with human subjects.

- (A) proceeds
- (B) perspectives
- (C) installments
- (D) stages

130. _____ seeking a position at Tulare Designs must submit a portfolio of previous work.

- (A) Anyone
- (B) Whenever
- (C) Other
- (D) Fewer

GO ON TO THE NEXT PAGE

PART 6

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

Questions 131–134 refer to the following e-mail.

To: samsmith@digitalIT.com
From: sharronb@email.com
Date: September 24
Subject: Business Contract

Dear Mr. Smith,

I am Sharron Biggs, CEO and founder of BiggsGraphics. I recently came across your advertisement _____ the partnership of a graphic design company for a number of your projects. BiggsGraphics has _____ experience working with various small businesses and companies in designing advertising campaigns, logos, and websites. _____ Our website www.biggs-graphics.com also has some information about our company.

I'm interested in working with your company on your projects and hope we can build a beneficial partnership. I look forward _____ your reply.

Sincerely, Sharron Biggs

CEO, BiggsGraphics



131. (A) seek
(B) to seek
(C) seeking
(D) are seeking

132. (A) extensive
(B) restricted
(C) generous
(D) limitless

133. (A) I would really appreciate the opportunity to work with you.
(B) I heard that DigitalIT is a great company.
(C) In fact, our designs are often copied by other companies.
(D) I have attached a number of our past designs to illustrate what we specialize in.

134. (A) at
(B) to
(C) with
(D) from

Questions 135–138 refer to the following announcement.

Thank you for shopping at Larson's China. Our products are known for their modern and unique patterns and color combinations, as well as _____ and strength. _____ Please
135. _____ note, however, that repeated drops and rough handling will _____ eventual breakage. We
136. _____ suggest you store them carefully and that you don't use harsh chemicals, steel sponges,
or _____ scrubbing when cleaning them. Please visit our website at www.larsonchina.com
138. for information about handling and care or call us at 555-1234 if you have any questions or
concerns.

135. (A) durable
(B) durability
(C) durableness
(D) durable

136. (A) Larson's utensils and silverware go great with the dinnerware.
(B) Our most popular line, the Spring Flower China is sold out at most locations.
(C) Visit our store to check out our other beautiful products.
(D) They are dishwasher- and microwave-safe and we're confident that you'll be using them for years to come.

137. (A) result in
(B) occur to
(C) ending at
(D) stop with

138. (A) ambitious
(B) combative
(C) aggressive
(D) complacent

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Questions 139–142 refer to the following notice.

Entry Position: Gold & Slide Accounting Firm

We are looking for enthusiastic candidates with an educational background in finance or _____. All candidates should have some computer experience. Job experience is not **139.** _____ but preferred. Candidates with a bilingual language ability _____ favored. Positions **140.** _____ include jobs in accounting, statistics, and general office assistant. If you are interested, please visit our website at www.G&Saccountingfirm.com/employment for more information. You can send your cover letters and resumes to Karen Hill at khill@G&S.com. We will begin interviewing candidates on Monday, November 5. **141.** _____ **142.** _____

- 139.** (A) account
(B) accountant
(C) accounting
(D) accounted

- 140.** (A) basic
(B) decisive
(C) additional
(D) necessary

- 141.** (A) is being
(B) will be
(C) has been
(D) were being

(NEW)

- 142.** (A) We sincerely thank you for your interest.
(B) The positions begin the following month.
(C) Please call us for more information.
(D) We apologize for any inconvenience.

Questions 143–146 refer to the following notice.

To: Kitchen staff, office employees
From: Manager, Larry Park
Date: March 23
Subject: Renovations

To all kitchen staff and Harmon employees,

From Sunday, March 23 to Thursday, March 27, the employee cafeteria kitchens will undergo renovations as new appliances and equipment _____ in to replace the old ones.

143.

_____ Instead, the convenience shops will carry more sandwiches, prepared lunch boxes, 144. and snacks for the employees during this time.

The renovations will increase the number of sinks, ovens, and stove tops so that a larger volume of meals can be provided _____ the lunch and dinner rushes. We apologize for the 145. inconvenience but we hope that the changes will _____ the services in the cafeteria.

146.

143. (A) are bringing
(B) have brought
(C) bring
(D) are brought

145. (A) before
(B) after
(C) during
(D) within

144. (A) This will take a lot of work.
(B) As a result, the convenience shops will be closed.
(C) Because of this, hot meals will not be available for the patrons.
(D) There will be noise and chaos as a result.

146. (A) develop
(B) improve
(C) rectify
(D) recover

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PART 7

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

Questions 147–148 refer to the following e-mail.

The screenshot shows an email message window with the following details:

To: employees@simnetsolutions.com
From: management@simnetsolutions.com
Subject: Seminar Opportunity
Date: February 5

Body:

Dear Female Employees,

Only one week remains until registration will be closed for the Women's Leadership Seminar. This seminar is offered free of charge to all of our female employees at Simnet Solutions. To accommodate our female employees' busy schedules, identical seminars will be held on two different dates—February 21 and February 23.

In order to register for this specially designed seminar, you must e-mail James Taylor in human resources by 5:00 P.M. on February 12. This seminar will teach our female employees about how to communicate with confidence and credibility in the workplace.

The Simnet Solutions Management Team

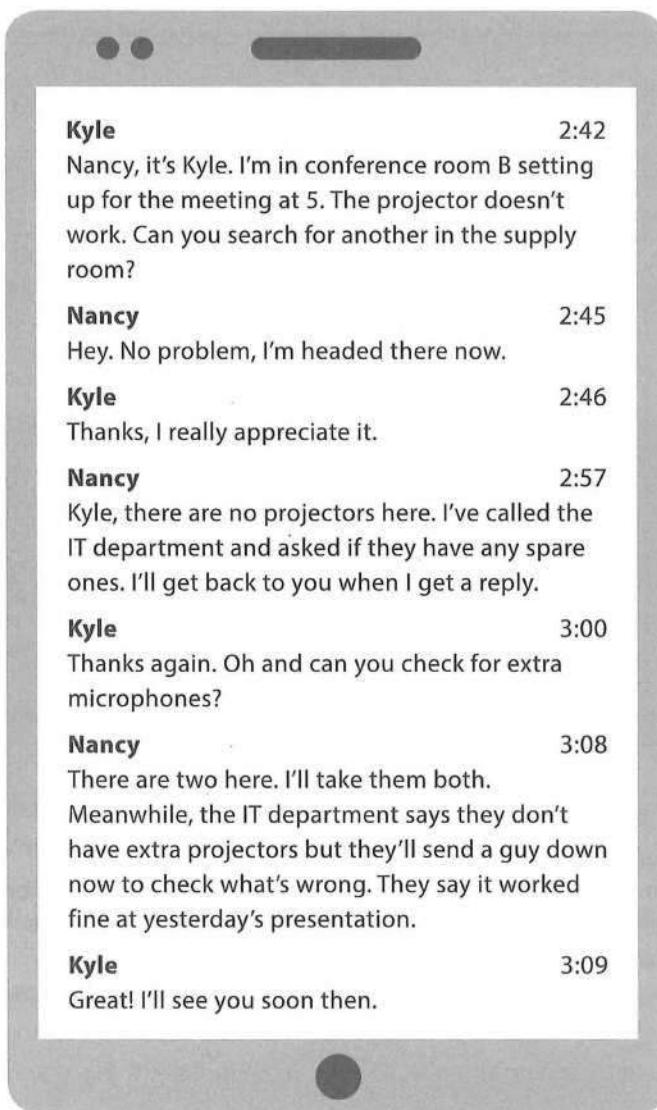
147. What is indicated about the seminar?

- (A) It will feature speaker James Taylor.
- (B) It is held annually.
- (C) Its fee is more expensive than the last one.
- (D) It is designed for women.

148. When will the free registration offer end?

- (A) On February 5
- (B) On February 12
- (C) On February 21
- (D) On February 23

Questions 149–150 refer to the following text message chain.



149. Where most likely is Nancy?

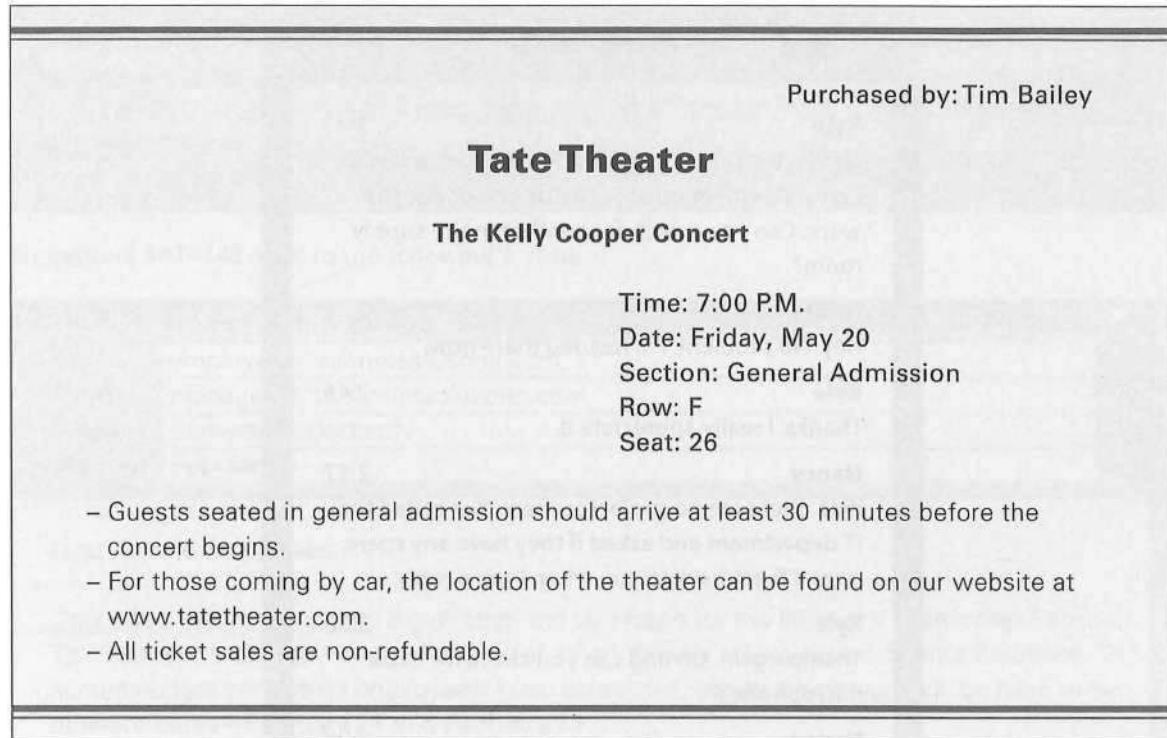
- (A) At a conference room
- (B) At the IT department
- (C) In the supply room
- (D) In her office

150. What did Nancy mean when she said "I'm headed there now"?

- (A) She was going to the location.
- (B) She would lead the presentation.
- (C) She knew where the room was.
- (D) She was going straight to meet him.

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Questions 151–152 refer to the following ticket.



151. What is Mr. Bailey advised to do?

- (A) Contact the theater for a refund
- (B) Select his preferred seat on a website
- (C) Arrive at the venue in advance
- (D) Post a review later

152. According to the ticket, what can be viewed on the theater's website?

- (A) A list of past performances
- (B) Driving directions
- (C) Concert reviews
- (D) Pictures of the theater

Questions 153–154 refer to the following information.

Gilmore Good Buy

Order Confirmation

Name: Jenny Collins

Customer ID: F833J

Address: 808 Columbus Avenue, New York, NY 10025

Order date: August 22

Item(s)	Price
Springform pans (5 @ \$5.00 each)	\$25.00
4 oz. cocoa butter	\$10.99
Confectioner's glaze (3 @ \$5.90 each)*	\$17.70
Cupcake pans (2 @ \$4.00 each)	\$8.00
Merchandise Total	\$61.69
Delivery	\$8.99
Total	\$70.68
Payment: Credit Card XXXX XXXX XXXX 4026	

* Notes: Will be delivered at a quicker speed to prevent melting or damage

153. What kind of business are the items most likely intended for?

- (A) A shopping mall
- (B) A bakery
- (C) An appliance store
- (D) A convenience store

154. What is indicated about the order?

- (A) It will be paid in installments.
- (B) It will be sent separately.
- (C) It has been discounted.
- (D) It will be delivered at no charge.

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Questions 155–157 refer to the following article.

Community Victory

After a months-long battle to stop the development of a new shopping mall on the location of the former Rivervalley Courthouse, residents, local businesses, and civic groups are cheering the decision to keep the 150-year-old building intact. – [1] – "We're disappointed," added Branford Construction's CEO. "We felt that the community would benefit and grow, but obviously, residents want to preserve their history and I respect that."

Instead, efforts are being made to restore the old deserted courthouse to its former glory. – [2] – "The community is getting together for this and we are collecting donations to have the building renovated," said local resident Enid Tran. "We hope to make a public library or school out of the building."

– [3] – "It's been here for as long as I can remember. In fact, my grandfather worked as a clerk there," added a local business owner, Kevin Lamb. "It's an iconic symbol of our community and we don't want it destroyed." The community has already raised over \$100,000 through an online petition and donations keep pouring in. – [4] – The community hopes that restoration of the building begins within the next couple of months.

155. What is indicated about the old courthouse?

- (A) Branford Construction wants to renovate the building.
- (B) The residents want to turn the building into a shopping mall.
- (C) It may become a public library or school.
- (D) It may be destroyed.

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

"Branford Construction, the development company that originally planned to build the shopping mall, is looking to build the mall outside of the Rivervalley Community."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

157. What is suggested about the fundraising efforts?

- (A) The community made a lot of money from the land.
- (B) It has been occurring online.
- (C) The city government has been helping.
- (D) They haven't raised enough money.

Questions 158–160 refer to the following e-mail.

To Stacey Johnson <sjohnson@toplineelec.com>
From Josh Fleck <jfleck@toplineelec.com>
Date October 22
Subject Strategic Planning

Dear Ms. Johnson,

District Management at Topline Electronics would like to inform you about a new development that will be affecting your store. Another competing consumer electronics store will be opening in the Crayville area on November 12.

In order to ensure that Topline Electronics does not lose business to this new store, District Management is advising you to run a special sale on our new line of curved UHD televisions. These televisions provide state-of-the-art features at moderate prices. By showing your customers that Topline Electronics offers the best deals in the area, you will be able to maintain customer loyalty. We will be shipping the new televisions to your store within the next week. We suggest you prepare a prominent display space in your store to feature them. You should also update your website to advertise the sale.

Smooth communication between you and us is vital to effective operational practices. If you have any questions concerning the new televisions or the marketing campaign in general, please don't hesitate to contact District Management.

Sincerely,

Josh Fleck
District Manager,
Topline Electronics

158. Who most likely is Ms. Johnson?

- (A) A store manager
- (B) A customer
- (C) A product developer
- (D) A marketing specialist

159. What is indicated about Topline Electronics?

- (A) It recently opened a new store location.
- (B) It will be relocated to the Crayville area.
- (C) It is concerned about market competition.
- (D) It was nominated for an annual award.

160. What is Ms. Johnson NOT instructed to do?

- (A) Add new information to a website
- (B) Hire additional staff
- (C) Contact Management if necessary
- (D) Arrange a sale display area

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Questions 161–164 refer to the following text message chain.

Nickson, Harry 10:10
Any word yet from the distributors about the desks and office chairs we were supposed to get on Tuesday?

Jordan, Johnny 10:11
Monica is waiting to hear from them. Last I heard, there has been a bit of a delay due to problems at the manufacturing site. Apparently one of the conveyor belts is down.

Nickson, Harry 10:12
Have you told this to our clients at P&R Industries?

Jordan, Johnny 10:13
No, because I want to get a definitive answer from our manufacturers first before I relay any sort of a message about a delay. Hey Monica, have you gotten a response yet?

Stein, Monica 10:14
Yes, I just spoke with them. Great news, it looks like we can get the job done on Friday as originally scheduled. The desks and chairs will arrive directly at P&R Industries from the assembly lines on Thursday.

Nickson, Harry 10:15
That's great to hear. Please inform Mr. Kline about this. We can get started on the 5th-floor offices and work our way down once the furniture arrives.

Stein, Monica 10:15
I'm on it.

Jordan, Johnny 10:16
Alright, and I'll get a large crew there so that the work can be finished by Friday as planned.

Nickson, Harry 10:17
Yes, please make sure that the job is done not only efficiently but also well. They have a couple of other buildings that they may want our services for.

Jordan, Johnny 10:18
I'll keep that in mind.

161. What kind of business do the online speakers work at?

- (A) A law firm
- (B) An office supply company
- (C) A furniture shop
- (D) A moving company

162. When will the crew begin work?

- (A) Tuesday
- (B) Wednesday
- (C) Thursday
- (D) Friday

163. What will Johnny Jordan probably do next?

- (A) Contact the distributors
- (B) Organize a meeting
- (C) Gather a large crew
- (D) Call the client

164. What does Monica Stein mean by "I'm on it"?

- (A) She'll organize the movers.
- (B) She'll wait until she gets more information.
- (C) She'll visit the manufacturers.
- (D) She'll contact the client.

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Questions 165–167 refer to the following business profile.

Fulton Stainless Steel Products

Fulton Stainless Steel Products is a large-scale manufacturer making stainless steel industrial kitchen appliances in factories in Germany and France. The company's products are trusted by chefs and bakers around the world to be durable, long-lasting, and of superb quality. The company produces kitchen stoves, ovens, microwaves, refrigerators, food processors, electric kettles, coffee makers, and other products.

After acquiring the Visor Home Products Company in a deal last month, the company expected its overall profits to increase 20% compared to the last fiscal year. As a result, to meet increased demand, the company will employ more than 300 full-time workers in our six factories and offer good pay with an excellent benefits package. The company considers all of its employees valuable members of the Fulton family. Additionally, the company continues to research and develop new products to satisfy its customers and compete with other companies.

165. Who is most likely to be a customer of Fulton Stainless Steel Products?

- (A) A car manufacturer
- (B) A restaurant
- (C) A real estate agency
- (D) A clothing store

166. What did Fulton Stainless Steel Products do last month?

- (A) It held a press conference.
- (B) It opened a new factory.
- (C) It obtained a company.
- (D) It laid off some workers.

167. What is mentioned about Fulton Stainless Steel Products?

- (A) It recently provided extra funding for research and development.
- (B) It has released a budget proposal for next year.
- (C) It offers a benefits package to its part-time employees.
- (D) It plans to hire additional employees to work in factories.

Questions 168–171 refer to the following article from a company newsletter.

Employee Winner of National Contest

One of our employees here at Arrow Design Laboratory, Jennifer Holt, has won first place in a web design contest hosted by the Association of Web Designers. Entrants were judged according to clarity of idea, quality of execution, and aesthetics. Ms. Holt was selected among over 300 different applicants. We applaud her achievement and are so happy to have her as an employee at Arrow Design Laboratory.

The Association of Web Designers (AWD) is an organization founded in 2002 with the goal of emphasizing the importance of web design and protecting the rights of web designers. The AWD has members all over the world and is constantly gaining new members. The AWD hosts a variety of contests in order to promote web design as a professional field. The AWD believes that good design can enhance people's lives and build better communities.

As a recipient of the first place for the web design contest, Ms. Holt will receive a cash prize as well as free membership in the Association of Web Designers. In addition, she has been invited to give a speech at the Annual Web Designers' Conference to be held next month in Los Angeles, California. The AWD will be holding more contests in the future, and those interested should visit the website at www.awd.com/contests to find out more information.

168. Why most likely was the article written?

- (A) To introduce a new employee
- (B) To report on an award winner
- (C) To announce an annual competition
- (D) To describe a change in company policy

169. The word "founded" in paragraph 2, line 1, is closest in meaning to

- (A) discovered
- (B) learned
- (C) established
- (D) equipped

170. What is suggested about the Association of Web Designers?

- (A) It holds a conference every year.
- (B) It is based in Los Angeles.
- (C) It currently offers free membership.
- (D) It donates to community projects.

171. According to the article, what can be found on the website?

- (A) A transcript of a speech
- (B) An application for an open position
- (C) Details about upcoming contests
- (D) A list of Ms. Holt's accomplishments

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Questions 172–175 refer to the following article.

16 July, Newtown—Health Shack is downtown Newtown's hottest new hangout for fitness buffs and corporate employees alike. – [1] – Owners Jill and Barry Baker opened the shop last month to rave reviews and long lines. Getting a seat or table at Health Shack can take as long as 30 minutes on a good day and the place is always crowded no matter the time of day. Health Shack offers only six items on its menu; all are protein shakes including the best sellers, Apple Pie, Peanut Butter Cup, and Tuity Fruity. – [2] – “We were overwhelmed by the response,” says Jill Baker. “In fact, everything spread by word of mouth so we didn’t even need to advertise.” Fitness Instructor Julian Miles said, “I love coming here for a quick lunch that won’t wreck my fitness goals. I even recommend this place to all my patrons.” – [3] – “I come here to get a healthy but satisfying meal during my short break with my co-workers,” added businessman Tim Hammer. “Without Health Shack, we’d be eating junk food.” – [4] – Health Shack is open from 7:00 A.M. to 8:00 P.M. from Mondays through Fridays, and from 9:00 A.M. to 7:00 P.M. on Saturdays. It closes on Sundays. The owners hope to add new flavors to the menu in the coming months.

172. What is suggested about the shop?

- (A) It is very successful.
- (B) It only offers take-out.
- (C) It has been open for a long time.
- (D) Only fitness experts patron the shop.

173. What is suggested about Health Shack products?

- (A) They are very delicious.
- (B) They are healthy.
- (C) They are cheap.
- (D) They are easy to get.

174. Why don’t the owners advertise?

- (A) They don’t have enough money.
- (B) They are too busy.
- (C) Their customers recommend the place to others.
- (D) They don’t want to.

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

“Despite the limited number of products on the menu, customers can’t get enough of the tasty but healthy shakes that are on offer.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

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

Summer Lecture Series

Sponsored by the Department of City Planning at Wurnster University

The Department of City Planning is excited to announce a summer lecture series that will be focusing on budgeting issues that concern local residents and municipalities. Financial management is one of the most important duties of local government's operations. We hope to improve the status of budgeting at the local government level across the nation through community involvement and participation. All lectures will be held in the Hayston Building on the Wurnster campus.

> Monday, February 1, 6:00 PM., Room 401

Speaker: Tim Powell, Professor of Policy Analysis at Wurnster University

Strategic Planning—Learn how to develop budgets in order to monitor progress toward community goals and successful outcomes.

> Wednesday, February 3, 7:00 P.M., Room 305

Speaker: Melissa Simmons, Kennedy Institute for Policy Making

Focusing on Our Children—Studies show that building playgrounds and sports facilities for children helps make better communities.

> Monday, February 8, 6:00 PM., Room 202

Speaker: Hank Ross, Michigan Municipal League

Managing Our County's Parks—Learn how to preserve our local parks as a valuable community resource.

> Wednesday, February 10, 5:30 P.M., Room 404

Speaker: Scott Watson, Executive Director, Local Government Academy

Economic Opportunities and Local Ecology—Economic opportunity is often accompanied by potential risks to the surrounding ecosystem, and balancing the two can be difficult.

Please contact Patricia Flores at pflores@wurnster.edu for additional information.

To: Patricia Flores <pflores@wurnster.edu>
From: Jake Patterson <jpatterson@wurnster.edu>
Subject: Lecture Series
Date: January 24

Dear Ms. Flores,

I work for Facilities Management here at Wurnster University. It was recently brought to my attention that there is a scheduling conflict concerning one of your lecture dates. Room 305 has been reserved for every Wednesday this semester by the Wurnster Debate Club. Therefore, I'm sorry to inform you that you will need to move the location or the time of this talk. You can visit the facilities management website in order to check the availability of other room locations and reschedule the talk.

Jake Patterson

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- 176.** Who most likely is the lecture series intended for?
- (A) Community members
 - (B) Building superintendents
 - (C) University professors
 - (D) Hospital patients
- 177.** In the brochure, the word “through” in paragraph 1, line 5, is closest in meaning to
- (A) over
 - (B) via
 - (C) across
 - (D) until
- 178.** What most likely will be discussed at the lecture on February 10?
- (A) How to balance yearly budgets
 - (B) How to meet infrastructure needs
 - (C) How to avoid environmental damage
 - (D) How to stimulate economic development
- 179.** According to Mr. Patterson, whose lecture must be rescheduled?
- (A) Mr. Watson's
 - (B) Mr. Ross's
 - (C) Ms. Simmons's
 - (D) Mr. Powell's
- 180.** What is Ms. Flores instructed to do on a website?
- (A) Download a document
 - (B) Change a room reservation
 - (C) Update personal information
 - (D) Facilitate a forum

Questions 181–185 refer to the following e-mail and list.

To: Sally Russell <srussell@ptmail.com>
From: Kelly Bennett <kbennett@msplanning.com>
Date: December 7
Subject: Wedding Services
Attachment: Packages

Dear Ms. Russell,

We received your e-mail on Tuesday, December 4, inquiring about our wedding planning and event services. We specialize in all kinds of weddings (small- or large-scale, indoor or outdoor, and various kinds of decors tailored to your dream wedding). We are sure to have a solution just right for you.

You wrote that you want a wedding package that is less than \$5,000 and that will be held at a large venue close to a major highway because you expect many guests from all over the country. As I understand it, your other preferences are as follows:

- an outdoor venue
- a photographer and videographer available at all times for documentation
- decorations including colorful flowers and elegant tablecloths

I've attached a list of all our possible wedding packages that you might be interested in. They are all located within 15 minutes' drive of Highway 519. Please look through the provided information to decide which location fits your needs best. Once you have made a decision, please inform me via e-mail when you would like the wedding to be held. This will help me secure a reservation for you.

Thanks,

Kelly Bennett
MS Planning

Package	Total Fee	Location	Notes
Diamond	\$5,500	Hardy Theater	Everything from the Emerald package, plus a live string quartet
Emerald	\$4,300	Zenith Park	Everything from the Ruby package, plus photo and video shoots
Ruby	\$3,000	Country Springs Hotel	Everything from the Sapphire package, plus decorated tables and beautiful flowers
Sapphire	\$1,750	Jubilee Garden	Buffet lunch and a variety of beverages

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- 181.** What can be inferred about Ms. Russell?
- (A) She is Ms. Bennett's co-worker.
 - (B) She is planning a honeymoon.
 - (C) She is currently engaged.
 - (D) She works for a catering company.
- 182.** Who most likely is Ms. Bennett?
- (A) A professional musician
 - (B) A wedding photographer
 - (C) An interior designer
 - (D) An event planner
- 183.** What is suggested about all the locations on the list?
- (A) They are close to a main road.
 - (B) They are indoor venues.
 - (C) They are located in the same city.
 - (D) They require a down payment.
- 184.** What information is Ms. Russell asked to provide?
- (A) A potential date
 - (B) A meal selection
 - (C) A list of guests
 - (D) A meeting location
- 185.** What package would probably best suit Ms. Russell's needs?
- (A) Diamond
 - (B) Emerald
 - (C) Ruby
 - (D) Sapphire

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

To: Bountiful Harvest <info@bountifulharvest.com>
From: Emily Hall <emilyhall@zipline.com>
Date: June 3
Subject: Food Delivery

To whom it may concern,

My name is Emily Hall and I am the owner of a vegetarian restaurant located in downtown Huntsville. I am contacting you because I am interested in receiving regular shipments of fresh, organic vegetables to my restaurant weekly. My restaurant is just starting, so I do not need a large quantity of goods. After looking into different farms in the area, I chose to contact Bountiful Harvest because of your promise to deliver certified organic food. Therefore, I would like to receive a price estimate for the cost of having fresh vegetables delivered directly to our restaurant on a weekly basis.

Emily Hall

To: Emily Hall <emilyhall@zipline.com>
From: Bountiful Harvest <info@bountifulharvest.com>
Date: June 4
Subject: RE: Food Delivery

Dear Ms. Hall,

Thanks for contacting our farm. At Bountiful Harvest, we offer fresh organic produce that can be delivered directly to a customer's location on a regular basis. Our vegetables are harvested from the field and delivered immediately, which means that you are getting wholesome, nutritious, organic produce to serve at your restaurant. We also offer additional items such as fresh meat, cheese, and milk. Below is a table detailing the various pricing options we offer.

Package Option	Features	Weight	Delivery Frequency	Price Per Delivery
Personal	This package feeds approximately 2-3 people and contains fresh seasonal vegetables.	5 lb.	Once a week	\$15
Small	This package is ideal for small businesses and includes fresh seasonal vegetables.	50 lb.	Once a week	\$140
Medium	This package is for medium-sized businesses needing a constant supply of fresh vegetables and meats.	130 lb.	Twice a week	\$500
Large	This package is our largest package and includes vegetables, meats, and dairy products.	250 lb.	Twice a week	\$800

The prices listed above do not include the delivery price. Customers who do not pick up their packages in person will have to pay an extra \$6 per package to be delivered. However, for customers who sign up for an entire year's worth of deliveries, we will deliver your package for free. The purchase of additional items will also affect the final price of your package. Additional options are available on our website. Payments can be made via cash, credit card, check, or money order on the day of delivery.

We know that our customers especially care about the quality of the food. Therefore, we offer a mini package free of charge so you can assess our food. Please call Greg Lemons at 555-8141 to take advantage of this opportunity.

Indira Singh

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To: Bountiful Harvest <info@bountifulharvest.com>
From: Emily Hall <emilyhall@zipline.com>
Date: June 5
Subject: Harvest Schedule

Dear Ms. Singh,

Thank you for responding so promptly to my email. I appreciate the offer of the complimentary delivery, but I think I would like to just go ahead and set up regular deliveries. I may be interested in setting up a year's worth of deliveries, but I would first like to get a list of the range of produce that you will be offering through the different seasons. As I own a vegetarian restaurant, I will need to have an idea of the types of produce that will be delivered so I can prepare my menus accordingly. Thank you so much for your consideration, and I look forward to working with Bountiful Harvest!

Kind regards,
Emily Hall

186. What is the purpose of the first e-mail?

- (A) To request cost information
- (B) To inquire about a policy change
- (C) To postpone an order
- (D) To report an incorrect invoice

187. What package option most likely fits Ms. Hall's needs best?

- (A) Personal
- (B) Small
- (C) Medium
- (D) Large

188. What information is not needed for a final price?

- (A) Length of contract
- (B) Method of delivery
- (C) Additional items
- (D) Distance of shipping

189. What is indicated in Emily Hall's e-mail?

- (A) She wants to try it for a month.
- (B) She wants the free gift.
- (C) She is interested in a long-term contract.
- (D) She doesn't want winter produce.

190. Why does Emily Hall want to know about the vegetables that will be available throughout the year?

- (A) She loves vegetables.
- (B) She is thinking about adding meat.
- (C) She might hire another employee.
- (D) She wants to plan her future menus.



Important Notice

Dear Castelli customers,

Our quality assurance team has revealed that five hundred jars of Castelli's Classic Spaghetti Sauce do not meet our high standards of product quality.

The defect has been caused by an improper seal on the lid of the jar and may have resulted in the contents spoiling due to contact with air. We are currently warning customers not to eat this product.

What you should do: If you have already purchased a jar of Castelli's Classic Spaghetti Sauce, please send an e-mail to our Customer Service Department at cs@castellifood.com. One of our employees will provide you with a product replacement voucher. Please include your name, full address, phone number, and the product's serial number in the e-mail. Customers will receive a \$12 voucher for each jar purchased. Please do not try to get a refund for this product at a retailer.

Please remember that no other Castelli food products are affected. We encourage you to continue purchasing our products.

To: cs@castellifood.com
From: Tony Hester <tonyhester21@webzit.com>
Date: March 29
Subject: Replacement Voucher

To whom it may concern,

My name is Tony Hester and I appreciate the precautionary step. Around two weeks ago I purchased two jars of Castelli's Classic Spaghetti Sauce from an Ace grocery store in Hermantown, Minnesota. A week later, I purchased one more jar of it at the same place.

I have attached the image file of both receipts to this e-mail. I would like to receive a product replacement voucher for these defective products. My address is:

Tony Hester
27 Bloom Street
Hermantown, MN 55811

I look forward to receiving a reply soon.

Tony Hester

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To: Tony Hester <tonyhester21@webbit.com>
From: cs@castellifood.com
Date: March 30
Subject: Voucher

Dear Mr. Hester,

Thank you very much for contacting Castelli Foods. We are committed to ensuring that our customers can continue to rely on the Castelli line of quality foods for all their dining needs. As such, we are happy to provide you with three vouchers for the cans of Classic Spaghetti Sauce you recently purchased. Please find the vouchers enclosed.

In addition to the vouchers for the Classic Spaghetti Sauce, we would like to offer you vouchers for our new line of linguini and spaghetti pasta, Pasta Prima. Please accept these as another way for us to say that we are sorry, and we hope that you continue to turn to us for delicious Italian flavors.

Sincerely,
Jan Olson
Customer Care Specialist

191. Where would the notice most likely be found?

- (A) In a restaurant
- (B) In a staff break room
- (C) In a shipping agency
- (D) In a grocery store

192. What is indicated about the jars?

- (A) They were not closed tightly.
- (B) They are currently out of stock.
- (C) They were priced incorrectly.
- (D) They were delivered to the wrong address.

193. According to the notice, what is NOT mentioned as advice for customers?

- (A) Avoiding consuming the product
- (B) Reporting on the product
- (C) Returning the product to a store
- (D) Purchasing other Castelli products

194. In the e-mail to Mr. Hester, what additional gift does Castelli offer?

- (A) Pasta sauce
- (B) A recipe book
- (C) Vouchers for produce
- (D) Vouchers for new products

195. Castelli is sending the vouchers for a several reasons; what is NOT one of them?

- (A) To keep customers loyal
- (B) To say that they were sorry
- (C) To be fair to their customers
- (D) To gain new customers

Questions 196–200 refer to the following form, memo and notice.

Auburn City Restaurant Inspection

Restaurant Name: Polito's Pizza Location: 43 Clark Street Inspection Date: January 22

- A: Comply completely with safety and health requirements with no violations
 - B: Conform to most safety and health requirements with a few minor violations
 - C: Not meet some safety and health requirements with some violations
 - D: Not satisfy many safety and health requirements with serious violations that could result in harm or illness for a customer
- (Fines will be imposed for any C or D level violations related to food preparation and storage.)

Item	Score
1. Personnel regularly wash hands and follow hygienic practices.	B
2. Raw meats and vegetables are refrigerated at proper temperatures.	A
3. All ingredients are properly stored and labeled.	C
4. Dishes and utensils are cleaned and sterilized.	A
5. Fire extinguishers are easily accessible.	B
6. Fire exits are clearly marked.	C
7. Floors are clean and dry.	B

To avoid additional penalties, restaurants are warned to correct violations before their next inspection.

Restaurant Owner: Greg Kluck

Inspector: Melissa Tenner

MEMO

To: All Employees <employees@politospizza.com>
From: Greg Kluck <gregkluck@politospizza.com>
Subject: Inspection Results
Date: January 25

Dear employees,

The results from our recent inspection on January 22 indicate that there are a few problems that we need to address.

First, it was brought to my attention that fire exit signs need to be installed again.

The most serious violation concerned the improper storage and labeling of food. All ingredients stored for later use must be labeled with an exact date and detailed contents. If we do not label containers properly, spoiled food could accidentally be served to customers. We received relatively low grades for employee hygiene and the cleanliness of our facilities. All employees are required to wear their uniform and hairnet at all times and wash their hands after every bathroom visit. We also need to mop floors more often and keep them dry.

In order to correct these poor situations, I will be posting a checklist that all employees will be required to complete every morning. It will include necessary preparations to ensure that we are not breaking any regulations. This measure will go into effect on January 29.

If you have any questions about these changes, please bring them up at the staff meeting tomorrow.

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NOTICE TO ALL EMPLOYEES

The checklist below must be signed by every employee on every day that they have a shift at Polito's Pizza. Only sign the task once it has been completed or checked. Failure to fill out the checklist with the date, time, and signature will be treated as a violation of Polito's new health standards.

POLITO'S CHECKLIST

Polito's	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Rotate Food	K.P.	K.P.	K.P.	K.P.			K.P.
Mop Floors	K.P.	K.P.	K.P.	K.P.			K.P.
Uniforms	K.P.	K.P.	K.P.	K.P.			K.P.
Wash hands	K.P.	K.P.	K.P.	K.P.			K.P.

196. Why was the inspection conducted?

- (A) To monitor compliance with food industry regulations
- (B) To rate the taste and quality of the cuisine
- (C) To inspect the structural safety of the building
- (D) To evaluate the effectiveness of new policies

197. Why has Polito's Pizza been charged a fine?

- (A) Because fire extinguishers were not in place.
- (B) Because containers of food were not marked appropriately.
- (C) Because raw meats and vegetables were handled incorrectly.
- (D) Because the facilities were not cleaned according to standards.

198. What does Mr. Kluck ask his employees to do?

- (A) Apologize to customers
- (B) Wear a name tag at all times
- (C) File a complaint with Ms. Tenner
- (D) Fill out a required form

199. What will happen if an employee fails to sign the work checklist?

- (A) They will have a violation on their record.
- (B) They will have to pay a fine.
- (C) They will have to come in on the weekends.
- (D) They will be fired.

200. Based on Polito's Checklist, what can we infer about K.P.?

- (A) He works at night.
- (B) He did not work on Thursday and Friday.
- (C) He will be fired for violations.
- (D) He is slow at work.

NO TEST MATERIAL ON THIS PAGE

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

Actual Test

02

PART 5 / PART 6 / PART 7

READING TEST

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

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

PART 5

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

101. With the help of one of the IT technicians, the missing accounting files have been _____.
(A) recover
(B) recovers
(C) recovering
(D) recovered
102. A private reception for gallery donors will be _____ on March 5, prior to the grand opening of the exhibit.
(A) held
(B) faced
(C) claimed
(D) made
103. Aurora Furnishings is finding it difficult to make a profit in its _____ competitive market.
(A) increases
(B) increased
(C) increasingly
(D) increase
104. A minor electrical malfunction was discovered by the pilot _____ before the plane took off.
(A) barely
(B) shortly
(C) absolutely
(D) exclusively
105. We will make a final decision about changing the landscaping of the property after reviewing the _____ costs.
(A) estimation
(B) estimate
(C) estimated
(D) estimating
106. MyHealth Co. has produced a wide range of vitamin supplements for _____ two decades.
(A) along
(B) during
(C) over
(D) when

107. The April edition of *Fishing and More* magazine looks _____ different from previous issues because of the new art editor.
- (A) completed
(B) complete
(C) completely
(D) completing
108. The customer's order _____ will be sent by e-mail within twenty-four hours.
- (A) confirmation
(B) confirms
(C) confirmed
(D) confirm
109. The maintenance team's repair requests should be _____ in groups according to the urgency.
- (A) organizing
(B) organize
(C) organized
(D) organizes
110. Following Ms. Rivera's _____ statement, the official awards ceremony for Plex Industries will commence.
- (A) brief
(B) straight
(C) former
(D) steep
111. Due to the high volume of foot traffic, the shop must polish its floors more _____ than usual during the peak season.
- (A) frequent
(B) frequented
(C) frequency
(D) frequently
112. The Master Gardeners Club had to _____ its monthly meeting because the community center's conference room was double-booked.
- (A) prepare
(B) oppose
(C) postpone
(D) extend
113. Financial advisors report that older investors tend to be _____ than their younger counterparts.
- (A) cautious
(B) cautioned
(C) more cautious
(D) caution
114. Mr. Albrecht's _____ in replying to the HR director's e-mail demonstrated that he was highly interested in the position.
- (A) promptness
(B) prompted
(C) prompt
(D) promptly
115. The soccer players usually practice on the main field at Waterbury Park, but they sometimes practice _____.
- (A) everybody
(B) twice
(C) yet
(D) elsewhere
116. The accountants were unable to produce a full report by the deadline but promised that _____ would give a summary of the important points.
- (A) their
(B) themselves
(C) they
(D) theirs

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117. Despite having some problems with the sound system during the performance, the concert was an _____ experience for everyone.
- (A) enjoyable
(B) enjoyment
(C) enjoys
(D) enjoyably
118. _____ the building has an excellent location and a modern interior, it is popular among visitors.
- (A) In view of
(B) Provided that
(C) Other than
(D) Seeing that
119. The Parks and Recreation Department offers _____ opportunities for volunteers to improve the community.
- (A) reward
(B) rewards
(C) rewarded
(D) rewarding
120. The vacant rooms on the inn's second floor have _____ been cleaned.
- (A) most
(B) every
(C) some
(D) all
121. The short story cannot be reprinted _____ explicit permission from the writer.
- (A) without
(B) regarding
(C) among
(D) unlike
122. The restaurant has a _____ decorated room that is perfect for hosting children's parties.
- (A) cheerful
(B) cheerfully
(C) cheerfulness
(D) cheer
123. A wildlife expert is scheduled to give a talk on the _____ that the factory has had on the surrounding forest.
- (A) components
(B) degree
(C) requirements
(D) impact
124. The landlord raised the monthly rent for the first time in several years, and _____ so.
- (A) reasonable
(B) reasonably
(C) reason
(D) reasons
125. As long as there are no further delays, the factory will be fully _____ by June 18.
- (A) operational
(B) operate
(C) operates
(D) operation
126. Thanks to his experience, Mr. Warren is _____ capable of completing the job on his own.
- (A) certainly
(B) certain
(C) certainty
(D) certify

127. Because of _____ fuel costs, some people are choosing to stay home for the summer vacation rather than drive to tourist sites.

- (A) rising
- (B) above
- (C) dependable
- (D) lengthy

128. The green light on the side of the water purifier lights up _____ the filter needs to be replaced.

- (A) likewise
- (B) whenever
- (C) therefore
- (D) whereas

129. Two items in Ms. Burke's order were out of stock, so her invoice was adjusted _____.

- (A) continuously
- (B) accordingly
- (C) immeasurably
- (D) recognizably

130. The notice indicated that a first-aid training course will be provided free of charge to _____ next month.

- (A) residents
- (B) residence
- (C) residential
- (D) resides

PART 6

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

Questions 131–134 refer to the following notice.

Employee Spring Training

Lawrence Paper is dedicated to helping all of its employees fulfill their potential. That is why we have once again organized 2 days of spring training. Human Resources has put together a wide range of topics for this year's workshops, _____ sales techniques, computer skills, communication strategies, and goal setting. We still have two workshop time slots available, so if there is something you've been dying to learn about, please let us know. It's quite possible we _____ it into this year's spring training. _____ Feel free to _____ any ideas you might have to Nancy Kensington in the human resources department.

NLKensington@lawrencepaper.com

131. (A) distributing
(B) locating
(C) including
(D) advancing

132. (A) were incorporating
(B) should incorporate
(C) are incorporating
(D) could incorporate

- NEW**
133. (A) If we get many suggestions, we could also hold a workshop on the following weekend, December 4th.
(B) We'll be finalizing our choices by the end of the week.
(C) A large amount of time and energy has gone into organizing this conference.
(D) Inviting friends and family to these events is always encouraged.

134. (A) create
(B) request
(C) submit
(D) transfer

Questions 135–138 refer to the following advertisement.

Vander Properties

Vander Properties has been serving Houston for over 29 years. It is through our commitment to providing the highest degree of expertise market knowledge and _____ service that we are recognized as an industry leader.

We specialize in _____ and corporate real estate here in the Denver area. _____ you are looking to buy a new home or start a new business, we are the people you should be talking with. With our office centrally located downtown, we have our eyes on the whole city.

Browse our site for listing, or give us a call today. _____

www.vanderproperties.com

Phone: (313) 782-9919

Address: 834 Walton St.

135. (A) personalize
(B) personalizes
(C) personalizing
(D) personalized

136. (A) productive
(B) promoted
(C) relevant
(D) residential

137. (A) Whether
(B) Even if
(C) Even though
(D) Whenever

138. (A) Take a drive out of town and come see us today.
(B) We appreciate your assistance.
(C) Of course, drop-ins are always welcome.
(D) Our kitchen is open from eight to five daily.

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Questions 139–142 refer to the following notice.

Pizza Chef Wanted

Papa Gino's is hiring, and all _____ applicants will be considered. _____ Even if you have no
experience, training will be provided if you meet our requirements. To meet our requirements,
you must have a _____ health card, reliable transportation, and be able to work evenings
and weekends. Please apply in person at Papa Gino's on State and Pine. _____ look forward
to meeting you.

139. (A) qualify
(B) qualifying
(C) qualified
(D) to qualify

141. (A) valid
(B) working
(C) effective
(D) strong

140. (A) We are looking for candidates that have
some experience in Italian food.
(B) We are looking for candidates that have
experience fishing.
(C) We are looking for people who can fish.
(D) We are looking for people who want to
practice.

142. (A) She
(B) They
(C) We
(D) He

Questions 143–146 refer to the following letter.

November 11
John Adams
Tri-State, Apt 408
New York, NY
10873

Dear Mr. Adams,

I am pleased to inform you that you _____ as one of the finalists for the position of sales director at Goldie Saks. Over 100 applicants applied for the _____ but we have narrowed down our list to 8 candidates. You will be called in for an interview on November 15 from 1:00 P.M. to 6:00 P.M. _____ The location will be the company headquarters. Our assistant, Miss Lane, will meet you at the main lobby and take you to the interview room.

For the candidates that do well in these interviews, there will be a second interview. We will let you know as soon as possible whether you _____.

Please call us at 555-1234 if you have any further questions.

We hope to see you soon.

Sincerely,

Jennifer Law

Executive Manager



143. (A) were choosing
(B) had chosen
(C) have been chosen
(D) chose

144. (A) position
(B) location
(C) career
(D) appointment

145. (A) The building is easy to locate.
(B) We would like you to come in at 1:00 P.M.
(C) Our interviewers will ask you several questions.
(D) You will be given a specific schedule.

146. (A) enable
(B) approve
(C) refuse
(D) qualify

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PART 7

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

Questions 147–148 refer to the following advertisement.

This Amazing World Photography Competition

The monthly travel magazine *This Amazing World* is offering a discounted subscription rate for those who sign up during the month of November. *This Amazing World* has been in print for over 30 years and offers readers insider tips and expert know-how to help you plan the vacation of your dreams. The magazine includes vacation package advertisements, reviews from travelers, and insightful essays to introduce you to various cultures, cuisines, and travel destinations.



Submit your travel photos to our This Amazing World Photography Competition for a chance to win a fantastic vacation to Scotland! The winner of the top prize will receive round-trip tickets and a \$2,000 travel voucher for a hotel stay for two people.

147. What is mentioned about the magazine?

- (A) It is a literary journal.
- (B) It includes a recipe book as a supplement.
- (C) It provides travel advice.
- (D) It has an online version.

148. What is suggested about the competition?

- (A) It is sponsored by professional photographers.
- (B) It awards a complimentary vacation to the winner.
- (C) It accepts digital photos only.
- (D) It features photos of Scotland.

Questions 149–151 refer to the following text message chain.

Liz Bradley

8:14

Sir, the arrangements have been made for your meeting with Mr. Johnson tomorrow afternoon. I've reserved a table for two at Sheraton Restaurant at 1:00 P.M.

Bernie Gibbs

8:17

Thank you. And have you compiled the reports that I'll need at the meeting?

Liz Bradley

8:18

Most of them, yes. I'm still waiting for Michael Steel's reports. He told me that he would have them ready for me sometime this morning.

Bernie Gibbs

8:20

Well, they should have been completed last night. Can you contact him and see what's going on?

(Michael Steel has been added to the conversation 8:26)

Liz Bradley

8:27

Michael, Mr. Gibbs wants to know where the reports are. Are you finished with them?

Michael Steel

8:28

I apologize for the delay. Our intern accidentally deleted some files. I had to scour the database to locate the backup material. It was a bit of a headache sorting through the files that I needed but I think I have everything organized and I'm printing them out now.

Liz Bradley

8:29

Can you bring them to me as soon as you're done?

Michael Steel

8:30

Of course. I'll be there in 10 minutes.

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149. Who most likely is Liz Bradley?

- (A) An intern
- (B) A receptionist
- (C) A business partner
- (D) An executive

150. Why was Michael Steel added to the conversation?

- (A) To have him give an update about the missing reports
- (B) To inform him about the upcoming meeting
- (C) To let him know about the deadline
- (D) To scold him for his lack of punctuality

NEW

151. What does Michael imply when he says he "had to scour the database to locate the backup material"?

- (A) He took his time writing the report.
- (B) He had to back up all the information first.
- (C) He needed time to find the missing data.
- (D) The computer was out of order.

Questions 152–153 refer to the following web page.

The screenshot shows a web browser window with the URL www.turnerandco.com in the address bar. The page title is "Turner & Co.". Below the title, the address is listed as "158 Baskin Road, Redwood Bay, UK" and the phone number is "Phone: 243-555-1541". A horizontal menu bar at the bottom of the page includes links for "HOME", "ABOUT US", "PRODUCTS", "REPLACEMENT", and "CONTACT US". To the right of the main content area, there is a vertical sidebar with the text "Actual Test 02". The main content area contains a paragraph about the company's history and commitment to quality and environmental protection.

Turner & Co. has produced beautiful, energy-efficient windows that meet the taste and expectations of our customers since its founding in 1949. When you choose Turner & Co., you are buying more than just a window. You will be receiving the excellent services of our professionals who have been performing superb work for decades. We are passionate about helping you choose a quality window that exactly fits the specifications of your home. Additionally, we are fully committed to environmental protection and have recently been recognized for our sustainable business practices by the Environmental Protection Agency (EPA).

152. What is being advertised?

- (A) An insurance company
- (B) A window manufacturer
- (C) A landscaping company
- (D) A window cleaning service provider

153. What is indicated about Turner & Co.?

- (A) It is a family-run business.
- (B) Its branches are located nationwide.
- (C) It is an eco-friendly company.
- (D) It has recently hired experienced employees.

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Questions 154–155 refer to the following text message.



154. Why was the message sent?

- (A) To ask for a favor
- (B) To postpone a deadline
- (C) To cancel a meeting
- (D) To request a document

155. What is indicated about Mr. Bell?

- (A) He is unable to attend a meeting.
- (B) He expects profits to increase.
- (C) He is trying to meet a deadline.
- (D) He was recently hired.

Questions 156–158 refer to the following article.

SEOUL (July 19) – Breamin's Group opened the doors to its first B&G clothing shop on the famed Abgujeong Rodeo street in South Korea to long lines of frantic shoppers. – [1] – The frenzy was over the limited edition line designed by Marichio Bucci in partnership with B&G. Within just a couple of hours of opening the doors, most of the Bucci design items were sold out. Similar reports of chaos and empty shelves which once held items from the Bucci line were echoed in major cities around the world including New York, London, Tokyo, and

Milan. – [2] – Although B&G has released limited edition collaborations with other famous designers, this is the first time that B&G shops have reported a complete depletion of items within hours of its release. The Bucci and B&G collaboration is the most successful to date and, already, talks are in progress over future collaborations for more clothing lines. – [3] – Meanwhile in Seoul, shoppers who were unable to purchase from the Bucci line were disappointed but excited to have the popular retailer open in Korea. – [4] –

156. What is indicated about B&G?

- (A) They have stores around the world.
- (B) They only sell items designed by Bucci.
- (C) The company has a few branches in Korea.
- (D) Their products usually sell out within hours.

157. What is reported about the Bucci and B&G collaboration?

- (A) It took years to put together.
- (B) It was only sold in select stores.
- (C) It's one of the most profitable collaborations for the company.
- (D) It will only be a one-time event.

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

“This is a first for the company since all previous limited designer edition lines were simply a one-time partnership.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

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Questions 159–161 refer to the following memo.

MEMO

To: All Staff
From: Elizabeth Paine
Date: January 24
Subject: Sick Leave

Attention employees,

We are going to make adjustments to our policies concerning sick leave here at Zimnet Corporation. We are considering reducing the number of paid vacation days and instead increasing the number of paid sick days available to employees. Before we make any changes, we would like to gather the opinions of employees on this matter. Please e-mail Tony Nugent at tonynugent@zimnet.com. He will be collecting and analyzing your responses. Afterward, Management will produce a corresponding policy proposal by February 24. Once the proposal has been made, a meeting will be called to discuss its implementation among all of our employees. I hope this process can be helpful to all of our employees, and please be active in your participation.

Sincerely,

Elizabeth Paine

159. What is the purpose of the memo?

- (A) To suggest a budget proposal
- (B) To solicit feedback
- (C) To revise incorrect information
- (D) To announce survey results

160. Who most likely is Mr. Nugent?

- (A) A medical doctor
- (B) A product developer
- (C) An investment analyst
- (D) A personnel employee

161. According to the memo, what will Ms.

Paine probably do soon after February 24?

- (A) Announce a merger
- (B) Hire a medical specialist
- (C) Participate in a tour
- (D) Schedule a meeting

Questions 162–165 refer to the following text message chain.

Penny Jones

3:27

I just got a call from Martin that his client Mr. Patrick would like to have his order two weeks earlier than originally planned. So, by next week Monday essentially. Do you think this is possible? I'd like your input.

Karen Norman

3:28

There's no problem on our end. Most of the leather has already been cut. We've already sent many of the pieces to be sewn. The rest of the work should take a couple of hours.

Neil Park

3:29

The handles are complete and about half the bags are near completion. I'll get them to Lauren soon. I think we should be able to finish sewing the bags by tomorrow evening.

Penny Jones

3:30

I'm glad to hear that most of the handbags are almost finished. Lauren, how long will it take to get the hardware attached or sewn in?

Lauren Nichols

3:31

We're currently working on the Jenk and Cenk twin's orders...

Penny Jones

3:32

We have more than enough time to complete the twin's orders so I can authorize your workers to put aside that project for now. How long will Mr. Patrick's order take?

Lauren Nichols

3:33

The zippers need to be sewn in but the studs will be glued, which makes the work easier. I think we need about a day.

Kevin Harding

3:34

It'll take us only a couple of hours to have the order packaged safely to be shipped.

Penny Jones

3:35

Thank you so much. I'll let our client know.

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162. What kind of business does the client most likely own?

- (A) A clothing shop
- (B) A furniture company
- (C) A shoe store
- (D) A handbag business

163. According to the conversation, whose department must complete the work first?

- (A) Karen Norman's
- (B) Neil Park's
- (C) Lauren Nichols'
- (D) Kevin Harding's

NEW

164. At 3:31, why does Lauren Nichols say "We're currently working on the Jenk and Cenk twin's orders"?

- (A) To inform everyone that they have their own clients
- (B) To explain why they refuse to help
- (C) To imply that they are busy with another project
- (D) To make everyone speed up their work

165. What will Penny Jones most likely tell Mr. Patrick?

- (A) That his order will be finished two weeks later
- (B) That his request can be fulfilled
- (C) That his order will cost him extra money
- (D) That there may be a delay to his order

Questions 166–168 refer to the following notice.

Business Hours in Early March

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2:00 P.M.– 9:00 P.M.	2:00 P.M.– 8:00 P.M.	3:00 P.M.– 9:00 P.M.	4:00 P.M.– 9:00 P.M.	2:00 P.M.– 9:00 P.M.	2:00 P.M.– 10:00 P.M.	9:00 A.M.– 6:00 P.M.

Due to the current construction on Shilling Street, we have been forced to revise our business hours for the first week in March (see the chart above.) During the morning hours, the construction makes it difficult for customers to reach our location by car. We will be extending our evening hours to accommodate this change. Additionally, due to the construction, our parking lot is also currently inaccessible. Therefore, during this period, customers are asked to utilize public parking spaces available on Patch Street. We apologize for this inconvenience and strive to be back to normal soon.

166. What is being announced?

- (A) A renovation project
- (B) A store expansion
- (C) A change in operating hours
- (D) A work schedule

167. When most likely is the construction NOT being performed?

- (A) On Monday
- (B) On Wednesday
- (C) On Saturday
- (D) On Sunday

168. Why are customers asked to go to Patch Street?

- (A) To find a place to park
- (B) To visit a new store location
- (C) To take part in a promotional event
- (D) To receive a sample

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Questions 169–171 refer to the following advertisement.

For Sale by Owner

Palmer Standard Cabin Yacht

Asking price: \$45,000 or best offer

Basic Specifications:

This boat was built four years ago. It is 12 feet wide by 36 feet long. The hull is made of fiberglass, making it light yet strong. The boat includes 2 double bedrooms as well as a sleeper sofa, kitchen, and bathroom.

Features:

This boat is very stable and offers a spacious deck. It is perfect for large families and social gatherings. It includes an eight-speaker sound system with USB connectivity. It also has a lockable storage compartment where personal belongings can be kept.

Additional Information:

I have owned and operated this boat for three and a half years. The boat comes with a five-year warranty that still has one and a half years remaining. The warranty is transferable to the buyer upon purchase.

If you would like to see or test-ride the boat, contact Gary Thompson at 654-555-8715.

169. What is indicated about the Palmer Standard Cabin Yacht?

- (A) It is a fishing boat.
- (B) Its original paint color has been changed.
- (C) It can accommodate a group of people.
- (D) It is currently being repaired.

170. What is NOT mentioned as a feature of the Palmer Standard Cabin Yacht?

- (A) Capability to play music
- (B) A lightweight construction material
- (C) Ample sleeping accommodations
- (D) A fuel-efficient engine

171. What most likely is true about Mr. Thompson?

- (A) He will give a boat tour to a potential buyer.
- (B) He has young children.
- (C) He works at a shipyard.
- (D) He wants to sell the warranty separately.

Questions 172–175 refer to the following letter.

Travel & Recreation

123 Gilmore Street
Orange County, CA 48857

November 15
Mr. Peter Kang
3820 Rivervalley Heights
Seattle, WA 19387

Dear Mr. Kang,

We at Travel & Recreation thank you for your subscription to our magazine. As you have been a long time subscriber, I am excited to inform you about our new subscription plan for our VIP members.

- [1] – As a member, you will continue to receive monthly editions of our magazine and access to our new online e-magazine services. You can simply download a digital version of the print magazine to any mobile device at no extra cost.
- [2] – Furthermore, you can access background information about our authors, journalists, and guest writers, as well as detailed information about the locations and places that are covered in the magazine. In addition, you can access the recipes to the most popular restaurants around the world and, most exciting of all, we will hold an exclusive competition for our VIP members with a chance to win a trip for two to Hawaii.
- [3] – Our regular subscribers, as well as VIP members, will have a chance to win a dining experience at 5-star restaurant Bellisimo.

Again we thank you for your continued support and we hope you enjoy the many changes we have made to our services as we strive to entertain and educate our loyal subscribers.

- [4] – Please fill out the application form that is attached to this letter. Please check which subscription plan you wish to join. If you send in a \$100 fee, you will receive the regular subscription plan. If you send in a \$200 fee, you will become a VIP member.

We appreciate your support and hope to hear from you soon.

Sincerely,
Victoria Adams

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172. Why was a letter sent to Mr. Kang?

- (A) To remind him to send in his travel journals
- (B) To explain about a new subscription plan
- (C) To inquire about his travel plans
- (D) To determine his qualifications for a position

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

- (A) A travel itinerary
- (B) A new contract
- (C) An application form
- (D) A revised schedule

174. In the middle of the first paragraph of the letter, the term “at no extra cost” is closest in meaning to:

- (A) For a small fee
- (B) With a donation
- (C) Quite easily
- (D) For free

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

“Your subscription expires next month, but we invite you to consider joining our VIP membership.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

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

Taylor Fabrics

Invoice

Ordered by: Tammy Fleck

Order date: August 11

Delivery address: 628 Green Circle Drive, Austin, TX 78701

E-mail: tfleck@capnet.com

Order taken by: Craig Dell

Estimated delivery date: August 14–16

Mobile phone: (512) 555-9782

Quantity	Item	Description	Price
4 yards	Fabric 10	Solid white	\$28.00
5 yards	Fabric 38	Floral pattern	\$50.00
6 yards	Fabric 41	Checkered pattern	\$48.00
2 yards	Fabric 48	Leopard pattern	\$30.00
		Tax	\$15.60
		Shipping	\$12.00
		Total	\$183.60

Payment method: Billed to credit card account ending in 4680

If you have questions about your order, please e-mail us at customerservice@taylorfabrics.com.

All of our packages sent within the United States are guaranteed to arrive within 10 days of order confirmation. If they don't arrive on time, we promise to reimburse you for 30% of your total purchase.

To: customerservice@taylorfabrics.com
From: Tammy Fleck <tfleck@capnet.com>
Date: August 25
Subject: Delivery Delay

Dear Customer Service,

I received my order from Taylor Fabrics yesterday that I placed two weeks ago. Not only was the package delivered later than promised, but one of my orders was incorrectly shipped. The invoice correctly reflects my wish to receive 5 yards of the floral pattern fabric, but only 2 yards of it were delivered. Because of this error, I won't be able to complete the dress I was making for my friend's birthday. I am very disappointed.

Once this issue has been resolved and the additional fabric has been sent, please send a text message to my mobile phone.

Thank you,

Tammy Fleck

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176. Who most likely is Mr. Dell?

- (A) A designer
- (B) A salesperson
- (C) A customer
- (D) A manufacturer

177. What is implied about Ms. Fleck?

- (A) She is a long-term customer of Taylor Fabrics.
- (B) She is a professional fashion designer.
- (C) She is a former employee of Taylor Fabrics.
- (D) She will be partially paid back for her purchase.

178. Why did Ms. Fleck send the e-mail?

- (A) Her credit card was incorrectly charged.
- (B) She wants to return an item.
- (C) She received the incorrect quantity of an item.
- (D) One of her orders had the wrong pattern.

179. Which fabric will Ms. Fleck need more of to make a dress?

- (A) Fabric 10
- (B) Fabric 38
- (C) Fabric 41
- (D) Fabric 48

180. How should Taylor Fabrics customer service contact Ms. Fleck?

- (A) By text message
- (B) By voice mail
- (C) By e-mail
- (D) By letter

Questions 181–185 refer to the following advertisement and e-mail.

Next Month at the Belmont Historical Society

Documentary Film Night: "Exploring the Arctic"

May 5, Spruce Theater

Photo Exhibition: "America in the 20th Century"

Opening Night, May 9, Linda Cameron Art Gallery

Author Talk: Glen Campbell, "The Culture of Early America"

May 14, Chris Charlton Auditorium

Musical Performance: "American Folk Masters"

May 22, Spruce Theater

Children and seniors are allowed free entry to all events. Additionally, if you pay the registration fee and become a member of the Belmont Historical Society on our website, you can attend any event free of charge.

For questions about booking group visits, contact David Smith at dsmith@belmonthistoricalsociety.com. For more details regarding upcoming events and venue locations, or to rent one of our venues, visit us at www.belmonthistoricalsociety.com.

To: David Smith <dsmith@belmonthistoricalsociety.com>
From: Jared Tate <jtate@clarkuniversity.com>
Date: April 22
Subject: Group Visit

Dear Mr. Smith,

Hello, my name is Jared Tate and I am a professor in the History Department at Clark University in downtown Maryville.

I am teaching an introductory history course for freshmen this semester, and I thought it would be helpful to attend the event featuring Mr. Campbell. His talk is very pertinent to the subjects we are currently covering in class.

I was also wondering if it would be possible to arrange a question-and-answer session between Mr. Campbell and my group of about 50 students. Please tell him that we are looking forward to seeing him.

I appreciate your reading my e-mail and I hope to hear back from you soon.

Jared Tate

History Department, Clark University

- 181.** What is indicated about the Belmont Historical Society?
- (A) It does not allow children into some events.
 - (B) It is run by the city of Belmont.
 - (C) It was founded by Linda Cameron.
 - (D) It will hold its events at several places.
- 182.** What most likely is Mr. Tate currently teaching?
- (A) Environmental conditions of the Arctic
 - (B) Early American history
 - (C) American folk music
 - (D) Modern photography
- 183.** What is NOT mentioned as being available on the Belmont Historical Society website?
- (A) Information about scheduled events
 - (B) Member registration
 - (C) Rental details
 - (D) Descriptions of previous events
- 184.** In the e-mail, the word “introductory” in paragraph 2, line 1, is closest in meaning to
- (A) basic
 - (B) required
 - (C) profound
 - (D) optional
- 185.** What does Mr. Tate request?
- (A) A signed copy of a book
 - (B) A detailed survey
 - (C) A chance to meet a speaker
 - (D) A group discount

NEW Questions 186–190 refer to the following schedule and e-mails.

Newton Library

April Program and Events Schedule

Date and Time	Event	Location	Additional Notes
April 2 7:00 P.M.	A Trip to the Past: Silent Film Series	Decker Hall	Join us for a viewing of several films showcasing early American film history.
April 5 3:00 P.M.	Youth Creative Writing Workshop	Youth Wing, Room 304	Open to all students in high school who want to improve their writing skills.
April 10 11:00 A.M.	Beginner English Conversation Club	Education Center, Room 102	Join other adults who are learning to speak English. This class is free.
April 16 5:00 P.M.	Never Too Late to Learn	Media Lab, Room 202	Learning to use a computer is not just for young people. Join us as we explore the sea of information, using computers. (For senior citizens)
April 29 10:00 A.M.	Story Play	Youth Wing, Room 301	Play with toys and hear a story. (For ages 0–5)

We would like to thank all of you who made financial donations that allowed for the purchase of new laptops and the construction of the Media Lab.

To: Richard White <rwhite@newtonlibrary.edu>
From: Linda Carter <lcarter121@seprus.com>
Date: April 1
Subject: Beginner English Conversation Club

Hi Mr. White,

My name is Linda Carter and I am the instructor for the Beginner English Conversation Club to be held on April 10. I noticed that the library recently built the Media Lab with funds raised by library patrons. I was hoping to change classrooms in order to use my new educational resources by integrating computers into my English conversation class. Could you please reschedule my class to be provided in the same classroom as Never Too Late to Learn instead of the Education Center? I think my students will appreciate the practical English skills they can learn on computers. Also, could you please send an e-mail to all of the students who have signed up for the class? They will need to be informed about the room change.

Thank you in advance for your assistance,

Linda Carter

To: Richard White <rwhite@newtonlibrary.edu>
From: Linda Carter <lcarter121@seprus.com>
Date: April 2
Subject: Room Change

Dear Ms. Carter,

I would be happy to move your Beginners English Conversation course to the classroom with the updated media lab; for your reference, this is room 3A. Unfortunately, I do not have the emails for all of the students who signed up for your course. Many students only provided their names. I could post a sign at the entrance to the library advertising your course and make a note of the room change, if that would be acceptable for you. Please let me know if you would like me to do this.

Thank you and all the best,

Richard White
Library Projects Coordinator

186. What is suggested about Newton Library?

- (A) It recently renovated its facilities.
- (B) It will hold a fundraising event soon.
- (C) It offers educational activities for various ages.
- (D) It is closed on Mondays.

187. What event is most suited for film students?

- (A) Story Play
- (B) Youth Creative Writing Workshop
- (C) A Trip to the Past
- (D) Never Too Late to Learn

188. In the first e-mail, the word "held" in paragraph 1, line 2, is closest in meaning to

- (A) carried
- (B) attended
- (C) delayed
- (D) conducted

189. Why can't Richard White send Linda's students an e-mail?

- (A) He doesn't have their e-mails.
- (B) It is not his job.
- (C) He does not have the time.
- (D) The library is not equipped with that kind of technology.

190. What is Richard White's solution to the problem of informing Linda's students about the room change?

- (A) He can e-mail them.
- (B) He can direct them to the right room when they enter.
- (C) He will post a sign.
- (D) He will draw them a map with directions.

NEW Questions 191–195 refer to the following e-mail, article and sign-up sheet.

To: Tony Walker <twalker@icmcorp.com>
From: Suzie Mason <smason@icmcorp.com>
Date: May 4
Subject: Summer Calendar
Attachment: budget.doc

Dear Mr. Walker,

I am finalizing the calendar of summer events for our company. Because we went over budget last year on employee appreciation events, I think it would be wise to find more affordable recreational activities. Attached is a breakdown of projected expenses for summer events that I have planned.

July 6: Anchorage Flower Festival

July 22: Art in the Park at Lawrence Park

August 6: Bicycle Tours of the Anchorage Countryside

August 19: Horseback Riding at Sweet Meadow Ranch

I have scheduled fewer outdoor activities this year compared to last year. This year I would like to take advantage of a new outdoor recreational opportunity that I read about on the Anchorage Reporter website. You can read the article by clicking on this link:

www.anchoragereporter.com/new_trails.

Please let me know your opinion,

Suzie Mason

Human Resources Manager

Anchorage Reporter

Bike Tours of the Anchorage Countryside to Start August 6



May 2—The Anchorage Bike Club will be hosting an annual bike riding event this summer, beginning on August 6 and running through August 7. The event will start at 10:00 A.M. on both days at the Anchorage Community Center. If you are driving a vehicle to the starting point, it would be better to use the parking lot behind the community center.

Anchorage Bike Club President Jean Frost stated, “The rides will range from 5 to 20 miles and will take bikers through scenic areas in Anchorage. Overall, the bike tours will go ahead at a leisurely pace so that bikers of all skill levels can participate. However, local bikers with ample experience might lead a faster-paced group.”

Bikers in the tours will learn about riding techniques, bicycle maintenance, and proper nutrition half an hour before the event starts. All participants must have biking helmets on. They are also encouraged to bring their own water to prevent dehydration while biking.

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BICYCLE TOUR SIGN-UP SHEET

If you intend to participate in the August 6 bicycle tour, please write down your name, department, and level of experience or fitness. If we have enough people sign up as advanced, we can coordinate two separate tours. If there are not enough for two tours, we would like to encourage all riders to stay together so that everyone can join in the team building exercises we have planned. Thank you for your participation and we look forward to seeing everyone at the event!

Name	Department	Fitness/experience
Tom Cruz	Sales	Beginner
Vin Jones	Inventory	Beginner
Sally Jenkins	Inventory	Beginner
Barbara Blaster	Reception	Advanced
Hope Kinski	Sales	Beginner

191. What does Ms. Mason suggest doing?

- (A) Keeping within a budget for recreational activities
- (B) Appointing a new manager of human resources
- (C) Increasing the number of temporary employees
- (D) Scheduling more outdoor activities compared to last year

192. What date does Ms. Mason suggest for this year's new activity?

- (A) July 6
- (B) July 22
- (C) August 6
- (D) August 19

193. In what section of the website would the article most likely appear?

- (A) Economy
- (B) Leisure
- (C) Entertainment
- (D) Politics

194. Based upon the Bicycle Tour Sign-up Sheet, what can we infer about the upcoming bicycle tour?

- (A) It will be cancelled.
- (B) There will be two groups, one for beginners, one for advanced.
- (C) There will be only one group.
- (D) They will stop along the way for a group meal and photo.

195. What will Barbara Blaster most likely do on the bicycle tour?

- (A) She will become bored and quit the tour.
- (B) She will complain that more people should sign up as advanced.
- (C) She will join a faster-paced group of more experienced bikers.
- (D) She will stay with the group to participate in group activities.

 Questions 196–200 refer to the following form and e-mails.

Four Seasons Apparel Outlet

All returns must be sent back to Four Seasons Apparel Outlet within 7 days of delivery. They can be exchanged for a different item or returned for a refund. If you choose a refund, we will credit the card used for purchase.

Individuals with official memberships can utilize our delivery tracking service and receive frequent shopper discounts.

Return shipment(s) to:

Four Seasons Apparel Outlet, 144 Fenton Rd., Denver, CO 80725 (303-555-4387)

Check the option that best describes your problem:

Product contained a defect or damage Product did not match expectations
 Wrong item was delivered Other _____

Personal Information:

Name: Sally Nelson Order Number: 2245 Phone: 432-555-6729
Address: 2154 Oak St., Denver, CO 80725 E-mail: snelson@clandon.net

Exchange Refund

I ordered a medium-sized Snowy Christmas Sweater from your online store on April 22, but I mistakenly received a small-sized one. I would like to exchange it for the correct one.

From: Debra Clarke <debraclarke@fourseasons.com>
To: Sally Nelson <snelson@clandon.net>
Date: April 30
Subject: Exchange

Dear Ms. Nelson,

We have received your request to exchange the sweater you purchased. We sincerely apologize for this mistake. We shipped the correct item immediately as per your request. Your shipment can be tracked on our website using the following tracking number: 447H57J.

Because this was our mistake, we have returned \$7 to your credit card in order to reimburse you for the return shipping costs. Please check your balance to confirm this.

If you experience any future problems with this order, you may call me at 303-555-4387. I will help you solve any problem that may arise.

Debra Clarke

To: Sally Nelson <snelson@clandon.net>
From: Debra Clarke <debraclarke@fourseasons.com>
Date: May 4
Subject: Return Error

Dear Ms. Clarke,

I was glad to receive your email regarding my return and am thankful that Four Seasons was thoughtful enough to refund my shipping cost.

That being said, I checked my account and have received the promised refund. Additionally, the new sweater that was sent to me was the right size, but I had ordered the Snowy Christmas design. What I received was Winter Festival. They are both nice sweaters, but my husband really liked Snowy Christmas better. Could you please send the design that I originally ordered? I will send the Winter Festival sweater back after I receive the correct order and my shipping refund.

Thank you!

Sally Nelson

196. What problem with the original shipment does Ms. Nelson report?

- (A) It was damaged.
- (B) It does not fit.
- (C) It arrived late.
- (D) It has not reached its destination.

197. In the e-mail from Debra Clarke, the phrase "as per" in paragraph 1, line 2, is closest in meaning to

- (A) regardless of
- (B) except for
- (C) rather than
- (D) according to

198. What is indicated about Ms. Nelson?

- (A) She recently moved to Denver.
- (B) She ordered a gift for a friend.
- (C) She has a Four Seasons Apparel Outlet membership.
- (D) She waited too long to request a refund.

199. What problem with the replacement shipment does Ms. Nelson report?

- (A) The size was incorrect.
- (B) The design was incorrect.
- (C) The size and design were incorrect.
- (D) Too much money was refunded to her from her original purchase.

200. When will Ms. Nelson return her Winter Festival sweater?

- (A) When she receives her correct order and the shipping refund.
- (B) When she has time.
- (C) When her husband is happy with his sweater.
- (D) When Four Seasons apologizes for her inconvenience.

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

Actual Test

03

PART 5 / PART 6 / PART 7

READING TEST

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

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

PART 5

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

101. Not far _____ the train station lies Starlight Park, which is a popular destination for tourists and locals alike.
- (A) from
(B) with
(C) next
(D) until
102. The sales director will give a brief talk _____ the keynote speaker is introduced.
- (A) before
(B) opposite
(C) about
(D) between
103. The charity's new reading program is _____ to increase literacy rates in developing countries over the next ten years.
- (A) project
(B) projecting
(C) projected
(D) projects
104. Engaging in social _____, Ms. Mason quickly expanded her network after moving to a new city.
- (A) active
(B) activities
(C) activates
(D) activated
105. Artists wanting to participate in the contest should submit their work by the _____ of June 30.
- (A) admission
(B) possibility
(C) deadline
(D) output
106. Drake Pharmaceuticals is _____ to have world-renowned chemist Jonas Lund as its senior lab technician.
- (A) absent
(B) fortunate
(C) approximate
(D) respective

- 107.** The Zans Corporation _____ manufacturing all of its luxury wallets and footwear domestically next year.
- (A) was starting
 (B) started
 (C) will start
 (D) has started
- 108.** Some voters have a clear _____ for candidates who have practiced law.
- (A) selection
 (B) reflection
 (C) component
 (D) preference
- 109.** The clerk said that _____ fifteen customers had been waiting outside the store for it to open.
- (A) rougher
 (B) roughly
 (C) rough
 (D) roughness
- 110.** The leaky faucet has been repaired, so visitors may _____ use the first-floor restroom.
- (A) however
 (B) once
 (C) now
 (D) quite
- 111.** The _____ of the disease can be significantly slowed by taking the medicine developed by Dr. Toft's team.
- (A) progressed
 (B) progression
 (C) progressive
 (D) progressively
- 112.** Unfortunately, when the hurricane hit the area, residents as well as public officials were _____ unprepared.
- (A) subsequently
 (B) totally
 (C) beneficially
 (D) currently
- 113.** The company plans on _____ the salespeople for the expenses they incurred while attending the conference.
- (A) reimbursement
 (B) reimbursed
 (C) reimburse
 (D) reimbursing
- 114.** Ms. Carlton felt comfortable crossing the road because there were no vehicles coming in her _____.
- (A) directly
 (B) direction
 (C) direct
 (D) directs
- 115.** _____ the television coverage of the general election, a number of high-profile candidates were interviewed live on air.
- (A) During
 (B) About
 (C) While
 (D) Since
- 116.** Mr. Hicks _____ seating near the stage in the concert hall for important clients.
- (A) cooperated
 (B) entertained
 (C) loosened
 (D) reserved

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- 117.** Fritz Center, the venue _____ hosts the film industry's awards banquet, is undergoing an ambitious expansion project.
- (A) that
(B) where
(C) what
(D) even
- 118.** The monthly staff dinners give employees from different departments the chance to interact with _____ on a personal level.
- (A) other
(B) neither
(C) every
(D) each other
- 119.** Landlords are required to _____ with the regulations set by the Regional Department of Safe Housing.
- (A) reinforce
(B) comply
(C) fulfill
(D) interfere
- 120.** A sturdy support beam was added to the first story of the building for _____ reasons.
- (A) structures
(B) structurally
(C) structure
(D) structural
- 121.** Eco Unite is a non-profit organization _____ to educating the public about environmental issues.
- (A) proposed
(B) deferred
(C) dedicated
(D) observed
- 122.** It is essential that the logo for Prime Vitamins be integrated _____ all of its catalogs and mailings.
- (A) into
(B) of
(C) as
(D) than
- 123.** Despite receiving rejections from several major publishers, Ian Wright _____ to become a world-famous novelist.
- (A) gave up
(B) figured out
(C) brought down
(D) went on
- 124.** Mr. Burrows was praised for creating _____ user manuals which can be easily understood.
- (A) inform
(B) informant
(C) informs
(D) informative
- 125.** Even though Ms. Garcia had a small account at the financial institution, the employee treated her _____ she were a major investor.
- (A) rather than
(B) in spite of
(C) as if
(D) provided that
- 126.** When you return an item by mail, be sure the receipt is _____ to the request form to expedite processing.
- (A) attachment
(B) attached
(C) attaching
(D) attach

127. The witness saw only a _____ figure standing near the lamp post shortly before the crime was committed.

- (A) solitary
- (B) spare
- (C) previous
- (D) random

128. Ben Sanders _____ designed the suitcase to fold up easily for compact storage.

- (A) innovatively
- (B) innovate
- (C) innovative
- (D) innovation

129. Because the weather was warmer than usual this summer, the crops _____ a few weeks early.

- (A) have been harvesting
- (B) will have harvested
- (C) are harvesting
- (D) will be harvested

130. _____ auditing the financial records of Rockford Consulting, the accountant will submit an official report.

- (A) In addition
- (B) Given
- (C) For example
- (D) Upon

PART 6

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

Questions 131–134 refer to the following notice.

Urgent! Journeyman Plumber Needed

Ace Plumbing is looking for an experienced plumber to join our _____ business here in _____ 131. Columbia. _____ We have always been a family-owned-and-run business, but with the 132. _____ increase in Columbia's population over the last three years, we have an opportunity to 133. welcome in a new journeyman plumber. The candidate should have experience with all 134. of plumbing, both commercial and residential. Please send your resume to aceplumbing@gmail.com and we will schedule an interview.

131. (A) expanding
(B) expecting
(C) contracting
(D) controlling

133. (A) monstrous
(B) dramatic
(C) impossible
(D) insane

132. (A) Ace Plumbing has been servicing the Columbia area since 1954.
(B) We have little connection to the community.
(C) We have been struggling to pay our bills.
(D) Ace Plumbing is in financial trouble.

134. (A) pieces
(B) flows
(C) installations
(D) types

Questions 135–138 refer to the following web page.

Learn social media marketing tactics only at Genius Marketing's Power Conference

Are you ready to take your social media marketing to the next level? Then _____ Genius
135.

Marketing's Power Conference and learn cutting-edge social media marketing tactics. _____
136.

This could be the most educational two days of your year.

Genius Marketing will give you real-world tactics to boost your paid and organic social media marketing efforts. _____ you buy social media advertising or focus on organic social media
137. engagement, Genius Marketing's Power Conference is the conference you need to attend this year. You'll be inspired by experts, meet others with your challenges, and get actionable tactics to drive traffic, increase sales and _____ customer satisfaction.
138.

To apply, just click the link below.

APPLICATION

135. (A) attend
(B) attends
(C) attended
(D) attending

137. (A) Either
(B) Whether
(C) Rather
(D) Not only

136. (A) Guide people in the industry to greatness by joining today.
(B) The conference will be in Houston on May 3 and 4.
(C) Registration for this two-week course will be on November 20.
(D) Classes will be held throughout the month of March.

138. (A) divide
(B) engage
(C) devalue
(D) endure

Questions 139–142 refer to the following e-mail.

To: Nancy Craft
From: Omar Patel
Date: January 16
Subject: Pre-shipping Procedures

At the manufacturing team meeting, _____ was raised that inventory wasn't always being properly stored before being shipped. _____ to that concern, the team decided to review the written procedure to determine if additional steps should be added. _____ Please try to arrange the schedules of the team in the packaging and storage wing so a majority of the managers can attend this meeting.

I am confident that the packaging and storage team management _____ that the written procedure leaves no room for any inventory to accidentally be improperly stored. Any suggestions made by the packaging and storage team will only enhance a superior checklist.

139. (A) understanding
(B) concern
(C) challenges
(D) patience

140. (A) So
(B) Due to
(C) Regardless of
(D) Provided

NEW

141. (A) A meeting of the packaging and storage team has been set for Tuesday, January 23.
(B) All employees should be asked to review the procedure before starting work on Tuesday.
(C) The meeting will investigate the possibility of redundancies in the packaging process.
(D) Additional training sessions plan to be added sometime at the end of December.

142. (A) is discovering
(B) have been discovered
(C) will discover
(D) has discovered

Questions 143–146 refer to the following letter.

June 3, 2016
Yui Minakuchi
143 Dean St. Apt. 3
Brooklyn, NY 10787

Dear Ms. Minakuchi,

It is my pleasure to inform you that Hannover Design would like _____ you to interview for 143. our summer intern program. We are only interviewing fifteen candidates this year for the six positions we have available. You will be pleased to know that you were selected out of a group of over 200 people _____ applied for an interview.

144. We will be holding interviews on March 6 and 7 from 1:00 to 6:00 P.M. We would like for you to come on the 6th at 1:30 P.M. if you are able to. If not, we can _____ for you to come on 145. the 7th. 146. If you have any questions, feel free to call our office (212-347-9919) and the human resources department will be able to assist you. We look forward to hearing from you soon.

Sincerely,

Max Wright
Office Manager
Hannover Design
212-326-1268
M.Wright@hannoverdesign.com

143. (A) to invite
(B) will invite
(C) has invited
(D) will be inviting

144. (A) whom
(B) that
(C) whose
(D) which

145. (A) order
(B) arrange
(C) oblige
(D) attend

(NEW)

146. (A) You will need to bring a completed application and some type of identification card.
(B) Please let us know as soon as possible if you will be able to attend.
(C) We wish we were able to accept your offer, but we must decline it.
(D) Please RSVP and indicate if you plan on bringing a guest.

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PART 7

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

Questions 147–148 refer to the following memo.

MEMO

To: All Employees
From: David Koch
Subject: Important Information
Date: May 22

We will be holding our annual meeting for shareholders on June 3. I will be giving a short presentation during the opening ceremony, and I hope everyone can attend. Below is a basic schedule of the meeting.

Opening ceremony	1:00 P.M.
Annual report	2:00 P.M.
Discussion	4:00 P.M.
Dinner	6:00 P.M.

147. What is the purpose of the memo?

- (A) To remind employees of a project deadline
- (B) To suggest revisions to an annual report
- (C) To provide a schedule for an event
- (D) To report to shareholders on annual profits

148. At what time will David Koch speak?

- (A) 1:00 P.M.
- (B) 2:00 P.M.
- (C) 4:00 P.M.
- (D) 6:00 P.M.

Questions 149–150 refer to the following text message chain.



149. Why does Judy contact Nathan?

- (A) To get him to pay for the dinner
- (B) To get information about company expenses
- (C) To ask if he wanted to join the dinner
- (D) To get recommendations for a good restaurant

150. At 10:14, what does Judy mean when she writes “we'll have to split the bill”?

- (A) They will charge the company.
- (B) They will ask the accounting department.
- (C) They will have to choose who will pay.
- (D) They will each have to pay a portion of the cost.

Questions 151–152 refer to the following letter.

January 19

Dear Mr. Peterson,

The results have come back from the blood test you had done. Please call us at your earliest convenience to reserve a time when you can meet with Dr. Herman.

We would like to remind you that due to changes in laws pertaining to health insurance, all patients are encouraged to make sure that their contact and insurance information is current and accurate. This can be done either by calling our customer service line at 555-6842 or stopping by the front desk on your next visit.

Sincerely,

Laura Pinkerton
Superior Health Clinic

151. What most likely will Mr. Peterson do in the near future?

- (A) Renew an insurance policy
- (B) Schedule a doctor's appointment
- (C) Apply for a clerical position
- (D) Run a blood test

152. What is Mr. Peterson asked to do?

- (A) Submit an insurance form
- (B) Reply to the letter
- (C) Verify personal information
- (D) Fill out a survey

Questions 153–154 refer to the following flyer.

Shopping Local

Seattle Business District Association

Did you know?

- Shopping local puts twice as much revenue into the economy than using chain retailers.
- Shopping local supports the city of Seattle through local taxes.
- Shopping local helps the environment. It saves gas and causes less air pollution.
- Shopping local creates more jobs in Seattle and improves living standards in the community.

We would like to encourage all residents of Seattle to support their local communities by shopping at traditional local stores and markets.

To find out more and learn about all the great shops and services available to local residents, visit the website of the Seattle Business District Association at www.sbda.org.



153. What is the purpose of the flyer?

- (A) To promote sustainable living
- (B) To notify shoppers about a sale
- (C) To announce a new business opening
- (D) To influence shopping patterns

154. What is NOT mentioned as a benefit of shopping local?

- (A) It facilitates a job market.
- (B) It is environmentally friendly.
- (C) It supports the local economy.
- (D) It encourages foreign investments.

Questions 155–157 refer to the following article.

Grandview Business News

The Burnelle's launched their meal delivery service for busy families just six months ago, and the business is flourishing, exceeding expectations. – [1] – Their small shop Farm-to-Table, located in Central Grandview Heights, has been forced to increase staff by 120% to keep up with demand. The whole premise of the idea came up after Rachel and Robert Burnelle had their first child. Both working parents had constantly turned to fastfood for their meals and realized that many of their friends did as well. They wanted healthier options which most fast-food franchises don't provide. – [2] – The business is so popular that they have been getting orders from outside the city. "The response has been overwhelming," says Rachel. "Our customers especially appreciate the freshness and quality of our meals." Janet, a customer from the start added, "Not only is the food healthy, it's not that much more expensive than fast-food meals, but it's much better for you." – [3] –

The Burnelles say they are planning to expand their delivery routes and open three Farm-to-Table grocery shops with ready-made meals around the city of Grandview within the next year. – [4] –

155. What is the article about?

- (A) The changing role of fast food companies
- (B) The importance of healthy eating
- (C) The expansion of farmland at Grandview
- (D) The success and growth of a small business

156. What is the main selling point of Farm-to-Table meals according to the article?

- (A) It is delivered very quickly.
- (B) It is very inexpensive.
- (C) It is healthy.
- (D) It is delicious.

NEW

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

"That is when the Burnelles decided to quit their office jobs and start their own healthy food delivery service for working people."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 158–160 refer to the following notice.

Attention Shoppers

We regret to inform you that there has been a general recall on all Kent brand ladders manufactured between March 30 and July 30 this year.

- The ladders do not comply with mandatory safety standards and could be unstable.
- The ladders could move while standing on them and could contribute to dangerous falls.
- Do not use the ladders for any reason. Contact the Kent Company to receive a refund or a replacement product. Customers will receive a full refund even without proof of purchase as long as they return the ladders.

The Kent Company can be reached by calling 1-800-555-2493. Press 8 in order to be transferred to a representative who deals exclusively with product recalls. We sincerely apologize for this inconvenience.

158. Where most likely could this notice be found?

- (A) At a real estate office
- (B) At a hardware store
- (C) At a movie theater
- (D) At a grocery store

160. According to the notice, how can more information be obtained?

- (A) By filling out a form
- (B) By consulting an instruction manual
- (C) By contacting a company
- (D) By watching a video tutorial

159. What are customers warned about?

- (A) Using a defective product
- (B) Renewing a warranty
- (C) Submitting an order form
- (D) Filing a complaint

Questions 161–164 refer to the following online chat discussion.

J&R International Group Discussion

- 9:15 Patricia Noble (moderator) Good morning everyone. I've posted some ideas for the upcoming Leadership Workshop in June.
- 9:16 Patricia Noble (moderator) Please share some of your ideas. We would like some input.
- 9:20 Jared Davis It looks very standard. Can we add some activities such as camping expeditions or something?
- 9:21 Lawrence O'Donnell I don't know if I'll be able to attend this time. My group is finishing up a major project. Camping sounds great though.
- 9:22 Patricia Noble (moderator) Camping is a good idea but it'll take more time to plan. We'll definitely keep this in mind for the next workshop.
- 9:24 Jimmy Rhee I don't think videos are very effective. How about getting more speakers to present? I'd rather interact with someone.
- 9:27 Monica Choi I'm looking forward to the camping idea. But for this workshop, I agree with Jimmy. Videos can be quite boring.
- 9:30 Jared Davis I noticed that John Olive is not presenting this time. What happened? He was very popular. I'd like to attend his workshop.
- 9:41 Patricia Noble (moderator) John hasn't confirmed with us yet because he may have conflicting schedules. He's trying to work around his schedule.
- 9:52 Isabella Price I'd like to attend John's workshop as well. I noticed that there are still a couple of empty slots. Would anyone be interested in hearing Ge Xi? I'd love to get a different cultural aspect.
- 9:58 Jared Davis Great idea! Ge Xi has had a lot of experience as a supervisor in China and she always has some interesting stories.
- 10:01 Jimmy Rhee I second that. I would certainly like to hear what Ge Xi presents. And speaking of cultural perspectives, Adam has had experience managing employees in a number of countries. He'd be interesting I think.
- 10:09 Isabella Price Yes, let's get Adam to present in the workshop.
- 10:15 Adam Cruz Wow, I'm flattered by your vote of confidence. I certainly wouldn't mind participating in the workshop. I'm free in the afternoons.
- 10:19 Patricia Noble (moderator) Thank you Adam. I'll put you down for the 3:00–4:00 P.M. slot if that's OK with you.
- 10:30 Adam Cruz That sounds great. And could you send me a guideline if you have one?

161. Who are most likely participating in this group discussion?

- (A) The general public
- (B) All employees of the company
- (C) Employees from different countries
- (D) Managers and other group leaders of the company

162. What's being discussed?

- (A) The best presentations from the meeting
- (B) The best speakers at the company
- (C) The schedule for the workshop
- (D) International co-workers

163. At 10:15, what does Adam Cruz mean when he writes "I'm flattered by your vote of confidence"?

- (A) He's thankful that people want him to be manager.
- (B) He's grateful that people see him as a good leader.
- (C) He's happy he has been selected by his co-workers for the job.
- (D) He's honored that his international experience has been recognized.

164. What will Patricia Noble probably do next?

- (A) Email some information to a co-worker
- (B) Set up a meeting for employees
- (C) Meet with international workers
- (D) Call co-workers about the changes

Questions 165–167 refer to the following e-mail.

To Samantha Russell <srussell@speednet.com>
From Sam Berger <sberger@highlandshotel.com>
Subject Reservation
Date July 1
Attachment receipt

Dear Ms. Russell,

Thank you for choosing Highlands Hotel as the location for your upcoming celebration. We are contacting you to confirm the details of your reservation for rooms on the nights of July 12 and 13. You have reserved all 12 rooms on the fourth floor of our hotel. Additionally, you will have unrestricted access to the main conference room for exclusive use on both of those days. You mentioned that family members from all around the country will be gathering for this event. We will provide you with any assistance you need during your stay.

Our hotel supplies free Wi-Fi as well as access to our Internet café, where guests can use our computers for free when they want to surf the Internet or send e-mail. This café will be available from 5:00 A.M. to 12:00 P.M. Also, guests are encouraged to eat at our award-winning restaurant, which is open from 7:00 A.M. to 10:00 P.M. This e-mail also contains a receipt for your \$100 deposit paid by credit card on June 30. If you would like to view the layout and seating for our conference room, you can visit our website at www.highlandshotel.com.

Sincerely,

Sam Berger
Highlands Hotel

165. What kind of event is being held on July 12 and 13?

- (A) A family reunion
- (B) A business conference
- (C) A shareholders' meeting
- (D) A job fair

166. What is NOT mentioned as a benefit of the reservation?

- (A) Exclusive use of an entire floor
- (B) Complimentary meals
- (C) Access to a conference room
- (D) Free Internet access

167. According to the e-mail, what can Ms. Russell find on the Highlands Hotel's website?

- (A) A reservation number
- (B) A hotel restaurant menu
- (C) A seating plan
- (D) A discount coupon

Questions 168–171 refer to the following notice.

Attention Members of Super Fit Gym

One workout plan doesn't work for everyone. That is why here at Super Fit Gym we offer the largest variety of fitness programs in the area. You are sure to find something fun and exciting that helps you meet your fitness goals. Now we are excited to bring you a new dance fitness program. The class will run this summer from June 12 to August 23. Dance is an interesting and interactive way to exercise. It is also appropriate for those individuals who are not able to engage in strenuous physical activity.

Those who wish to sign up for this dance class are encouraged to sign up in pairs. If you don't have someone to sign up with, you will team up with another individual on the first day of a class. Registration will be available from May 10 to June 1. You can register on our website by filling out a registration form. A class fee must be paid at the time of registration by credit card.

In accordance with our rules and regulations, those who wish to receive a class fee refund must withdraw from a class a week or more before the scheduled start date. No refund will be given to those who withdraw from a class after that deadline.

For more details concerning class content, schedules, and fees, contact our manager, Scott Peterson, at (231) 555-2523.

Sincerely,

Super Fit Gym Staff

168. What is the purpose of the notice?

- (A) To postpone an opening ceremony
- (B) To hire new instructors
- (C) To explain payment options
- (D) To announce a new class

169. What most likely will happen on June 12?

- (A) Some instructors will be absent.
- (B) Some members will be assigned partners.
- (C) Some refunds will be given.
- (D) Some certificates of completion will be issued.

170. According to the notice, what is the latest date that participants can receive a refund for the class?

- (A) May 10
- (B) June 5
- (C) June 12
- (D) August 23

171. What is mentioned as a reason to contact Mr. Peterson?

- (A) To schedule an appointment
- (B) To inquire about a class
- (C) To update personal contact details
- (D) To withdraw from a class

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Questions 172–175 refer to the following memo.

MEMO

To: All Employees
From: Veronica Jackman, Executive Manager
Date: October 10
Subject: Staffing

— [1] — Sheila Roberts, our marketing director will be away on a business trip to Singapore from October 21 to November 5. In her absence, Michael Lee will temporarily take over some of her responsibilities at Goldman's Department Store. However, for those of you who have projects near completion with Ms. Roberts, we ask that you make final arrangements with her before October 15. — [2] — Some of the urgent projects have already been discussed with Michael. If your project can wait for Sheila's return, we ask that you inform both Sheila and Michael so that other projects can go forward.

— [3] — I realize this may seem like an inconvenience, especially so close to the holiday season, but I have great confidence that Michael will be able to handle the responsibilities in Sheila's absence. Michael has worked closely with Sheila and will deal with the newer projects handed to him. — [4] —

If you have further questions or concerns about this, please contact Sheila before October 20 or me at any time.

(NEW)

172. Where do the recipients of the e-mail work?

- (A) At a marketing firm
- (B) At a law office
- (C) At a department store
- (D) At a travel agency

173. What is indicated about Sheila Roberts?

- (A) She is getting a new job.
- (B) She has been promoted.
- (C) She is going on vacation.
- (D) She is going on a business trip.

174. When should employees with nearly completed projects contact Sheila by?

- (A) October 15
- (B) October 20
- (C) October 21
- (D) November 5

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

“Michael will arrange separate meetings with different departments during Sheila's absence to ensure a smooth transition and communication during his temporary tenure.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 176–180 refer to the following web page and article.

http://www.instituteforruralservice.com

Rural Community Outreach Program

As part of its ongoing commitment to enhance the standard of living in rural communities across the state, the Institute of Rural Service provides annual grants for rural communities. The goal of this program is to support local efforts to sustain a convenient and satisfying life in the countryside. The grants available this year are as follows:

Business Development Grant: \$250,000
Community Development Grant: \$150,000
Communications Development Grant: \$200,000
Educational Development Grant: \$100,000

The institute will give priority to proposals that reflect a comprehensive approach to community development, promote community engagement, and make rural communities a better place to live and work. The grants will allow rural communities to take the first step toward a project or plan that can help improve the lives of rural community members. For the past decades, the grants have been used for a variety of purposes such as state-of-the-art farming equipment, road maintenance, communications infrastructure, educational facilities, and investments for young rural entrepreneurs.

Download this [application](#) to apply for a grant. The deadline for submission is February 28.

Actual Test 03

Village of Cranton Wins Funding

C RANTON, March 22—The Institute of Rural Service announced today that the village of Cranton is this year's recipient of the Educational Development Grant. The grant will be used to fund the construction of a large playground that will provide recreational activities for children under 12. Since the opening of the new electronics factory last year, the number of families in the area has risen dramatically. As a result, children have been left with less and less space to play in. The new playground will allow children to play and enjoy themselves when they are not at school.

Cranton is proud to be the recipient of this grant and plans to apply for more grants in the future to improve the living conditions of the town and attract more residents.

GO ON TO THE NEXT PAGE

176. What is the purpose of the web page?

- (A) To report that a project has been completed
- (B) To encourage applications for a grant
- (C) To announce a recipient of a grant
- (D) To introduce local entrepreneurs

177. According to the web page, what is NOT mentioned as a purpose of an Institute of Rural Service grant?

- (A) Providing funds for local business people
- (B) Building the basic systems for communications
- (C) Organizing community health check-ups
- (D) Purchasing farming equipment

178. How much funding did Cranton receive?

- (A) \$100,000
- (B) \$150,000
- (C) \$200,000
- (D) \$250,000

179. According to the article, what will the grant enable Cranton to do?

- (A) Improve local farming conditions
- (B) Renovate an elementary school
- (C) Hire more qualified teachers
- (D) Provide a play area for children

180. What is indicated about Cranton?

- (A) It has received grants in the past.
- (B) It plans to open a new factory.
- (C) Its population has increased.
- (D) It will hold a community festival.

Questions 181–185 refer to the following e-mail and form.

From: Carrie Cook <carriecook@freshfarmsgrocery.com>
To: Charles Bell <charlesbell434@globalnet.com>
Subject: Membership Card
Date: May 4

Dear Mr. Bell,

Your Silver Star Membership Card at Fresh Farms Grocery will expire on the 28th of this month. Your membership card entitles you to special sale prices as well as special points on most Fresh Farms Grocery purchases. Once you accumulate enough points, they can be redeemed for a discount on your next purchase. Without a valid Silver Star Membership Card, you will lose the ability to accumulate these frequent shopper points.

Please do not attempt to renew your membership over the phone. In order to do that, please stop by the customer service desk at one of our store locations. If you have any other questions, please call us at 204-555-2648.

Carrie Cook
Customer Service Representative
Fresh Farms Grocery

Fresh Farms Grocery
Membership Card Form

First Name: Charles
Last Name: Bell
Membership Number: I4245FDA

Create my membership card
 Renew my membership card
 Cancel my membership card

Membership card categories and fees:

Gold Star: Premium membership, \$90 a year
Silver Star: Business membership, \$70 a year
Bronze Star: Household membership, \$50 a year
Shooting Star: Short-term membership, \$10 a month

Please note:

Premium membership is reserved for those who hold shares in the Fresh Farms Grocery company.
Food vendors and restaurant owners are eligible to apply for the Silver Star Membership Card.

GO ON TO THE NEXT PAGE 

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

- (A) To announce seasonal discounts
- (B) To notify Mr. Bell of an outstanding fee
- (C) To remind Mr. Bell to renew a membership
- (D) To offer a free upgrade to Mr. Bell

182. What does the membership card allow Mr. Bell to do?

- (A) Benefit from frequent shopping
- (B) Park in designated spaces
- (C) Receive expedited shipping
- (D) Purchase new products in advance

183. What is Mr. Bell asked to do?

- (A) Call the customer service desk
- (B) Visit the store in person
- (C) Write a customer review
- (D) Attend a regular event

184. How much does Mr. Bell currently pay a year?

- (A) \$50
- (B) \$70
- (C) \$90
- (D) \$120

185. What is indicated about Mr. Bell?

- (A) He is a celebrated chef.
- (B) He runs a food-selling business.
- (C) He is a shareholder of Fresh Farms Grocery.
- (D) He applied for his membership this year.

 Questions 186–190 refer to the following letter, brochure and schedule.

May 12

Dear Mr. Gray,

You are a long-time member of the Georgian Society of Architects (GSA). We would like to inform you that we are adding some changes to the services provided to members this year. Specifically, we will be adding a new Gold Class level membership that will give privileged members access to more resources than ever before. We are excited to tell you that you meet all of the qualifications for this special membership offer and may sign up immediately. You should be receiving a brochure in the mail soon that will provide more information. We hope that you decide to join this amazing Gold Class membership.

As you know, the GSA's annual members' conference will be held on June 14 at the Stargate Conference Center in Atlanta, Georgia. We noticed you have already registered your attendance. We can't wait to see you there. If you need any further assistance making arrangements, don't hesitate to call our offices at (124) 555-5251.

Yours truly,

Joan Ross

Georgian Society of Architects

Georgian Society of Architects

GOLD CLASS MEMBERSHIP

In order to qualify for this special membership, applicants must have at least 20 years of experience in the field as well as hold a degree in architecture from an accredited university.

Benefits include: instantly expand your contacts through access to our database of over 50,000 practicing colleagues, pay half the regular price when registering for conferences hosted by GSA, and receive our monthly newsletter, which contains the latest market research and economic analysis to help your business.

Gold Class members will also be eligible to apply for professional liability insurance coverage offered exclusively to our Gold Class members.

To apply, simply fill out the form attached to this brochure and mail it to our headquarters. The \$40.00 application fee can either be paid by check or credit card by calling our accountant at (124) 555-5253.

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STARGATE CONVENTION CENTER SCHEDULE OF EVENTS

JUNE 14
GEORGIAN SOCIETY OF ARCHITECTS

9:00 A.M.–9:45 A.M.	Sign in at the desk in the lobby
10:00 A.M.–11:45 A.M.	Guest Speaker Jerry Jenkins Jr. in Conference Room A
12:00 P.M.–1:30 P.M.	Lunch in the Diamond Room
2:00 P.M.–4:00 P.M.	Regional Presentations in Conference Room A
6:00 P.M.–9:00 P.M.	Dinner and cocktails in the Sapphire Lounge

Please remember to bring your Society ID to ensure a smooth registration for the day's events!

186. What is the purpose of the letter?

- (A) To publicize a conference
- (B) To advertise a new membership
- (C) To confirm an appointment
- (D) To attract a new member

187. What is Mr. Gray encouraged to do?

- (A) Register for a conference
- (B) Reschedule an appointment
- (C) Upgrade his service
- (D) Pay by credit card

188. What is indicated about Mr. Gray?

- (A) He has worked as an architect for over two decades.
- (B) He spoke at last year's GSA members' conference.
- (C) He contributes to an architecture journal.
- (D) He forgot to pay his membership fee in April.

189. What time should Mr. Gray sign in on the day of the conference?

- (A) 8:45 A.M.–10:00 A.M.
- (B) 9:00 A.M. exactly
- (C) Anytime
- (D) 9:00 A.M.–9:45 A.M.

190. How many meals are included in the event?

- (A) Breakfast, lunch, and dinner
- (B) Brunch and dinner
- (C) Dinner and cocktails
- (D) Lunch and dinner

 Questions 191–195 refer to the following notice and e-mails.

Colonial Heights Nursing Home

Colonial Heights is proud to have served the elderly population of Houston, Texas, for over 30 years. Our nursing home is equipped with state-of-the-art facilities. Our five-story building allows each floor to offer individualized levels of care for our residents. Our building houses a rehabilitation gym and we also provide psychological counseling services for residents.

We currently have openings for several positions. We are looking to hire a nursing home administrator who has at least three years of experience and a valid license. There is also an opening for an admissions coordinator. Those applying for the admissions coordinator job must have a bachelor's degree and at least two years of related experience. We are also looking for hospice workers who can provide personal care to residents in a compassionate and caring manner. Previous experience is not necessary, so everyone interested is welcome to apply for this position.

You can see this job listing and submit an application online by visiting our website at www.chnh.com.

To: Tommy Jenkins <tommyjenkins7@zeusnet.com>
From: Greg Parker <g_parker@chnh.com>
Subject: Hiring Procedure
Date: September 14

Dear Mr. Jenkins,

Congratulations! You have made it through the first round of the application process for the position of admissions coordinator. We require that all applicants visit Colonial Heights Nursing Home in order to attend an in-person interview. I would appreciate it if you let me know about a convenient time for your interview by September 17.

I look forward to meeting you.

Sincerely,

Greg Parker
Human Resources Manager
Colonial Heights Nursing Home

To: Greg Parker <g_parker@chnh.com>
From: Tommy Jenkins <tommyjenkins7@zeusnet.com>
Date: September 15
Subject: Hiring Procedure

Dear Mr. Parker,

Thank you so much for giving me the opportunity to interview for the position of admissions coordinator. You requested that I inform you about my availability for September 17. I have another interview at 10:00 A.M., but I will be able to be at Colonial Heights Nursing Home by 1:00 P.M. I hope this is convenient for you. Shady Pines Nursing Home, as you know, is a competing facility located on the other side of town, and the hours they offer are very attractive. I would prefer to work in a modern facility such as Colonial Heights. I look forward to interviewing with you and touring your facilities.

Sincerely,
Tommy Jenkins

- 191.** What is mentioned about Colonial Heights Nursing Home?
- (A) It has five locations in Texas.
 - (B) It has operated for over half a century.
 - (C) It provides art classes.
 - (D) It offers mental health services.
- 192.** According to the notice, which position does not require experience?
- (A) Nursing home administrator
 - (B) Hospice worker
 - (C) Admissions coordinator
 - (D) Front desk receptionist
- 193.** What is indicated about Colonial Heights Nursing Home?
- (A) It plans to expand its facilities.
 - (B) It accepts applications through its website.
 - (C) It offers the highest wages in the state.
 - (D) It recently renewed its operating certificate.
- 194.** Why might Tommy Jenkins decide not to work for Colonial Heights Nursing Home?
- (A) They do not have physical fitness centers.
 - (B) Their facilities are not modern.
 - (C) The job is too far away.
 - (D) Shady Pines Nursing Home can give him a better schedule.
- 195.** When can Tommy Jenkins be at the interview at Colonial Heights?
- (A) 10:00 A.M.
 - (B) Before 1:00 P.M.
 - (C) After 1:00 P.M.
 - (D) After 4:00 P.M.

NEW Questions 196–200 refer to the following e-mails.

To: Jake Baldwin <baldwinj@technet.com>
From: Dream Oasis Hotel <booking@dreamoasishotel.com>
Date: September 22
Subject: Your Reservation
Attachment: invoice.html

Dear Mr. Baldwin,

Thank you for reserving a room at the Dream Oasis Hotel. You have booked a room with a double bed for the nights of October 13 and 14. Your reservation number is 5259.

I am writing to inform you that you must pay your balance by September 29 in order to confirm your reservation. Your total room fee is \$165.25 for both nights. Payment can be made via credit card by visiting our website at www.dreamoasishotel.com and entering your reservation number. You may also call us and complete your payment over the phone. If payment is not received by September 29, your reservation will be canceled automatically. Please see the attached invoice for related details.

When you arrive at the airport, the easiest way to travel to our hotel is by subway. We are located next to exit 3 at City Hall Station. If you have trouble finding us, please don't hesitate to call us at 555-2134. A staff member is available 24 hours a day to assist you.

Thank you again for choosing our hotel,

Amy Lee
Customer Service Manager
Dream Oasis Hotel

Actual Test 03

To: Dream Oasis Hotel <booking@dreamoasishotel.com>
From: Jake Baldwin <baldwinj@technet.com>
Date: September 23
Subject: RE: Your Reservation

Dear Ms. Lee,

I am writing in regard to my reservation at the Dream Oasis Hotel for October 13 and 14. I received your e-mail about the payment for my upcoming stay at the hotel. However, I would like to inquire about extending my stay for an extra night. I recently heard that there will be a local food festival held on October 16 and I would like to attend it. Therefore, I would like to stay at your hotel until October 15. Please let me know a revised room fee so that I can make the correct payment as soon as possible.

Jake Baldwin

GO ON TO THE NEXT PAGE 

To: Jake Baldwin <baldwinj@technet.com>
From: Amy Lee <alee@dreamoasishotel.com>
Date: September 24
Subject: The 15th

Dear Mr. Baldwin,

You are right to be excited about the food festival that will be held on the October 16th. Unfortunately, this event has become so popular that the city fills up for that weekend. I regret to inform you that there is no vacancy at the Dream Oasis Hotel for the night of the 15th. I went ahead and looked into some of our partner hotels in the area, but those properties also are at full occupancy. I do hope you are able to find someplace to stay in the city so you can enjoy the festival while you are in town; I just wish it could have been with us. You could try the Executive Inn in Fairview; it is a large hotel and they do have vacancies.

Sincere apologies,
Amy Lee
Customer Service Manager
Dream Oasis Hotel

196. What is the purpose of the first e-mail?

- (A) To explain a cancellation policy
- (B) To request a payment
- (C) To schedule a reservation
- (D) To offer a special service

197. What is Mr. Baldwin asked to provide when making a payment online?

- (A) His telephone number
- (B) His e-mail address
- (C) His room number
- (D) His reservation number

198. What information is NOT included in Ms. Lee's e-mail?

- (A) The cost of the stay
- (B) The travel insurance
- (C) The location of the hotel
- (D) Staff contact information

199. Why can't Mr. Baldwin stay at the Dream Oasis Hotel on the night of the 15th?

- (A) The hotel is full because of the food festival.
- (B) The hotel is full because it is very popular.
- (C) The hotel is full because there is a convention in town.
- (D) The hotel is full because the food at the hotel is very good.

200. What does Amy Lee recommend?

- (A) That Mr. Baldwin try another hotel in town
- (B) That Mr. Baldwin try a hotel in Fairview
- (C) That Mr. Baldwin try to attend the food festival next year
- (D) That Mr. Baldwin ask again on the 14th, in case there is a cancellation

NO TEST MATERIAL ON THIS PAGE

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

Actual Test

04

PART 5 / PART 6 / PART 7

READING TEST

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

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

PART 5

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

101. All of the trees on the property were damaged in the storm ____ the one near the rear entrance.

- (A) except
- (B) considering
- (C) still
- (D) along

102. Mr. Hotei had to undergo several medical tests before receiving ____ diagnosis from the physician.

- (A) he
- (B) him
- (C) himself
- (D) his

103. Entrepreneur James Mosby is featured in the most ____ issue of the magazine.

- (A) final
- (B) former
- (C) recent
- (D) later

104. The official decision made by the judge must be based ____ on the evidence presented.

- (A) cooperatively
- (B) strictly
- (C) tensely
- (D) remarkably

105. Due to his decades of experience, Mr. Finley was responsible for the training of the ____ for the new gym.

- (A) instructors
- (B) instructive
- (C) instructively
- (D) instructed

106. Customers at Blaze Restaurant may use the valet parking service or park the vehicles ____.

- (A) their
- (B) themselves
- (C) they
- (D) theirs

- 107.** Last year, the young chemists contributed _____ to the development of a new adhesive.
- (A) construction
(B) constructively
(C) constructive
(D) constructed
- 108.** The experts at Prime Carpentry can handle any piece of wooden furniture, restoring it _____ its original condition.
- (A) to
(B) by
(C) at
(D) with
- 109.** The library has requested funding for _____ doors for the convenience of patrons.
- (A) underway
(B) automatic
(C) frequent
(D) energetic
- 110.** After noticing the wardrobe's _____ condition, the owner of the antique shop lowered its price.
- (A) deteriorates
(B) deteriorating
(C) deterioration
(D) deteriorate
- 111.** For the past decade, Henley Vivian _____ to be a talented and motivated journalist.
- (A) is proving
(B) proving
(C) prove
(D) has proven
- 112.** _____ who suffers from sleep problems could benefit from drinking this herbal tea.
- (A) Ourselves
(B) Whichever
(C) Anyone
(D) Others
- 113.** An additional route was added to the rail line to reduce travel times in the southern _____.
- (A) accent
(B) function
(C) distance
(D) region
- 114.** During the holiday season, Schwartz Department Store will _____ special make-up gift sets.
- (A) solve
(B) carry
(C) impress
(D) occupy
- 115.** Buying a home for the first time can be complicated and even _____ without help from a licensed real estate agent.
- (A) nervous
(B) risky
(C) decreased
(D) initial
- 116.** The Brownsville Homeless Shelter has helped thousands of people since its _____ last year.
- (A) creative
(B) created
(C) create
(D) creation

117. The semi-finalists for the community art contest will be _____ by a panel of judges tomorrow.

- (A) selected
- (B) ignored
- (C) prevented
- (D) complemented

118. The penalties for canceling the cell phone contract early were _____ stated in the agreement.

- (A) express
- (B) expression
- (C) expressly
- (D) expressed

119. _____ the researcher's report, eating fresh fruits and vegetables more often is a better health goal than avoiding fast food.

- (A) Even though
- (B) Rather than
- (C) According to
- (D) Because of

120. To make the tour accessible to Spanish speakers, the language _____ plans to provide translation services.

- (A) interpreted
- (B) to interpret
- (C) interpreting
- (D) interpreter

121. Joggers are asked to keep to the right side of the path, as _____ cyclists will need space to pass on the left.

- (A) many
- (B) each
- (C) much
- (D) either

122. Prior to a viewing by potential buyers, the real estate agent makes sure the home is _____.

- (A) presentation
- (B) presenting
- (C) presentable
- (D) present

123. For the payment _____ last week, the necessary state and federal taxes must be paid by the recipient.

- (A) was remitted
- (B) remitted
- (C) remitting
- (D) to remit

124. Everyone is in favor of shortening working hours, but _____ the president approves the change, nothing will happen.

- (A) without
- (B) until
- (C) yet
- (D) because

125. The manufacturing company's recent _____ to reduce on-site accidents was appreciated by the staff.

- (A) attempt
- (B) industry
- (C) value
- (D) faculty

126. The dining room furniture was left _____ in the house because the new owner bought it.

- (A) intended
- (B) intention
- (C) intentional
- (D) intentionally

127. The Garrison Theater will _____ allow student groups to view rehearsals during the day.

- (A) vaguely
- (B) substantially
- (C) occasionally
- (D) previously

128. *Pro Sports* magazine made a name for itself _____ the publication of a series of exclusive interviews with top athletes.

- (A) like
- (B) both
- (C) so
- (D) with

129. Only _____ delegates wearing their ID badges will be allowed into the conference venue.

- (A) those
- (B) who
- (C) each
- (D) that

130. _____ the candidate's official announcement that he will run for office, he met privately with his advisors.

- (A) In advance of
- (B) As long as
- (C) On behalf of
- (D) So as to

PART 6

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

Questions 131–134 refer to the following notice.

Employee Workshop

T&R Group strives to help employees reach their potential by offering leadership retreats, employee training, and various workshops. This month, we _____ workshops for those interested in _____ their computer skills with several classes on how to use Professional Office, create a personal website, and run the message app. We have a couple of other slots that are currently _____ and will accept suggestions from employees. _____ Please email Jonas at jsmith@TRgroup.com if you are interested in attending any of the workshops. We hope you take advantage of the programs offered.

131. (A) offers
(B) were offering
(C) are offering
(D) have offered

132. (A) correcting
(B) diminishing
(C) elaborating
(D) improving

133. (A) dependent
(B) independent
(C) free
(D) obtainable

134. (A) Suggestions related to gaming and entertainment will not be accepted.
(B) The most popular requests will be considered for the workshops.
(C) We ask all managers to make a suggestion.
(D) We hope the workshop is a success and wish you the very best.



Questions 135–138 refer to the following advertisement.

Citrusine: Total Flu for Night-time

Get ready for cold and flu season with Citrusine. Citrusine is a _____ medicated night-time tea that can treat symptoms of the flu including fever, aches and pains, nasal congestion, cough, and sore throat. Wake up feeling _____ and ready to conquer another day. Citrusine _____ should not be taken if you're planning to operate machinery or drive a vehicle. Keep out of the reach of children. _____

137.

Citrusine is the number-one-selling medication _____ the flu and is guaranteed to provide _____ results if taken as directed. Visit our website for more information.

www.citrusine.com

(NEW)

135. (A) easing
(B) stimulating
(C) soothing
(D) consoling
136. (A) refreshing
(B) refreshed
(C) refreshes
(D) refresh

137. (A) The medication may cause serious side effects if not taken properly.
(B) Children should take Citrusine for Kids instead.
(C) The packets look like candy and may pose problems.
(D) And if symptoms persist for more than ten days, consult a physician.

138. (A) for
(B) during
(C) with
(D) after

Questions 139–142 refer to the following e-mail.

To: Janet Doe
From: Greenscape
Date: June 28
Subject: Inquiry

Ms. Doe,

We thank you for your inquiry. Greenscape has been the leading landscaper for businesses in the greater downtown area for over 10 years. _____ we specialize in gardens and Japanese-style landscape art, we also maintain lawns and fields. But to answer your question, yes, we even clear away thick shrubbery and trees. We can send a person to _____ the amount of time it will take and the approximate costs. Furthermore, if you _____ to replace the dense shrubs with a lawn or garden, you can work with one of our designers to come up with a landscape you can be happy with.

_____ We are more than happy to serve you.
142.

- 139.** (A) Although
(B) Because
(C) Therefore
(D) However

- 140.** (A) conclude
(B) calculate
(C) estimate
(D) guess

- 141.** (A) wishing
(B) wish
(C) wished
(D) wishes

- 142.** (A) We welcome any business opportunity with you.
(B) Please don't hesitate to email any questions you have.
(C) Please call us at 555-1245 if you are interested in a consultation.
(D) Visit our website for more information.

(NEW)

Questions 143–146 refer to the following advertisement.

Black Hill Beans

Black Hill Beans is a Louisianan coffee company and the pioneer of the Louisiana coffee fruit. We oversee a vertically _____ supply chain that starts with the highest quality coffee
143. and coffee fruit from Black Hill, Louisiana. We _____ three award-winning beans, Summer
144. Harvest, Dark Southern, and Black Earth. All can be shipped to you _____ 24 hours anywhere
145. in the continental U.S. Black Hill Beans' coffee is also sold at every Launders Superstore in
the U.S.

Whether you're looking for excellent coffee or a bit of southern comfort, Black Hill Beans
is the right choice for your coffee. _____ It's nice to feel patriotic while you drink. Visit us
146. online today to hear more about our story.
www.blackhillbeans.com

143. (A) integrates
(B) to integrate
(C) integrated
(D) integration

145. (A) within
(B) by
(C) until
(D) at

NEW

144. (A) locate
(B) select
(C) evaluate
(D) produce

146. (A) Try the best-selling frozen beverage
around.
(B) It's American-made and organic.
(C) Let us help you find the right supplier.
(D) This discount is only available through
October 1.

PART 7

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

Questions 147–148 refer to the following notice.

Notice

Crawford Apparel has refurbished dressing rooms where you can try on clothes before you make a purchase.

- Please take only an item or two into a dressing room at a time.
- You may leave your personal belongings such as a wallet or a purse with one of our clerks for safekeeping.
- Any personal items left behind in a dressing room will be kept in the lost-and-found room near the entrance.

147. For whom is the notice most likely intended?

- (A) Storekeepers
- (B) Customers
- (C) Designers
- (D) Clerks

148. According to the notice, where can missing items be found?

- (A) In a police station
- (B) In an information center
- (C) In a storage area
- (D) Behind a counter

Questions 149–150 refer to the following text message chain.



149. What is suggested about Ms. Bates?

- (A) She works for Ms. Cruz.
- (B) She is being held up by traffic.
- (C) She is currently operating an automobile.
- (D) She is frequently late.

150. At 7:02, what does Ms. Cruz mean when she writes, “Will do”?

- (A) She will be waiting for Ms. Cruz.
- (B) She plans to load the vehicle.
- (C) She is frustrated by Ms. Bates' tardiness.
- (D) She has finished parking the van.

Questions 151–152 refer to the following e-mail.

The screenshot shows an email window with the following details:

To: Patricia Mueller <patmueller@fine-mail.net>
From: Mark Hutchings <mhutchings@grosvenoronline.com>
Date: June 4
Subject: Re: Hotline

Message Content:

Dear Ms. Mueller,

Thank you for your feedback on our technical service hotline. We had not realized that calls were taking so long to connect to an operator, and we have managed to resolve the problem, which was caused by a glitch in the telephone switchboard software. As a gesture of goodwill, I would like to issue you a coupon for our online store for the value of \$25. To redeem it, simply sign in to your store account at www.grosvenoronline.com and enter the coupon code H58K55 into the box on the main page.

Yours sincerely,

Mark Hutchings
Customer Service Representative, Grosvenor Online

151. Why did Mr. Hutchings send the e-mail?

- (A) To promote a special seasonal offer
- (B) To confirm an address for an order
- (C) To show appreciation for a comment
- (D) To request further information about a problem

152. What will Ms. Mueller most likely do on her next visit to Grosvenor Online?

- (A) Sign up for a membership program
- (B) Claim the value of a coupon
- (C) Use the customer feedback form
- (D) Update her billing information

Questions 153–154 refer to the following web page.

The screenshot shows a web browser window with the URL <http://www.jannisar.com> in the address bar. Below the address bar is a horizontal menu with five items: Home, Products, Contact, About Us, and Account. The main content area contains a message congratulating the user on becoming a Premium Gold Member and asking them to fill out a form. The form consists of several input fields and a comments section. At the bottom of the page, there is a note about receiving e-mail notifications and a list of merchandise categories for selection.

Congratulations! Because of your high level of regular activity on our site, you have been selected to become a Premium Gold Member. Please fill out the following form to complete the process:

First name	
Surname	
Shipping address	
Authorization code	
E-mail address	
Comments:	

Check the boxes for the merchandise categories that are of interest to you.
(You may check more than one.)

Electronics [] Music [] Books [] Furniture [] Computer Games []

Please note that as a Premium Gold Member, you will receive e-mail notifications four times a year on special offers for the categories selected. Your account details will be verified by e-mail within the next 24 hours. An e-mail confirmation will be sent. Follow the instructions in that e-mail to confirm your membership.

153. Who most likely is the web page aimed at?

- (A) A new customer for an auction website
- (B) An online marketing agency representative
- (C) A supplier to a retail outlet
- (D) A long-term customer of an online retailer

154. What is the reader asked to do?

- (A) Indicate product preferences
- (B) Supply payment details
- (C) Print and sign the form
- (D) Report shipping delays

It's Raining Cats and Dogs

Brentwood (May 2) – [1] – Brentwood City finally has its very own cat café called Catastrophe and dog café called Hotdogs, both opened by owners Kevin and Ginger Blake. Both cafes opened last month to fanfare and a great deal of press coverage. – [2] – “Business has been booming,” says Kevin Blake. “We knew we’d be successful; we just didn’t think we’d be this successful.” Not only are customers enthusiastically flocking to both cafes to hang out with the animals while drinking coffee and tea, many of them are adopting the animals and giving them forever homes. – [3] – “We thought it would be a good idea to take in some of the animals because of the overcrowding in many of the shelters,” explained Ginger Blake. “And customers have a chance to interact with the animals, which is the best form of advertisement for the shelters.” Since the cafes’ opening, more than 10 dogs and 15 cats have been adopted. “I don’t yet own a dog, but I’ve always wanted one,” says Laurie Jordan, a regular customer. “I come here to play with them. Maybe one day I’ll find a dog that I really want.” – [4] –

Because of the success, the Blakes are considering expanding by purchasing the adjacent shops. “We need more space to fit all our customers and the animals,” explained Kevin. “It can get very crowded at times.” The Blakes are looking to renovate the dog café next month and the cat café during the fall.

155. What is indicated about the cafes?

- (A) They serve an assortment of snacks.
- (B) They sell puppies and kittens.
- (C) They serve coffees and teas.
- (D) They offer pet products.

156. What is reported about the cats and dogs?

- (A) Several have been adopted.
- (B) They are permanent residents of the cafes.
- (C) They are friendly towards the customers.
- (D) They are trained to entertain.

157. In which of the positions marked [1], [2], [3]

and [4] does the following sentence belong?

“But the hype hasn’t slowed down.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 158–160 refer to the following advertisement.

Relax and unwind at New Wave Spa!

Take a break from your hectic day with professional spa treatments from New Wave Spa, located at 458 Worley Avenue. Whether you stay for an hour or a full day, you'll leave feeling refreshed and energized. Check out our regular packages below:

Classic Getaway (\$120)—Try this basic package that's perfect for those on the go.

30-minute back and neck massage / cucumber facial treatment /
lilac body wrap

Rose Garden (\$155)—Let the scent of roses revive your senses.

45-minute full-body massage / rose water skin treatment / manicure

Ocean Experience (\$180)—Take advantage of the ocean's healing powers in our most popular package.

60-minute full-body massage / head-to-toe sea salt scrub /
hot stone treatment / seaweed facial treatment

Complete Rejuvenation (\$210)—Indulge yourself in the luxury of a full day of treatments.

90-minute full-body massage / relaxation scalp massage /
mud mask facial treatment / rosemary purifying scrub / manicure / pedicure

Book in advance to secure your spot by calling 555-2940. Groups of four or more people will receive a free lunch of sandwiches, steamed vegetables, and freshly-squeezed juices. All patrons will be given a free New Wave Lounging robe on their third visit to our facility.

158. What is the advertisement mainly about?

- (A) The expansion of a health facility
- (B) A discount on luxury services
- (C) The relocation of a spa
- (D) A business's standard options

160. What will groups of four or more people be given?

- (A) A free robe
- (B) A reduced rate
- (C) A complimentary meal
- (D) A private room

159. Which package includes a heat treatment?

- (A) Classic Getaway
- (B) Rose Garden
- (C) Ocean Experience
- (D) Complete Rejuvenation

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Questions 161–164 refer to the following online chat discussion.

Bill Flake (9:41)

Hello, I'd like to get an update on the progress of the drapes that the Manillo Family ordered.

Lucy Mitt (9:41)

We're still waiting for the lace silks from Hand-Made Lace but we received most of the other fabrics yesterday. Our seamstresses will get to work on those today.

Bill Flake (9:42)

Then do you think the project will be completed by this Friday as the Manillo's wanted?

Lucy Mitt (9:43)

I'm not sure. It'll depend on when the lace arrives. Our group can start sewing some of the pieces together, but we need the lace to complete the intricate designs.

Bill Flake (9:44)

Can you contact Hand-Made Lace and find out when the shipment arrives?

Lucy Mitt (9:45)

Actually, Richard is taking care of that. Any word from them, Richard?

Richard Choi (9:45)

Yes, I just got off the phone with them. There was a bit of a delay because the lace artisans used the wrong silks. They had to re-work the lace. We'll receive them this afternoon. They sent a rush delivery to us.

Bill Flake (9:46)

Excellent. Then can the drapes be finished at the end of this week?

Lucy Mitt (9:47)

No problem. We'll work around the clock to get them finished on time.

Bill Flake (9:48)

I'm glad to hear that. They are long-time customers and they needed the drapes for their new condo this weekend.

- 161.** What kind of business do the participants in the online chat probably work at?
- (A) A clothing company
(B) A bridal shop
(C) A custom drapery shop
(D) A fabric warehouse
- 162.** When will the shipment of lace arrive?
- (A) In the morning
(B) In the afternoon
(C) The next day
(D) At the end of the week
- 163.** At 9:47, what does Lucy Mitt mean when she says, "We'll work around the clock"?
- (A) Her team will watch the time carefully.
(B) Her team will work as quickly as possible.
(C) Her team will take as much time as they need.
(D) Her team will work all day and night if they have to.
- 164.** What will Bill Flake probably do next?
- (A) Call the client
(B) Cancel the order
(C) Request a shipment of lace
(D) Organize a meeting

Questions 165–167 refer to the following schedule.

Duluth City
5th Annual Summer Fun Festival
Sunday, July 23

10:00 A.M. to 6:00 P.M. Local Nature Art Competition

Duluth artists will be displaying their paintings of local nature and wildlife in the Duluth Community Center. Visitors are asked to cast their vote for their favorite painting. The winner will be announced at the start of the singing competition.

11:00 A.M. to 12:00 P.M. Magic Show

Please join us for an astonishing magic show. Magician Mick Turner is famous for his creative and entertaining magic tricks.

12:00 P.M. to 2:00 P.M. Live Jazz Concert

Enjoy live jazz in the park performed by New-York-based jazz band The Holloway Band. They will be playing a variety of jazz standards. They will also have their most recent record for sale.

10:00 A.M. to 7:00 P.M. Renewable Energy Expo

Local company Sunshine Energy will be displaying some of its newest renewable energy projects, including solar panels and portable cell phone chargers.

7:00 P.M. to 9:00 P.M. Singing Competition

Local residents are encouraged to take part in this year's singing competition. Those who would like to participate can register by visiting our website at www.duluthcitysf.com and filling out the necessary form.

For more information, please call us at 555-0157.

165. When will the winner of the art competition be announced?

- (A) 2:00 P.M.
- (B) 6:00 P.M.
- (C) 7:00 P.M.
- (D) 9:00 P.M.

167. How can participants sign up for the singing competition?

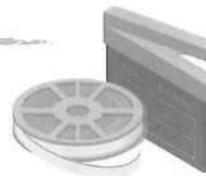
- (A) By visiting an information booth
- (B) By contacting the community center
- (C) By visiting a website
- (D) By sending an e-mail

166. According to the schedule, what will be available for purchase?

- (A) A work of art
- (B) A musical album
- (C) A cell phone accessory
- (D) A solar panel

Questions 168–171 refer to the following flyer.

Movies in the Park



This fall Glenwood Springs Park will host a weekly Movies in the Park night for residents of Glenwood Springs. In cooperation with various local business sponsors including Paxton Inc. and GS Mall, family-friendly movies will be shown every Friday night at the center of the park. Tickets are not necessary for these events because they are free to the public.

Running from September through November, Movies in the Park promises a wonderful line-up of fun and touching movies for the whole family. You are encouraged to bring blankets and chairs as well as picnic snacks. Movie starting times depend on sunset times, so it is advised to come early to secure your spot beforehand. Please visit our website at www.glenwoodsprings.org/movies to see a schedule of upcoming films and a list of our local sponsors.

In the event of heavy rain, low temperatures, or strong winds, the film screening may be canceled. If this occurs, the announcement for the film cancellation will be made both on our website and on the local radio. You can also ask about event cancellations by calling the Glenwood Springs Department of Parks and Recreation at 715-555-5358.

168. What is the purpose of the flyer?

- (A) To announce park renovation plans
- (B) To publicize a community event
- (C) To solicit donations
- (D) To promote a new film

169. Who will provide funding for Movies in the Park?

- (A) A local radio station
- (B) The residents in Glenwood Springs
- (C) The Department of Parks and Recreation
- (D) The businesses in Glenwood Springs

170. What is NOT mentioned as a recommendation for participants?

- (A) Bringing food
- (B) Purchasing tickets in advance
- (C) Consulting a schedule
- (D) Arriving early

171. According to the flyer, why would the phone number be used?

- (A) To make a reservation
- (B) To inquire about a schedule change
- (C) To ask for driving directions
- (D) To cancel an appointment

Questions 172–175 refer to the following advertisement.

Wrightman Towers

1234 Broadway Street
New York, NY 49858

— [1] — Located in the financial district of the city, Wrightman Towers offers spectacular views of the city landscape and offers office spaces that are ideal for any company that wishes to operate within the heart of New York. Just one block from the subway station and located within walking distance of public buses and taxis, Wrightman Towers is conveniently located. — [2] — The first-floor lobby offers security as employees and residents must scan their way through the security gates to the elevators behind. At the same time the spacious lobby is welcoming with its luxurious interior designs and friendly staff of attendants. — [3] — The third and fourth floors are available for rent to businesses and corporations. High ceilings and tall glass windows offer open space and beautiful natural lighting. Hurry and send in your requests today. — [4] — Only serious inquiries will be taken and interviews must be conducted in person. Please visit our website at www.wrightmantowers.com/rent for more information. You can take a virtual tour of the premises. Or you can call our offices at 555-1234.

172. What is indicated about the rental space?

- (A) It is only for private residents.
- (B) It is only for businesses.
- (C) It is available to the public.
- (D) It is very expensive.

173. What is indicated about the location of Wrightman Towers?

- (A) It is near public transportation.
- (B) It has heavy traffic around the building.
- (C) There are no parking spaces.
- (D) It is just outside the city.

174. What is featured on the website?

- (A) A listing of all occupied spaces
- (B) An exclusive discount promo code
- (C) A virtual tour of the rental space
- (D) A history of the building

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

- “These spaces are in high demand.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

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

Kenneth Global Journalism Internship

The Kenneth Global Journalism Internship will provide you with great opportunities to train with the world's most renowned international multimedia news agency, work with professional reporters and editors, and gain valuable experiences in fast-paced newsrooms in big cities such as London, Berlin, and Paris. It will offer talented college graduates an opportunity to learn and develop their journalistic skills and first-hand knowledge.

This is a paid internship that offers free lodging as well as lunch and dinner. Interns will receive several weeks of formal training focused on writing skills, journalism ethics, and basic workplace knowledge. They are also able to take advantage of other regularly scheduled training opportunities during the internship free of charge. The internship will last 4 months, beginning on August 1.

Applications for the internship can be found on our website at www.kennethglobal.com and must be submitted by June 20. Applicants who advance past this stage will be asked to interview at our headquarters on June 27. Any questions can be directed toward Ruby Hart at rubyhart@kennethglobal.com or asked in person at our headquarters in Austin.

From: Kyle Lane <kylelane12@mpnet.com>
To: Ruby Hart <rubyhart@kennethglobal.com>
Subject: Internship
Date: June 28

Dear Ms. Hart,

I am extremely grateful to have advanced past the first round of the Kenneth Global Journalism Internship's selection process. Applicants are supposed to interview in person on the specified date, but unfortunately I am scheduled to attend an important conference in Dallas with my professor. However, because I live in the same city as your headquarters, it would not be difficult to arrange an alternative time for me to interview.

Thanks again for considering me for this position. I look forward to hearing back from you concerning a possible interview date. In the meantime, I will do my best to prepare myself.

Regards,

Kyle Lane

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- 176.** What is indicated about internship applicants?
- (A) They must have prior work experience.
 - (B) They must attend an upcoming conference.
 - (C) They must submit a letter of recommendation.
 - (D) They must hold a bachelor's degree.
- 177.** What is true about the internship?
- (A) It includes meals and accommodations.
 - (B) It is for professional journalists only.
 - (C) It will end in August.
 - (D) It is an unpaid position.
- 178.** What other benefit is offered to interns?
- (A) Health insurance
 - (B) Additional training
 - (C) Employee discounts
 - (D) Paid vacation
- 179.** When is Mr. Lane supposed to attend an interview?
- (A) On June 20
 - (B) On June 27
 - (C) On June 28
 - (D) On August 1
- 180.** Where does Mr. Lane live?
- (A) In Dallas
 - (B) In Austin
 - (C) In Berlin
 - (D) In London

Questions 181–185 refer to the following e-mail and announcement.

To: Sam Berry <sberry@princetheater.com>
From: Bessie Wagner <bessiewagner@linsuniversity.edu>
Date: July 4
Subject: Openings

Dear Mr. Berry,

My name is Bessie Wagner and I am currently a student in the theater department at Lins University. I have almost finished my degree, and I am starting to look into possible career opportunities for my future. A professor of mine recommended that I contact you at the Prince Theater to ask about possible positions at your company.

At Lins University, I specialized in the production elements of theater. Through both academic and practical experiences, I learned the useful skills necessary for stage management. As of September, I will be available to work either part-time or full-time and apply myself fully to whatever task is assigned to me.

I would really appreciate it if you let me know if there are any available positions starting this fall.

Bessie Wagner

Prince Theater Job Openings

• Artistic Intern

Unpaid internship in the artistic department in all aspects of administration and production. This person will perform assistant duties for the artistic director.

• Assistant Technical Director

Part-time position responsible for production management and stage machinery. Applicants should have related experience in stage management.

• Director of Ticket Operations

Full-time position responsible for overall management of ticket operations for all events taking place at the theater. Responsibilities include box office operations as well as planning and implementing all ticket sales processes, and supervision of the ticketing staff.

• Marketing Director

Full-time position responsible for marketing concerning all of the productions put on by the theater. Oversee the preparation of high-quality promotional materials to attract theatergoers to our plays, musicals, and concerts.

- All full-time employees of Prince Theater are eligible for complimentary access to all productions.
- All of the positions will be open starting this October.
- For more information or to apply, contact Sam Berry by e-mail at sberry@princetheater.com.

181. What is indicated about Ms. Wagner?

- (A) She is a stage actress.
- (B) She teaches classes on stage design.
- (C) She will graduate soon.
- (D) She is Mr. Berry's co-worker.

182. Why did Ms. Wagner write to Mr. Berry?

- (A) To seek a job opportunity
- (B) To schedule an interview
- (C) To express her gratitude
- (D) To register for a training course

183. What is NOT suggested about the Director of Ticket Operations?

- (A) He or she has to manage various types of events.
- (B) He or she must direct the work of other employees.
- (C) He or she can watch any shows free of charge.
- (D) He or she must plan promotional events.

184. What do all of the advertised jobs have in common?

- (A) They need musical talent.
- (B) They will be available in the fourth quarter.
- (C) They are part-time positions.
- (D) They require a degree in theater.

185. What job is most suitable for Ms. Wagner?

- (A) Artistic Intern
- (B) Assistant Technical Director
- (C) Director of Ticket Operations
- (D) Marketing Director

NEW Questions 186–190 refer to the following article and letters.

April 5—Clearwater Hospital in downtown Scranton has launched a new pen pal letter-writing program between terminally ill hospital patients and adult volunteers. Hospital Director Zack Chambers, who was recently presented with an Outstanding Leader Award from the National Health Care Alliance, started the program to create stronger connections between the hospital and the community. Mr. Chambers encourages adults of all types and

occupations to apply even if they don't feel completely qualified. Simply visit the Clearwater Hospital website and become a member of the hospital free of charge.

"I hope through this program, volunteers can form close relationships with patients to help them get through these difficult times in their lives," said Mr. Chambers. He also hopes that the program will lead to more people visiting terminally ill patients in person.

Clearwater Hospital

May 4

Monica Greene
4100 Washington Road
Scranton, Wisconsin 54481

Dear Ms. Greene,

I was delighted to receive your letter. I am very excited to have been paired with you as pen pals. I hope we can learn a lot from each other and build a lasting friendship.

As you know, I live in California, which is a long way from Wisconsin. I hope that in the coming months I can find some time off work and visit you. Please let me know when the most convenient time would be for me to meet you.

I look forward to hearing from you,

Jessica Wright

Dear Jessica,

You don't know how much I appreciate your kind words. Although the staff at Clearwater are very kind, I feel the need to connect with people who are not part of the staff. My surviving family also live a great distance away, in Florida, and so most of the time I am just communicating with the paid staff or the other patients. I would welcome a visit, if you truly wanted to come, and the best time would be for our meeting is the Thanksgiving holiday party here at the center I suppose. My own family might be here as well. If it is too much for you, or if you can't get the time off of work, don't worry about it too much. I do hope that we can continue to communicate through our letters.

All the best,

Monica Greene

186. What is the article about?

- (A) A volunteer program
- (B) A doctor's retirement
- (C) A new software company
- (D) A writing competition

187. What is mentioned about Mr. Chambers?

- (A) He is a patient at Clearwater Hospital.
- (B) He teaches writing skills to adults.
- (C) He is the head of a health care organization.
- (D) He was honored for his leadership.

188. What does Mr. Chambers invite people to do?

- (A) Sign up for a newsletter
- (B) Schedule regular health check-ups
- (C) Visit patients in critical condition
- (D) Write a letter of recommendation

189. Who does Monica Greene spend most of her time with?

- (A) Clearwater's staff
- (B) Her family
- (C) Jessica Wright
- (D) Her friends

190. When does Monica Greene want Jessica to visit?

- (A) Christmas
- (B) New Year's Eve
- (C) The 4th of July
- (D) Thanksgiving

NEW Questions 191–195 refer to the following letter and e-mails.

Mr. John Morris
1423 Bernard Avenue
Millville, CA 90117

Dear Mr. Morris,

24/7 Fitness is the most successful workout facility in the United States. With over 3 million members nationwide, our franchise has become known as a reputable and trustworthy brand. Our success is a result of great relationships between us the franchiser and our franchisees.

You are receiving this mailing because you expressed interest in partnering with 24/7 Fitness in order to open a new location in your town. According to our preliminary research, your town has a large population of young, single people working in the professional field. This is our target demographic, and it means the business outlook for your 24/7 Fitness location is positive in your town. If you would like more information about the specific terms and regulations when partnering with 24/7 Fitness, please don't hesitate to call me at 347-555-3363. Additionally, if you would like to talk to another franchise owner, that information can be supplied by one of our associates.

Sincerely,

Lori Swanson
Chief Operating Officer

To: Zack Carter <zcarter@zenmail.com>
From: John Morris <jmorris@cbnet.com>
Subject: 24/7 Fitness
Date: March 6

Dear Mr. Carter,

My name is John Morris and I am a small business owner living in the Millville area. I am currently in negotiations with 24/7 Fitness to open my own location here in Millville. As someone who works with 24/7 Fitness, you would help me a lot by sharing your opinions.

I am interested in how you assess 24/7 Fitness as a franchiser. I operated several franchises in the past, and I always found that trust and honesty are the most important factors in a successful relationship. More importantly, I was also wondering what kind of support is provided by the parent company. Before opening your location, did you receive adequate training to allow you to smoothly begin operating your business? Any advice you can give me would be much appreciated.

Sincerely,

John Morris

To: John Morris <jmorris@cbnet.com>
From: Zack Carter <zcarter@zenmail.com>
Subject: 24/7 Fitness
Date: March 7

Dear Mr. Morris,

I am happy to provide some insight into the operation of a 24/7 Fitness franchise. I have been working with 24/7 Fitness as a franchise owner for 10 years now. I actually run three different branches now. I completely agree with you that trust and honesty are the two most important aspects of any business relationship. On that count, I believe the fact that I own three franchises is testament to my faith in the franchiser.

Let me put your mind at ease. First off, 24/7 Fitness has a very specific way that they want their brand to develop no matter who owns the branch. The parent company will not only provide training, but they insist on controlling the actual layout of the facilities from the locker rooms to the free weights. They want any of their 3 million members to be able to walk into any one of their gyms and feel at home. Until you have been operating for one full year, you must make monthly reports to corporate headquarters detailing all aspects of sales, membership, and a flow chart describing the usage of the facilities. It really is hands on until they have confidence you can represent the brand. I hope this helps you decide to join the 24/7 Fitness team!

All the best,

Zack Carter

191. According to the letter, what is the key to 24/7 Fitness' success?
- (A) Effective communication with regional owners
 - (B) Rapid nationwide expansion
 - (C) A team of experienced researchers
 - (D) Comprehensive training of employees
192. Where did Mr. Morris most likely get Mr. Carter's contact information?
- (A) From a 24/7 Fitness representative
 - (B) From 24/7 Fitness's website
 - (C) From Mr. Carter's blog
 - (D) From Mr. Carter's employee
193. What concerns Mr. Morris most about 24/7 Fitness?
- (A) The reputation of its band
 - (B) The financial status
 - (C) The types of assistance
 - (D) The mandatory regulations
194. What is the purpose of Zack Carter's e-mail?
- (A) To ask for information about a franchise
 - (B) To tell John Morris about 24/7 Fitness and the training they provide
 - (C) To persuade John Morris to avoid becoming an owner of a 24/7 Fitness franchise
 - (D) To remind 24/7 Fitness of their responsibility to their franchisees
195. In Zack Carter's e-mail, what is indicated about 24/7 Fitness?
- (A) They want all of their fitness centers to be nearly identical.
 - (B) They would like their franchisees to personalize their locations.
 - (C) They would like to sell more supplements and memberships next year.
 - (D) They require their franchisees to send quarterly reports about usage.

NEW Questions 196–200 refer to the following e-mails.

To: Kevin Scott <kevinscott@startrealty.com>
From: Steven Mason <smason@turnerelectronics.com>
Date: February 2
Subject: A warehouse

Dear Mr. Scott,

My name is Steven Mason and I work for the consumer electronics company Turner Electronics. I am currently scouting for a warehouse in the Pittsburg area. As you know, having an effective distribution strategy is critical for every company in today's fast-paced business world.

Therefore, I am looking for a warehouse located in the outskirts of Pittsburg. The warehouse needs to be located close to the highway. We are shipping a high volume of products, so we would prefer a dedicated warehouse to be used exclusively for Turner Electronics operations. A warehouse with a spacious loading bay for large trucks is necessary. Additionally, a warehouse that also has office space would be ideal. Because of the valuable nature of our products, we would like a warehouse that provides precautions against theft and damage.

I look forward to hearing your response soon.

Steven Mason
Turner Electronics

To: Steven Mason <smason@turnerelectronics.com>
From: Kevin Scott <kevinscott@startrealty.com>
Date: February 3
Subject: Re: A warehouse

Dear Mr. Mason,

It seems that as your company expands, you would like to improve the operations of your distribution network and deliver products to sellers more quickly. We have a variety of warehouse options, and I trust one of them will fit your company's needs. All locations have a state-of-the-art security system as well as experienced staff.

Location 1—\$3,499 per month for a 10,000-square-foot warehouse space shared by multiple businesses. Because this location is a shared operations site, we offer it at a discounted price. Location 2—\$5,500 per month for an older warehouse located in downtown Pittsburg. This warehouse is currently empty, and therefore can be used by your company exclusively. It also features a walk-in freezer.

Location 3—\$6,500 per month for a very spacious warehouse located a few miles outside of Pittsburg. Although currently used by two other businesses as a storage space, it can be converted into a warehouse only for your company.

Location 4—\$2,600 per month for a medium-size warehouse. This warehouse is provided at a discounted price because it has no area for trucks to unload cargo conveniently. It is best for smaller-sized operations.

These are the locations currently available for use. If you have any questions or would like to visit a location in person, please contact me.

Kevin Scott

To: Kevin Scott <kevinscott@startrealty.com>
From: Steven Mason <smason@turnerelectronics.com>
Date: February 3
Subject: Location 3

Dear Mr. Scott,

Thank you so much for responding to my inquiry so quickly. Although none of the warehouses is exactly what I was looking for, I think the best option for our business will be Location 3. This, of course, is contingent on the other two businesses moving their storage into another warehouse. Our operations, as I noted in my first e-mail, are expanding, and I want to make sure that we have ample room to grow. I am delighted that there is security at your warehouses as well.

I have some time early next week if it would be possible to take a walk through Location 3. I think once I get a feel for the space, I will be able to make a firm decision. Please contact me by phone at your convenience so we can set up a time.
You can reach me at (351) 546-9899.

All the best,
Steve Mason
Turner Electronics

196. What is the purpose of the first e-mail?

- (A) To look for a rental space
- (B) To finalize a business proposal
- (C) To ensure the arrival of a shipment
- (D) To advertise a property for sale

197. Who most likely is Mr. Mason?

- (A) A warehouse manager
- (B) A truck driver
- (C) A security guard
- (D) A distribution manager

198. According to Mr. Scott, what does Turner Electronics intend to do?

- (A) Hire more experienced truck drivers
- (B) Enhance supply chain efficiency
- (C) Improve overall product quality
- (D) Expand into the Asian market

199. According to the third e-mail, what has to happen for Turner Electronics to move into Location 3?

- (A) The rent must be reduced.
- (B) Two businesses must find other places to store their belongings.
- (C) The space must be converted to include an office.
- (D) There must be a security added to the building.

200. In the third e-mail, what is the most likely day that Mr. Mason will be available for a walkthrough of Location 3?

- (A) Monday
- (B) Thursday
- (C) Friday
- (D) Saturday

NO TEST MATERIAL ON THIS PAGE

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

Actual Test

05

PART 5 / PART 6 / PART 7

READING TEST

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

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

PART 5

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

101. Should the customer believe that the proposed color scheme is not _____, the interior designer can make adjustments.
- (A) attract
(B) attractive
(C) attracted
(D) attractively
102. For Friday's dinner reservation, please ____ the number of seats from eight to ten guests.
- (A) increase
(B) reflect
(C) merge
(D) invite
103. Mr. Brandt asked for the banner to be hung ____ the exterior wall of the building.
- (A) up
(B) next
(C) on
(D) with
104. In case you have problems with the device in the future, you should retain your newly ____ receipt.
- (A) expressed
(B) predicted
(C) issued
(D) approached
105. If the patient's nasal problem does not show signs of improvement ____ two days, he should visit the clinic again.
- (A) because of
(B) regarding
(C) apart from
(D) within
106. Those giving demonstrations at the department store ____ explained the product's features and benefits.
- (A) enthusiasm
(B) enthusiast
(C) enthusiastically
(D) enthusiastic

107. Because its latest exhibit is highly valuable, the Gabe Gallery took more precautions than it _____ did in the past.
- (A) ever
(B) yet
(C) such
(D) much
108. _____ making structural changes to a house must first apply for a building permit.
- (A) Our
(B) Who
(C) Them
(D) Anyone
109. Employees who attend the workshop on improving communication skills will be given a certificate of _____ by the instructor.
- (A) achieved
(B) achieving
(C) achieve
(D) achievement
110. _____ its distinguished faculty in the science department, the university has state-of-the-art laboratory facilities.
- (A) In addition to
(B) Otherwise
(C) As well
(D) Hardly ever
111. The donations received from the fundraiser _____ among the charity's three locations equally.
- (A) have divided
(B) is being divided
(C) are dividing
(D) will be divided
112. _____ the building's age, the ventilation system must be up-to-date with all safety codes.
- (A) Instead of
(B) Toward
(C) Regardless of
(D) Since
113. The train delays on the Trenton line were caused by a _____ error at one of the stations.
- (A) proceed
(B) proceeded
(C) procedural
(D) procedurally
114. As we expect to receive hundreds of applications for the position, please _____ your résumé to two pages.
- (A) limit
(B) follow
(C) refrain
(D) unfold
115. The lecturer _____ on the country's struggle for independence when he gives his talk.
- (A) has focused
(B) is focused
(C) will focus
(D) focusing
116. The welcome activity is an opportunity to improve communication _____ volunteers before the project begins.
- (A) among
(B) like
(C) above
(D) under

- 117.** The balconies connected to the rooms at the Orwell Hotel provide a _____ view of a private beach.
- (A) stunningly
(B) stuns
(C) stunning
(D) stunned
- 118.** The travel agent's _____ of the ticket purchase was sent to the customer by e-mail as soon as the payment was made.
- (A) extent
(B) confirmation
(C) awareness
(D) proposal
- 119.** After examining the vehicle, the mechanic had _____ identified the reason why the engine lost power.
- (A) corrections
(B) correctly
(C) correct
(D) corrects
- 120.** Because of her hearing disability, Ms. Frasier will be _____ by a sign language expert so she can participate in the meeting.
- (A) convinced
(B) anticipated
(C) accompanied
(D) cautioned
- 121.** The project development team is partially responsible for the selection and _____ of potential building sites.
- (A) appraisal
(B) appraises
(C) appraise
(D) appraised
- 122.** The easy-to-prepare meal packets come with all the ingredients necessary for an individual dinner _____ boiling water.
- (A) except
(B) despite
(C) elsewhere
(D) past
- 123.** The education center provides training classes in key skills _____ that the unemployed can find jobs more easily.
- (A) so
(B) ever
(C) only
(D) as
- 124.** The terms of the licensing agreement are quite _____ and do not require legal experience to be understood.
- (A) energetic
(B) frequent
(C) straightforward
(D) accomplished
- 125.** The informational materials sent to conference attendees _____ the presentation schedule and social events.
- (A) expand
(B) solicit
(C) allow
(D) outline
- 126.** You may have the merchandise sent directly to your home or pick it up in person at the store, _____ you prefer.
- (A) both
(B) whichever
(C) everybody
(D) another

127. _____ occurring substances are used in the vitamin supplement instead of chemicals.

- (A) Naturally
- (B) Natural
- (C) Naturalize
- (D) Nature

128. The bus driver used a side street rather than the main highway, _____ avoiding rush hour traffic.

- (A) such as
- (B) than
- (C) unless
- (D) thereby

129. The crew members _____ the main section of the building by the time the waste removal trucks arrive at 3:30.

- (A) demolish
- (B) will have demolished
- (C) demolished
- (D) had demolished

130. Should you find any manufacturing _____ in your ultra-high-definition television, contact the place of purchase as soon as possible.

- (A) premises
- (B) defects
- (C) impacts
- (D) distractions

PART 6

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

Questions 131–134 refer to the following advertisement.

Come visit Wild Water Parks, your summer destination for family and friends of all ages. We have kiddie pools, we have outdoor pools, we have indoor pools, we have waves, and we have _____ water slides, including our Death Fall, the largest slide in the state. We
131. have everything for everyone in _____ group. Don't forget our delicious snack stands and
132. restaurants. We also have gift shops and playgrounds. _____ You can get tickets by calling
133. 123-5555 or a season's pass for a _____ of the price. Call now and experience the fun!
134.

131. (A) excite
(B) excited
(C) exciting
(D) excitement

132. (A) their
(B) his
(C) our
(D) your

-  133. (A) The pools are the best place to stay.
(B) We even have a dog park for that furry companion of yours.
(C) The chefs are top notch and the food is second to none.
(D) Hurry before the season is over and the promotion is finished.

134. (A) fraction
(B) section
(C) division
(D) total

Questions 135–138 refer to the following e-mail.

Date: June 21
To: Mike Harris
From: Rhonda Cross
Subject: RE: Landscaping and Maintenance

Thank you for your _____ about our services. Arbor Care is a green lawn care and
135.
landscaping business. We only use environmentally friendly techniques and products when
caring for the grounds of any business. We've been working in the Portland area for _____
136.
20 years. Currently, we are serving more than 150 businesses in the downtown area.

As to your specific request, yes, we can easily remove dead trees and replace them with
something that fits the _____ landscaping. To give you an exact quote, we would need to
137.
stop by and access the situation in person. To have one of our garden technicians stop by,
please call us at (713) 678-9916. _____
138.

- 135.** (A) submission
(B) placement
(C) review
(D) inquiry

- 137.** (A) exist
(B) existed
(C) existing
(D) exists

- 136.** (A) over
(B) around
(C) until
(D) through

- 138.** (A) It is a pleasure doing business with you.
(B) We hope to hear from you soon.
(C) Please send us an email.
(D) Best wishes for your continued success.

Questions 139–142 refer to the following notice.

Outbound Sales Lead Specialist/Telemarketer

Location: Atlanta, GA

Job Code: 3766

of openings: 4

The Sales Lead Specialist will place outbound calls to _____ customers seeking to purchase
139. various services such as insurance, tax help, financial help, telecommunications, or transportation. They will also call on leads from our existing customer base. Cold calls are required.

You will work directly with customers via the telephone and e-mail to describe products and services in order to persuade potential and current customers to purchase new products and services. The job will also require you to educate customers on product and service offerings. _____ There is also a minimum requirement for monthly sales that is set at \$7,500
140. in net revenue. _____, the job calls for all employees to continually be taking product
141. education course that will help you better serve our customers.

To be eligible for the position, you must have one or more years in telesales, strong customer service skills, and superior closing skills.

If you feel you _____ these requirements and are looking for a lucrative exciting experience,
142. please click below.

139. (A) substantial
(B) potential
(C) optimal
(D) logical

140. (A) The more you purchase, the more opportunity you'll have for advancement.
(B) This managerial position will require an organized and highly motivated individual.
(C) If you could help find your replacement, it would be much appreciated.
(D) It will be crucial for you to place a minimum of 150 outbound calls each day.

141. (A) Actually
(B) However
(C) Additionally
(D) Therefore

142. (A) meet
(B) to meet
(C) meeting
(D) met

Questions 143–146 refer to the following notice.

From: James Jones, Executive Manager
To: Sales Agents
Date: July 15
Subject: Policy Change

Dear Sales Agents,

There has been a recent change to our reimbursement policy. In the past, you simply had to pay out of pocket first then provide your receipts after renting vehicles, taking business trips, or _____ other business expenses. _____, now you will be required to fill out an application **143.** **144.** which will need to be approved by the accounting department first. _____ If you spend **145.** beyond the amount given in the card, you will have to pay out of your own pocket and will not be reimbursed for that.

Please read the attachment to get further details on what expenses can and cannot be _____ by the company.
146.



- 143.** (A) incur
(B) incurred
(C) incurring
(D) to incur

- 144.** (A) However
(B) Therefore
(C) Furthermore
(D) Since

- 145.** (A) They will not approve any card not authorized by a bank.
(B) You will have to spend from your own credit card.
(C) Then you will be provided with a company card which holds limited funds.
(D) They must decide whether our budget allows for our expenses.

- 146.** (A) certain
(B) acknowledged
(C) established
(D) approved

GO ON TO THE NEXT PAGE

PART 7

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

Questions 147–148 refer to the following calendar.

Time	Monday	Tuesday	Wednesday	Thursday	Friday
9:00 A.M.– 11:00 A.M.	Yoga Level 1: Room 4		Fitness Training: Room 1	Kickboxing Level 1: Room 3	
11:00 A.M.– 2:00 P.M.		Weight Training: Room 2			Yoga Level 2: Room 4
2:00 P.M.– 4:00 P.M.	Cycling: Room 1	Kickboxing Level 2: Room 3		Nutrition Advice: Room 5 (book a personal appointment at reception)	
4:00 P.M.– 6:00 P.M.	Yoga Level 3: Room 4		Fitness Training: Room 1		Marathon Training: Room 2

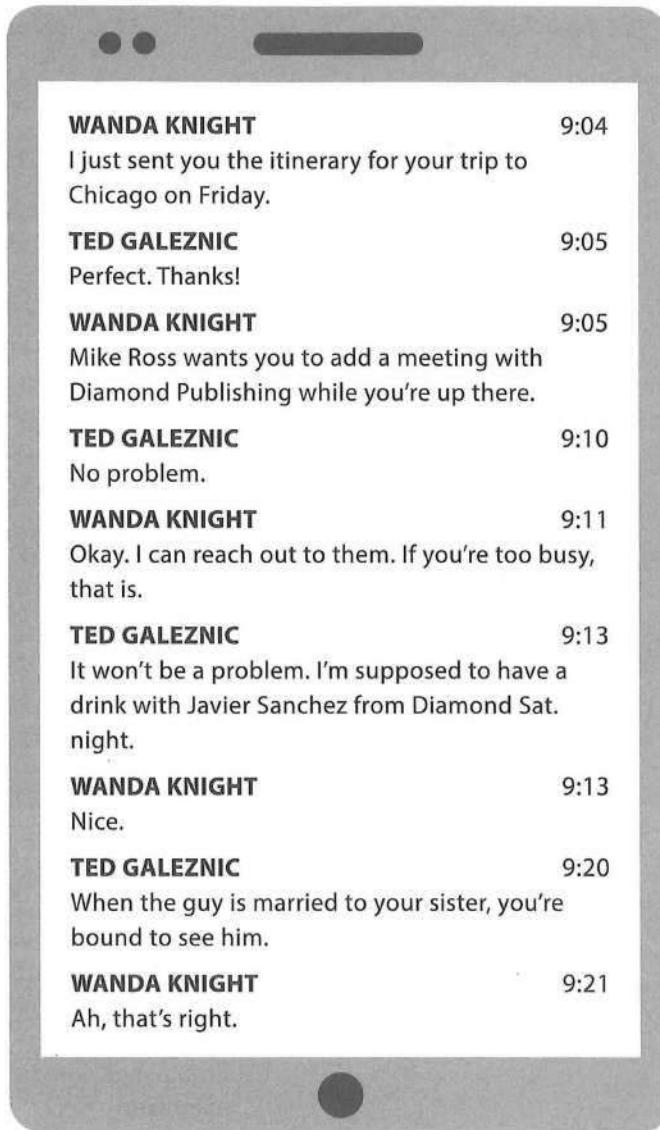
147. Where most likely would this calendar be seen?

- (A) In the sports section of a newspaper
- (B) In a welcome packet for a cooking class
- (C) On the wall in a gym facility
- (D) In a program for a sports tournament

148. Which activities take place in the same room?

- (A) Yoga and kickboxing
- (B) Marathon training and cycling
- (C) Yoga and nutrition advice
- (D) Cycling and fitness training

Questions 149–150 refer to the following text message chain.



149. What is suggested about Mr. Sanchez?

- (A) He works for an accounting company.
- (B) He is related to Ted Galeznic.
- (C) He was recently married.
- (D) He will visit Chicago on Friday.

150. At 9:11, what does Ms. Knight mean when she writes, "I can reach out to them"?

- (A) She can thank them.
- (B) She can contact them.
- (C) She can visit them.
- (D) She can assist them.

Questions 151–152 refer to the following e-mail.

To Accounting Department <designers@ptcdesign.com>
From Robert Brown <robertbrown@ptcdesign.com>
Date Monday, March 29
Subject Upcoming Meeting

Hello everyone,

Our client from Japan, Mr. Sato, will be arriving the day after tomorrow to discuss an upcoming merger of our two companies. I ask that our accounting department work together to produce a financial statement for the first quarter in preparation for this meeting. Anyone who needs further data in order to complete this document should e-mail me without hesitation. Please finish this task by Tuesday afternoon. This document needs to detail all of our company's financial activities, including all of our assets and investments.

Thanks,

Robert Brown, CEO
PTC Design

151. When is Mr. Sato scheduled to arrive at Mr. Brown's company?

- (A) On March 28
- (B) On March 29
- (C) On March 30
- (D) On March 31

152. Who most likely will contact Mr. Brown?

- (A) Employees who want to transfer to the accounting department
- (B) Employees who need additional information
- (C) Employees who need a deadline extension
- (D) Employees who disagree about a merger

Questions 153–154 refer to the following invitation.

American Architects Society Annual Awards

You are cordially invited to attend this year's event, to be held at the Merriton Hotel in Houston, Texas, on Friday, July 24. As a member, you may bring up to two guests.

- 7:00 P.M. Reception
- 7:30 P.M. Welcome speech and introduction
by Barry Humphreys, President of the American Architects Society
- 7:45 P.M. Dinner—Vegetarian options available—please specify when confirming attendance
- 9:00 P.M. Awards ceremony—Best Design, Best Newcomer, Best Residential Building, Best Public Building—Presented by comedian Alex Dashwood
- 10:30 P.M. A special live performance from award-winning band The Pop Tones

RSVP to Event Coordinator Janice Harton at janice.harton@amarchsoc.net no later than April 21.

153. Who most likely are the invitation recipients?

- (A) Directors for building companies
- (B) Members of an association
- (C) Architects for the local government
- (D) Award ceremony nominees

154. How can attendance be confirmed?

- (A) By calling the Merriton Hotel
- (B) By e-mailing Barry Humphreys
- (C) By visiting Alex Dashwood
- (D) By contacting a coordinator

Questions 155–157 refer to the following article.

Northshore Financial News

June 29—A local mainstay at Northshore City may soon go national. — [1] — The Northshore Creamery first opened its doors in 1951 by owner Bill Bradley and has become an iconic landmark of the city with its huge rotating ice cream cone on the roof of the shop. Over the years it has remained a local favorite hangout for the residents of the city and soon captured the eyes of tourists driving through. — [2] — Bill Jr. took over the business and expanded the shop to keep up with the demand of locals and tourists. Northshore Creamery was even selected as a top-ten shop to visit by Travel & Tour Magazine.

In 1988, Northshore Creamery was featured in the hit Hollywood movie Future Then and Now, which made it the top ice cream shop to visit by out-of-towners and tourists. — [3] — Efforts were made by various corporations to buy the business from the Bradley family, but Bill Jr. and his son William insisted on keeping the business within the family, which pleased the residents of Northshore. — [4] — “We’re keeping things small in scale and we’re slowly expanding,” explained William. “In order to keep the quality of our ice cream fresh and just the way my grandfather created his recipes, we don’t want to take any short cuts, which is why we need time.”

155. What is the purpose of the article?

- (A) To advertise the products of a shop
- (B) To explain the details of a new business venture
- (C) To discuss the history of a family business
- (D) To explain the prices of the products

156. What is indicated about Northshore Creamery?

- (A) It was purchased by a large corporation.
- (B) It became famous in town because of a movie.
- (C) It is the pride and joy of the locals.
- (D) It doesn’t have enough money to expand.

NEW

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

“Now, the family is ready to open two new franchises in neighboring cities and, within 5 years, plan to open 6 new shops around the country.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 158–160 refer to the following announcement.

Announcement from Acreton City Council

April 3

Acreton City Council will be creating a new task force charged with reducing unnecessary spending over the next fiscal year. The team of twelve people will be comprised of local business leaders, union representatives, civil servants, and financial consultants. Group members are due to be selected by the end of this month and will begin work almost immediately the following month planning ways to reduce annual local government costs by 10% over the next year by eliminating waste.

Applications for a position are being accepted at this time. Please contact the city council at admin@acretoncc.gov for any information about getting yourself or your organization involved in the project.

158. What is the announcement mainly about?

- (A) The formation of a new employment union
- (B) The creation of a financial oversight committee
- (C) The launch of a recruitment effort
- (D) The start of a change in local legislation

159. When is the group due to begin work?

- (A) At the beginning of May
- (B) At the end of the year
- (C) At the beginning of the summer
- (D) At the end of this month

160. What should interested parties do to get involved?

- (A) Sign a petition
- (B) Attend a meeting
- (C) Send an e-mail
- (D) Fill out a form

Questions 161–164 refer to the following online chat discussion.

Janet Logan	[2:15]	I just got off the phone and Mr. King informed me that he wanted his order a couple of weeks earlier than originally planned. Do you think this may be possible?
Margaret Lee	[2:16]	There's no problem on our end. We have all the fabrics ready and cut into their appropriate shapes and sizes. They are ready for the sewing machines.
Jason Brown	[2:17]	My team is currently working on the orders from Mr. Bartelli. We have over 1000 units to sew and another order from Carla Bean after that.
Janet Logan	[2:18]	Mr. Bartelli doesn't need his order until the end of the month and Ms. Bean's orders can wait until next week. I can authorize your team to begin this order first.
Jason Brown	[2:19]	What is being made and how many units are needed?
Janet Logan	[2:20]	Long-sleeved men's dress shirts. We need 100 units in small, 300 in medium, 300 in large, and 100 in extra-large.
Jason Brown	[2:21]	OK then, I think we can finish those in two days.
Peter William	[2:22]	We can get buttons on all 800 units within 2–4 hours.
Janet Logan	[2:23]	Thank you so much. I appreciate your help. I'm glad that we can accommodate one of our best clients this way.

161. At 2:16, what does Margaret Lee mean when she writes “There’s no problem on our end”?

- (A) Her team can achieve their goals.
- (B) Her team can help the other teams.
- (C) Their project will take some time.
- (D) The problems will be minimal.

162. For what type of company does Janet Logan work?

- (A) A shoe shop
- (B) A clothing manufacturer
- (C) A fashion magazine
- (D) A menswear boutique

163. According to the discussion, which department needs the most time?

- (A) Ms. Lee’s department
- (B) Mr. Brown’s department
- (C) Mr. William’s department
- (D) Ms. Logan’s department

164. What will Janet Logan most likely tell Mr. King?

- (A) That his order will be delayed for a month
- (B) That his order can be completed within two weeks
- (C) That his request will be difficult to achieve
- (D) That his order can be completed early

Questions 165–167 refer to the following memo.

Unworthy Manufacturing

Date: Wednesday, October 17

Subject: Recycling

In response to pressure from local environmental groups, as of November 1 we will be separating all of our industrial waste for recycling. Collections will be made twice weekly on Tuesdays and Fridays from the regional recycling center, which will be supplying colored receptacles for different kinds of waste. All oils should be placed in the green container. All metals and glass belong in the red one. All paper waste should go into the blue one. Plastics will be collected for recycling as normal.

As this new policy also carries a financial benefit to the company, managers in all manufacturing bays are responsible for ensuring that the new protocols for waste disposal are followed, and failure to comply with the policy could result in disciplinary action.

Further information about our updated environmental practices will shortly be available on the website. Training sessions for managers will be held on Monday, October 22, but please contact me if you have any further questions in the meantime.

Regards,

Davis Jeeland
Operations Director, Unworthy Manufacturing

165. What is the reason for the change?

- (A) The company owners want to save money on labor.
- (B) A new recycling center opened near the business.
- (C) The local government changed its regulations.
- (D) Environmentalists in the area requested it.

166. What can be inferred about Unworthy Manufacturing?

- (A) It has good relations with local authorities.
- (B) It already recycles its plastic industrial waste.
- (C) It recently increased its workforce.
- (D) It updates its environmental policy regularly.

167. What should supervisors do next week?

- (A) Attend a workshop on new procedures
- (B) Update the company's website
- (C) Make room for new waste receptacles
- (D) Inform their teams of the changes

GO ON TO THE NEXT PAGE 

Questions 168–171 refer to the following letter.

Normanville Farmers' Market

April 9

Dear Normanville Resident,

This year's first Normanville Farmers' Market will be open on Saturday, April 14, on Clark Street, between Main Street and Park Street. The farmers' market will be available between 9:00 A.M. and 5:00 P.M. The mayor of Normanville, Tom Daley, will be present to deliver an address at the opening ceremony. A lot of local farmers, food vendors, and street performers will be at the venue.

"This vibrant market will give our local farmers a nice place to sell their fresh produce. Additionally, because we cut out some middle processes, our prices are lower than those of average grocery stores," said Suzy Hammer, executive director of the Normanville Farmers' Association.

Ms. Hammer also mentioned that currently there is not enough parking space to accommodate shoppers. The Normanville Farmers' Association plans on expanding parking space in the coming months after the market has opened this Saturday. In the meantime, she advises Normanville residents who will visit the market to use public transportation in order to avoid parking difficulties.

The Normanville Farmers' Market is different from other grocery stores that supply mass-produced food products. The market will provide organic produce that is full of essential vitamins and minerals. As you know, the market will also help the local economy.

Please come this Saturday and see what the Normanville Farmers' Market has to offer!

Sincerely,

Normanville Farmers' Association

168. Why was the letter written?

- (A) To describe a policy change
- (B) To introduce a new grocery store
- (C) To advertise a market opening
- (D) To announce election results

169. What is indicated about Ms. Hammer?

- (A) She is a vendor at a farmers' market.
- (B) She represents other farmers.
- (C) She owns a family-run farm.
- (D) She is the mayor of Normanville.

170. What problem is mentioned?

- (A) Inadequate parking spots
- (B) Unfair product pricing
- (C) Lack of quality control
- (D) Inclement weather

171. What is NOT mentioned as a benefit of shopping at the venue?

- (A) A boost for the local economy
- (B) Competitive prices
- (C) Healthy produce
- (D) Longer opening hours

Questions 172–175 refer to the following notice.

Lost and Found

Parkway City is bracing for another holiday season and urging its citizens and tourists to keep track of their belongings. – [1] – Every year, more than 2000 items show up at the city lost and found located at Parkway City Hall. “But we get even more lost items during the holiday season,” explained Jean King, the managing director of the lost and found. “From around November 25 to January 2, we get a 25% increase in the number of items that are brought to us.”

– [2] – Everything from keys, sunglasses, umbrellas, and jewelry to electronic devices, luggage, and shopping bags full of newly purchased items have been brought to the center over the years. “The strangest item we got was a suitcase full of period piece costumes,” says Jean. “The intern working for a film at the time was happy to get it back.”

– [3] – If the items are not claimed within 90 days, they are auctioned off at a public event to raise money for the community center. – [4] –

172. What is the purpose of the article?

- (A) To advertise an event for the holidays
- (B) To warn citizens of increased crimes
- (C) To inform people about lost and found items
- (D) To give information about an auction

173. What is suggested about Jean King?

- (A) She searches for lost items.
- (B) She works for the city.
- (C) She is an intern.
- (D) She manages the community center.

174. What is suggested about the lost items?

- (A) They are not kept indefinitely at the center.
- (B) They are usually claimed by their owners.
- (C) They are destroyed when unclaimed.
- (D) They are generally new items.

NEW

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

“Many people do come to claim their missing items, but a vast majority is still left unclaimed.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

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

Tech Life Hires New CEO

New York, April 12—Amid a crisis of low sales and disappointing performance, the technology company Tech Life has hired Steve Cross as its new chief executive officer. Previously, he was the chief financial officer at the technology investment firm Esta Resources in San Francisco, California. He assumed the position of CEO at the company—based in Dallas, Texas—just this Monday. Stockholders voted unanimously for the appointment, hoping the new CEO will bring renewed vitality and strength to the company.

"Mr. Cross has an impressive record as a business leader who makes smart decisions," commented Lynn Dyer, the director of human resources at Tech Life. "We have faith that he will lead us in a new direction that will help develop new markets and optimize our company operations in general."

Steve Cross graduated from Chester University in Harrisburg, Pennsylvania, with a master's degree in business administration. He once served as head of the American League of Business Leaders and is a dedicated family man.

To: Steve Cross <scross@techlife.com>
From: Lynn Dyer <ldyer@techlife.com>
Subject: Welcome!
Date: April 15

Dear Mr. Cross,

It has been almost two years since we met. I am so glad to be collaborating with you again after we worked in the same department at Esta Resources. I felt we cooperated very well at that time, and I had been hoping to work with you again. You will find that we have very dedicated and hard-working teams here. If there is anything I can do to help you make the transition, please don't hesitate to ask.

Additionally, Tech Life has recently added five new managers to our company. If you have time, please visit them when they will all be attending a mandatory training session at 3:00 P.M. this afternoon in Room 403.

Sincerely,

Lynn Dyer
Director of Human Resources
Tech Life

176. What problem is Tech Life facing?

- (A) A shortage of employees
- (B) An urgent audit
- (C) A decline in profitability
- (D) A potential competitor

177. What is mentioned about the shareholders?

- (A) They are allowed to share financial information.
- (B) They will hold a meeting next week.
- (C) They are demanding more dividends.
- (D) They agreed on the appointment of a new leader.

178. In the article, the word “optimize” in paragraph 2, line 6, is closest in meaning to

- (A) merge
- (B) improve
- (C) analyze
- (D) maintain

179. Where did Ms. Dyer work previously?

- (A) In Harrisburg
- (B) In Dallas
- (C) In New York
- (D) In San Francisco

180. What is Mr. Cross asked to do?

- (A) Teach a training course
- (B) Meet new employees
- (C) Attend a stockholders' meeting
- (D) Hire new managers

Questions 181–185 refer to the following agenda and e-mail.

The Association of Future and Culture (AFC)

Quarterly Conference

Homer Conference Center, January 10

2:00 P.M.	Kelly O'Neill, President, AFC; Principal, Mulligan Elementary School Welcoming speech
2:30 P.M.	Mark Kreskas, CEO, SEM Development Group Enhancing global awareness: leadership and diversity
3:30 P.M.	Lucy Hoover, Co-owner, Piedmont Adult Education Center Gender and fairness of leadership
4:30 P.M.	Jon Kimura, Store Manager, Kent Grocery Store The foundations of leadership in the workplace
5:30 P.M.	Kenneth Schneider, Professor, Brookstone University Ethics and morality in leadership
6:30 P.M.	Question-and-answer session

To: AFC Members <members@futureculture.org>
From: Kelly O'Neill <kellyoneill@futureculture.org>
Date: January 11
Attachment: free_talk.jpg
Subject: Quarterly Conference

Dear AFC Members,

This quarterly conference has been another monumental success. I thank all of you for participating and sharing your expertise with others. I hope you can take the skills learned from the conference and apply them in your local offices and workplaces. Additionally, I encourage all of you to consider giving a presentation at the next conference. If you are interested in doing so, contact Amy Garcia at amygarcia@futureculture.org.

I would also like to inform you of the invitation made by Kenneth Schneider, who will be giving a talk entitled “Gaining confidence through leadership” in his workplace next month. The talk will be free and open to the public. For more information, please see the attached file.

Finally, it came to my attention that some members were not able to attend the conference due to scheduling conflicts. Therefore, from now on all future conferences will be streamed simultaneously on our website so that distant members can watch and listen.

Sincerely,

Kelly O'Neill,

President

181. What was the topic of the conference on January 10?

- (A) How to start a small business
- (B) How to manage finances
- (C) How to lead other people
- (D) How to expand business globally

182. When most likely will inquiries start being made?

- (A) At 3:30 P.M.
- (B) At 4:30 P.M.
- (C) At 5:30 P.M.
- (D) At 6:30 P.M.

183. Where will a talk be given at no charge?

- (A) At Mulligan Elementary School
- (B) At Brookstone University
- (C) At Piedmont Adult Education Center
- (D) At SEM Development Group

184. What does Ms. O'Neill invite AFC members to do?

- (A) Attach a receipt
- (B) Fill out a survey
- (C) Prepare a presentation
- (D) Evaluate speakers

185. What is mentioned about the upcoming conference?

- (A) It will be held at a new location.
- (B) Its presentations will start later in the day.
- (C) Its attendance fees will be increased.
- (D) It will be broadcast online.

 Questions 186–190 refer to the following webpage and e-mails.

Stark Bank

Announcements	My Accounts	Transfer	Loans
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Overdraft Fee

On the date of June 3, you withdrew \$100.00 from an ATM in Jacksonville, Florida, exceeding the limit of your debit card account. Therefore, you will be charged an overdraft fee of \$30.00. This may have resulted from an accumulation of account withdrawals that were in process at the time you withdrew money from the ATM. We regret to have to make this charge whenever a member's debit card transactions exceed his or her funds.

In the future, this mistake can be avoided by signing up for our Stark Bank mobile banking service. This service only costs \$2 a month. Using your smartphone, you can access your accounts no matter where you are. You can check the amount of money in your accounts, your history of deposits and withdrawals, and most importantly, pending transactions. To sign up, please e-mail us at customerservice@starkbank.com or call us at 904-555-4514.

To: Customer Service <customerservice@starkbank.com>
From: Suzie Summers <ssummers@zippynet.com>
Subject: Overdraft Fee
Date: June 5

I am concerned that someone may have illegally accessed my account and made a withdrawal. I lost my debit card on June 2, and upon noticing the next day, I immediately froze all of my accounts. Considering these unfortunate circumstances, I politely ask that the bank refrain from charging the fee for this unforeseen overdraft.

I would like to sign up for the banking service you recommended. It sounds like a useful service that can help me manage my finances in a more efficient manner.

Thank you for your assistance.

Suzie Summers

To: Suzie Summers <ssummers@zippynet.com>
From: Customer Service <customerservice@starkbank.com>
Subject: Overdraft Review
Date: June 6

Dear Ms. Summers,

I am sorry to hear of your misfortunes. According to our account data, we see that you did contact us and freeze your accounts, though it looks like it was too late to prevent the withdrawal and subsequent overdraft of your account. It is a little bit unusual that the transaction that caused the overdraft was at an ATM machine a day after you say that you lost your card. Have you given your access pin to anybody recently? I would be happy to pass your request for overdraft relief on to our fraud department, but you will need to file a police report and then send us the case number that the investigating officer gives you. Once we receive this number, we can proceed with our review of your case.

Thank you and good day,

Laura Massey,
Customer Service Specialist, Stark Bank

186. What is the purpose of the web page information?

- (A) To announce a new company policy
- (B) To explain an upcoming relocation
- (C) To inform a user about a charge
- (D) To notify a user of phishing attempts

187. What is NOT mentioned as being checked using the mobile banking service?

- (A) Account balances
- (B) Interest rates
- (C) Unresolved transactions
- (D) Account history

188. What request does Ms. Summers make?

- (A) That her accounts be frozen
- (B) That her contact information be updated
- (C) That her extra fee be waived
- (D) That her withdrawal limit be increased

189. In the customer service's e-mail to Suzie Summers, what does Laura Massey think is odd about Suzie's story?

- (A) Suzie didn't have very much money in her account.
- (B) Suzie didn't file a police report.
- (C) Suzie lost her wallet on June 2 but her card was used at an ATM machine on June 3.
- (D) Suzie does not live in Florida.

190. What does Laura Massey instruct Suzie Summers to do if she wants to get relief from the overdraft fee?

- (A) Write to the fraud department of Stark Bank
- (B) File a police report and give the case number to Stark Bank
- (C) File a claim against the criminals in the court and give the court number to Stark Bank
- (D) File a case number with the fraud department of Stark Bank

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 Questions 191–195 refer to the following e-mails.

From: customerservice@thomsonapp.com
To: dkerry@coolmail.com
Date: July 6
Subject: Malfunction

Dear Ms. Kerry,

We are very sorry to hear about the malfunction with your deluxe refrigerator, MK1213, purchased from Thomson Appliances. You indicated that the ice dispenser on the door of the fridge has stopped functioning. Actually, several customers have reported the same problem. It turned out that the manufacturers made an error in the production process. Fortunately, this problem can easily be fixed by one of our technicians. Currently, our technicians are available Monday, Wednesday, and Thursday next week. Please specify what day and what time works for you.

Additionally, if your refrigerator is under warranty, this repair will be absolutely free. Please let us know your warranty number so we can verify this before sending a technician to your house.

We apologize for this inconvenience. Thank you again for choosing Thomson Appliances.

Sincerely,

Greg Lewis
Customer Service

From: dkerry@coolmail.com
To: customerservice@thomsonapp.com
Date: July 7
Subject: Re: Malfunction

Dear Mr. Lewis,

Thank you for your prompt response. Actually, next week I will be away on a business trip in Arkansas and I won't return until Saturday. However, I have a housekeeper who comes to clean on Monday and Friday. If your technician visits on either day, she can let him or her in.

My warranty number is A344F56J and is still valid. I will leave this document with my housekeeper in case you need to see it during your visit.

Dana Kerry

From: customerservice@thomsonapp.com
To: dkerry@coolmail.com
Date: July 7
Subject: Repair Time

Dear Ms. Kerry,

Our technician will be able to come by your house on Monday. You will need to be sure to leave the warranty documents so the technician can scan them into our system. This is necessary for us to be reimbursed by the manufacturers. Our technician will come by in the morning and try to be gone by lunch; even though you have a housekeeper, they will try not to leave a mess. Safe travels and we appreciate your patience. Thank you for your loyalty to Thompson Appliances.

Sincerely,
Greg Lewis
Customer Service

191. What is one reason the first e-mail was sent?

- (A) To specify a warranty number
- (B) To ask for a date for a visit
- (C) To confirm an order
- (D) To apologize for a shipping delay

192. According to the first e-mail, what is true about the refrigerator?

- (A) It is a newly released model.
- (B) It is no longer covered by the warranty.
- (C) It has a manufacturing defect.
- (D) It is currently on sale.

193. What information does Mr. Lewis request from Ms. Kerry?

- (A) Her current address
- (B) Her warranty number
- (C) Her refrigerator model
- (D) Her contact information

194. Why does the technician need to scan the warranty?

- (A) To make sure it is still covered
- (B) To make sure that the model is correct
- (C) To make sure that there are enough spare parts to make the repairs
- (D) To make sure that the manufacturer covers the repair costs

195. Why do you think the technician will come on Monday?

- (A) Because that is the time the technician is available
- (B) Because the technician is too busy on Friday
- (C) Because the housekeeper will be there to let him in
- (D) Because Ms. Kerry is in Arkansas

 **Questions 196–200** refer to the following e-mails.

To: Lillian Ross <lillianross@kingstonsportinggoods.com>
From: Eric West <ericwest@jmsolutions.com>
Date: November 4, 10:34 A.M.
Subject: Website Development
Attachment: Details

Dear Ms. Ross,

You contacted us last week in order to ask some of our computer programmers to help your company develop a website. JM Solutions would be happy to offer you our services.

As I said on the phone, we will help design and program a website that will attract more customers and offer an online sales platform. During this time, we will need to hold meetings with your marketing division in order to best capture your company's goals. Once the website has been completed in mid-February next year, we will hold a training seminar in order to train your employees in the skills necessary to maintain and update your website. The website development and training seminar will cost a total of \$32,000. We request that a deposit of 10% be paid in advance. Please see the attached file for detailed costs and schedules.

We look forward to working with you in the near future. Our staff members will strive to meet all your needs. Therefore, just let me know when your marketing division is available to meet us in person and discuss some of the details of the project. Please contact me at your convenience.

Eric West

To: Lillian Ross <lillianross@kingstonsportinggoods.com>
From: Raymond Wells <raymondwells@kingstonsportinggoods.com>
Date: November 4, 10:37 A.M.
Subject: First Quarter Budget
Attachment: Q1_Budget

Dear Ms. Ross,

I have attached the current draft for the company's budget for the first quarter of next year. As you will notice, all of the profits made from this year's back-to-school sale are planned to be spent on billboard advertisements on the main highways. I will call a design team later this afternoon and ask them to create eye-catching images for the advertisement.

At our last meeting, you mentioned that you would like to review the budget before it is finalized. I have already included employee raises in the first quarter's expenses, but if you can think of anything else, please let me know. I would like to have the budget finalized before next week's planning meeting.

Raymond Wells

To: Raymond Wells <raymondwells@kingstonsportinggoods.com>
From: Lillian Ross <lillianross@kingstonsportinggoods.com>
Date: November 4, 10:40 AM
Subject: Emergency Budget Addition

Dear Mr. Wells,

I am glad you forwarded me your proposed budget when you did. Just prior to receiving your e-mail, I received an estimate for our planned website development. It looks like it is going to be more expensive than I had anticipated. Although the final bill of \$32,000 is not due immediately, we will have to find an extra \$3,200 in next year's first quarter budget if we want to proceed with JM Solutions' proposal.

If you have any questions regarding this matter, please just come to my office and we can go over where we can make the tough cuts to come up with this funding.

196. Why did Mr. West write the first e-mail?

- (A) To inquire about a service
- (B) To schedule a meeting
- (C) To report on a budget
- (D) To apply for a position

197. What service does JM Solutions provide?

- (A) Recruitment and employee training
- (B) Graphic design
- (C) Web programming
- (D) Marketing strategy consultation

198. According to the second e-mail, how will the profits of the back-to-school sale be spent?

- (A) On repairing some roads
- (B) On purchasing advertising space
- (C) On paying for JM Solutions' service
- (D) On hiring more employees

199. What is indicated by the third e-mail?

- (A) The budget for the first quarter of next year looks good.
- (B) JM Solutions has a strong reputation.
- (C) It will be easy for Kingston Sporting Goods to find money in their budget for web development.
- (D) Some items in the budget may lose their funding in order to pay for web development.

200. Why does Kingston Sporting Goods need to allow for \$3,200 for web development?

- (A) They need the best web money can buy.
- (B) They have to expand their business into other territories.
- (C) They have to pay JM Solutions 10% of the overall cost as a deposit.
- (D) They have to negotiate a better price after the deposit.

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

Actual Test

06

PART 5 / PART 6 / PART 7

READING TEST

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

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

PART 5

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

101. Pet owners are encouraged to register _____ the workshop on pet training and health offered by the community center.

- (A) of
- (B) from
- (C) in
- (D) for

102. The CEO held a press conference to _____ for the negative health effects caused by her company's products.

- (A) apologized
- (B) apologize
- (C) apologizes
- (D) apologizing

103. There is a _____ difference between the business's revenues during the peak season compared to the off-peak season.

- (A) prosperous
- (B) rural
- (C) significant
- (D) preparatory

104. The path through Morrison Park was constructed not only for cyclists _____ joggers.

- (A) but also
- (B) though
- (C) in addition to
- (D) neither

105. One of the supervisors questioned Ms. Marshall _____ her role in the misuse of the investment funds.

- (A) unless
- (B) among
- (C) about
- (D) into

106. The occupancy rate at Starburst Hotel has _____ by 24% due to increased competition.

- (A) relied
- (B) fallen
- (C) expired
- (D) coincided

107. A certificate of _____ was given to the participants in the public speaking skills course.
- (A) accomplishment
(B) accomplish
(C) accomplished
(D) accomplishing
108. The chef _____ prepares the entrée for a restaurant critic often comes out to greet him or her in person.
- (A) whose
(B) what
(C) either
(D) who
109. The negotiators made a few minor changes to the contract to make the terms _____ to both parties.
- (A) agreeable
(B) agreement
(C) agree
(D) agreeing
110. The allocation of funds to local schools is _____ on the number of children living in the district.
- (A) seen
(B) based
(C) placed
(D) taken
111. This palace was _____ used for public ceremonies and celebrations.
- (A) traditionally
(B) traditional
(C) tradition
(D) traditions
112. The successful candidate will be contacted by an HR representative once the hiring committee makes its _____ decision.
- (A) disposable
(B) numerous
(C) final
(D) portable
113. The chairperson _____ by an anonymous vote involving all members.
- (A) has been selecting
(B) had to select
(C) is selecting
(D) will be selected
114. Providing low-interest loans to small businesses is a key _____ of the recovery plan.
- (A) vacancy
(B) status
(C) component
(D) rate
115. The project would not have been a success without Mr. Ratcliffe's complete _____, which was demonstrated on several occasions.
- (A) dedicated
(B) dedicate
(C) dedicates
(D) dedication
116. City politicians will debate the _____ issue at the town hall meeting so that voters can have a better understanding of it.
- (A) competent
(B) observant
(C) complicated
(D) indecisive

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117. _____ the hospital experiences a power outage, power generators will turn on automatically to supply the necessary electricity.
- (A) If
(B) Until
(C) What
(D) So
118. After the tellers at Stewart Bank underwent extensive training, they treated the customers _____.
- (A) more courteously
(B) courteous
(C) most courteous
(D) courtesy
119. A gate agent at the airport announced a flight _____ caused by severe weather at the destination.
- (A) canceling
(B) cancels
(C) cancellation
(D) cancel
120. _____ the outdated equipment is replaced with state-of-the-art machinery, productivity will more than double.
- (A) Whether
(B) Later
(C) When
(D) Momentarily
121. In order to be eligible for this position, you must have at least five years of experience in the insurance _____.
- (A) preservation
(B) figure
(C) industry
(D) description
122. Through his extensive research into acquiring language skills, Dr. Harvey Ward has proven _____ to be a leader in the field.
- (A) he
(B) his
(C) himself
(D) him
123. The seafood sold by Pacific Plus is _____ and therefore must be transported in a temperature-controlled vehicle.
- (A) suitable
(B) widespread
(C) cautious
(D) perishable
124. The novelist said that his writing was _____ influenced by the late writer Edward Truitt.
- (A) manually
(B) insecurely
(C) regrettfully
(D) profoundly
125. As _____ by the researchers, the new environmentally friendly laundry detergent performed as well as its competitors.
- (A) observing
(B) observed
(C) observation
(D) observe
126. The Green Society is dedicated to _____ public parks and other natural areas for future generations.
- (A) preserving
(B) consulting
(C) escorting
(D) inquiring

127. The manufacturing plant that was damaged in the typhoon should ____ its operations later this month.

- (A) resumed
- (B) be resuming
- (C) had resumed
- (D) resuming

128. Because the team was already behind schedule, the manager did not ____ to Ms. Norton's vacation request.

- (A) accept
- (B) ensure
- (C) consent
- (D) finalize

129. The nasal spray allowed Bert to keep his seasonal allergies ____ control without having to get a prescription.

- (A) against
- (B) under
- (C) around
- (D) unto

130. Sales ____ unavailable to take your call at the moment will call you back as soon as possible.

- (A) representation
- (B) represents
- (C) representatives
- (D) representative

PART 6

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

Questions 131–134 refer to the following notice.

To: Olivia Paulson
From: Jonathan Hicks
Date: July 19
Subject: Procedural Review

An issue was brought up at the executives meeting last Thursday. Complaints of damaged goods after being shipped _____ dramatically in the last month. This may be a result of more fragile items being added to the products we now ship. _____ We are reviewing the packaging procedures for our products and are looking to add more steps to _____ that the products are packaged securely and delivered without damage. _____
Please inform the managers on the manufacturing team to attend an _____ meeting tonight at 7:00 P.M. We hope to address this problem and come up with a sound solution as quickly as possible so that normal business can resume.

131. (A) increasing
(B) have increased
(C) were increased
(D) increases

133. (A) secure
(B) affect
(C) ensure
(D) warrant

132. (A) We are thinking of dropping such items from our product list.
(B) We may need to increase the shipping and handling cost.
(C) An added insurance cost for such items has been suggested.
(D) Because of this, we have temporarily suspended the shipping of accessories and other fragile items.

134. (A) emergency
(B) necessity
(C) decisive
(D) extensive

Questions 135–138 refer to the following advertisement.

Green Clean Services

Call us: 347-281-7834

2005, Green Clean has been providing professional and environmentally friendly
135. cleaning services of consistent high quality to all types of commercial and industrial facilities.

We understand the contributions a good employee makes toward our _____, and we
136. commit to selecting the best available people to work for you. **137.**

Green Clean's mission is to satisfy our customers needs on a daily basis while providing the best combination of quality, price, and delivery. We accomplish this by continually improving our systems of _____. Our goal is to make your facility extremely clean in the greenest way
138. possible. Visit our website today at www.greenclean.com

- 135.** (A) Until
(B) Around
(C) Since
(D) Through

- 137.** (A) success
(B) drive
(C) support
(D) determination

- 136.** (A) Drop in today to schedule a tour of one of our twenty facilities.
(B) We are the biggest manufacturer of environmentally cleaning supplies in the Northwest.
(C) As a service company, we consider our employees to be our most important asset.
(D) Allow us to work for you by calling us today to take care of all of your accounting needs.

- 138.** (A) to operate
(B) operates
(C) operated
(D) operation

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Questions 139–142 refer to the following notice.

Florist Wanted

Do you love making people smile? Does the idea of _____ your day being creative and working with nature appeal to you? If so, we would like to encourage you to apply to join our team at Wild Flowers Florists. _____ We are looking for someone who is customer-_____ first. Creativity is important, but it is secondary to the vision of the client. If you think _____ have what it takes to make people smile, please fill out our online application form on our website, www.WildFlowersFlorists.com.

139. (A) spend
(B) to spend
(C) spending
(D) spent

141. (A) oriented
(B) prime
(C) located
(D) sourced

140. (A) You must be good with animals.
(B) Our company is committed to providing the best floral arrangements for our clients, no matter what their needs.
(C) We use the best fabrics in our designs.
(D) All people love our commitment to safety.

142. (A) you
(B) I
(C) they
(D) we

Questions 143–146 refer to the following letter.

October 21

Larry Mills

226 Highland Rivers

Fairbank, WA 20037

Dear Mr. Mills,

I am writing in reply to your complaint about the noise levels coming from the surrounding businesses around the apartment complex. _____, a few people living on the west wing of the building _____ concern over the noise levels. The building committee has conducted meetings over this issue and we have talked to the businesses. _____ Because of this, we are also looking to fortify the windows with noise-proof glass for residences living on the west wing. Once we have agreed upon the proposals, we will post the announcement on our bulletin board and you may receive a call. Until then, we ask for your _____ patience.

143.

- 143. (A) As a result
 - (B) Moreover
 - (C) On the other hand
 - (D) Unfortunately
-
- 144. (A) is expressing
 - (B) have expressed
 - (C) expression
 - (D) be expressive

145. (A) However, some of the noises are inevitable due to the nature of the businesses.

- (B) They will fully cooperate with our committee.
- (C) They have responded to our concerns and will work to keep noise levels low.
- (D) However, they are losing money over this matter.

146. (A) continue
(B) continues
(C) continued
(D) be continuing

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PART 7

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

Questions 147–148 refer to the following invoice.

Henderson Inc.

1576 Stevens Road, Pleasantville, NY 10571
(231) 555-0786, www.hendersoninc.com

Order Number: 6694

Date: April 2

Customer: Susan Ward
709 Praise Street
Pleasantville, NY 10571
(203) 555-0167

Item	Model	Quantity	Price
Extra-large microwave	MW132	1	\$150.00
Four-door refrigerator	RF4D	1	\$2,399.99
Smart toaster	TR512	1	\$45.50

Subtotal \$2,595.49
Tax \$230.18
Total due \$2,825.67

Local customers are eligible for free shipping on purchases over \$1,000.

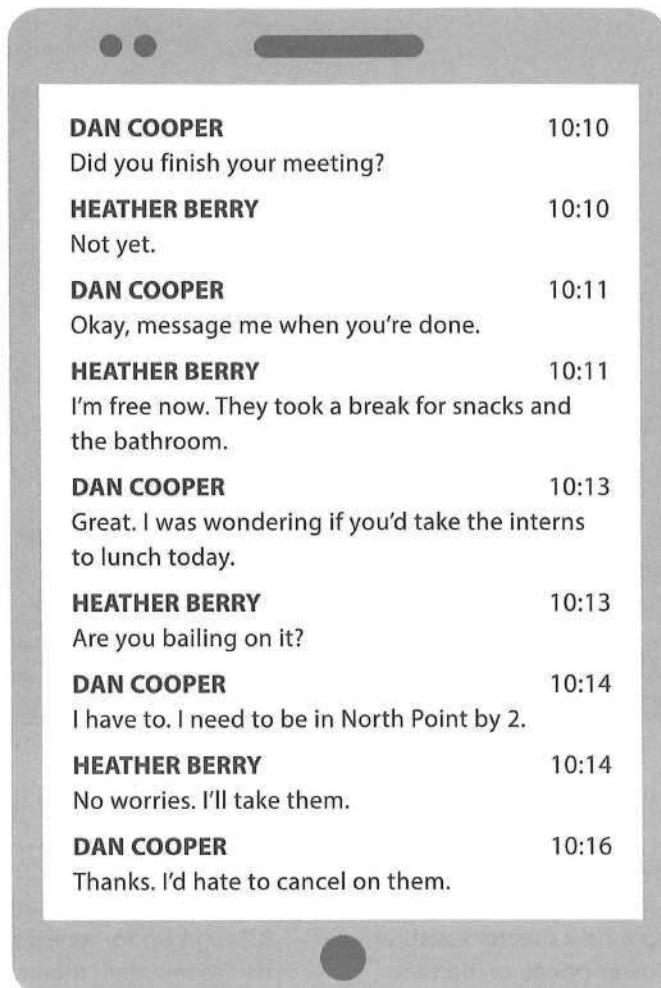
147. What does Henderson Inc. sell?

- (A) Home appliances
- (B) Office furniture
- (C) Computer equipment
- (D) Construction materials

148. What is indicated about Ms. Ward?

- (A) She must pick up her items in person.
- (B) She is eligible for a special discount.
- (C) She will receive her deliveries at no charge.
- (D) She paid with a check.

Questions 149–150 refer to the following text message chain.



149. What is suggested about Ms. Berry?

- (A) She is eating a snack.
- (B) She will be promoted.
- (C) She is in the middle of meetings.
- (D) She plans on cancelling a lunch appointment.

150. At 10:13, what does Ms. Berry mean when she writes, “Are you bailing on it?”

- (A) She's asking if Mr. Cooper has finished his meeting.
- (B) She's inquiring if Mr. Cooper will be missing the appointment.
- (C) She wants to know if Mr. Cooper will go to North Point.
- (D) She would like Mr. Cooper to notify her when he leaves.

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Questions 151–152 refer to the following flyer.

Superbox Theaters

Superbox Theaters is now offering reduced prices on matinée tickets this December. Use this early-bird special and pay half the price for the first matinée show. This offer applies to all movies, seven days a week, even including our new releases!

Group visits from schools and companies are encouraged. If you have a large group, you might want to reserve your tickets in advance. Tickets can be purchased in person from theater staff or online at www.superboxtheaters.com and www.abcticketworld.com. Additionally, when buying tickets online, we offer the convenience of choosing your seat number. Information and reviews of current and upcoming films are also available on the website. Come on down to Superbox Theaters and take advantage of this great offer.

151. What is indicated about Superbox Theaters?

- (A) It will screen fewer films this December.
- (B) It is hiring part-timers.
- (C) It will be adding a new theater location.
- (D) It is providing lower prices on certain screenings.

152. What are customers able to do on the website?

- (A) Demand a refund
- (B) Select a seat location
- (C) Sign up for a newsletter
- (D) Renew their membership

Questions 153–154 refer to the following e-mail.

To Aaron Sandler <asandler@milleradvertising.com>
From Sam Miller <smiller@milleradvertising.com>
Subject Tuesday's Meeting
Date November 12

Dear Mr. Sandler,

This month's business review meeting is scheduled for Thursday, November 15. As you know, this meeting is a great opportunity for us to assess our operating plan and to make any adjustments that might help us keep up with constant changes in the marketplace. As an advertising agency, it's crucial we stay informed about the newest market trends. Therefore, I was excited when I heard that Tsuyoshi Ito, manager of our Japanese branch, would be visiting this Friday. In order to take advantage of his expertise and knowledge, I would like to change the meeting date so that Mr. Ito can attend.

This will be Mr. Ito's first time in the country, so I would like you to pick him up from the airport. A company car will be provided to you for this purpose. I will e-mail again once I have more details concerning Mr. Ito's arrival time.

Sincerely,

Sam Miller
President
Miller Advertising

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

- (A) To reschedule a meeting
- (B) To request a monthly operating report
- (C) To introduce a new employee
- (D) To propose a new marketing strategy

154. What does the e-mail indicate about Mr. Ito?

- (A) He is changing positions.
- (B) He often travels for business.
- (C) He works in advertising.
- (D) He is a client of Mr. Miller's.

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Questions 155–157 refer to the following e-mail.

To Bridget Lee
From Victor Thomas
Subject Shipment
Date June 25

Hello Bridget,

– [1] – Our shipment of beverages will arrive tomorrow morning around 10:00 A.M. Please keep inventory and make sure that all the shipments are accurate as they are unloaded. Also, some of the beverages will need to be refrigerated right away so please make sure that that issue is taken care of in a timely fashion. – [2] – The temperatures are expected to be high tomorrow so we'll need to get all the shipments to storage as soon as possible. – [3] – We have 2 refrigerated trucks we'll send with you and we'll have a crew waiting for your arrival at the warehouse. – [4] –

If there are any problems or you need any help with issues that arise, please contact me by phone. I'll be in the office early tomorrow.

Thanks,

Victor

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

- (A) To inform the suppliers of a mistake
- (B) To give an employee instructions
- (C) To order a shipment of beverages
- (D) To keep inventory of products

156. Why is Victor concerned about the shipment?

- (A) The products are fragile.
- (B) They may arrive late.
- (C) They are temperature sensitive.
- (D) They are for an important client.

NEW

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

"I'm worried about the weather."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 158–160 refer to the following advertisement.

Marigold Bakery

451 Clark Street, Ellis Town
253-555-1298

Marigold Bakery is a family-run business that has been making delicious and irresistible sweet treats for over 30 years. Our store is located in historic downtown Ellis Town and offers a warm decor and inviting atmosphere.

We offer:

- Made-to-order pastries for parties, weddings, and corporate events
- Gluten- or sugar-free refreshments and vegetarian sandwiches
- Custom cake designs

Hours:

Monday to Saturday, 9:00 A.M. to 5:00 P.M.

We will be closing this September in order to expand the size of our store.

Sunday cooking class:

Marigold Bakery values positive interactions with the community. Therefore, we are currently holding a cooking class for teenagers in the community. Baking teaches the values of patience and hard work!

158. What is mentioned about Marigold Bakery? 160. What is indicated about the cooking class?

- (A) It is internationally known.
(B) It employs local students.
(C) It offers options for those with dietary restrictions.
(D) Its store space can be rented for various events.

- (A) It will be held at a community center this year.
(B) It has been going on for over 30 years.
(C) It is taught by an experienced baker.
(D) It is designed for local teenagers.

159. According to the advertisement, what will happen in September?

- (A) The store will shut down for renovations.
(B) A classroom will be constructed.
(C) The menu will be expanded.
(D) The shop will cater a community event.

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Questions 161–164 refer to the following online chat discussion.

Peter Jones Lunch

Peter Jones	[12:10]	I'm heading to the new pizza parlor across the street for lunch. Does anyone want to join me?
Martin Lee	[12:10]	Count me in!
Laura Vans	[12:11]	Theo and I are working on our presentation for tomorrow so we can't.
Theo Gibbs	[12:12]	Can you bring back some pizza for us?
Peter Jones	[12:13]	Sure. What kind of pizza do you want?
Laura Vans	[12:14]	I'll take whatever their best selling pizza is. One large slice will be enough for me.
Theo Gibbs	[12:15]	Pepperoni for me. One slice.
Peter Jones	[12:15]	No problem. I'll be back in one hour. Is your presentation about the new product line?
Laura Vans	[12:16]	Yes, we're almost finished but we're working on making the visuals more impressive.
Martin Lee	[12:17]	If you'd like, I can help you with the visuals. I have a bit of a background in computer graphics.
Theo Gibbs	[12:17]	That would be great. Laura and I are good with basic computer programs, but neither of us is very good at making visuals.
Peter Jones	[12:18]	When Martin and I come back, we can help you finish your presentation.
Laura Vans	[12:18]	Thanks so much!
Theo Gibbs	[12:19]	Awesome!

161. Where most likely are the participants?

- (A) At a restaurant
- (B) At a pizza shop
- (C) At a company
- (D) In an electronics shop

162. At 12:10, what does Martin Lee mean when he says, "Count me in"?

- (A) He's doing a presentation.
- (B) He's in his office.
- (C) He would like to go out for lunch.
- (D) He's currently in a meeting.

163. What is indicated about the presentation?

- (A) It will be presented after lunch.
- (B) It is about new products.
- (C) It is very long.
- (D) It needs more information.

164. What will Martin Lee most likely help the presenters with?

- (A) Their graphics
- (B) Their information
- (C) Their computer use
- (D) Their presentation format

Questions 165–167 refer to the following e-mail.

To: All Employees <staff@jointsystems.com>
From: Fred Hanes <fhanes@jointsystems.com>
Subject: Community Park Cleanup
Date: February 12

Joint Systems is a company that tries to take every opportunity to give back to our community. Therefore, I am urging all of our employees to take part in the upcoming community park cleanup sponsored by the city of Harrisburg. Without the dedication of volunteers, our parks and public spaces would not be free of litter. Donate some of your free time to keeping Harrisburg a beautiful and inviting city.

The community park cleanup will be held next Friday, February 18, from 1:00 to 5:00 P.M. Employees who wish to participate will leave work at lunchtime, yet will still be paid as if they had worked a full day. Volunteers are asked to bring supplies such as protective outerwear, tools, insect repellent, trash bags, and snacks.

A shuttle bus will depart from the company parking lot at 1:20 P.M. on Friday to take volunteers to the volunteer location. If you have a specific preference concerning the type of work you would like to do, please contact Event Organizer Don Lewis at 435-555-6768.

We appreciate everyone's enthusiasm and support.

Fred Hanes
Human Resources, Joint Systems

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

- (A) To organize a business trip
- (B) To request updated information
- (C) To offer additional skills training
- (D) To promote a community event

166. What would probably NOT be necessary for participants?

- (A) A company uniform
- (B) A mosquito spray can
- (C) A rake
- (D) A sandwich

167. According to the e-mail, what is Mr. Lewis responsible for?

- (A) Raising awareness about food waste
- (B) Analyzing customer feedback
- (C) Assigning individuals tasks
- (D) Cleaning a community center

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Questions 168–171 refer to the following web page.

The screenshot shows a web browser window with the URL <http://www.sanchezcardealership.com/about> in the address bar. The page title is "Sanchez Motors". Below the title is a navigation menu with five items: ABOUT, NEWS, MODELS, SERVICES, and COMMUNITY. The "ABOUT" item is highlighted with a grey background. The main content area is titled "About Sanchez Motors". It contains text about Carlos Sanchez's dream of owning his own car dealership and the services offered by Sanchez Motors, including Spitfire pickup trucks and Stark SUVs. It also mentions the dealership's location off Highway 5 and operating hours from 9:00 A.M. to 9:00 P.M. every day.

About Sanchez Motors

Carlos Sanchez always had the dream of owning his own car dealership ever since he started working as an assistant in an auto repair shop. After saving his money for ten years, he finally opened Sanchez Motors and has been serving the community with integrity and pride ever since. Sanchez Motors carries all kinds of vehicles, from sports cars and vans to SUVs and trucks. Not sure what car fits your needs? Then come on down and try driving a variety of vehicles to see what's right for you.

Until the end of the year, Sanchez Motors is giving you an amazing offer on our popular line of Spitfire pickup trucks and Stark SUVs. If you make a down payment of just \$3,000, you will be eligible for an extremely low interest rate on your monthly installments.

Sanchez Motors is located off Highway 5, just outside of the town of Stockton. We are open 7 days a week, from 9:00 A.M. to 9:00 P.M. Don't hesitate, and come pay us a visit!

168. What is indicated about Mr. Sanchez?

- (A) He works at an auto repair shop.
- (B) He started his own business.
- (C) He is a race car driver.
- (D) He designs a variety of vehicles.

169. The word “carries” in paragraph 1, line 4, is closest in meaning to

- (A) moves
- (B) manufactures
- (C) sells
- (D) develops

170. What is suggested about Sanchez Motors?

- (A) It allows customers to test products.
- (B) It operates a store in downtown Stockton.
- (C) It offers vehicle customization.
- (D) It closes on weekends.

171. What is available to customers until the end of the year?

- (A) Discounts on sports cars and vans
- (B) An extended warranty at no extra cost
- (C) A special payment option
- (D) A free oil change with any purchase

Questions 172–175 refer to the following article.

Clean and Green

The town of Korden has much to celebrate as the new hydrogen fuel car company, Newmark, plans to open a massive manufacturing plant in the next few months. – [1] – Newmark already supplies some of the greenest cities around the world including Vancouver, Singapore, Honolulu, and Amsterdam with hydrogen-fueled public buses and taxis. – [2] – The company is forecast to grow by 120% in the next 5 years. Furthermore, the opening of the plant in Korden is expected to bring in 300 new jobs. – [3] – The old Handai facilities will be the site of the new Newmark facilities. The mayor of Korden is also working to provide government subsidies to those who purchase a hydrogen-fueled car in hopes that the gas guzzling conventional cars eventually become a thing of the past. – [4] –

172. What is the main topic of the article?

- (A) Alternative energy sources
- (B) Environmentally friendly cities
- (C) The opening of a new factory
- (D) The future of car companies

173. What will happen to the old car factories?

- (A) They will be destroyed and rebuilt.
- (B) They will be the new site of the hydrogen fuel car company.
- (C) They will be turned into office buildings.
- (D) They will house all the old conventional cars.

174. What is suggested about Korden?

- (A) It will become one of the greenest cities.
- (B) Its economy will stay stagnant.
- (C) It will attract new car companies.
- (D) It will grow economically.

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

“This is welcome news for a town that has suffered economically after the closure of its car manufacturing plants in the 1990’s and after its stagnant growth since then.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

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Questions 176–180 refer to the following e-mail and web page.

From: Kevin Draper <kdraper@fivestarbank.com>
To: Sam Brown <sbrown@zippy.com>
Date: April 22
Subject: Home Loan

Dear Mr. Brown,

Thank you for choosing Five Star Financial Bank as the provider of your home loan. We strive to offer you the most competitive repayment plans as well as superb customer support. Below is a summary of the loan you have taken out with us.

Mortgage Type	Amount	Repayment Period
Home Opportunity Loan	\$70,000.00	15 years

During the period of your loan, senior banker Martha King will be in charge of your repayment plan. Understanding the terms of your loan is crucial to successfully paying back your loan and avoiding penalties. We advise you to schedule a time to meet with Ms. King so she can help to further familiarize you with your home loan.

If you sign up for our online banking services, you will be able to quickly and conveniently check on your repayment progress.

Thanks again for trusting Five Star Financial Bank with your home loan.

Sincerely,

Kevin Draper
Loan Specialist
Five Star Financial Bank

Listed below are the various home loans available to members of Five Star Financial Bank. Learning about different kinds of loans will help you make an informed decision. Review the loan choices below and decide which loan is right for your situation.

Fixed-Rate Mortgage Loan - This loan ensures that your interest rate and monthly principal repayment remain the same during the entire period of your loan. This loan protects you from rising interest rates and may be a good choice if you plan to live in your home for a long time.

Adjustable-Rate Mortgage Loan - Your interest rate remains fixed for the initial 5 years, and then is adjusted annually. Typically, this loan has a lower initial interest rate than on a fixed-rate mortgage.

Interest-Only Mortgage Loan - During the initial 5 years of the loan, you are required to make payments on interest only. This option is suitable for those with fluctuating incomes. When your finances are tight, you can make the interest-only payment. And when your earnings increase, you can make payments on principal.

Home Opportunity Loan - This special loan is designed for first-time home buyers. You do not need a large down payment and a perfect credit rating in order to qualify for this loan.

176. What does Mr. Draper suggest Mr. Brown do?

- (A) Apply for a position
- (B) Arrange a meeting
- (C) Make a down payment in April
- (D) Become a bank member

177. How is Mr. Brown advised to keep track of his loan?

- (A) By meeting with Mr. Draper
- (B) By reading a regular e-mail from a bank
- (C) By using banking services on the Internet
- (D) By calling a bank hotline

178. What information does the web page provide?

- (A) Bank account statements
- (B) Quarterly interest rates
- (C) Repayment options
- (D) A roster of members

179. What plan is suitable for those with unstable earnings?

- (A) Fixed-Rate Mortgage Loan
- (B) Adjustable-Rate Mortgage Loan
- (C) Interest-Only Mortgage Loan
- (D) Home Opportunity Loan

180. What is indicated about Mr. Brown?

- (A) He made a large down payment.
- (B) He earns a steady salary.
- (C) He recently bought his first home.
- (D) He will retire in the near future.

Questions 181–185 refer to the following article and e-mail.

Madison Business Update

November 15—Sun Microchips is the largest producer in the country of the integrated circuits that go into computers, smartphones, and other digital electronics. The company has recently built a new factory in Madison and will begin operations starting in January of next year. The chief executive officer of Sun Microchips, Melinda Piers, stated that, "As the market for consumer electronics continues to become larger and larger globally, companies like Sun Microchips are expanding to meet the needs."

"We are looking to hire a variety of people such as factory workers, personnel employees, and accountants. We expect the opening of the factory to create over 200 jobs in Madison," said Ms. Piers. She noted that the company will try to hire local applicants first, but that those living outside of Madison are also encouraged to apply.

Applicants must submit their résumé by November 25 by e-mailing Tina Zimmerman at tzimmerman@sunmicrochips.com. Sun Microchips will be holding interviews next month on two separate dates. Those applying as general laborers for jobs on the assembly line should schedule an interview between December 3 and 8. Those interested in positions in personnel, accounting, and customer service are required to schedule an interview between December 9 and 11.

To: Tina Zimmerman <tzimmerman@sunmicrochips.com>
From: Jake Henry <jakehenry@tnamail.com>
Date: November 21
Subject: Opening at Sun Microchips
Attachment: résumé.doc

Dear Ms. Zimmerman,

I recently read an article in the *Madison Business Update* about the openings at a new factory in Madison. As a former employee of Sun Microchips, I was excited by the prospect of joining your company again.

Please see the attached file. I would really appreciate it if you would give me a chance to have an interview. Anytime on December 10 will work for me. If you would like to learn more about my past work experience with Sun Microchips, you can contact my former supervisor, Todd Smith. He is still working there.

I look forward to meeting you.

Jake Henry

181. According to Ms. Piers, what is true about consumer electronics?

- (A) Their demand is constantly increasing.
- (B) They are becoming more and more expensive.
- (C) They will be produced only in a few countries.
- (D) They can affect users' health.

182. What is Sun Microchips planning to do?

- (A) Launch the latest model of smartphone
- (B) Build a new factory overseas
- (C) Give preference to local job candidates
- (D) Hire a new chief executive officer

183. Who most likely is Ms. Zimmerman?

- (A) A computer technician
- (B) A human resources manager
- (C) A factory worker
- (D) An accountant

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

- (A) To quit a job
- (B) To postpone an appointment
- (C) To ask for an interview
- (D) To accept a job offer

185. What can be inferred about Mr. Henry?

- (A) He is a local resident of Madison.
- (B) He has a degree in computer science.
- (C) He currently works at Sun Microchips.
- (D) He wants an office position.

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

From: Henry Choi <henrychoi@neatsolutions.com>
To: Jenny Davis <jennydavis@tmgolf.com>
Date: August 8
Subject: Endless Acres Golf Club
Attachment: draft

Dear Ms. Davis,

Attached is the newest draft of the advertisement for Endless Acres Golf Club. I have incorporated the advertising slogan you sent me into my design. I used a combination of eye-catching graphics to grab the attention of newspaper readers. I also added some helpful information to the end of the advertisement. Please let me know if the design and new additions meet your expectations. Along with the concurrent television ad, I think this advertisement will help bring a lot of new customers to Endless Acres Golf Club.

Sincerely,

Henry Choi

★★★★★ ★★★★★

Endless Acres Golf Club
1232 Hilly Meadows Drive, Maplevue, CO

Take a break from all the stress of life and play a round of relaxing golf at Endless Acres Golf Club. After a game of golf, enjoy a meal at our restaurant in a sophisticated and welcoming environment.

We are currently offering the following promotion:
Reserve a tee time for a party of seven or more golfers and receive 20% off.
Additionally, every member of your group will receive a coupon for \$5 off any purchase from our golf shop.

We were recently praised by *The Rolling Meadows Daily* for the superb maintenance of our golf course and grounds. Come in and enjoy the best golf course in the state of Colorado. We are located off exit 21 on Highway 5. Just look for our billboard. You can't miss it!

Reservations can now be made online at our website at www.endlessacresgolf.com or by calling 555-4834.

★★★★★ ★★★★★

From: Logan Mankins <lmannkins@crushing.com>
To: reservations@endlessacresgolfclub.com
Date: July 6
Subject: Re: Tee Time and Dinner for 10

Hello,

I saw your ad in the newspaper and I have a couple quick questions about your deals. First, we have a group of ten golfers. Now I know most courses generally limit a group to four players to keep up the pace of play, but I was really hoping you could make an exception for us and allow two groups of five. We will even rent golf carts to ensure that we don't cause a delay. As for the \$5 gift cards to the pro shop, I was wondering if they could be pooled together for one large purchase. It is my son's birthday and I would like to buy him a new putter and they are awfully expensive these days. \$50 bucks could go a long way to giving him a great gift!

We would like to tee off around 11:30 A.M. on Saturday, July 20th, and then have dinner there at about 6:00 P.M. Please write back to confirm our tee time and answer my queries. Thank you for your time!

Have a great day,

Logan Mankins

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- 186.** How does Logan Mankins propose to keep his two groups of 5 golfers from delaying the other golfers on the course?
- (A) He guarantees they will play fast.
(B) He promises that they are very good at golf.
(C) He writes that he will buy a new putter for his son.
(D) He informs the club that the two groups will be driving golf carts.
- 187.** Where would the advertisement most likely appear?
- (A) On television
(B) In a magazine
(C) In a newspaper
(D) On a billboard
- 188.** What has been added to the advertisement?
- (A) Promotional details
(B) Driving directions
(C) Contact information
(D) Customer reviews
- 189.** What does Logan Mankins want to do with the \$5 credit the members get for the golf shop?
- (A) He wants to buy his son a putter with his.
(B) He wants to use them to pay for green fees.
(C) He wants to combine it with the 20% group discount.
(D) He wants to combine all of the discounts together and apply it to one purchase.
- 190.** What did The Rolling Meadows Daily indicate about Endless Acres Golf Club?
- (A) The location is convenient.
(B) The facilities are well kept.
(C) The membership fees are affordable.
(D) The restaurant updates its menu regularly.

Questions 191–195 refer to the following e-mail, schedule and online chat board.

To: Library Members <members@claytonlibrary.edu>
From: Holly Allen <hollyallen@claytonlibrary.edu>
Subject: Events This Month
Date: August 1
Attachment: August Event Calendar

Dear Members of the Clayton Library,

Thank you for your continued support of the Clayton Library. Your monthly membership fees help us to obtain new books, computers, journal subscriptions, and other resources that are useful to the entire community. We would like to inform you of some special upcoming events this month you may be interested in attending.

First, famous children's book author and storyteller Ebert Butler will be visiting our library. He will be reading from his new book, *The Mysterious Cat*, and signing autographs. His book was recently nominated for the Children's Book of the Year Award. Kathy Butler, Mr. Butler's wife, will also be in attendance at this event. She has drawn the pictures in most of Mr. Butler's books, including *The Mysterious Cat*. This event costs \$10 but is provided free for library members.

Later in the month, renowned wildlife photographer Nina Brooks will be holding an exhibition on the main floor of the library. Ms. Brooks recently returned from a trip to Kenya, where she photographed cheetahs, giraffes, elephants, and other animals. Her photographs capture the vividness of the wildlife and the majesty of nature.

In addition to these two featured events, there will be a variety of workshops, games nights, and other events this month. Check the attached calendar for details. All events, including Movie Night, are free unless noted otherwise.

Sincerely,

Holly Allen
 Library Events Coordinator

Clayton Library Events Calendar

August

Date/Time	Event Title	Notes
Saturday, Aug. 2, 5:00 P.M.	Creative Writers Workshop	Led by Donna Ward
Friday, Aug. 8, 7:00 P.M.	Movie Night	Family-friendly event
Sunday, Aug. 17, 6:00 P.M.	<i>The Mysterious Cat</i> Reading	Entrance cost of \$10
Wednesday, Aug. 20, 3:00 P.M.	Knitting Club	Complimentary refreshments
Saturday, Aug. 30, 2:00 P.M.	Photo Exhibition Opening	Entrance cost of \$5

Clayton Library Community Chat Board

August 1



> User ID: Jjohnson231

Subject: Creative Writers Workshop August 2

Hey, is anybody going to go to the writers workshop tomorrow? I heard that Donna Ward is an outstanding teacher. I could really use some feedback on my latest short story too. Post if you are going! ~Jim



> User ID: Storytimechuck

Subject: Re: Creative Writers Workshop August 2

Hey jjohnson231! I am going for sure. You are right, Donna is the best. Her knowledge of narrative and pacing have really helped me with my screenplay. Maybe I could read through your short story after the workshop and give you my feedback too? The more eyes the better, I always say! I'll let you take a look through my screenplay too if you are interested. See you tomorrow! ~Chuck

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

- (A) To introduce new members
- (B) To promote upcoming events
- (C) To announce some schedule adjustments
- (D) To solicit donations

192. What is indicated about Ebert Butler?

- (A) His wife is an illustrator.
- (B) He has recently published his first book.
- (C) He has several cats.
- (D) He will receive an award soon.

193. According to the chat board, what does Donna Ward excel at?

- (A) Creating vivid photographs
- (B) Writing successful screenplays
- (C) Understanding the role of timing and storylines
- (D) Working with young poets

194. When can library users meet Kathy Butler?

- (A) On Wednesday
- (B) On Friday
- (C) On Saturday
- (D) On Sunday

195. What will likely happen after the Creative Writers Workshop on August 2?

- (A) Everyone will know how to write poetry better.
- (B) Chuck and Jim will exchange their work to give each other feedback.
- (C) Donna Ward will publish her novel.
- (D) Chuck and Donna will work with Jim's short story.

Questions 196–200 refer to the following information, form and letter.

Red Rock Leather Goods

Thank you for purchasing a leather product from Red Rock Leather Goods. We manufacture all of our products to meet the highest quality standards and pride ourselves on excellent customer service. All of our products are individually and meticulously made by skillful craftsmen. We offer a lifetime guarantee that covers all defects in craftsmanship except normal wear and tear. We will repair or replace any pieces due to our fault for as long as you own your Red Rock product.

If your Red Rock product is not under warranty, we offer repairs at the following rates:

	Wallets	Handbags	Jackets
Missing button repair	\$10	\$15	\$20
Zipper repair and replacement	\$20	\$30	\$45
Seam repair and stitching	\$40	\$50	\$60

The warranty is non-transferable and covers only the original purchaser. Additionally, the sales receipt is necessary to validate your warranty and receive service. This warranty does not apply to products purchased from second-hand stores or unauthorized dealers.

Red Rock Leather Goods

Repair Request Form

Name: Melisa Perkins
 Date: February 28
 Address: 458 Center Circle Drive, Chicago, IL
 Product: Coco TX Handbag

Description of repairs to be made:

I bought this item last year from a Red Rock Leather Goods store in Chicago, IL. However, after just six months, the zipper became jammed and no longer opens or closes. Because this is a manufacturing defect, I assume it will be covered by the warranty. I have been a regular customer of Red Rock Leather Goods for 12 years, and this is the first time I have had a problem.

I have read and agree to all the terms concerning returns and repairs. I certify that this product was purchased at an official Red Rock Leather Goods store and that I am the original purchaser of this product.

Signature: Melisa Perkins

Date: February 28

Note: It may take some time for your product to be returned to you. If you have any questions, please call us at 812-555-8541.

GO ON TO THE NEXT PAGE

Dear Melisa Perkins,

Thank you for submitting your request for repairs to your Red Rock Leather Goods Coco TX Handbag. We have received and inspected your item and documents and concluded that it falls within our warranty. It is scheduled to go in for repair this coming week. Once it has been returned to working order, we will express mail it to the address you provided in your Repair Request Form. I would like to thank you on behalf of Red Rock Leather Goods for your 12 years of patronage and apologize for any inconvenience the failure of your Coco TX Handbag has caused you.

Sincerely,

Cheryl Timmins,

Customer Service Specialist

Red Rock Leather Goods

- 196.** What is indicated about Red Rock Leather Goods' products?
- (A) They are sold nationwide.
 - (B) They are relatively expensive.
 - (C) They are made by hand.
 - (D) They come in a variety of colors.
- 197.** Why did Ms. Perkins fill out a form?
- (A) To receive a cash refund on a product
 - (B) To report a defective item
 - (C) To file a customer service complaint
 - (D) To extend a warranty contract
- 198.** How much would Ms. Perkins be charged if her item was purchased at a second-hand store?
- (A) \$15
 - (B) \$20
 - (C) \$30
 - (D) \$45
- 199.** In the letter to Melisa Perkins, the word "patronage" in line 7 is closest in meaning to
- (A) Marketing
 - (B) Support
 - (C) Competition
 - (D) Investment
- 200.** What can you infer from the letter to Melisa Perkins approving her request for warranty coverage?
- (A) It was a manufacturing defect.
 - (B) Red Rock Leather Goods is a quality brand.
 - (C) Melisa Perkins included her receipt of sale from an authorized Red Rock Leather Goods store.
 - (D) Melisa Perkins included \$30 for zipper repair to her Coco TX Handbag.

NO TEST MATERIAL ON THIS PAGE

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

Actual Test

07

PART 5 / PART 6 / PART 7

READING TEST

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

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

PART 5

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

101. Recyclable materials such as glass and plastic are collected _____ weekly on Mondays and Thursdays.

- (A) twice
- (B) much
- (C) yet
- (D) far

102. Due to congestion on the roads, an increasing number of manufacturers _____ transport their goods by train.

- (A) either
- (B) very
- (C) now
- (D) rather

103. When customers have a complaint, employees have been instructed _____ the supervisor on duty.

- (A) to inform
- (B) to have informed
- (C) to informing
- (D) to be informed

104. Old furniture, vintage jewelry, and other _____ are available for sale at this market.

- (A) quantities
- (B) antiques
- (C) compartments
- (D) statements

105. _____ the necessary safety precautions are not taken, there could be a higher risk of injury.

- (A) Just
- (B) If
- (C) That
- (D) From

106. Dissatisfied customers of Maple Housekeeping may terminate the contract _____ three days of the first cleaning session.

- (A) as
- (B) by
- (C) within
- (D) unless

- 107.** The free clinic on Warren Street is _____ by volunteer doctors and nurses.
- (A) retained
 (B) staffed
 (C) founded
 (D) produced
- 108.** Ms. Fox extended the operating hours of the store because she agreed _____ Mr. Arbor that they were not long enough.
- (A) for
 (B) against
 (C) to
 (D) with
- 109.** Investigators visited the site to ensure that it complied with the _____ regulations in the field.
- (A) applicability
 (B) apply
 (C) applies
 (D) applicable
- 110.** The majority of occupants _____ live in Regal Towers are upset about the ongoing problems with their air conditioning systems.
- (A) what
 (B) where
 (C) they
 (D) who
- 111.** Mr. Hughes broke up the staff into small discussion groups to improve _____ in meetings.
- (A) participation
 (B) participates
 (C) participant
 (D) participated
- 112.** The exchange rate has increased by 3.2% compared to the _____ month of the previous year.
- (A) only
 (B) same
 (C) later
 (D) true
- 113.** Brenda Tipton is _____ to win the race for mayor because she has the most experience of all the candidates.
- (A) predictable
 (B) predict
 (C) predicts
 (D) predicted
- 114.** Those who attend the creative writing workshop will learn a variety of useful methods _____ the next two days.
- (A) above
 (B) at
 (C) toward
 (D) over
- 115.** By _____ planning the relocation in advance, we can minimize unexpected expenses and increase efficiency.
- (A) carefully
 (B) cares
 (C) to care
 (D) cared
- 116.** According to company policy, _____ requests for reimbursement of business expenses must be accompanied by a receipt.
- (A) since
 (B) every
 (C) all
 (D) much

GO ON TO THE NEXT PAGE 

- 117.** Safe-Co has _____ home security products since its founding in 2008.
(A) corresponded
(B) functioned
(C) manufactured
(D) enrolled
- 118.** _____ of an error on the order form, some of the construction materials were never shipped.
(A) Because
(B) Even if
(C) In spite
(D) Instead
- 119.** The new policies were implemented in an effort to encourage better _____ among the corporation's departments.
(A) communication
(B) communicative
(C) communicate
(D) communicator
- 120.** The size of private tours of the old castle will be limited _____ ten people.
(A) to
(B) during
(C) than
(D) of
- 121.** Please do not use metal utensils when cooking with the pan _____ its surface doesn't get scratched.
(A) since
(B) in order to
(C) while
(D) so that
- 122.** To _____ the monthly payment for the mortgage, Mr. Tyler would need a substantial salary increase.
(A) admit
(B) suppose
(C) convene
(D) afford
- 123.** Environmentalists were pleased with the community's _____ in increasing recycling in the area.
(A) indifference
(B) cooperation
(C) allocation
(D) separation
- 124.** The National Health Organization reported on the _____ cases of the disease.
(A) confirmation
(B) confirms
(C) confirm
(D) confirmed
- 125.** Due to a _____ in his political position, the senator no longer supported the proposed law on immigration.
(A) shift
(B) compliment
(C) shortage
(D) description
- 126.** _____ buildings in a neighborhood can lead to a net loss of property values for nearby homeowners.
(A) Fertile
(B) Mandatory
(C) Vacant
(D) Compliant

127. Rather than decorating each conference room _____, the owner of Norris Hall bought furnishings in bulk and gave the spaces the same appearance.

- (A) differing
- (B) difference
- (C) differently
- (D) differs

128. The director attributed the success of the film _____ to the experience and talent of the actor in the lead role.

- (A) punctually
- (B) attentively
- (C) primarily
- (D) importantly

129. The company's new software for online banking is _____ with most smartphone models.

- (A) tangible
- (B) extensive
- (C) mechanical
- (D) compatible

130. Employees are allowed to use vacation time whenever they want _____ it does not disrupt their assignments.

- (A) except for
- (B) as well as
- (C) depending on
- (D) so long as

PART 6

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

Questions 131–134 refer to the following notice.

From: Vice President Donna Johnson
To: Helio Tech Employees
Date: July 5th
Subject: Lobby Renovation

Receiving the federal grant money last month _____ us to invest in upgrading a few areas
131.
of our building. _____ We will be remodeling the lobby starting July 12th. It should take
132.
approximately two weeks. _____ that time, if you have a meeting with anyone from outside
133.
of the company, please schedule to have it at the Rose Street Café on the corner. We have
set up a special account that anyone from the company can use over those two weeks.
Please, just sign and date your check and return it to your server. We are _____ that this is a
134.
bit of an inconvenience, and we thank you for your cooperation.

- 131.** (A) did allow
(B) has allowed
(C) allows
(D) are allowing

- 133.** (A) Upon
(B) During
(C) Around
(D) Until

- 132.** (A) Construction will begin when the
building permits are received.
(B) This celebration will last for most of the
month of July.
(C) Considering the cost, the renovation
might be postponed.
(D) The first area that will benefit from this
is the lobby.

- 134.** (A) aware
(B) disciplined
(C) reluctant
(D) content

Questions 135–138 refer to the following notice.

Part-time Cook Needed

Paradise Café is looking _____ a part-time line cook. Applicants must be able to work in a fast-paced environment and be familiar with all standard breakfast fare. _____ This weekend schedule could change in the future. Ideally we are looking for an applicant that has _____ one year of experience working as a short-order cook. Paradise Café is located right next to the post office in downtown Millstown. Please apply in person with a resume and be prepared to cook an egg dish to order. We _____ forward to welcoming you to our team!

138.

135. (A) hiring

(B) hire

(C) to hire

(D) to hiring

137. (A) at most

(B) below

(C) at least

(D) the least

136. (A) Applicants should know how to make scrambled eggs.
(B) People applying should know how to wash dishes.
(C) Anyone applying should be able to work nights.
(D) Currently, we can only offer weekday shifts but the applicant must be willing to work weekends if required.

138. (A) look

(B) looking

(C) looked

(D) looks

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Questions 139–142 refer to the following advertisement.

City Realty

City Realty is Washington's number one real estate company, serving the state for over 50 years. We _____ recognized as the state's leading experts in the industry and many of our agents have been awarded for their excellence in service by Forbes Property Magazine.

Our agents are _____ to bringing their best knowledge and expertise to the table, and they have extensive know-how about the housing market dos and don'ts. Our agents specialize in different areas of the industry including corporate real estate, residential real estate, and rental properties. _____

141.

Our headquarters is located in the central downtown area where you can meet with one of our agents _____ a free consultation. You can also visit our website www.cityrealty.com for property listings and further information.

142.

139. (A) been
(B) had been
(C) are being
(D) have been

140. (A) attached
(B) faithful
(C) committed
(D) loyal

NEW

141. (A) You can be confident that they serve your specific needs.
(B) You can rent hundreds of properties from our listings.
(C) The agents in corporate real estate make the most earnings.
(D) The residential agents are very busy with the rising housing market.

142. (A) with
(B) for
(C) to
(D) from

Questions 143–146 refer to the following posting on a website.

Employee Message Board

Holiday Office Party's Success and Appreciation

Posted by Julie Norton

I want to thank everyone who _____ make this party a success. _____ We had some ups
143. _____ 144.
and downs as we started preparing for this but the final result has been extraordinary. In fact,
the _____ consensus seems to be that this year's party was the best yet. We had the highest
145. turnout ever and many seem to agree that this year's activities contributed to the party's
success. It was a joy to see everyone get along so well and participate in all the events. We
even _____ our children's charity fundraising goals by over \$1000. Once again, I would like
146. to thank everyone.

143. (A) helps
(B) helped
(C) helping
(D) had help

145. (A) regular
(B) familiar
(C) different
(D) general

144. (A) I really enjoyed all the food and chatting
with everyone.
(B) I worked really hard to plan this event.
(C) Special thanks to Keith, Grant, Vanessa,
and Melissa, who spent many hours
outside of work to help plan everything.
(D) I'm glad to see that everyone made it to
work today.

146. (A) overstepped
(B) surrendered
(C) exceeded
(D) overwhelmed

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PART 7

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

Questions 147–148 refer to the following letter.

April 3

Larry Martin
Kansas Neat & Tidy
5448 Lakeside Drive
Arlington, Kansas 67514

Dear Mr. Martin,

We are interested in using your company's cleaning services for this year's Halley Valley Rock Festival. The festival will begin on Friday, June 14, and last the entire weekend, ending on the night of Sunday, June 16. However, unlike previous years, this year we would like your company to clean the festival grounds intermittently throughout the festival. Therefore, we will be providing your company with a temporary office trailer where your workers can take breaks from the heat.

We look forward to working with your company again this year.

Sincerely,

Karen Johnson

Karen Johnson
Festival Coordinator, Halley Valley Foundation

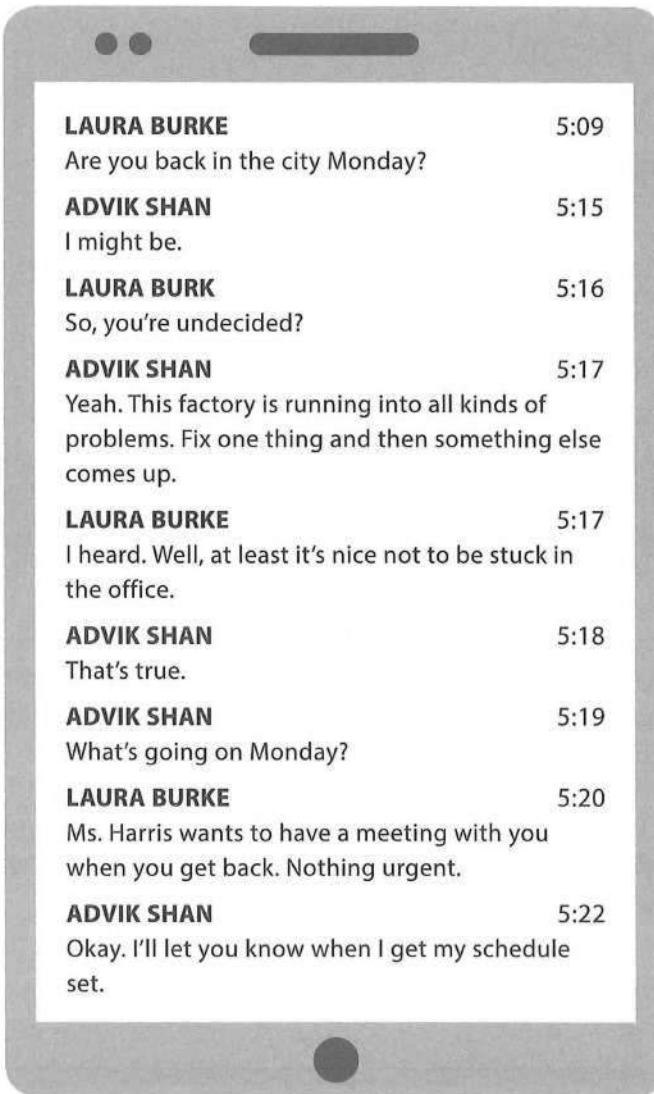
147. Who most likely is Mr. Martin?

- (A) A musical performer
- (B) A truck driver
- (C) A cleaning company's representative
- (D) A festival coordinator

148. According to the letter, what will be provided?

- (A) Food and water
- (B) A sheltered area
- (C) Musical equipment
- (D) Cleaning supplies

Questions 149–150 refer to the following text message chain.



149. What is suggested about Mr. Shan?

- (A) He has missed a meeting.
- (B) He is considering a transfer.
- (C) He has recently taken over the operations of a manufacturing facility.
- (D) He doesn't know when he will be returning to his office.



150. At 5:18, what does Mr. Shan mean when he writes, "That's true"?

- (A) He is worried about the conditions of the factory.
- (B) He agrees that being out of the office is enjoyable.
- (C) He has discovered an error.
- (D) He is positive he will be back on Monday.

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Questions 151–152 refer to the following e-mail.

To: Pat Blackburn <pblackburn@fastweb.com>
From: Go Natural Health Products <cs@gonatural.com>
Date: February 4, 3:34 P.M.
Subject: Product Order

We appreciate that you have chosen Go Natural Health Products for your vitamin and mineral supplements. All of our products are carefully inspected for quality and meet all government regulations. Additionally, during the month of February, customers making purchases over \$100.00 do not have to pay any shipping fees.

Order number: 4330XM21

Order date: February 4, 3:31 P.M.

Shipping address: Pat Blackburn, 2709 Michigan Ave., Clinton WI

Details: 6 bottles of Green Source multivitamin pills.

Total: \$180.00, paid with credit card (XXXX XXXX XXXX 8766)

All our products come with a 100% customer satisfaction guarantee. If you are dissatisfied, please call our customer service center at 987-555-3427 for a full refund within a week of the order.

Go Natural Health Products

151. What is indicated about Ms. Blackburn's order?

- (A) It has been insured against loss.
- (B) It is out of stock.
- (C) It has been placed by her husband.
- (D) It will be delivered free of charge.

152. Why might Ms. Blackburn call the customer service center by February 11?

- (A) To revise her order
- (B) To change payment options
- (C) To get a payment back
- (D) To apply for a membership

Questions 153–154 refer to the following article.

Midnight Moon, the new jazz album by guitarist Nick Stanton, will start being sold in stores this Thursday. *Midnight Moon* is Mr. Stanton's first album in five years and has received praise from numerous music critics. Mr. Stanton will be signing copies of his new album at Emerson Department Store, located at 4532 Main Street, this Saturday, March 12. An autograph is free with the purchase of the new album.

153. Who is Nick Stanton?

- (A) A department store employee
- (B) A recording artist
- (C) A music critic
- (D) A real estate agent

154. According to the article, what will happen on March 12?

- (A) A concert will be held.
- (B) A book will be released.
- (C) An autograph session will take place.
- (D) Some tickets will go on sale.

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Questions 155–158 refer to the following memo.

MEMO

To: All Employees
From: Betty Franklin, General Manager
Date: August 19
Subject: Receptionist

To all employees:

– [1] – Greta Jones, the receptionist at our studio will be taking some time off to deal with a personal matter. She will be gone from August 21st to September 5th. – [2] – Ms. Blanche will take care of the regular responsibilities that Ms. Jones usually handles including taking phone calls, handling appointments, organizing schedules, and dealing with clients. Please welcome Ms. Blanche to the studio and be available for her to ask questions if she has any.

Furthermore, if you have any long time clients that you give special prices and discounts to, please let Ms. Blanche know ahead of time. – [3] – She will charge the fees that are programmed into the computer system.

If you have any urgent concerns you need to discuss with Ms. Jones, or if you need to purchase any special hair dyes, treatment shampoos, or other requests that customers have, please do so today and tomorrow before she leaves. – [4] – You can contact me at any time if you have any further questions.

NEW

155. Where do the recipients of the memo most likely work?

- (A) At a department store
- (B) At a hair salon
- (C) At a movie studio
- (D) At a photography studio

156. What is indicated about Greta Jones?

- (A) She is retiring.
- (B) She is going on vacation.
- (C) She will take some time off work.
- (D) She will work only temporarily.

157. By when should employees contact Ms. Jones with urgent business?

- (A) Before she leaves
- (B) After she leaves
- (C) Anytime
- (D) When she gets back

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

“During this time, we have hired a temporary replacement, Judith Blanche.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 159–161 refer to the following web page.

Shoe Shine

Your number one source for sneakers

We see that you are currently registered as a basic member at our website.

[Click here to upgrade to our premium membership.](#)

Once you become a premium member, you will enjoy the following benefits:

- Expedited shipping for \$3 (\$5 for a basic member)
- Exchanges on all items within 60 days of purchase at no extra charge (30 days for a basic member)
- Returns on all items within 30 days of purchase at no extra charge (7 days for a basic member)

Upgrading your service from basic to premium takes just one click. To welcome customers to our new online store, this month we are offering the upgrade to annual premium membership at a discounted rate of just \$50.

159. What is the purpose of the web page?

- (A) To advertise a new line of shoes
- (B) To confirm an order
- (C) To recommend a service upgrade
- (D) To solicit donations

160. What is NOT mentioned as a benefit of premium membership?

- (A) Discounts on new items
- (B) Faster shipping at a reduced price
- (C) A longer period of free returns
- (D) A longer period of free exchanges

161. What is indicated about Shoe Shine?

- (A) It has been in business for decades.
- (B) It was founded by a local entrepreneur.
- (C) Its merchandise is available through the Internet.
- (D) It has three membership types.

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Questions 162–165 refer to the following online chat discussion.

Lisa Hancock 9:39

I'm stopping by a coffee shop on my way to work. What does everyone want? It's on me.

Nick Morton 9:39

Wow thanks! I'll have just black coffee.

Lilly Smith 9:40

Thanks. I'd like a latte. Can you also bring some sugar?

Lisa Hancock 9:41

Sure, I'll bring a couple of the sugar packets.

Richard Park 9:42

I can never turn down coffee. I'll also have a latte with some sugar.

Emily Jordan 9:42

I'd like a herbal tea if they have any. I don't drink anything caffeinated so any tea without caffeine would be great. Thanks.

Lisa Hancock 9:43

Alright then. I'll be there in about 20 minutes with your drinks. See you soon. Oh and before I forget, please make sure that our orders from Cindy's Boutique get set up in our showroom for our clients.

Richard Park 9:44

The boxes arrived this morning and our interns are working on unpacking them now. However, the order from Chantelle seems to have gone missing.

Lisa Hancock 9:45

What do you mean?

Nick Morton 9:45

We're trying to locate the package. We contacted Chantelle and they sent it to the wrong address.

Lisa Hancock 9:46

That's a disaster. Please try to find out where those dresses went.

Richard Park 9:47

Good news. I just got a message from the shipping company and they found the Chantelle order. They're redirecting the shipment to us.

Lisa Hancock 9:48

I almost had a panic attack. When will it get here?

Richard Park 9:48

This afternoon.

162. What type of business do the participants probably work at?

- (A) A fashion company
- (B) A clothing shop
- (C) A costume company
- (D) A coffee shop

163. At 9:39, what does Lisa Hancock mean when she says, "It's on me"?

- (A) She'll bring the coffee.
- (B) She'll buy the drinks.
- (C) She'll remember everyone's orders.
- (D) It's her turn to get drinks.

NEW

164. What is indicated about one of their shipments?

- (A) It was overcharged.
- (B) It was returned to the boutique.
- (C) It will arrive later in the day.
- (D) It hasn't been located yet.

165. What kind of business is Chantelle?

- (A) A fabric company
- (B) A magazine company
- (C) A shipping company
- (D) A boutique

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

To All <csall@cherishedgoods.com>
From Eric Nixon <enix@cherishedgoods.com>
Date January 5, 10:00 A.M.
Subject Shipping Error

Hello everyone,

Lilia Kent, the head of the shipping department, has informed me that yesterday our customer database experienced a system error and, as a result, many orders were sent to the wrong addresses. This morning, our department has already received multiple calls from customers complaining that they received the wrong package. Ms. Kent's department has been working hard to locate the cause of the mistake. Therefore, any customer that calls with a wrong delivery should be asked to return the package. Additionally, please inform the customers that they will be given a 10 percent discount on their next purchase.

Eric Nixon

166. Who most likely received the e-mail?

- (A) Employees in the shipping department
- (B) Dissatisfied customers
- (C) Customer service representatives
- (D) Internet technology specialists

167. According to the e-mail, what is Ms. Kent's staff trying to do?

- (A) Create a customer database
- (B) Fix a system malfunction
- (C) Locate a lost package
- (D) Take calls from customers

168. What are recipients of the e-mail advised to do?

- (A) Update their personal information
- (B) Deliver a package in person
- (C) Enter data into a customer database
- (D) Offer a price reduction to some customers

Questions 169–171 refer to the following e-mail.

To: carlhurst@nicknet.com
From: m_winters@tatecc.com
Date: June 1, 1:34 P.M.
Subject: Community Events

Dear Mr. Hurst,

As a loyal customer with a family membership at the Tate Community Center, you have sponsored us with your continued donations. We really appreciate your support.

The following table provides information on upcoming family events this month. We welcome your participation.

Crafts Day, June 7	Paul Simpson, June 15	Summer Picnic, June 22
A variety of craft supplies will be available for kids to make their own unique creations.	Come and listen to the beautiful music of local singer and songwriter Paul Simpson.	Everyone needs to bring a tasty dish to share with others. Free beverages will be provided.

For members, no purchase of tickets is necessary for participation in these events. We encourage you to attend these events and spend quality time with your family.

We look forward to seeing you.

Minnie Winters
 Program Coordinator
 Tate Community Center

169. What is suggested about Mr. Hurst?

- (A) He is a local musician.
- (B) He donates to an orphanage.
- (C) He supports a public organization.
- (D) He works at a community center.

170. Why was the e-mail sent?

- (A) To announce a community board meeting
- (B) To apply for a family membership
- (C) To publicize upcoming events
- (D) To give information about a local election

171. What is indicated about Tate Community Center?

- (A) Its members gain free admission to the events.
- (B) It offers regular music classes.
- (C) It takes reservations by phone.
- (D) It will serve beverages at all events.

GO ON TO THE NEXT PAGE

Questions 172–175 refer to the following letter.

J&P Industries

1462 Swinton Street
Cameron, GL 10288

March 29
Mr. Grant Lee
287 Silver Plains Road
Cameron, GL 18729

Dear Mr. Lee,

We thank you for your continued work and your dedication to your job at J&P Industries.
– [1] – We are sending all employees information about the new changes that have been made to your health insurance benefits at our company. You will continue to be covered by the same insurance company, but because of the new state regulations that have been put forth, all employees must now undergo a basic medical check-up at a local clinic or hospital. This check-up will be covered by your health insurance, so you do not need to pay any extra fees and this by no means will affect the monthly insurance deductions.
– [2] – Included in the envelope is the detailed information about the new medical program for employees.

The medical check-ups will include a blood test, urine test, eye test, height and weight measurements, hearing test, and chest X-rays. – [3] – Please make an appointment with a local clinic. You should have your results given to Karen Leigh at Human Resources by December 30th at the latest. If you fail to get a medical exam, then you may be subject to a fine up to \$2000. – [4] – We thank you for your cooperation and hope you abide by the new changes.

If you have any further questions or concerns, please contact Karen at leighk@jpindustries.com.

Sincerely,

John Black

Executive Manager

J&P Industries

172. What is the purpose of the letter?

- (A) To inform an employee about a mandatory exam
- (B) To encourage employees to donate blood to the hospital
- (C) To discuss the changes made to the health insurance coverage
- (D) To advertise the services of a new clinic

173. What did Mr. Black send with the letter?

- (A) An application form
- (B) An insurance document
- (C) A contract
- (D) Extra information about the changes

174. The term “subject to” at the end of the second paragraph is closest in meaning to:

- (A) Dependent on
- (B) Responsible for
- (C) Withdrawn from
- (D) Added to

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

“The appointments should take no longer than 30 minutes.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

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

Blooming Flower Yoga Studio

Summer Yoga Classes:

This summer we will be offering a variety of summer yoga classes for all age groups and skill levels.

Summer Class Schedule and Prices (registration fee):

Beginner class, twice a week for two months (\$150)

Intermediate and advanced class, twice a week for two months (\$200)

Yoga for senior citizens, once a week for two months (\$100)

Hot power yoga, three times a week for two months (\$250)

All necessary supplies will be provided by the Blooming Flower Yoga Studio. Members should wear comfortable clothes that allow for free movement.

45 Clark Street
Indianapolis, IN 46202
715-555-5832
www.bloomingfloweryoga.com



To: Tammy Glenn <tammyglenn@mxmail.com>
From: Dwayne Moore <dwaynemoore@bloomingfloweryoga.com>
Date: May 23
Subject: New Student
Attachment: New member form

Dear Ms. Glenn,

I'm writing to let you know that you have one more student who has signed up for your class. Your new student is Jane Meyers and she will bring the \$100 registration fee with her to the first class on Monday.

Also, on Monday, please give Ms. Meyers and any other new members the form they will need to fill out. I have attached the necessary paperwork to this e-mail. All you have to do is to print out copies and hand them out.

Your class now has nine members that will attend and is, therefore, almost at full capacity. In fact, all of the classes this summer have proved very popular, and I anticipate they will all fill up by the end of the month. Thank you so much for your many years of hard work as a teacher here at Blooming Flower Yoga Studio. If you have any questions, let me know.

Dwayne Moore

176. What is stated about the summer classes?

- (A) They started last week.
- (B) They will be held outdoors.
- (C) They are available to both children and adults.
- (D) They are being offered at a discounted price.

177. What is suggested about Ms. Meyers?

- (A) She has never learned yoga before.
- (B) She is an elderly person.
- (C) She wants to become a yoga instructor.
- (D) She is a long-time member.

178. What is Ms. Glenn asked to do?

- (A) Develop a new curriculum
- (B) Attend a training seminar
- (C) Sign a work contract
- (D) Distribute some documents

179. In the e-mail, the word "capacity" in paragraph 3, line 1, is closest in meaning to

- (A) volume
- (B) ability
- (C) vacancy
- (D) role

180. What is indicated about Ms. Glenn?

- (A) She works well with children.
- (B) She is a long-term employee.
- (C) She will be retiring soon.
- (D) She will be receiving a pay raise.

Questions 181–185 refer to the following website posts.

Mega Hobby Models Community Forum

Issue with the Blackbeard's Pirate Ship Model

August 3, 10:55 A.M.

Post by John Taylor

I recently purchased a model kit from the Mega Hobby online store. I bought the Blackbeard's Pirate Ship model to put together with my son, and I am having a problem. After carefully reading the instruction manual, I noticed that a few essential parts have been left out of the box. Specifically, some parts that make up the mast and sail seem to be absent from the kit. I have bought many models from Mega Hobby for years and have always been happy with the products I received.

Has anyone else had the same problem with this kit? My son and I were planning to submit our finished model to a local model building contest at the end of the month, and we are very disappointed with this setback. If anyone else has any experience with this problem and solved it, I would greatly appreciate your advice.

Mega Hobby Models Community Forum

RE: Issue with the Blackbeard's Pirate Ship Model

August 3, 4:24 P.M.

Post by Catherine Maxwell

Hi John,

I also recently purchased the Blackbeard's Pirate Ship model from the Mega Hobby online store for my son and had the same problem that you did. At first, I thought I must have been mistaken, but after checking the list of all parts in the instruction manual, I determined that several parts must have been missing from the kit at the time of sale. I took the kit back to my local Mega Hobby store and a staff member confirmed my suspicion. The Mega Hobby employee was nice enough to exchange my model kit for one that had all of the parts. With the new kit, my son and I were able to put together the model exactly like the picture on the box. I suggest that you go to the Mega Hobby store closest to your home and ask them to exchange your defective product. Be sure to make a note of the order number when you go there.

181. What is the subject of the first post?

- (A) A defect with a purchased product
- (B) Mistakes in the instruction manual
- (C) A discrepancy with an advertised price
- (D) Registration for a competition

182. What is suggested about Mr. Taylor?

- (A) He knows Ms. Maxwell personally.
- (B) He is a product designer at Mega Hobby.
- (C) He owns a sailboat.
- (D) He will enter a competition with his son.

183. How did both Mr. Taylor and Ms. Maxwell realize there was a problem?

- (A) By talking with a customer service agent
- (B) By watching an instructional video
- (C) Be consulting a user manual
- (D) By looking at a photograph

184. What is indicated about Ms. Maxwell?

- (A) She is a regular customer of Mega Hobby.
- (B) She works with Mr. Taylor at Mega Hobby.
- (C) She successfully completed the model kit.
- (D) She received a full refund.

185. What does Ms. Maxwell recommend?

- (A) Visiting a nearby store
- (B) Canceling a membership
- (C) Downloading a new instruction manual
- (D) Purchasing replacement parts

Questions 186–190 refer to the following advertisement, form and announcement in meeting.

Dreamspace Bed Emporium

Beds, Bedding, and Furniture

3600 Wilshire Road, Springfield, IL 62751
www.dreamspacebeds.com

Don't let yourself suffer tossing and turning, not getting a good night's sleep. Come down to Dreamspace Bed Emporium and treat yourself to a comfortable bed catered to your exact needs. Customers are welcome to lie on any bed in the store.

First Floor: Beds (single, double, queen, king, etc.)

Second Floor: Bedding (sheets, pillows, blankets, cushions, etc.)

Third Floor: Furniture (chairs, sofas, tables, etc.)

In response to customer suggestions, our store now stays open two hours later to accommodate those who may work irregular shifts.

Do you need express delivery for a bed? Simply ask one of our staff members at the checkout and it can be easily arranged.

If you have any comments or suggestions for our store, a comment box can be found inside the main entrance.

Comment and Suggestion Form

Dreamspace Bed Emporium

Customer name: Willy M. King

Date: August 9

Contact number: 456-555-6123

Comment: Last week, I came into your store to shop for a new pillow, sheet, and blanket set for my bed at home. However, when I went to that section, I couldn't find any available staff members to assist me. I waited for about half an hour, but no one came to me. I needed help determining what sheet and blanket set would fit the dimensions of my bed but ended up just leaving the store frustrated. I hope you can provide better service to customers so something like this doesn't happen again in the future. I have been a loyal customer of yours for years. If you don't explain why no one helped me, I may have to start shopping at one of your competitors' stores.

Hello everybody, I have called this meeting to talk about some of the problems that our new store policy of staying open later has caused. At first, this seemed like a great idea to help customers who worked all day. I know it can be hard to find time to do chores and your shopping when you work from 9 to 5. Unfortunately, this means that we have had to spread our staff too thin until we have hired and trained enough people. As a result, we have been neglecting some of our customers lately. The photocopied Comment and Suggestion Form I have passed out to you all from Willy King sums up our shortcomings better than I ever could. Please give it a read and think about ways we can be made aware of a customer in need, even in a store as large as ours. I understand that with our thin staff, we have to cover more space than we used to, so this meeting isn't about punishment or blame, it's just about solutions. Please do some brainstorming on this and drop in on me in my office if you think you have an idea; I have to go call Willy King.

186. What is NOT mentioned about beds at Dreamspace Bed Emporium?

- (A) They come in a variety of sizes.
- (B) They can be tested by customers.
- (C) They are displayed on the first floor.
- (D) They come with a lifetime warranty.

187. According to the advertisement, what is true about Dreamspace Bed Emporium?

- (A) It is located in a department store.
- (B) It sells home appliances.
- (C) It is hiring additional staff.
- (D) It extended its operation hours.

188. Where did Mr. King most likely search for the products he wanted?

- (A) On the first floor
- (B) On the second floor
- (C) On the third floor
- (D) Near the main entrance

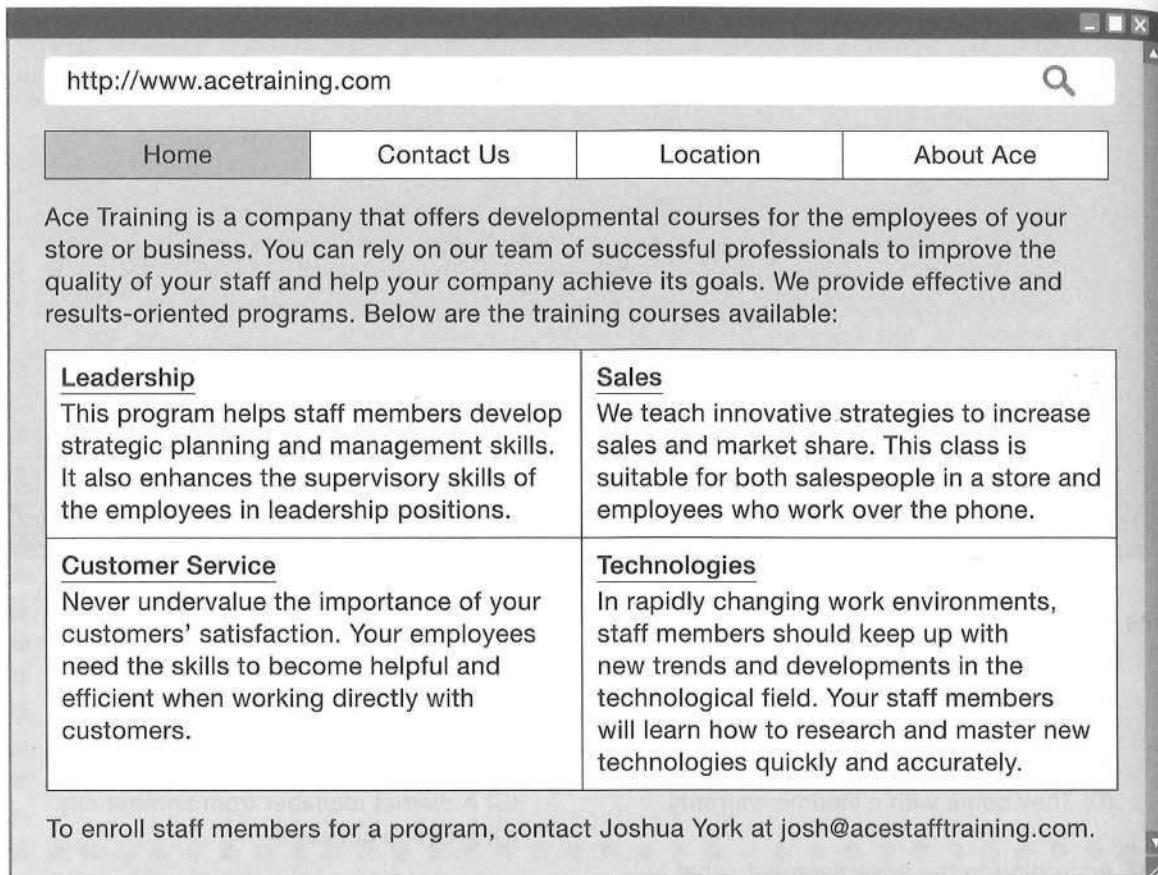
189. Who do you believe is speaking at the meeting?

- (A) The Dreamspace Bed Emporium manager
- (B) Willy King
- (C) A district manager from another city
- (D) A check out clerk

190. What is most likely true based upon the information from the meeting?

- (A) Dreamspace Bed Emporium will change their hours back to what they used to be.
- (B) Dreamspace Bed Emporium will extend their hours to serve more customers like Willy King.
- (C) Dreamspace Bed Emporium will hire more employees so there are enough people to cover the size of their store.
- (D) Dreamspace Bed Emporium will hold a raffle event and invite Willy King.

 Questions 191–195 refer to the following web page, e-mail and schedule.



The screenshot shows a web browser window with the URL <http://www.acetraining.com> in the address bar. The page content is as follows:

Ace Training is a company that offers developmental courses for the employees of your store or business. You can rely on our team of successful professionals to improve the quality of your staff and help your company achieve its goals. We provide effective and results-oriented programs. Below are the training courses available:

Leadership This program helps staff members develop strategic planning and management skills. It also enhances the supervisory skills of the employees in leadership positions.	Sales We teach innovative strategies to increase sales and market share. This class is suitable for both salespeople in a store and employees who work over the phone.
Customer Service Never undervalue the importance of your customers' satisfaction. Your employees need the skills to become helpful and efficient when working directly with customers.	Technologies In rapidly changing work environments, staff members should keep up with new trends and developments in the technological field. Your staff members will learn how to research and master new technologies quickly and accurately.

To enroll staff members for a program, contact Joshua York at josh@acestafftraining.com.

From: Tiffany Tran <tifftran@zellengifts.com>
To: Joshua York <josh@acestafftraining.com>
Subject: Staff Training for Our Employees
Date: October 9

Dear Mr. York,

I'm contacting you about running a training program for some of our employees here at Zellen Gifts. We are planning on expanding our telemarketing department next month, but we don't have enough properly trained employees to fill these new positions. Therefore, we will be transferring some employees from the customer service department to the telemarketing department to solve this problem. As our products are mainly targeted towards children, we are hoping to increase our profits as much as possible for this Christmas season. Please let me know the maximum number of students that you can accommodate at one time.

Thank you,

Tiffany Tran
Zellen Gifts

PROPOSED ACE TRAINING SCHEDULE FOR ZELLEN GIFTS

November 1–5

Group Code and Student Numbers	Monday Sales Strategies	Tuesday Successful Negotiation	Wednesday Customers First!	Thursday Closing The Deal	Friday Start Polite, Stay Polite
Red Team 10 people	9:00–11:00	9:00–11:30	8:00–10:30	8:00–11:00	9:00–11:00
Blue Team 10 people	1:00–3:00	1:00–3:00	1:00–3:00	1:00–3:00	1:00–3:00
Green Team 10 people	3:00–5:00	3:00–5:00	3:00–5:00	3:00–5:00	3:00–5:00
White Team 10 people	5:00–7:00	5:00–7:00	5:00–7:00	5:00–7:00	5:00–7:00

Here is our proposed schedule for transitioning your customer service staff into successful telemarketers. You can see that we have an ambitious amount of material to cover, but I am confident it will be a success. We have tried to balance your need for a swift transition with your need to continue running Zellen Gifts while the training is in session. Therefore, we divided your staff into groups and staggered them throughout the day. This will result in better student-to-trainer numbers for your staff, and it should cause minimal disruptions in your business. We look forward to a great week of training!

Joshua York
Ace Training Coordinator

- 191.** Where does Mr. York work?
- (A) At an accounting firm
 - (B) At a sports management agency
 - (C) At a skill development institution
 - (D) At an advertising agency
- 192.** What is stated about the program on technologies?
- (A) It is open to the public.
 - (B) It introduces recent web programming skills.
 - (C) It teaches environmental protection.
 - (D) It keeps employees up-to-date.
- 193.** In what program is Ms. Tran most likely interested?
- (A) Leadership
 - (B) Sales
 - (C) Customer Service
 - (D) Technologies
- 194.** What is indicated by the proposed training schedule and accompanying memo?
- (A) It is an easy course to complete.
 - (B) There are 5 key topics that will be covered.
 - (C) 50 employees will take part.
 - (D) Joshua York will be one of the trainers.
- 195.** Based upon the proposed training schedule and accompanying memo, what can be inferred about Zellen Gifts?
- (A) They are trying to become better at customer relations.
 - (B) They are trying to conduct business as normal during their training period.
 - (C) They have a small customer service staff.
 - (D) They want to finish their training before the end of October.

Questions 196–200 refer to the following web page, e-mail and schedule.

Midcity Performing Arts Hall

Support the Midcity Performing Arts Hall in downtown Brenton by becoming a member. You can choose from the following membership plans:

General – For only \$100, you can get a full-year membership to attend any two performing arts shows that have available seats in the D area of the theater.

Silver – For a fee of \$200, you can attend any two performing arts shows that have available seats in the B area of the theater.

Gold – For a fee of \$500, you will receive early alerts of popular programs with a ticket to any two performing arts shows with seats in the B area, and a guaranteed seat for any show of your choice within a one-year period in the front row section.

Diamond – For a fee of \$1000, you will have exclusive access to signed autographs with performing arts stars, invitations to two exclusive pre-showings of popular programs, and a guaranteed seat for any show of your choice within a one-year period in the VIP section.

*Some restrictions may apply.

*Admissions to orchestral performances excluded

To: bates@midcityarthall.com
From: Alicia Norton
Date: January 16
Subject: Membership

Thank you for the e-mail about the Midcity Performing Arts Hall membership. I have attached a fee of \$1000. I was a general member last year and I enjoyed a couple of the musicals that were performed. I have become a theater enthusiast since the experience and I look forward to the benefits of the new membership plan.

By the way, the Art Hall has done a phenomenal job on the renovations to the building. I'm excited to come back this year.

GO ON TO THE NEXT PAGE

Below is the tentative schedule for shows at the Midcity Performing Arts Hall in the coming months. Please have a look and call anytime if you wish to get seats.

Brenton Philharmonic Orchestra	January 28 to January 30
Dancing Princess	February 3 to February 23
Jazz that Dance	March 1 to March 26
Opera Ghost	April 3 to April 29

- 196.** Which membership did Alicia Norton most likely purchase?
(A) General
(B) Silver
(C) Gold
(D) Diamond
- 197.** What is suggested about the Midcity Performing Arts Hall?
(A) It hosts various sports programs.
(B) It had some changes made to the building.
(C) It is a place popular among celebrities.
(D) It is an old museum.
- 198.** When is a performance not free to members?
(A) January
(B) February
(C) March
(D) April
- 199.** What is implied about the schedule?
(A) The shows have sold out.
(B) More shows may be available.
(C) It is fixed.
(D) It may change.
- 200.** What is meant by the expression “some restrictions may apply”?
(A) Only certain people will be considered for membership.
(B) The membership plans may change without notice.
(C) Not all performances are available to members.
(D) Admissions will not be allowed non-members.

NO TEST MATERIAL ON THIS PAGE

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

Actual Test

08

PART 5 / PART 6 / PART 7

READING TEST

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

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

PART 5

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

101. Our spokesperson will explain an _____ opportunity for property investors.

(A) excitedly
(B) excitement
(C) excited
(D) exciting

102. Some of the leather used in this handbag must _____ from Italy.

(A) will import
(B) be imported
(C) to import
(D) have imported

103. Rockwell Bank's automated teller machines are _____ located in various sections of the city.

(A) abruptly
(B) conveniently
(C) fluently
(D) periodically

104. As soon as both sides reach _____ terms, the licensing contract will be signed.

(A) agreeable
(B) agree
(C) agreement
(D) agreed

105. Anyone who cannot _____ one of the safety training workshops before September 1 should inform a manager.

(A) impress
(B) employ
(C) attend
(D) reply

106. _____ for using the hotel's spa and dining services have appeared on the final invoice.

(A) Charge
(B) Charges
(C) Charging
(D) Charged

- 107.** Members of the security team have been instructed to report _____ unattended bag to the local police department.
- (A) any
(B) much
(C) most
(D) all
- 108.** The head chef has the restaurant manager _____ the order for the ingredients every evening.
- (A) authoritative
(B) authority
(C) authorities
(D) authorize
- 109.** The automotive company _____ pursued technologies that would improve the efficiency of its engines.
- (A) aggressive
(B) aggressiveness
(C) aggressively
(D) aggression
- 110.** On the first day of the painting course, students should provide the teacher with proof of _____.
- (A) registration
(B) proposal
(C) accumulation
(D) copyright
- 111.** The furniture in this apartment is not _____ but belongs to the landlord and must be returned at the end of the lease.
- (A) ours
(B) we
(C) our
(D) us
- 112.** The driver _____ Mr. Dwight is expected to arrive at the conference venue 20 minutes prior to the ending time.
- (A) until
(B) in
(C) for
(D) among
- 113.** Three of the new chemists, who _____ developed the material, will be recognized by the CEO at Saturday's ceremony.
- (A) collaborating
(B) collaborate
(C) collaboratively
(D) collaborative
- 114.** The goal of the program is to make health services readily available to those in both rural and urban _____.
- (A) purposes
(B) settings
(C) monuments
(D) standards
- 115.** Please send a check in the amount of £550 _____ the document that needs to be checked by our agency.
- (A) despite
(B) while
(C) with
(D) through
- 116.** Using a fingerprint system is generally _____ as the primary means of security at laboratories in this country.
- (A) to accept
(B) accept
(C) accepting
(D) accepted

- 117.** Living further from the city center will _____ your rental costs, but it affects your commute.
- (A) shorten
(B) misplace
(C) lower
(D) collapse
- 118.** FryMate brand cookware can be purchased directly from the company's website or at a retailer _____ you.
- (A) against
(B) to
(C) along
(D) near
- 119.** Weekly _____ of the facility help to ensure that minor maintenance issues are discovered and resolved early.
- (A) investigations
(B) investigated
(C) investigative
(D) investigates
- 120.** Patients should call the emergency line immediately if they experience _____ changes in temperature.
- (A) sudden
(B) contemporary
(C) ideal
(D) reasonable
- 121.** Participants who are taking part in the half-day historical tour should be at the meeting point _____ than 7:45 A.M.
- (A) as for
(B) particularly
(C) whenever
(D) no later
- 122.** The supervisor allowed Mr. Martin to take three additional vacation days because of his _____ achievement.
- (A) unlimited
(B) noteworthy
(C) identical
(D) satisfied
- 123.** Ms. Stevens _____ acknowledged that she was unable to complete the task in the specified time frame.
- (A) regrettfully
(B) regret
(C) regrets
(D) regretful
- 124.** The customer's steak was _____ undercooked, so he requested that it be sent back to the kitchen.
- (A) rather
(B) such
(C) many
(D) rarely
- 125.** The contact details provided on this survey are for in-house purposes and will not be _____ to a third party.
- (A) suspended
(B) responded
(C) equipped
(D) released
- 126.** Mr. Brannon can assemble the shelves for the booth _____ as long as he has a set of tools.
- (A) his
(B) himself
(C) him
(D) his own

127. Ms. Stevenson contacted the real estate

agent _____ name and phone number
appeared on the advertisement.

- (A) what
- (B) which
- (C) whose
- (D) who

128. The home's sale becomes _____ when the
official document is recorded at the county
office.

- (A) finally
- (B) finalize
- (C) finals
- (D) final

129. The main activity performed at the
workshop required team members to
_____ with each other.

- (A) cooperate
- (B) oversee
- (C) shrink
- (D) encounter

130. According to the physician, Ms. Oliver's
pain _____ within two hours of taking the
medication.

- (A) alleviated
- (B) will be alleviated
- (C) is alleviating
- (D) should alleviate

PART 6

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

Questions 131–134 refer to the following advertisement.

International Goods Fair

If you want _____ your packaged goods to an international audience, join the 8th annual
131. International Goods Fair. The fair runs from March 5 to March 7 at the Galaxy Convention
in downtown New York. With over 200 booths _____ by companies from all over the world,
132. you can make business connections while promoting your own products to interested
customers and businesses. The products should be mainly packaged foods ranging _____
133. desserts and snacks to canned meats and dried jerky. _____ Spots are limited and going
fast.
134.

131. (A) promotion
(B) promoting
(C) to promote
(D) have promoted

133. (A) to
(B) for
(C) from
(D) with

132. (A) represented
(B) expressed
(C) delivered
(D) revealed

134. (A) Ice creams will not be allowed on the
premises.
(B) You can sample items as you browse.
(C) You'll have a chance to promote your
food of choice.
(D) Apply for a booth now before they're all
taken.



Questions 135–138 refer to the following notice.

From: Vice President Jordan Smith
To: K Group Employees
Subject: Company Renovations
Date: February 26

To all employees,

This weekend the renovations to our second-floor offices _____. We ask that you take home
135.
all important documents and file away any loose materials on your desks. All electronic
devices should be turned off and unplugged. _____, all cabinets and drawers should be
136.
locked.

The renovations will take approximately 5 days. _____ If you have any meetings scheduled
137.
with clients next week, please schedule to meet them outside the company premises due to
the noise. We apologize for the inconvenience but we ask for your _____. Thank you.
138.

135. (A) has began
(B) will begin
(C) beginning
(D) begun

136. (A) Furthermore
(B) As a consequence
(C) Because
(D) Therefore

137. (A) If it takes longer, we will notify you.
(B) All business will be suspended until the
renovations end.
(C) During this time, your temporary
workspace will be the first-floor
conference room.
(D) Your office space will look new and
improved after the renovations.
138. (A) service
(B) association
(C) connection
(D) cooperation

Questions 139–142 refer to the following notice.

Attorney Opening

Johnson, Johnson, and Kindness PLC have an immediate position available for a contract attorney. The ideal candidate would have at least three years of experience _____ with complex business transactions. _____ The types of contract work that we _____ at Johnson, Johnson, and Kindness deal exclusively with business relationships between private companies and the government. If _____ feel that you would be qualified to join our team, please e-mail our HR manager at JJC@law.com.

139. (A) working
(B) work
(C) to work
(D) worked

140. (A) Government experience would also be a plus.
(B) Working with children would help your resume.
(C) Experience with animals is essential.
(D) Working with disabled people is a bonus.

141. (A) perform
(B) achieve
(C) allow
(D) transform

142. (A) you
(B) I
(C) us
(D) they

Questions 143–146 refer to the following e-mail.

To: bobsaget@Bob'sJob's.com
From: HarrisonG@gmail.com
Date: September 20
Subject: Business Proposal

Dear Mr. Saget,

My name is Harrison Goodbody. I am _____ in response to the advertisement you placed
143. in the Times about a new human resources manager. I have five year's _____ working in a
144. fast-paced corporate environment. I understand that your firm employs upwards of 300
employees and many of them are Spanish speaking. _____ I have attached my resume and
145. would be happy _____ provide excellent references should you request them. Thank you for
146. your time.

Sincerely,

Harrison Goodbody

143. (A) message
(B) to write
(C) writing
(D) looking

144. (A) experience
(B) knowledge
(C) working
(D) knowing

145. (A) I am a certified level-5 speaker of
Spanish.
(B) Spanish people can be hard to work
with.
(C) I don't know any Spanish, but I could
study.
(D) Spanish speakers are good workers.

146. (A) in
(B) to
(C) for
(D) will

PART 7

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

Questions 147–148 refer to the following information.

The new Sensonic Curved Television is now on sale at the shockingly low price of just \$1,999. Enjoy your favorite television shows, movies, and games on a 55-inch screen that offers ultra-high definition images! Best of all, you don't have to struggle with a complicated instruction manual. Once you take the television home and install it, it begins working with your preferences immediately without annoying adjustments.

147. Where would the information most likely appear?

- (A) In an instruction manual
- (B) On a product receipt
- (C) In a promotional flyer
- (D) In a telephone directory

148. What is mentioned as a convenient feature of the product?

- (A) Its simple set-up procedure
- (B) Its long warranty period
- (C) Its compatibility with other devices
- (D) Its detailed instructions

Questions 149–150 refer to the following text message chain.



149. What is suggested about Mr. Hewitt?

- (A) He is late for a lunch appointment.
- (B) He has accepted a new position.
- (C) He is in a taxi.
- (D) He is on his way to a presentation.

150. At 12:14, what does Mr. Hewitt mean when he writes, “Exactly!”?

- (A) He would like to know where they're having lunch.
- (B) He is looking forward to meeting Anderson & Wright.
- (C) He is on his way back to the office.
- (D) He would also like Anderson & Wright to join the project.

Questions 151–152 refer to the following article.

The buzz at New York's premier book fair is all about the upcoming book from poet-turned-novelist Harry S. Tepper. *The Nightingales of Fall* is the eagerly awaited sequel to his best-selling debut novel, *The Swallows of Spring*. The book follows the journey of Sally Harknett through the weird world of Underfell, mixing social commentary with sharp wit and just a dash of magic and mystery. Tepper burst onto the scene over a decade ago with the acclaimed poetry collection, *King Harmon's Castle*, and the expectation for this latest novel is another chart-topping success. Later this week, the first editions will be made available in a prize drawing at the New York Book Fair, with the official launch at major bookstores next month.

151. How would Mr. Tepper's latest book most likely be classified?

- (A) Romance
- (B) Historical fiction
- (C) Fantasy
- (D) Poetry

152. Where are copies available this week?

- (A) At all major bookstores
- (B) On a website
- (C) At a literary event
- (D) In select public libraries

Questions 153–154 refer to the following e-mail.

To: All Subscribers
From: Customer Support <customersupport@stylefashionmz.com>
Date: June 5
Subject: New Edition

Dear loyal subscribers,

Style & Fashion Magazine is excited to announce the launch of the new digital edition of our monthly magazine this summer. Although the print and digital editions are nearly identical, the digital edition will contain some longer content and more images that won't appear in the print edition.

Current subscribers to the print edition of our magazine will automatically receive a code that will allow access to the digital edition. Your code will be included with next month's print magazine that is delivered to your house.

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

- (A) To offer a discounted subscription rate
- (B) To advertise a new online shopping mall
- (C) To introduce a digital publication
- (D) To remind some subscribers to renew their subscription

154. What can subscribers find in a paper edition in July?

- (A) A discount coupon
- (B) A special supplement
- (C) An exclusive interview
- (D) An access code

Questions 155–158 refer to the following article.

More Buses During the Holidays

November 28 – [1] – Although the holiday season signals a nice week-long vacation for many, bus drivers will work longer hours and straight into the holidays to accommodate the many tourists that are flooding the city this time of year and the shoppers that are busy buying those last-minute gifts. – [2] – The city announced new bus schedules for the next few weeks which included some routes where the buses would run all day and all night. While most buses stop running by 1:00 A.M., some parts of downtown will see buses running all night. The Bingham shopping district will also see buses running until 3:00 A.M. "This is when we have the most tourists and out-of-town folks coming to visit," explained Mayor Bill Nate. "We felt it was important to provide the necessary services during this time." – [3] –

When the bus drivers' union leader, Nathan Reiner, was asked about the new schedules he responded, "We worked out a payment that is agreeable on both sides and have enough drivers that can work in shifts so that there is no danger of overworking or exhaustion. Many of us will still get some time off during the holidays with our families." – [4] –

(NEW)

155. What is the purpose of the article?

- (A) To report changes in public transportation
- (B) To describe the city during the holidays
- (C) To inform the public about traffic delays
- (D) To advertise new shopping centers

156. What is suggested about Mr. Reiner?

- (A) He is happy with the mayor.
- (B) He may stage a protest.
- (C) He seems satisfied with the working conditions.
- (D) He would like some time off for the holidays.

157. What is stated about the city during the holiday season?

- (A) It closes down for the holidays.
- (B) Many visitors come from out of town.
- (C) More taxi drivers lose their business.
- (D) The citizens travel to other cities.

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

"Overall, the city seems prepared for the influx of tourists and holiday shoppers as Christmas draws near."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 159–161 refer to the following schedule.

Channel 19 Program Schedule

March 3

6:00 A.M.–7:00 A.M. <i>Life in Alaska</i> Follow the life of Ken Ruskin, a fisherman living in the remote Alaskan tundra.	10:30 A.M.–11:00 A.M. <i>Rocky</i> Host Dan Reed demonstrates how to survive the extreme conditions of the Canadian outdoors in winter.
7:00 A.M.–9:00 A.M. <i>Amazing Sights of Africa</i> Learn about the diverse animals and plants in the African savanna.	11:00 A.M.–1:00 P.M. <i>Natural Phenomenon</i> Host Julia Fromm investigates the most mysterious naturally occurring phenomena on Earth.
9:00 A.M.–10:30 A.M. <i>Anatomy of a Dinosaur</i> In this episode, paleontologist Dr. Kerry Peterson tells you everything you wanted to know about the tyrannosaurus.	1:00 P.M.–2:00 P.M. <i>Blue Ocean</i> Travel with us to the ocean waters around Australia, where diver Pat Russell finds dolphins, sharks, seals, and much more.

159. What is the focus of the channel?

- (A) Food
- (B) Sports
- (C) Nature
- (D) Children

160. According to the schedule, who is a scientist?

- (A) Pat Russell
- (B) Dan Reed
- (C) Kerry Peterson
- (D) Ken Ruskin

161. Which program will teach viewers about survival skills?

- (A) *Anatomy of a Dinosaur*
- (B) *Amazing Sights of Africa*
- (C) *Blue Ocean*
- (D) *Rocky*

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Questions 162–165 refer to the following online chat discussion.

J&R International Group Discussion

Sunny Rhee	[5:37]	Is anyone unable to make it to Friday's office party?
Kevin King	[5:38]	I can be there for the first hour, but I need to leave early for a family get-together.
Patrick Stone	[5:39]	I have a business trip to Hong Kong the next day so I'm going to take a pass this year.
Sunny Rhee	[5:42]	Is that everyone then? I just want to make sure that we have enough snacks. Eva, did you contact the caterers yet?
Eva Sanderson	[5:43]	I called a couple of different places, but only Four-Leaf Catering offers vegan options.
Sunny Rhee	[5:44]	Why don't we give them a try then? I think a couple of people here are vegans.
Holly Johnson	[5:45]	I don't normally like to advertise my eating preferences, but I would love to have vegan options this time.
Eva Sanderson	[5:46]	I agree. I think it would make everything more interesting. I'm thinking of trying to go vegan myself and this would be a good first step for me.
Holly Johnson	[5:47]	Well, it's not easy but I'll be there to support you.
Eva Sanderson	[5:47]	Thanks. I'll order our platters from the caterers then.
Angelo Smith	[5:48]	But make sure there are some meat dishes for us meat-lovers.
Eva Sanderson	[5:49]	Of course. I e-mailed everyone our tentative menu and most of you seemed to like the choices.
Sunny Rhee	[5:50]	Don't forget to e-mail the caterers about the security clearance they'll need to enter the building.
Eva Sanderson	[5:51]	I'll work on that now.

162. What is the discussion mainly about?

- (A) Those who can't attend a party
- (B) The best caterers
- (C) Becoming vegan
- (D) Ordering food for a party

163. At 5:39, what does Patrick Stone mean by "I'm going to take a pass this year"?

- (A) He'll stop by for a short time.
- (B) He'll decline this time.
- (C) He can't make it.
- (D) He wants to get a free pass.

164. What is mentioned about Four-Leaf Catering?

- (A) It offers vegan food.
- (B) It has only vegan options.
- (C) It has catered previous office parties.
- (D) It specializes in special orders.

165. What will Eva Sanderson most likely do next?

- (A) Work on the menu
- (B) Contact the caterers
- (C) Confirm a meeting
- (D) Order some lunch

Questions 166–168 refer to the following contract.

Midas Touch Internet Provider

Contract Summary

Date: March 22

Customer: Ms. Tanya Sullivan
Address: 345 Oak Street, Parsons, WY 54055
Purchase Date: March 13

Services Purchased:

Item	Price
Midas Internet multimedia package	\$40.00/month
– Download speeds of 100 Mbps	
– 32 free movie channels	
– Video streaming services of the 5 latest movies every month	
Security Guard virus protection	\$5.00/month
Modem and router rental service	\$3.00/month
Subtotal	\$48.00/month
Tax	\$3.45/month
Total	\$51.45/month

Just call us 341-555-6487 and our technician will come to your house to take care of everything that you need to connect to the Internet via the modem and router.

166. What did Ms. Sullivan do on March 13?

- (A) Purchased a home security system
- (B) Returned a product
- (C) Signed up for Internet service
- (D) Made an appointment

167. What is suggested about Ms. Sullivan?

- (A) She teaches a computer training class.
- (B) She had trouble installing some software.
- (C) She will have access to watching movies.
- (D) She has recently moved in.

168. What is indicated about Midas Touch Internet Provider?

- (A) It dispatches its employees for installation work.
- (B) It sells computer accessories.
- (C) Its headquarters are located in Parsons.
- (D) It offers website developing services.

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Questions 169–171 refer to the following article.

April 2—Repairs will begin next Friday on the historic Marion Hall in downtown Marion. In its heyday, Marion Hall was a popular downtown destination for residents to dance, enjoy live music, and watch movies. However, it has lost its popularity gradually since the multiplex building was completed on Henson Street 4 years ago.

After all of the necessary repairs are made on Marion Hall, city officials will strive to invite various performers including famous theater companies, musicians, comedians, and speakers to the newly renovated theater. “We hope Marion Hall can serve as a new center for culture here in Marion,” said Marion City Mayor Greg Fields.

The revitalization of Marion Hall is part of a larger project to enhance the public facilities in Marion. On April 29, the Marion Children’s Park, which features a baseball field as well as several playgrounds, is scheduled to have its grand reopening.

169. What is suggested about Marion?

- (A) It will restore an old building soon.
- (B) It has closed a park for repairs.
- (C) It is planning a music festival.
- (D) Its population is decreasing.

170. What is the purpose of Marion Hall?

- (A) To serve as a play center for children
- (B) To hold city council meetings
- (C) To offer public education classes
- (D) To provide cultural events

171. What will happen in April?

- (A) A famous speaker will give a presentation.
- (B) A new mayor will be elected.
- (C) Some public facilities will be improved.
- (D) A new play will be performed.

Questions 172–175 refer to the following article from a company newsletter.

As I'm sure you're aware, this week we must decide if we want to continue working with CC Wheel Delivery. After yesterday's meeting, it's clear that they are being sued for the accident that happened last week. – [1] – We all agreed that the whole company shouldn't be liable for the mistakes of a few careless workers. But, that was a conversation we had before we had really thought about the ramifications of our decision. – [2] – Unfortunately, the situation is escalating and there is about to be a lot of bad press. – [3] – It's true that many of them are our friends. But, we must protect our company. We can't handle anything that could alter our sales. For the last four months, we've been operating with a very thin margin for error. If our sales drop even the slightest, it could be detrimental. So, I'm suggesting that, as a means of protecting ourselves from any negative backlash, we cut our ties with CC Wheel Delivery. Maybe later, if they're able to rehabilitate their name, we'll work with them again. – [4] – I propose we vote one more time on whether or not to work with them.

172. What is true about CC Wheel Delivery?

- (A) A contract of theirs has just been canceled.
- (B) Legal action is being taken against them.
- (C) The president of CC Wheel Delivery has stepped down.
- (D) Two of their trucks were in an accident.

173. What is indicated about the company that the speaker works for?

- (A) It is financially insecure.
- (B) It has recently been created.
- (C) It will be closing.
- (D) It is a delivery company.

174. Why does the man wish to stop working with CC Wheel Delivery?

- (A) To protect his company from financial damage
- (B) To cut production costs over the next four months
- (C) To lower the price of an individual product
- (D) To avoid legal trouble in the future

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

“Yes, we've worked with them for a long time.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

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

September 21—What is the secret to delicious home-cooked meals? Kimberly Lee, host of the *My Home Cooking* television show and owner of her own restaurant chain, seems to know all the secrets. Her show has been on the air for over two years, and now she has a devoted group of followers around the country. When she sat down for an interview with us, she said that fresh vegetables and local produce are the key to cooking healthy and tasty food.

Ms. Lee is scheduled to publish her very first cookbook near the end of the month. The book is entitled *Kimberly Lee's My*

Home Cooking, and it provides easy-to-follow recipes that can be made in less than 30 minutes. Over 40,000 copies have already been pre-ordered so far.

Ms. Lee says that the final page of the book will include a detachable fan club membership form. Those who fill the form out and send it in to the provided address will receive a monthly newsletter and exclusive recipes available only to those in the fan club. Fan club members will also receive a password that allows access to a fan club website.

To: Kimberly Lee <kimberlylee@kimberlylee.com>
From: Suzie Sanders <suziesanders@kimberlylee.com>
Date: October 12
Subject: Update

Dear Ms. Lee,

Great news! I'm happy to report that not only has your book been selling well, but the number of new members joining the fan club has been increasing drastically since it was published. I'm certain that the article in the newspaper helped generate considerable publicity for your book.

Also, we have received a lot of feedback from new members expressing a desire for more recipes for cakes, cookies, and candies to be featured in next month's newsletter. I think it would be a good idea to meet their needs this time.

Sincerely,

Suzie Sanders
Publicity Coordinator

- 176.** What is the main purpose of the article?
- (A) To publicize an upcoming book
 - (B) To provide advice for professional chefs
 - (C) To advertise a new restaurant
 - (D) To describe a television show
- 177.** According to Ms. Lee, what is the secret to successful cooking?
- (A) Following a recipe book
 - (B) Using quality ingredients
 - (C) Balancing all the flavors
 - (D) Choosing the correct spices
- 178.** What is the first thing to do in order to become a fan club member?
- (A) Access a website
 - (B) Call a hotline
 - (C) Visit Ms. Lee's restaurant
 - (D) Purchase a book
- 179.** In the e-mail, what does Suzie Sanders say about the article?
- (A) It was written by a famous journalist.
 - (B) It was featured on a popular cooking website.
 - (C) It helped increase fan club membership.
 - (D) It contained excerpts from Ms. Lee's book.
- 180.** What is suggested about next month's newsletter?
- (A) It will be mailed behind schedule.
 - (B) It will feature a column about healthy eating habits.
 - (C) It will contain an article on desserts.
 - (D) It will include a copy of Ms. Lee's book.

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

From: Stacey Watkins <staceywatkins@titus.com>
To: Ann Rose <annrose@putkincomp.com>
Subject: Conference of Bank Managers
Date: February 12

Dear Ms. Rose,

You recently contacted us about using our conference center again this year to host your Annual Conference of Bank Managers. This year we have updated our conference room with new projectors and more comfortable seating. We will be providing shuttle busses from the airport and a premium buffet in the dining hall as well as an Internet café where guests can use computers or print documents at no cost. For your convenience, we will also be providing useful supplies such as flip charts, 10-foot whiteboards, and projector screens.

Once you decide on a date, we ask that you please make a down payment of \$1,000 after we see if it is available. The remaining balance should be paid upon your arrival. Also, we ask that as the organizer of the event, you arrive at the conference center a day before the conference begins. This way, any unforeseen circumstances can be taken care of beforehand.

We appreciate your business with the Titus Conference Center again. We are looking forward to providing you with the best service possible.

Stacey Watkins,

Director

From: Ann Rose <annrose@putkincomp.com>
To: Stacey Watkins <staceywatkins@titus.com>
Subject: RE: Conference of Bank Managers
Date: February 16

Dear Mr. Watkins,

I am also pleased to be working with you again this year. We would like to reserve your conference space for the weekend of August 15 to 16. Additionally, the down payment will be handled by our financial department. I will have one of the employees contact you soon.

There is one thing that I would like to tell you. Actually, last year, some of our attendees were disappointed because the dining hall didn't offer a variety of vegetarian options. I hope this inconvenience will be dealt with in advance this year.

Thank you,

Ann Rose
Organizer, Annual Conference of Bank Managers

181. What is indicated about the Titus Conference Center?

- (A) It recently improved its facilities.
- (B) It demands full payment at the time of reservation.
- (C) It is located next to an international airport.
- (D) It currently has no vacancies for the month.

182. What is NOT mentioned as a benefit of using the Titus Conference Center?

- (A) Convenient transportation
- (B) Complimentary meals
- (C) A printing service
- (D) Presentation supplies

183. When will Ms. Rose most likely arrive at the Titus Conference Center?

- (A) On August 7
- (B) On August 14
- (C) On August 15
- (D) On August 16

184. What is the main purpose of the second e-mail?

- (A) To reserve tickets for an upcoming conference
- (B) To request help in making a payment
- (C) To confirm a reservation
- (D) To inquire about payment options

185. What does Ms. Rose suggest about the Titus Conference Center?

- (A) It will be their first time working together.
- (B) It will relocate in August.
- (C) It has several locations in the country.
- (D) It failed to satisfy some guests last year.

 Questions 186–190 refer to the following e-mails and memorandum.

To: John Masterson <jmasterson@masterstrokeindustries.com>
From: Carl Ennens <cennens@gmail.com>
Date: December 30
Subject: Internship

Dear Mr. Masterson,

My name is Carl Ennens and I am entering my final year at Evergreen State College. I am majoring in industrial engineering here, and my liquid dynamics professor, Dr. Alcobar, recommended Master Stroke Industries as a possible internship opportunity. Your company is recognized as a leader in flow research. If you would be willing to accept an intern for the coming spring semester, I could give you up to 15 hours per week of work, provided that you are able to write some performance evaluations that I could turn in to Dr. Alcobar for credit. Thank you for your consideration, and if you would like to see my transcript, I would be happy to forward it to you.

All the best,

Carl Ennens

To: Carl Ennens <cennens@gmail.com>
From: John Masterson <jmasterson@masterstrokeindustries.com>
Date: December 31
Subject: Internship

Dear Carl Ennens,

I appreciate your interest in interning with us here at Master Stroke Industries. We have not accepted a lot of interns in the past, but I know Dr. Alcobar personally, and if he recommended that you contact us, he must have faith in your ability. I think we should set up an interview at our headquarters downtown on Holly Street. We can get to know each other a bit over some coffee and I will show you around our facilities. Don't worry about your transcripts; like I said, if Dr. Alcobar thinks you'll be a good fit, I'll trust his judgment. How about this coming Friday at 10 A.M.?

Look forward to meeting you Carl,

John Masterson

CEO, Master Stroke Industries

Memorandum To Master Stroke Industry Employees

This spring, at Master Stroke Industries, we will have an intern assisting us with everything from making coffee to solving complex equations. Carl Ennens is a student here at the University and has kindly offered his services in exchange for a piece of our operational knowledge. Please treat him with respect and don't be afraid to use him for an extra pair of hands, eyes, or opinion should you need it. And I did hear he makes a good cup of coffee!

186. What is indicated about Carl Ennens?

- (A) He is a senior in high school.
- (B) He is a junior in college.
- (C) He will graduate in two years.
- (D) He is a senior in college.

187. What is indicated about Dr. Alcobar?

- (A) Nobody knows who he is.
- (B) People do not appreciate his opinion.
- (C) He is respected by John Masterson.
- (D) He has done a lot of prominent research.

188. In the second e-mail, the term "headquarters" in the fourth line is closest in meaning to

- (A) base
- (B) main office
- (C) warehouse
- (D) distribution center

189. According to the memorandum, what will Carl Ennens be expected to do?

- (A) Fluid dynamic research
- (B) Cook
- (C) Help wherever is needed
- (D) Watch and learn

190. What position does John Masterson have in the company?

- (A) Chief Executive Officer
- (B) Chief Financial Officer
- (C) Sales Executive
- (D) Owner

Brand-X Coming to Town

March 9 – Popular Danish skincare company Brand-X is finally launching their best-selling line in America. The 88-year-old company has been Denmark's leading skincare brand and the top selling cream, Xtreme 7, has been Europe's most popular facial cream for over 10 years. Though Americans may not have had access to these creams before, the brand is already generating much excitement. Dermatologist Dr. Francis Keenan explains, "Tests have shown that Xtreme 7 dramatically reduces the fine lines around the eye area and laugh lines after only 30 days of use, but the price of the cream is only a fraction of what department store

brands sell for. I'll definitely recommend this cream to my clients."

"People have been asking about Xtreme 7 but the products haven't even arrived yet!" added Susan Chan, an employee at a beauty counter. "People are already calling in to pre-order."

A spokesperson for the company explained that Brand-X is making moves to expand into the North American and Asian markets. For now, only the best-selling line will be available sometime next month, outside of Europe, but within a year, more products will be available.

Brand-X Positions at American Headquarters in Westminster, California

Don't miss your chance to work in an exciting career in skincare and beauty with Brand-X. 80 administrative and customer service positions will be available regardless of experience. Applicants need to have good communication skills, bilingual ability in both English and Spanish is preferred but not necessary, and knowledge in computer use is a must. Applicants with experience in cosmetics, dermatology, or marketing will get a chance to work in several management positions for Brand-X. Please visit our website at www.brandx.com/jobs for more information. You can fill out the application forms and send them in before March 20th. Interviews will take place at Hillway Building on 143 Garden Road. Be sure to bring your resumes and reference letters.

To Professor David Mills
From Jacqueline O'Hare
Date March 28
Subject Job

Dear Professor Mills,

Thank you so much for the reference letter you supplied me with. I was recently hired by Brand-X and I begin my orientations next week Wednesday at 10:00 A.M. However, we have our statistics test at that time. Is there any way that I can take a make-up test at a different time or hand in another assignment as a replacement for the test? I would hate to miss the orientations which are mandatory and I don't want to disappoint my new employers. The job should not have any other impact on my school work otherwise. I kindly appreciate your consideration in this.

Sincerely,
Jacqueline O'Hare

191. What does Dr. Keenan suggest about Xtreme 7?

- (A) It is the most effective cream on the market.
- (B) It is worth the high price tag.
- (C) It is both effective and cheap.
- (D) It is the only cream that doctors would recommend.

192. What is suggested about Brand-X?

- (A) Products are currently only available in Europe.
- (B) It is Europe's most popular brand.
- (C) It is a luxury skincare company.
- (D) The company was first launched 10 years ago.

193. According to the article, what does Brand-X plan to do?

- (A) Sell more products in Europe
- (B) Expand outside of Europe
- (C) Develop a makeup line
- (D) Build a factory in America

194. What is indicated in the advertisement?

- (A) All positions don't require previous work experience.
- (B) Applicants must be bilingual.
- (C) Experience in certain fields can lead to management positions.
- (D) The available positions are only temporary.

195. For what position was Jacqueline most likely hired?

- (A) Management
- (B) Dermatology
- (C) Marketing
- (D) Customer Service

 Questions 196–200 refer to the following e-mails and schedule.

To: Bill Johnson <bj@action.net>
From: Laurie Wheeler <lwheeler@zipnet.com>
Date: October 11
Subject: Reservation Info

Dear Mr. Johnson,

I am writing you on behalf of the company I work for, Competitive Excellence. We work with productivity and efficiency training for corporations and small businesses. Lately, our staff has been suffering from low morale, and while searching the Internet for solutions, I came across your website www.action.net. I am interested in hearing more about the motivational speaking that you do. Specifically, could you tell me if your speeches are religious in nature? We have a diverse staff and I am looking for something that is secular. Please write me back with an overview of what you do and what your rates are for a presentation.

Laurie Wheeler,

Managing Director, Competitive Excellence

To: Laurie Wheeler <lwheeler@zipnet.com> Bill
From: Johnson <bj@action.net>
Date: October 13
Subject: Reservation Info

Dear Ms. Wheeler,

Thank you so much for your interest in Action. I am happy to answer your questions and provide you with a full breakdown of what we can do for you, your team, and your company. To begin with, all of our talks are secular, though not necessarily free from the concept of spirituality. Our professional speakers seek to motivate people to look internally to find their own spirit and help it rise. Morale, after all, is an intangible but essential aspect of an effective team. Please refer to the topic list and pricing guide I have attached to this e-mail. Once you have found a theme, speaker, and chosen the appropriate class size for your company, please send me a follow-up e-mail to schedule your event.

Bill Johnson,

Action Coordinator

STARGATE CONVENTION CENTER SCHEDULE OF EVENTS

Theme	Location	Speaker	Class Size	Duration	Price
Stay in the Moment!	On Site	Jim Grey	15–20	3 hours	\$450
New You Everyday	Off Site	Darlene Woodward	20–25	3 hours	\$400
Stay Positive for the Team!	Off Site	Jeff Boxer	15–30	3 hours	\$400
Blessed are We All	Off Site	John Brown	20–30	4 hours	\$500

196. How did Laurie Wheeler learn about Action?

- (A) From a friend
- (B) Through a client
- (C) In a newspaper
- (D) From searching the Internet

197. What is indicated about Action?

- (A) They do not promote a religion.
- (B) They are Christian.
- (C) They are just building their brand.
- (D) They are moving to a new location.

198. According to the graphic, what is NOT mentioned as an option for customers?

- (A) Off-site courses
- (B) Classes for 10
- (C) A 4-hour course
- (D) Courses to build positivity

199. What course will Laurie Wheeler likely sign up for?

- (A) Stay in the Moment!
- (B) New You Everyday
- (C) Stay Positive for the Team!
- (D) Blessed are We All

200. What is indicated about Competitive Excellence?

- (A) They are struggling with employee sales.
- (B) The mood in the office is not good.
- (C) They are having a booming year of sales.
- (D) They want to try to change their business focus.

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

READING TEST

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

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

PART 5

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

101. The projector borrowed by Ms. Reid is _____ back to the IT department by five o'clock.

(A) due
(B) set
(C) paid
(D) prompt

102. Now that the annual conference is finished, the planning committee will hold meetings _____ often.

(A) below
(B) less
(C) decreased
(D) lower

103. Before you distribute the report, ask Ms. Burns to check that _____ has all the necessary information.

(A) them
(B) our
(C) her
(D) it

104. According to consumers, using the new website is no _____ than calling the help center directly.

(A) easily
(B) easy
(C) easiest
(D) easier

105. Anyone who participates _____ the city's Annual Baking Competition will receive a coupon from Fresh Supermarket.

(A) to
(B) beside
(C) in
(D) among

106. City officials are still debating Irving Enterprises' request _____ the outdated building.

(A) demolishes
(B) have demolished
(C) to demolish
(D) demolished

- 107.** Heron Glassworks _____ student groups of all ages for weekday tours of its warehouse and production floor.
- (A) conveys
(B) preserves
(C) encloses
(D) welcomes
- 108.** To combat mental illness, the clinic will take a more comprehensive _____ than it did in the past.
- (A) approachably
(B) approached
(C) approach
(D) approachable
- 109.** Brandy can make withdrawals from any Salis Bank branch, but she usually visits the _____ one.
- (A) closing
(B) closely
(C) closure
(D) closest
- 110.** As a _____ for making contracts with a lot of new clients, Mr. Skinner was given additional vacation days.
- (A) reward
(B) progress
(C) solution
(D) routine
- 111.** Please be seated according to the _____ name cards that have been placed on each table.
- (A) personalizes
(B) personalizing
(C) personalize
(D) personalized
- 112.** The memo sent by Mr. Lee addressed a few _____ that were discovered during the quarterly inspection.
- (A) issuing
(B) issue
(C) issues
(D) issued
- 113.** Many voters in this city are uninterested, and only about 15% of them are _____ active.
- (A) politically
(B) political
(C) politics
(D) politician
- 114.** This year's award winner, Cheryl Garner, taught basic first-aid skills to students and adults _____ the region.
- (A) between
(B) throughout
(C) during
(D) toward
- 115.** _____, the cabin will be rented out for the entire month, but the owner would agree to four weekly rentals instead.
- (A) Reluctantly
(B) Absolutely
(C) Ideally
(D) Mutually
- 116.** The non-profit organization released to the press several documents _____ the largest donors and how much they contributed.
- (A) detailed
(B) detail
(C) details
(D) detailing

- 117.** No passengers are allowed on board _____ the aircraft's door has been closed.
(A) that
(B) despite
(C) once
(D) rather
- 118.** A government _____ will visit the site to talk with protesters directly and seek a resolution.
(A) representative
(B) representation
(C) represent
(D) represented
- 119.** An extensive _____ conducted by Ivanex Communications revealed that Internet speed was one of the most important factors to customers.
(A) inventory
(B) strategy
(C) coverage
(D) survey
- 120.** Mr. Denson wanted to purchase a special edition gold-plated watch from Utica Watches, but there were _____ left.
(A) none
(B) nothing
(C) something
(D) some
- 121.** Ms. May reminded us that the agreement was only _____ because it had not been approved yet.
(A) perishable
(B) imperative
(C) accustomed
(D) tentative
- 122.** Following the restoration project, the lobby of the historical Kirkwood Hotel looked _____ like its original state.
(A) remarkably
(B) remarking
(C) remark
(D) remarked
- 123.** _____ the right environmental conditions, this tree will yield fresh fruit for most of the year.
(A) With
(B) About
(C) On
(D) As
- 124.** One of the interns _____ that the logo on the second page of the sales report was upside down.
(A) looked after
(B) accounted for
(C) pointed out
(D) came across
- 125.** _____ the parking lot is closed, both employees and customers will have to make use of street parking.
(A) As if
(B) Until
(C) So that
(D) While
- 126.** If the new athletic shoes do well in the smaller test markets, their nationwide launch could be _____.
(A) convinced
(B) accelerated
(C) directed
(D) circulated

127. The city hosted a display of _____ fireworks to celebrate the 100th anniversary of its founding.

(A) impressive
(B) impress
(C) impression
(D) impressively

128. After investing heavily in Internet marketing campaigns, Bailey Coffee increased its annual profits _____ fifteen percent.

(A) by
(B) among
(C) between
(D) on

129. The receptionists change the artwork in the clinic's waiting room _____ and rearrange the layout of the furniture.

(A) periodically
(B) relatively
(C) tightly
(D) narrowly

130. The policy that requires businesses to provide medical insurance applies only to those _____ more than twenty-five people.

(A) employs
(B) employ
(C) employed
(D) employing

PART 6

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

Questions 131–134 refer to the following notice.

Beverly Boutique: Sales Assistant Position

Our boutique is looking for enthusiastic candidates for our sales assistant position. _____

131.

Previous experience in a similar position is preferred, but not necessary. Organizational skills is also a must, as well as some experience with computer use. Most of all, we need someone who is personable, someone who can make customers feel _____, and someone who is _____ passionate about fashion. Duties will include serving customers, taking inventory, and minor jobs around the boutique such as sweeping and locking the doors at closing time. Payment will be by sales commission which gives employees more _____ to serve their customers as _____ best they can. Hours will be flexible. For more information, please visit our website.

132.

If you _____ in the position, please send your resume to Rita at rlan@bboutique.com.

133.

-  131. (A) Our boutique is the leader in trendy fashions.
(B) Hurry before the promotion ends.
(C) Candidates need to be friendly and able to communicate with customers in all kinds of situations.
(D) Come visit our store to see what our business is about.

132. (A) comfortable
(B) appropriate
(C) neglected
(D) convenient

133. (A) influence
(B) incentives
(C) insistence
(D) consideration

134. (A) be interesting
(B) were interesting
(C) interest
(D) are interested

Questions 135–138 refer to the following advertisement.

Handy Maids Home Service

Call us at 555-1244

Handy Maids Home Service _____ professional cleaning services for your business or home.

135.

We steam vacuum carpeted areas, polish hard-wood flooring, wipe away all traces of dust and dirt in hard-to-find areas, and clean out clutter. Our _____ service is second to none in the tri-state area. We provide a one-day service after estimations are calculated. _____, we provide weekly and monthly services for customers who request it.

137.

The cleaning products we use are environmentally friendly and pet and child safe. _____

138.

Please visit our website at www.handymaids.com or call us for more information.

135. (A) provide
(B) provides
(C) provided
(D) providing

136. (A) unusual
(B) peculiar
(C) best
(D) exceptional

137. (A) In addition
(B) Because
(C) On the other hand
(D) As a result



138. (A) We make sure that your pets and children don't go near the chemicals.
(B) In fact, we aim to make the home and business a safe and clean place without the use of harsh chemicals.
(C) The all-natural cleaning agents may not be as effective, but they are safe.
(D) Pets and children will be asked to leave the premises during cleaning.

Questions 139–142 refer to the following letter.

October 09
Bob Prosser
342 Winkler Ave
Fairbanks, AK 20037

Dear Mr. Prosser,

The information that you _____ about changes to the hunting permit scheme has been **139.** enclosed. Please note that each permit must be filled out and applied for separately. When filling out your application, you must mark all answers clearly and with a black or blue pen. Please do not use cursive script, print only. Each application _____ enclosed in its own **140.** envelope and received before the applicable deadline. _____ Because of this, you must **141.** plan your submissions in a timely fashion to make sure that you receive your permit while the applicable season is still open. I hope that the information _____ answers all of your **142.** questions. Take care and happy hunting.

Sincerely,

Shirley Horn
Executive Secretary
Department of Wildlife
Fairbanks, Alaska 31009

- 139.** (A) provided
(B) supply
(C) request
(D) requested

- 140.** (A) won't be
(B) would be
(C) must be
(D) couldn't be

-  **141.** (A) Received applications can take up to 5 weeks to process.
(B) Applications are never approved before the season is over.
(C) Sometimes applications get lost.
(D) Never make an application in person.

- 142.** (A) enclose
(B) enclosing
(C) inclose
(D) enclosed

Questions 143–146 refer to the following notice.

Date: August 22
To: All Sales Team Members
From: Melinda Lackey, Sales Manager
Subject: Rental Policy

For some _____, we allowed sales reps to pay for their car rentals up front with their
143.
personal cards or cash and then be reimbursed later. This is no longer the policy. It has not
been the policy for over two months now. As of June 15, all payments for rentals were
supposed to have _____ with the company card that was assigned to each of you. Larry
144.
in accounting has informed me that he has received 6 different reimbursement forms since
then. I have gone ahead and allowed Larry to process those 6 forms. _____ I'm sorry for the
145.
_____ tone, but everyone was asked to do this in July. If you have any questions, please
146.
contact me directly.



- 143.** (A) distances
(B) place
(C) event
(D) time
- 144.** (A) making
(B) to be made
(C) makes
(D) been made
- 145.** (A) Only Fonitna Rental should be used to book cars in the future.
(B) But, as of tomorrow, no one will be reimbursed.
(C) He will redesign the form by the beginning of next week.
(D) Everyone is required to turn in their cards as soon as possible.
- 146.** (A) overreaching
(B) gracious
(C) benevolent
(D) harsh

PART 7

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

Questions 147–148 refer to the following flyer.

Jay Furniture

3105 Michigan Avenue, Chicago, IL 60611

Black Friday Weekend Sale November 29 to December 1

Tables—20% off

Couches—30% off

Mattresses—20% to 50% off

Desks and Chairs—25% to 50% off

- During the sale, any customer who purchases over \$500 of merchandise will receive a coupon for an extra 5% off any purchase during the Christmas Sale. Coupons will be valid from December 9 to December 28.
- Mention the code BLKFRI for an additional \$10 off of any tables and mattresses during the sale.

Note: Jay Furniture will be closed a day before the weekend sale to prepare for it. Doors will open at 9:00 A.M. on November 29.



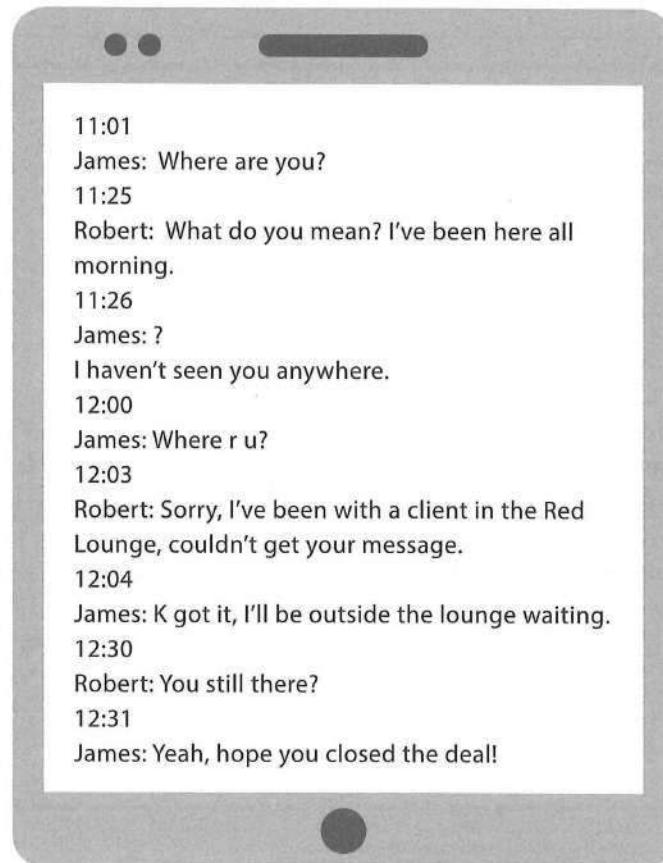
147. What is the purpose of the flyer?

- (A) To announce the opening of a store
- (B) To advertise a sale on furniture
- (C) To introduce new products
- (D) To inform customers of a business relocation

148. When will the store be closed?

- (A) On November 28
- (B) On November 29
- (C) On November 30
- (D) On December 9

Questions 149–150 refer to the following text message chain.



149. Why does James most likely say, “hope you closed the deal!”?

- (A) He thinks there will be a bonus.
- (B) He has been waiting a long time.
- (C) He loves the Red Lounge.
- (D) There are too many deals open.

150. What can be inferred about Robert by the length of time between James' messages and Robert's responses?

- (A) He isn't interested in James.
- (B) He wants time to himself.
- (C) His phone has died.
- (D) He cannot check his phone all the time.

Questions 151–152 refer to the following e-mail.

To: Operations Team <operations@acemfg.com>
From: Thomas Wheeler <t.wheeler@acemfg.com>
Date: Monday, June 16
Subject: New Equipment

Operations Team,

The company will order a new set of heavy equipment tomorrow and it will be delivered to the warehouse the following afternoon. Our employees' work schedule will have to be adjusted according to our new addition of equipment. Please submit a report stating the new tasks and responsibilities of each worker for this equipment by no later than 5:00 P.M. on Thursday.

If I am not in the office, please give it to my secretary, Ms. Hardy.

Thanks,

Thomas Wheeler
Director of Manufacturing

151. When will the new equipment most likely arrive at the warehouse?

- (A) On Monday
- (B) On Tuesday
- (C) On Wednesday
- (D) On Thursday

152. What should be included in the report?

- (A) Workers' contact information
- (B) Workers' assignments
- (C) Workers' résumés
- (D) Workers' suggestions

Questions 153–154 refer to the following memo.

From: Rick Campbell, Director of R&D
To: R&D Department
Subject: Change in Staff
Date: Tuesday, April 4, 3:40 P.M.

I am writing to share news with you regarding the recent changes in the Research and Development office. Starting April 7, Bob Denkle will be our new project manager in the Research and Development Department. He has just completed a month-long training session and will replace Benjamin Palmer by the end of the week.

Mike Garcia, the HR director, will post an announcement of several openings throughout the departments by next week. For those who wish to transfer into a different department within the company, now would be a good time to apply.

Please congratulate Benjamin Palmer, as he will transition into a new position in Ion Industries, and welcome Bob Denkle, as he will join our department.

153. What is expected to happen by next week? 154. Who is leaving the company?

- (A) A new department will be formed.
- (B) Job postings will be announced.
- (C) An interview will be conducted.
- (D) A training session will take place.

- (A) Bob Denkle
- (B) Mike Garcia
- (C) Rick Campbell
- (D) Benjamin Palmer

Re-Fit Closing Stores

February 9—Nemway Group has announced that 80 Re-Fit stores will be closing down around the country in the next six months with 100 more to follow within the year. – [1] – However, the last ten years has seen a steady decline in sales as consumers turned to other clothing retailers such as Zanas and HRM. – [2] – “I don’t know, I just found the clothing to be outdated,” says a former customer. “They should have updated the styles and offered non-sporty options.”

CEO Derrick Greenwich agrees. “We focused so much on particular styles of sportswear that we lost sight of the changing tastes of consumers. We’re working on restructuring the company and offering consumers what they want. We’ll come back bigger than ever.” – [3] –

An internal review of the losses will continue to be conducted as nervous shareholders consider their next moves. – [4] – Nemway is hoping that a good portion of the Re-Fit stores will remain in operation as the company struggles to reinvent the brand.

(NEW)

155. What is indicated about the Re-Fit brand?

- (A) Its popularity has dropped dramatically.
- (B) It specializes in sports gear.
- (C) The CEO is renaming the company.
- (D) The brand has a 100-year history.

156. The phrase “lost sight of” in the second paragraph is closest in meaning to:

- (A) Restricted
- (B) Were not blinded by
- (C) Ignored
- (D) Selected

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

“The clothing store, best known for its affordable but trendy sportswear, was very popular in the 90’s and early 2000’s.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 158–160 refer to the following table of contents of a booklet.

CONTENTS

9 Easy Snacks

Donald Cohen provides recipes that are suitable for those who are always on the move.

14 The Perfect Resort

Melissa Green discusses the features of the top 10 famous resorts.

19 Passport Guide

Henry Carroll shows you how to apply for a passport in 5 easy steps.

23 Safety First

Tricia Oldham discusses basic first aid to first-time travelers.

26 Wish You Were Here

Rebecca Barajas shares her pictures from her amazing trip to New Zealand.

30 Delicious Diners

Barry Eason shares his tasty experiences while on the road.

33 On a Budget

Edward Boyd shares tips on how to save money when planning trips.

35 Light My Way

Reviews of the most popular guidebooks.

158. What is the focus of the booklet?

- (A) Food
- (B) Transportation
- (C) Environment
- (D) Traveling

159. Where in the booklet would the pictures most likely be found?

- (A) On page 9
- (B) On page 19
- (C) On page 26
- (D) On page 30

160. According to the table of contents, who talks about using less money?

- (A) Ms. Green
- (B) Mr. Carroll
- (C) Mr. Eason
- (D) Mr. Boyd

Questions 161–164 refer to the following online chat discussion.

Ginger Lin	[4:59]	Just a reminder to everyone to please clear all your desks and shut down all electronic devices before you leave today. The floors will be polished and cleaned over the weekend.
Dimitri Roberts	[5:00]	Should we lock all the cabinets and drawers as well?
Ginger Lin	[5:01]	Yes. Please make sure that when the furniture is moved around, nothing falls out.
Dimitri Roberts	[5:02]	I'll make sure that everything is secure and locked before I leave.
Janet Leigh	[5:03]	Ginger, I'm done with our budget reports. I'll have a copy e-mailed to you soon before I send them off.
Ginger Lin	[5:04]	Thank you. And Lance, you'll have to reschedule your meeting with your client tomorrow.
Lance Sibley	[5:04]	I've already rescheduled our meeting to the following Monday. And to be on the safe side in case our offices are not ready by then, we'll be meeting at a café not far from here.
Ginger Lin	[5:05]	Alright. It looks like most things are in order. Let me know if I missed anything.
Janet Leigh	[5:06]	Actually, not everyone sent me their overtime hours. I was still able to confirm through the sign-up sheets but I need everyone to confirm over e-mail before I send the payment forms to the Finance Department.
Dimitri Roberts	[5:07]	Oops, that's me. I'll send an e-mail now.
Karen Walker	[5:07]	Me too.
Janet Leigh	[5:08]	That's good. I can send the forms once I get your e-mails.

161. What will take place on Saturday and Sunday?

- (A) An office party
- (B) A meeting with clients
- (C) A renovation
- (D) Cleaning services

162. Who most likely is Ginger Lin?

- (A) The secretary
- (B) The manager
- (C) The technician
- (D) The security guard

163. At 5:04, what does Lance Sibley mean by "to be on the safe side"?

- (A) The offices may not be safe.
- (B) The client may need help.
- (C) Just as a precaution
- (D) He's given a warning.

164. What will Janet Leigh most likely do next?

- (A) Check her e-mail
- (B) Contact the Finance Department
- (C) Call some employees
- (D) Print out some reports

Questions 165–167 refer to the following job advertisement.

Helping Hands

8732 Bakersfield Avenue, Santa Clara, California
www.helpinghands.com

Regional Manager—Employment Opportunity

Helping Hands has been dedicated to providing quality, affordable housing for low-income individuals and families. For over 25 years, we have been acquiring multifamily communities and improving the properties to maintain their availability for those earning less than 50 percent of the area's average income. Our properties are currently located in cities throughout the state of Texas—including Austin, Dallas, and Houston—with plans to expand to make more homes available to more people.

We are looking for someone for the position of regional manager. The new manager will be stationed in Austin and will supervise and evaluate the performance of on-site management and ensure that the properties are well-maintained. The candidate must have a bachelor's degree or higher in a business or management field, have a minimum of three years of experience in supervising other personnel, and possess certain certificates (more details in the application page).

Applications can be submitted in person Monday through Friday from 9:00 A.M. to 5:00 P.M. or through mail or e-mail. They will be accepted only if they are received before 5:00 P.M. on October 14.

165. What is mentioned about Helping Hands?

- (A) It offers community service for senior citizens.
- (B) It is committed to nature conservation.
- (C) It is sponsored by the government.
- (D) It is supplying homes to a disadvantaged group.

166. Where is the successful candidate required to work?

- (A) In Santa Clara
- (B) In Austin
- (C) In Dallas
- (D) In Houston

167. What is NOT suggested about the position?

- (A) It includes supervision of the local staff.
- (B) It requires an academic degree.
- (C) It needs official documents.
- (D) It is limited to only California residents.

Questions 168–171 refer to the following e-mail.

To cmason@centersports.com
From sdixon@instaprinting.com
Date November 3
Subject Your Inquiry

Dear Mr. Mason,

We are responding to the inquiry you made through our website yesterday. Insta Printing promises to provide faster, cheaper, and more reliable service than any of our competitors in the area. And we also guarantee to beat any price offered by a competitor.

As per your request, our company would be happy to help design and print jerseys for your soccer team. Besides casual wear, our company also has plenty of experience producing athletic wear for sports teams and clubs.

Customers can choose from a variety of materials and printing methods. These include denim, cotton, flannel, nylon and many more, and there are several printing methods including screen printing, heat press, and direct-to-garment printing.

Please feel free to contact me directly at 712-555-9804 to discuss the details further about working with Insta Printing. We look forward to working with you and helping your organization achieve its goals.

Sincerely,

Stephen Dixon
Client Relations Representative, Insta Printing

168. Why did Mr. Dixon send the e-mail?

- (A) To give a quote for a project
- (B) To explain a new policy
- (C) To persuade a client to agree on a deal
- (D) To confirm a reservation

169. What does Mr. Mason want to do?

- (A) Purchase a set of shirts
- (B) Apply for a position
- (C) Devise a new printing technique
- (D) Expand business internationally

170. What is mentioned about Insta Printing?

- (A) It opened a second branch yesterday.
- (B) It offers various production options.
- (C) It only produces athletic wear.
- (D) It sponsors a local soccer team.

171. The word “further” in paragraph 4, line 1, is closest in meaning to

- (A) urgently
- (B) officially
- (C) additionally
- (D) carefully

Questions 172–175 refer to the following information.

(Man) – [1] – I remember when Sergio Hernandez first came to work here at Trout & Lee. He was a young man of thirty with a heart and mind filled with ambition and drive. – [2] – It is that ambition and drive, along with a lot of integrity and intelligence, that made him one of the most valuable players in the garment business and us one of the most successful companies.

– [3] – I can't help but remember how emotional I was when I left the company to pursue a life of leisure last year. – [4] – I know the speech Serg. gave then came back to help me during the difficult transition into living without an office to go to and colleagues to be continually inspired by, and I hope the few humble words I've strung together will remind him of how well-respected he is and what an astounding life he has lived as he goes through the same process. Please, put your hands together for Mr. Sergio Hernandez.

(NEW)

172. What is implied about Mr. Hernandez?

- (A) He is the CEO of Trout & Lee.
- (B) He is receiving a promotion.
- (C) He is transferring to a new department.
- (D) He is retiring from the company.

173. What is indicated about Trout & Lee?

- (A) It is an international company.
- (B) It is a real estate company.
- (C) It has manufacturing plants in the U.S.
- (D) It has existed for many decades.

174. What is NOT mentioned about Mr. Hernandez?

- (A) When he started working for the company
- (B) The type of employee he was
- (C) The type of industry he worked in
- (D) His position in the company

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

"I feel it a great honor to be asked to speak about him here today."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 176–180 refer to the following invoice and letter.



Order #: 23710

Date: May 6

ITEM	BRAND	I Unit	PRICE
Hiking Boots	Nordic Heights	\$149.95	\$149.59
Camping Stove	Avalanche	\$58.79	\$58.79
Fuel Canister	Avalanche	\$9.98	\$19.96
Socks	Northern Wool	\$12.85	\$00.00 (Comp.)

Total: \$228.34

* We've included a free pair of socks to keep you warm on your next camping trip.

Thank you for being a loyal patron of Maple Outdoor for more than a year!

As always, if there is anything we can assist you with, don't hesitate to ask. Remember, if you are contacting us about a specific order, make sure to give us the order number and your name.

Call us: (601) 478-2129

E-mail us: MapleOutdoor@zmail.com

To: Customer Service, Maple Outdoor
From: Shana Sandberg
Date: Oct. 9
Subject: Delivery Issues

I received my order yesterday and it wasn't what I had expected. I had ordered an Avalanche camping stove, but I received a MT Elite stove instead. I'd like to receive the Avalanche stove as soon as possible, as I've got a fall camping trip next weekend. Do you think you could get it to me in time, or should I just come and exchange the stove at your store? Please contact me soon. I'll be waiting.

Thank you,

Shana Sandberg

176. What does Maple Outdoor mention about Ms. Sandberg's order?

- (A) It will be delayed for up to a month.
- (B) They have expedited it for free.
- (C) It may not be returned if it is damaged by misuse.
- (D) They have included a complementary item with it.

177. How much does an Avalanche fuel canister cost?

- (A) \$58.79
- (B) \$9.98
- (C) \$19.96
- (D) \$12.85

178. Why did Ms. Sandberg write the e-mail?

- (A) To compliment the service she received
- (B) To request a monthly newsletter
- (C) To ask if she can return an item
- (D) To complain of a missing item

179. What requested information did Ms. Sandberg forget to include?

- (A) Her name
- (B) Her mailing address
- (C) Her order number
- (D) Her credit card number

180. What is true about Ms. Sandberg?

- (A) She has shopped at Maple Outdoor before.
- (B) She frequently goes camping.
- (C) She didn't receive her hiking boots.
- (D) She will be visiting the Maple Outdoor store soon.

Questions 181–185 refer to the following notice and e-mail.

Attention Passengers

Clinton Bus Lines



In response to customer feedback, Clinton Bus Lines will be expanding its bus routes connecting Texas to other metropolitan centers in the Southwest. Starting on May 1, the new routes listed below will take effect. In order to promote these new bus lines, we will be offering tickets at half price during the first week of operation. Improving your satisfaction is our main priority. To get more detailed information such as departure and arrival times, please visit our website at www.clintonbusses.com.

- From Dallas Bus Terminal to Phoenix, Arizona Bus Terminal
- From Austin Bus Terminal to Santa Fe, New Mexico Bus Terminal
- From Fort Worth Bus Terminal to Denver, Colorado Bus Terminal

To: erichanson@prplanning.com
From: dangregory@trentonlogistics.com
Date: April 27
Subject: Upcoming Visit

Dear Mr. Hanson,

I am currently finalizing all the details for my visit to your company's headquarters in Santa Fe. Thank you for inviting me down to take part in these business negotiations. Please let me know what time I should arrive. Will the meeting begin after lunchtime like it did last time?

You won't need to pick up me up, as I have arranged for a cab to pick me up at the Santa Fe Bus Terminal. Fortunately, a new bus line was established between where I live and your offices. It has made transit in the Southwestern region considerably convenient. There are routes that now travel to Denver and Phoenix as well. Also, thanks to some lucky circumstances, I will be able to buy my ticket to Santa Fe at half the original price.

I can't wait to see you and your co-workers again soon.

Dan Gregory

181. According to the notice, what are Clinton Bus Lines passengers encouraged to do on the website?

(A) Reserve a ticket in advance
(B) Check bus schedules
(C) Apply for membership
(D) Request a discount coupon

182. What is indicated about Mr. Gregory's previous meeting with Mr. Hanson?

(A) It took place in Texas.
(B) It lasted an entire week.
(C) It commenced in the afternoon.
(D) It was canceled due to bad weather.

183. In the e-mail, the word "transit" in paragraph 2, line 3, is closest in meaning to

(A) participation
(B) transportation
(C) navigation
(D) collaboration

184. Where does Mr. Gregory most likely live?

(A) In Santa Fe
(B) In Austin
(C) In Dallas
(D) In Denver

185. When is the meeting scheduled to take place?

(A) Before April 24
(B) Between April 24 and April 30
(C) Between May 1 and May 7
(D) After May 7

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

To: Brian Petersen <bpetersen@atasteofclass.com>
From: Jason Hostrum <jhostrum@jhfurnishing.com>
Date: November 20
Subject: Office Christmas Party

Dear Mr. Peterson,

I am looking to engage the services of your catering company, A Taste of Class, for our Christmas party at the end of this year. Ideally, we would like to have our event on Saturday, December 20. I just have a few questions about your services. First, do you provide decorations? I really want this year's party to be a hit; it is my first time being responsible for it and I really want to impress the boss. Second do you have a wide range of vegetarian dishes? We have 12 vegetarians on our staff of 35, so it will be important to provide them a full meal, not just appetizers. If you could get back to me with the answers to my questions and your availability for the 20th, I would greatly appreciate it.

Sincerely,

Jason Hostrum
Junior Secretary, Johnson Home Furnishing

To: Jason Hostrum <jhostrum@jhfurnishing.com>
From: Brian Petersen <bpetersen@atasteofclass.com>
Date: November 21
Subject: Office Christmas Party

Dear Mr. Hostrum,

I am delighted that you have contacted A Taste of Class to help make your Christmas party one to remember. Let me answer all of your questions and put your mind at ease. To begin with, we have one team left that can cater you for the 20th of December, so you are in luck! As far as the decorations are concerned, we have several different themes to choose from; please visit our website at www.atasteofclass.com to see pictures of our successful events from the past. They are labeled with themes so you may just choose one that appeals to you. Your final inquiry regarding the vegetarian option will also require some decision-making on your part. We offer gourmet dining and are happy to specially prepare 12 vegetarian meals, but that can be a little bit expensive. I don't know what your budget is, but might I suggest making the entire menu vegetarian? We have an outstanding vegetarian chef, Julia Monroe, who can prepare a full vegetarian buffet so delicious a lion would eat it! This option is also a lot more cost-effective than preparing two separate menus. After reviewing your options, please let me know what choices are best for you.

Sincerely,

Brian Petersen,
Booking and Sales Manager
A Taste of Class

To: Brian Petersen <bpetersen@atasteofclass.com>
From: Jason Hostrum <jhostrum@jhfurnishing.com>
Date: November 22
Subject: Office Christmas Party

Dear Mr. Petersen,

Thanks for your reply. I want to go ahead and book the event for Saturday the 20th of December. I want the decoration theme Winter Wonderland, and I have decided to take your advice and go with whatever menu chef Julia Monroe can put together for us. I really appreciate all of your recommendations and I just know this will be a great event!

All the best,

Jason Hostrum,
Junior Secretary, Johnson Home Furnishing

- 186.** Why is Jason Hostrum anxious about the party?
- (A) His family will be there.
 - (B) It is the first time the boss will join them.
 - (C) This is the first party he has had to plan for the company.
 - (D) There is too much food for him to prepare.
- 187.** In the third e-mail, what is indicated about Jason Hostrum?
- (A) He visited atasteofclass.com.
 - (B) He created his own theme.
 - (C) He wants to cancel the party.
 - (D) He wants to add more food and guests.
- 188.** According to the e-mails, what kind of food will be served?
- (A) All meats
 - (B) A mixture of meat and vegetarian
 - (C) Only vegetarian
 - (D) Only appetizers
- 189.** In the first e-mail, what was a big concern about the food?
- (A) The flavor
 - (B) The type of sides
 - (C) The dietary restrictions of some of the employees
 - (D) Where the buffet will be located
- 190.** What is indicated about A Taste of Class?
- (A) They are busy this holiday season.
 - (B) They have lots of free teams for the 20th.
 - (C) They would prefer to cater on another date.
 - (D) They are too busy to work Johnson Home Furnishing's party.

NEW Questions 191–195 refer to the following e-mails and order form.

To: Raquel Jenkins <cservice@starproducts.com>
From: Jose Ramos <jramos.zipnet.com>
Date: October 14
Subject: Defective Hose

Dear Ms. Jenkins,

Recently, I purchased 5,000 yards of XP100 industrial hosing from your company, Star Products. The hosing was listed as capable of handling up to 1,000 pounds of pressure per square inch (psi). My company, Advanced Dynamic Cleaning, refitted all of our pressure washers with your hosing at considerable cost and time. Every single one of our pressure washers failed somewhere along the hosing from the joint of the gun to the compressor. Our compressors only create 500 psi, so I have to conclude that there is some defect in the design of your hose. I would like to get a refund of my purchase or a replacement of my order with hosing that meets industry standards. I have included my purchase order and a copy of the invoice.

Sincerely,

Jose Ramos

To: Jose Ramos <jramos.zipnet.com>
From: Raquel Jenkins <cservice@starproducts.com>
Date: October 16
Subject: Defective Hose

Dear Mr. Ramos,

We have received your report of a defective hose and reviewed the attached documents. We really value your business and hate that you went through such a waste of time and energy with our hosing. However, I am afraid to say that the mistake may be on your end. In looking over your purchase, you clearly ordered XP100 hosing x 5,000 yards. If you look at the specs for that hosing, it is only rated at appropriate for 100 psi. This could explain why all of your hosing failed. What I can offer you is an exchange of the remaining XP100 hosing in your inventory for a hosing more appropriate to your needs. We will do this at no charge and pay for the shipping as a show of our appreciation for your business. Please fill out the purchase order that I have attached and include it with the XP100 hosing when you ship it back to us for exchange.

Thank you,

Raquel Jenkins

Star Products Purchase Order Form

Product name	PSI	Length required	Price per yard	Applicable discount
XP1000	1000	2,500 yards	\$.50	Total discount as per agreed upon exchange with product XP100

- 191.** Why did Jose Ramos write to Star Products?
- (A) To exchange hosing
 - (B) To order new hosing
 - (C) To report a malfunction of hosing
 - (D) To compliment the hosing
- 192.** What is indicated about the hosing that Jose Ramos ordered?
- (A) It was not rated for the right PSI for his use.
 - (B) It was defective.
 - (C) It was installed incorrectly.
 - (D) They were delivered to the wrong address.
- 193.** According to the purchase order form, how much XP100 hosing is Jose Ramos returning?
- (A) 1,000 yards
 - (B) 2,000 yards
 - (C) 2,500 yards
 - (D) 5,000 yards
- 194.** What is indicated in the e-mail from Star Products?
- (A) Star Products does not value Jose Ramos' business.
 - (B) Star Products appreciates Jose Ramos' patronage.
 - (C) Star Products doesn't need any more business.
 - (D) Star Products wants to expand their business.
- 195.** What job does Raquel Jenkins likely have?
- (A) CEO
 - (B) CFO
 - (C) Customer service
 - (D) Sales

Questions 196–200 refer to the following e-mails and table.

To: Jason Roberts <jroberts@robertsparties.com>
From: Leroy Jenkins <ljenkins@smope.com>
Date: Sept. 24
Subject: Fall Party

Dear Mr. Roberts,

My name is Leroy Jenkins and I am planning a family reunion for the first weekend of October. I have heard from some friends that your parties are absolutely the best. I really want to make a good impression with my sister's new in-laws; it will be the first time that they join our family for our annual reunion. I just have a few questions for you. First, I need to know how much you would charge for a party for 25 people. I can afford \$25 per person, not including alcohol. My family is also a little bit picky with the food they like, so if it is possible for you to send a list of the foods that you provide and the cost per person, I would like to go through it and create my own menu. The last question I have for you is staffing. I really don't want to be cleaning up and doing dishes during the party. Do you provide staff, and if so, how much do you charge for their service? Please write me back so we can get this party planned!

All the best,
Leroy Jenkins

To: Leroy Jenkins <ljenkins@smope.com>
From: Jason Roberts <jroberts@robertsparties.com>
Date: Sept. 25
Subject: Fall Party

Dear Mr. Jenkins,

So glad to hear that our parties have been such a success. We do have a catering menu for you to choose items from, and feel free to mix and match based on your own budget and tastes. I have included a menu as well as a staffing guide. I recommend hiring the Banquet Captain if you have nerves about the event. Our Banquet Captains are trained to engage and charm the guests at the parties we host, hence our strong reputation.

I look forward to making your party a success!

Jason Roberts

ROBERT'S PARTIES CATERING LIST

Appetizer	Entree	Salad	Dessert
Chips and Dip 1.00	Steak 2.50*	Caesar 1.00	Cake .50*
Pastry Bites 1.00	Chicken 1.50*	Cobb 2.00*	Pie .50*
Onion Rings 1.00*	Pork 1.50	Wild Greens 2.00*	Ice Cream .50

ROBERT'S PARTIES STAFFING PRICES

Chef	\$5.00 per hour
Wait Staff	\$2.50 per hour
Banquet Captain	\$3.50 per hour

*recommended items

196. Who most likely is Jason Roberts?

- (A) A chef
- (B) The owner
- (C) A Banquet Captain
- (D) The receptionist

197. Who is Leroy Jenkins worrying about impressing?

- (A) His boss
- (B) His brother
- (C) His sister's husband's family
- (D) His parents

198. According to the information provided, what does Jason Roberts recommend that Leroy Jenkins include for his event?

- (A) An extra chef
- (B) A Banquet Captain
- (C) A vegetarian option
- (D) Extra waiters

199. What is indicated about Leroy Jenkins' budget?

- (A) He cannot afford Robert's Parties.
- (B) He needs to choose a very small menu.
- (C) He can hire everything that Robert's Parties recommends.

(D) He will have to cut out the appetizers.

200. How many people will be at Leroy Jenkins' reunion?

- (A) His sister's in-laws
- (B) 25
- (C) The members that live in town
- (D) Every member will be there.

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

READING TEST

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

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

PART 5

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

101. _____ the difference between the two brands is small, most consumers purchase the cheaper one.

- (A) Until
- (B) Because
- (C) Before
- (D) So

102. Audience members were impressed that the question asked of the candidate was answered _____.

- (A) clearly
- (B) clear
- (C) cleared
- (D) clearing

103. In an attempt _____ sustainable energy, city officials have had solar panels affixed to some public buildings.

- (A) generates
- (B) generated
- (C) generating
- (D) to generate

104. The slow _____ of the fire department resulted in severe damage to the building.

- (A) duration
- (B) response
- (C) treatment
- (D) maintenance

105. After hours of searching, the source of the water leak was _____ identified by the plumber.

- (A) routinely
- (B) finally
- (C) rarely
- (D) strongly

106. Please tell _____ that the workshop has been moved to Conference Room 402.

- (A) whatever
- (B) themselves
- (C) everyone
- (D) something

107. Highway 16 was widened over the summer to _____ the heavier traffic that is using the roadway.
- (A) duplicate
(B) extend
(C) accommodate
(D) propose
108. Meal vouchers were given to Beta Airways passengers _____ were not able to depart on time because of a booking error.
- (A) when
(B) because
(C) recently
(D) who
109. The catalog for the gallery contains an accurate _____ of each piece of artwork that is offered for sale.
- (A) described
(B) description
(C) descriptive
(D) describes
110. To ensure that old appliances are disposed of properly, the city will offer free removal of these devices _____ April 2 and April 5.
- (A) into
(B) from
(C) until
(D) between
111. A buffet dinner is available to the guests, so they may eat _____ looks appetizing to them without having to place an order.
- (A) anyway
(B) whatever
(C) wherever
(D) anything
112. During the music festival, goods will be sold only by _____ vendors who have registered with the planners.
- (A) controversial
(B) increased
(C) confident
(D) approved
113. The grocery store chain Refresh Foods has _____ in organic products since it opened in 2001.
- (A) participated
(B) certified
(C) specialized
(D) admired
114. The malfunction of the printer was _____ a component that had been inserted incorrectly during the assembly process.
- (A) due to
(B) whereas
(C) as though
(D) instead of
115. The proposed holiday schedule is _____ to most workers because they feel it is fair.
- (A) acceptably
(B) accept
(C) acceptable
(D) accepting
116. The test will _____ prove whether or not the patient has the disease.
- (A) like
(B) liking
(C) likable
(D) likely

117. With over two hundred unique stores, the Plainview Mall _____ millions of shoppers on an annual basis.
- (A) attracts
(B) implements
(C) postpones
(D) contributes
118. The participants will be judged on _____ performance, and the winners will be announced later in the awards ceremony.
- (A) athletically
(B) athletic
(C) athletes
(D) athlete
119. The York Foundation is an organization that has been supporting _____ in medical technology for the past decade.
- (A) to advance
(B) advanced
(C) advances
(D) advancing
120. _____ the volleyball tournament is held indoors or outdoors depends heavily on the weather forecast for that day.
- (A) Because
(B) Although
(C) Whether
(D) Whereas
121. The company was under investigation after several former employees made allegations of unfair _____.
- (A) compositions
(B) assurances
(C) momentums
(D) practices
122. _____ joined Vince's Gym, Mr. Pinter could attend group classes and health counseling sessions for free.
- (A) Being
(B) Having
(C) To have
(D) To be
123. The best method for improving the _____ of your home at little cost is giving the exterior a fresh coat of paint.
- (A) privacy
(B) appearance
(C) control
(D) location
124. Marketers believed that if the packaging were more _____ colored, consumers might pay more attention to the product.
- (A) variously
(B) vary
(C) various
(D) variety
125. The police officer directed the traffic _____ the detour ramp so that drivers could find the route easily.
- (A) toward
(B) like
(C) of
(D) during
126. Employees are asked to pair up with another _____ and check each other at the predetermined meeting place during fire drills.
- (A) reliance
(B) supervision
(C) colleague
(D) calculator

127. The car owner submitted _____ evidence of the damage along with a mechanic's report to his insurance company.

- (A) photographer
- (B) photographically
- (C) photographic
- (D) photogenic

128. The restrooms on the second floor are _____ unavailable because one of the sinks is being replaced.

- (A) temporarily
- (B) previously
- (C) respectively
- (D) vitally

129. Because our sales representatives meet with high-level clients in the industry, _____ those with a professional manner will be considered for the position.

- (A) only
- (B) moreover
- (C) except
- (D) however

130. On next week's radio program, our host will interview Kristen Dabney about her time working as an _____ for a UN official.

- (A) interpretation
- (B) interpret
- (C) interpreting
- (D) interpreter

PART 6

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

Questions 131–134 refer to the following notice.

To: All Staff
From: Michael Davis, Head Technician
Subject: Network Upgrade

We regret to inform the staff that as of next week, from Monday the 13th of November to sometime midweek, the employee key card system will not be active. In order to get into and out of the building, you will need to buzz security. In order to unlock, or lock, any door, you will _____ assistance from the security team.

131.

The old system was reviewed and many vulnerabilities were discovered. _____, the company has decided to replace the old system. This process should take three to four days.

As part of the process, new key cards will be issued to each member of the staff. Key cards will be available for you to pick up from Wednesday, the 15th of November, in the security office. Please, feel free to stop by any time _____ the day to collect yours.

133.

We apologize for any inconvenience this may cause.

134.

133. (A) upon
(B) during
(C) before
(D) at



134. (A) The move from keys to keyless entry should make the facility more secure.
(B) We will be looking forward to seeing you sometime next week.
(C) The security office is open 24 hours a day.
(D) This is for product security.

131. (A) is requesting
(B) has requested
(C) have to request
(D) had to request

132. (A) Unfortunately
(B) Therefore
(C) Regardless
(D) Finally

Questions 135–138 refer to the following notice.

Music Teacher Needed

Mike's Music School is ____ seeking a new piano instructor for weekend and evening
135. classes. Mike's Music School has been operating in the Central district since 1992. ____
136. Because of this, we hope to hire a long-time resident of Central to join our team. Applicants
should be well versed in ____ teaching techniques. If you are interested in ____ for the
137. position, we will be holding interviews and auditions this Saturday at 12:00 at our main
138. studio on Elm Street and Dupont Ave.

135. (A) active
(B) actived
(C) actively
(D) activated

137. (A) contemporary
(B) unknown
(C) strange
(D) boring

136. (A) Our company tries to work with outside
communities.
(B) Our commitment to the community is
as important as our commitment to our
students.
(C) Our company is unique and uses
strange instruments.
(D) Our company is in a special location,
next to the auto service center.

138. (A) apply
(B) applied
(C) applying
(D) to apply

Questions 139–142 refer to the following advertisement.

Saldesta

Rest Your Mind and Body

It's what you've been dreaming of. Peaceful sleep without a struggle is what you need. That's what Saldesta _____. Saldesta helps people fall asleep quickly and stay asleep the entire night. It's the only non-narcotic sleeping aid, and it's _____ for long-term use. _____ Talk to your doctor first before using sleeping aids for extended periods. Tonight, just close your eyes, and leave everything else to Saldesta.

Find out how to improve your sleep at www.saldesta.com. Or call 1-800-Saldesta.

Important Safety Information: Saldesta works quickly and should be taken right _____ bed. _____ Be sure you have at least eight hours to devote to sleep before coming active. Do not use alcohol while taking Saldesta. Most sleep medication carries some risk of dependency.

139. (A) offers
(B) sustains
(C) mitigates
(D) maintains

140. (A) to approve
(B) approves
(C) approving
(D) approved

141. (A) So you can feel comfortable taking it night after night.
(B) Talk to your doctor today to see if it's right for you.
(C) This is the only stimulant approved for prolonged use that is approved by the FDA.
(D) Enter this code for a free sample and discounts.

142. (A) during
(B) around
(C) before
(D) after

Questions 143–146 refer to the following posting on a website.

Employee Message Board

Request for Feedback

Posted by James Frohm, Human Resources Director

Hello colleagues,

The holiday season is fast approaching and we need to _____ our office party! There have
been several _____ for locations and themes made to me directly, but I wanted to invite
everyone in the office to give me their feedback. All ideas are welcome, but I must remind
everyone that our office _____. Our party can include all forms of secular celebration, but
out of respect for everyone, there may be no religious themes. Please respond to me directly
by e-mail at jamesfrohm@ccn.net, so I can get started making plans. _____

Sincerely,

James

143. (A) make
(B) plan
(C) conceive
(D) deliver

144. (A) comments
(B) suggestions
(C) spots
(D) suggested

145. (A) is a safe space for all customs and cultures
(B) stays open late on Tuesday
(C) needs a new janitor
(D) will move next week

NEW

146. (A) I look forward to your ideas and enthusiasm.
(B) I'm look forward to your ideas and enthusiasm.
(C) I look forward to your undivided attention.
(D) I hope you reply before its too late.

PART 7

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

Questions 147–148 refer to the following flyer.

TriStar Sports Gear

5477 Fairmont Avenue
Bemidji, MN 56634
218-555-3412
www.tristarsportsgear.com

Summer sale from July 1 to July 14

The school year has ended and summer has arrived. Stop by TriStar Sports Gear and take advantage of our huge annual summer sale beginning this Friday. Now is the time to get ready for summer fun. We will be selling jerseys from your favorite sports teams for 20% off the original price. Also, if you buy two pairs of athletic shoes, you can get the third pair at half price. There is much more on sale, so please see the sale list on the back page.

* Bring this flyer to our store and you can get a 10% discount on all kinds of balls.

147. What is indicated about TriStar Sports Gear?

- (A) It is a family business.
- (B) It is located next to a school.
- (C) It holds a sale every year.
- (D) It mainly sells weight training equipment.

148. How can customers receive a discount on athletic shoes?

- (A) By buying more than two pairs
- (B) By visiting on July 1
- (C) By placing an order online
- (D) By presenting a flyer

Questions 149–150 refer to the following text message chain.



149. What kind of movie did Phyllis think the group was going to see?

- (A) Horror
- (B) Sci-fi
- (C) Comedy
- (D) Romance

150. What does Jason mean when he texts, "I'm in!"?

- (A) He wants to see the horror movie they agreed on.
- (B) He wants to be in a comedy movie.
- (C) He wants to be included in the group.
- (D) He wants to stay in his house tonight.

Questions 151–152 refer to the following article.

Brixton Science Journal

On March 3, famed archeologist Douglas Price will be presenting on the results of his year-long excavation of ancient burial sites in Egypt. The presentation will be held at the Brixton Public Library beginning at 6:00 P.M.

Attendees are encouraged to come early in order to view some ancient Egyptian tools and instruments that will be on display. These precious items were retrieved by Mr. Price during his expedition to Egypt, and they are truly one of a kind. They are believed to have been used for farming by ancient Egyptian people.

Those who want to attend can reserve a seat by visiting www.brixtonlibrary.com. You can also find more information concerning Mr. Price's most recent research on the website.

151. What is mentioned about the event?

- (A) It is sponsored by the Egyptian government.
- (B) It will feature an artifact exhibition.
- (C) It will be held in Egypt.
- (D) It is already sold out.

152. What can be found on the library's website?

- (A) An events calendar
- (B) A detailed map of the area
- (C) Facts about ancient Egypt
- (D) A guide to Egyptian food

Questions 153–154 refer to the following invitation.

Spring Valley Center

Grand Opening on Birch Street

Monday, February 23

Spring Valley Center of Spring Valley, California,
is happy to invite you to
tour our new office spaces available for rent!

All day Monday we will host an open house
and all are welcome to tour the premises.

Spring Valley Center is conveniently located off Highway 10.

153. What most likely is Spring Valley Center?

- (A) A department store
- (B) A conference center
- (C) A logistics company
- (D) A business park

154. Why is the event being held?

- (A) To attract new employees to a company
- (B) To schedule a sales conference
- (C) To advertise commercial rental space
- (D) To announce the opening of a shopping center

Questions 155–157 refer to the following article.

Lockland Business News

September 8 – [1] – This comes as a relief for residents on both sides of the Canadian and American borders as many shoppers from Lockland often take the one-and-a-half-hour drive into Canada to shop at the Cashco warehouse there. – [2] – This usually results in long waits at the border and a very crowded Canadian Cashco with more than half the shoppers from across the border. Many Canadian residents of Brentwood are resentful of the large crowds in their tiny town and Lockland residents have

complained that the closest American Cashco is located almost 5 hours away. – [3] – “I’m very excited,” said Lockland resident Janice Burrows. “I heard it’ll be huge. Maybe Canadians might start coming here to shop. But all kidding aside, we’ve been petitioning for a branch here for a long time.” – [4] – The new Lockland Cashco is rumored to become one of the largest warehouses in America with full petrol service, pet center, restaurant, cafeterias, garden center, and medical clinic.



155. What is the article about?

- (A) The tension at the border
- (B) The competition between neighboring residents
- (C) Cross-border shopping expeditions
- (D) The opening of a new Cashco branch in the near future

156. What is implied about Canadian residents?

- (A) They want a Cashco branch.
- (B) They dislike Americans coming to shop.
- (C) They don’t like going to America.
- (D) They have to travel far to get to a Cashco.

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

“A spokesperson for the wholesale giant Cashco confirmed on Monday that a branch will finally open in Lockland next month.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 158–160 refer to the following article.

Centerville County Shelter to Hold Marathon to Raise Money for the Homeless

A walking marathon will be held in Centerville County next Saturday. All proceeds from the event will be donated to the Centerville County Shelter. It is a public institution that provides food, lodging, and support services to the homeless, the elderly, and anyone in need.

This will be the second time the event will be held, and organizers expect

more participants than they had last year. This event is open to children and adults of all ages. However, children must be accompanied by an adult family member at all times.

Centerville County Shelter was founded in 1981 with the mission of alleviating the hardships of homelessness, poverty, and hunger.

158. Why most likely would someone register for the event?

- (A) To learn about staying fit
- (B) To win a cash prize
- (C) To apply for a job
- (D) To contribute to the community

159. According to the article, who is not allowed to participate in the event?

- (A) Senior citizens
- (B) Students with no student ID cards
- (C) Unaccompanied children
- (D) Foreign tourists

160. What is the main goal of the Centerville County Shelter?

- (A) To build affordable housing
- (B) To provide basic necessities
- (C) To train professional athletes
- (D) To educate community members

Questions 161–164 refer to the following online chat discussion.

Molly Who wants to go to the victory parade tomorrow with me?

Susan I will! I have been following this team all season! The games have been the best. And maybe their quarterback is the best the school has ever had! It will be a great opportunity to network and promote our new brand of beer, Winner's Ale!

Jeff That might be fun. But I worry about our competitor and their contracts with the University and the stadium sponsorship.

Molly Ahhhhhh. True, I didn't think of that... Well, we could do it "off the record"... Hahaha.

Susan Yeah right, if corporate finds out, we will be fired for sure... Or worse.

Jeff True true, but I still want to see the game and at least analyze our competitor's marketing strategy.

Susan Good point Jeff; we will go but you better keep your mouth shut.

Jeff Thanks Susan, I will, so we'll all go and take notes right?

161. What is indicated about Winner's Ale?

- (A) It is an old variety of beer.
- (B) People don't know about it yet.
- (C) It is delicious.
- (D) It is cheap.

162. What will the group most likely do next?

- (A) Report to corporate about Jeff
- (B) Go to the victory parade
- (C) See a movie
- (D) Go dancing and drink Winner's Ale

163. What does Molly mean when she says, "off the record"?

- (A) An unreleased song
- (B) A record is being kept of their events.
- (C) They won't go and work officially.
- (D) There is a clear recording of all events and they want it off.

164. What is suggested about Jeff?

- (A) He takes good notes.
- (B) He likes to drink.
- (C) He likes to talk.
- (D) He loves parades.

Questions 165–167 refer to the following notice.

Lichtenberg Air

September 24

To our passengers:

Beginning October 1, Lichtenberg Air will ask passengers to pay an extra 20 percent in baggage fees. As you know, the reason for this increase is because of the rising fuel costs. We regret that the baggage fees have to be increased.

However, passengers are still allowed to have one carry-on bag free of charge. We would also like to emphasize that this has been the first increase in baggage fees for Lichtenberg Air in ten years.

As always, our goal is to provide safe and reliable transportation at a reasonable price. As the price of fuel lowers, we expect to eliminate the fee increase.

We thank you for choosing Lichtenberg Air.

165. What is indicated about Lichtenberg Air?

- (A) It is asking passengers to keep a baggage limit.
- (B) It is responding to customer complaints.
- (C) It has not increased its baggage fees for a decade.
- (D) It has added new destinations.

166. What is suggested about passengers?

- (A) They are allowed to bring electronics.
- (B) They can take one bag onto the plane without any charge.
- (C) They must pay the increased airline ticket price from October 1.
- (D) They can get a 20-percent discount next month.

167. According to the notice, what will happen when the price of fuel drops?

- (A) The stock price for Lichtenberg Air will increase.
- (B) Passengers will be offered gift certificates.
- (C) More flight attendants will be employed.
- (D) The extra charge will be waived.

Questions 168–171 refer to the following letter.

April 4

Paula Lynch
344 Culler Boulevard
Ellie, MN 42195

Dear Ms. Lynch,

We are pleased that you have accepted our request to give a presentation at this year's Conference for Second Language Education. As you know, this conference will gather teachers of German, French, Chinese, and many other languages in one place to share classroom techniques and approaches. Aside from attending workshops and seminars, attendees will have ample opportunities to converse and network at a variety of events. This is an opportunity not to be missed.

This year's conference will be held at the Wilson Convention Center in Salem, Oregon. It will begin on Thursday, July 12, and last through Sunday, July 16. If requested, a laptop and other equipment can be loaned to speakers to be used during the conference. Any borrowed supplies must be returned on the final day of the conference. In addition to your payment for speaking, all speakers are also allowed to attend any other workshops and seminars free of charge.

Please notify us of your detailed travel itinerary. One of our staff members will arrive in a car at the airport to meet you and give you a ride to the venue. Please call our office at (456) 555-1345 to give this information before April 10.

We are looking forward to seeing you at the conference.

Sincerely,

Dirk Klein
Conference Organizer

168. What can be inferred about Ms. Lynch?

- (A) She lives in Salem, Oregon.
- (B) She can speak a second language.
- (C) She is a motivational speaker.
- (D) She is a conference organizer.

169. What is the purpose of the conference?

- (A) To attract foreign investment
- (B) To share teaching methods
- (C) To set curriculum standards
- (D) To establish a charitable foundation

170. When must speakers return borrowed supplies?

- (A) April 4
- (B) April 10
- (C) July 12
- (D) July 16

171. What is Ms. Lynch asked to inform Mr. Klein about?

- (A) When she will arrive
- (B) What supplies she will need
- (C) What room she will use
- (D) Who will accompany her

Questions 172–175 refer to the following letter.

Bandit Pharmaceuticals

255 Highway Road
Boston, MA 48573

April 23

Mr. Timothy Jean
6844 Sylvia Place
Fresno, CA 97658

Dear Mr. Jean,

We at Bandit Pharmaceuticals are delighted you have accepted the position of research assistant. You will begin work on May 5. The first day will be an orientation for all new hires with a workplace safety workshop, a seminar explaining your responsibilities on the job, and a tour of the facilities. – [1] –

Because you are coming in from out of town, we would like to make your move as smooth a transition as possible. We understand that you will be arriving on April 29th and staying at the Boston Family Inn for a few days. The inn is about a 10-minute taxi drive to the Bandit Pharmaceutical Headquarters. – [2] – You can go to the front desk at the main lobby and ask for Ms. Jenna Rhimes in human resources. She will help new out-of-town employees settle into the city and answer any questions you may have. I have also attached telephone numbers for places and organizations that may be relevant for your move here. – [3] –

If you have any further questions or concerns, please feel free to call me at 555-1234 during my office hours Mondays to Fridays from 9:00 A.M. to 7:00 P.M. – [4] – Best of luck with your move here and I will see you on May 5.

Sincerely,

Joan Noonan
Human Resources

172. Why did Ms. Noonan send a letter to Mr. Jean?
- (A) To give him details about the job interview's place and time
 - (B) To give him information about his first day of work
 - (C) To provide information about available places for rent
 - (D) To confirm whether he would accept the job

173. What did Ms. Noonan sent with the letter?
- (A) Telephone numbers
 - (B) A copy of the contract
 - (C) Contact information of company employees
 - (D) A schedule

174. The phrase "settle into" in the second paragraph is closest in meaning to:
- (A) Look for
 - (B) Explore
 - (C) Become comfortable in
 - (D) Navigate within

175. In which of the positions marked [1], [2], [3] and [4] does the following sentence belong?
- "Your laboratory manager will give you further details after the first day."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 176–180 refer to the following web page and e-mail.

Blackrock Education Foundation

HOME ABOUT NEWS RESOURCES CONTACT

February 10
Language Scholarship

The Blackrock Education Foundation would like to announce that we will begin taking applications for the 24th German Language Scholarship starting March 10 and ending on March 31. Applicants from diverse backgrounds are encouraged to apply. To qualify for the scholarship, applicants must:

- be currently enrolled in a master's program
- prove advanced proficiency in the German language
- submit a complete health check
- submit a recommendation from a previous language instructor

The German Language scholarship is intended for students who already speak German at an advanced level. Therefore, this scholarship is for students who plan to use the German language to study in Germany in the near future.

Recipients of the scholarship must complete monthly progress reports, submit all monthly expenses to the foundation, and maintain a B+ grade average.

Applications can be downloaded under the RESOURCES tab on our website. Please submit all necessary materials to Mr. Hans Richter, Blackrock Education Foundation Director. The address is 459 Pearson Road, Chicago, IL 60616. The review and selection process will take approximately two weeks. Any application with incomplete or missing documents will be rejected without exception. Results will be released on April 15.

To: Clint Porter <cporter@umc.com>
From: Hans Richter <richter@blackrockedu.com>
Date: April 15
Subject: Blackrock Scholarship
Attachment: scholarship_information

Dear Mr. Porter,

I would like to congratulate you as a recipient of the 24th German Language Scholarship. As a recipient of the scholarship, your travel expenses to Germany, tuition fee, and living expenses will all be supplied for the duration of one year. Attached is a booklet containing information on scholarship regulations and requirements. Please make sure to read it carefully. If you have any questions or concerns, feel free to contact me. I will be e-mailing you within the next week with specific details for how to prepare for your upcoming studies.

Thanks,

Hans Richter

Director, Blackrock Education Foundation

176. According to the web page, what must scholarship recipients do?

- (A) Keep track of monthly expenses
- (B) Write a research paper
- (C) Submit an annual report
- (D) Take an entrance examination

177. What is indicated about the scholarship applications?

- (A) They will be received by mid-April.
- (B) They will be accepted only if requirements are met.
- (C) They will be reviewed and selected by German professors.
- (D) They must be submitted online.

178. In the web page, the word “proficiency” in paragraph 1, line 6, is closest in meaning to

- (A) system
- (B) practice
- (C) experience
- (D) mastery

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

- (A) To confirm a departure date
- (B) To schedule an interview
- (C) To give some information to a scholarship winner
- (D) To enroll in required courses in a university in Germany

180. What is suggested about Mr. Porter?

- (A) He worked at the Blackrock Foundation.
- (B) He is an entrepreneur working in Germany.
- (C) He has a good command of German.
- (D) He wants to be a language instructor.

Questions 181–185 refer to the following invoice and letter.

Sunny Day Cleaning

The only choice for your professional cleaning

Bill to: Randall Auto Body
957 Pacific Trail Rd.
Troutdale, Oregon 97055

Invoice #: 2348

Date: March 3

Date	Description of Service	Amount
February 5	Full-office cleaning (Including: 3 rooms, 2 bathrooms, windows, carpet deep clean, furniture)	\$95
February 19	Full-office cleaning (Including: 3 rooms, 2 bathrooms, windows, carpet deep clean, furniture)	\$95

Total: \$190

*Payments received after April 1 will be subject to a \$20 late charge.

Sunny Day Cleaning
283 Main St.
Troutdale, Oregon 97055

Questions or Additional Services: Please call 1-345-737-2209.

March 8

Dear Sunny Day Cleaning,

I received your invoice for the services we received in February, which I have to say were excellent. I see we were charged \$95 dollars for each time you serviced our offices. This is what we had initially agreed upon and have been paying for your services since last year at this time. However, Rod Sanford told me we'd be receiving a \$5 discount each time you visited us because we have arranged for you to clean our other location just off of Hwy. 26. He said that this new price would be starting in February. I have included a copy of the e-mail Rod Sanford sent me. Could you please adjust the price to reflect the new agreement and send us a new bill? I'd appreciate it. We look forward to seeing you again.

Thank you for your assistance,

Patricia Collins

Manager

Randall Auto Body

181. According to the invoice, what amount is due by April 1?

- (A) \$20
- (B) \$90
- (C) \$95
- (D) \$190

182. What service was NOT provided to Randall Auto Body?

- (A) Window care
- (B) Floor care
- (C) Furniture care
- (D) Carpet care

183. Why did Ms. Collins write a letter?

- (A) The cleaning service missed an appointment.
- (B) She was overcharged for a service.
- (C) The cleaning service added an extra fee to her bill.
- (D) She would like to renew her contract.

184. What is implied about Sunny Day Cleaning?

- (A) They provide decent service.
- (B) They are often late to appointments.
- (C) They frequently overcharge their clients.
- (D) They offer late payment options.

185. What did Ms. Collins send besides her letter?

- (A) A coupon for auto repairs
- (B) A copy of an e-mail
- (C) A signed contract
- (D) A check for the amount due

Questions 186–190 refer to the following article, web page and certificate.

Respite for Commuters

A new ride-sharing app is gaining in popularity as bus and taxi fees continue to rise and commuters continue to look for more efficient routes. Jordan Mills, a small business owner who commutes into downtown from his home in Brentwood has to transfer buses twice, then, take the subway to get to his workplace. Not only did he find the commute quite costly and uncomfortable in the rush-hour crowds, he found it time-consuming. But with the availability of the new app Freewheel, he found that he saved time and money with a quick ride available within 5 minutes of flagging for a ride from

any location he was at. "This is definitely the future of transportation," said Jordan. "I can't get to work and back any other way now."

Jordan Mills isn't the only commuter who feels this way. An estimated 2000 new commuters in the city of Sherwood alone are expected to use the ride-sharing app within the next year and almost 500 new drivers have signed up to the program.

Freewheel is available for download at the Freewheel website and at Miniapp.com and Amacom.com.

www.freewheel.com/history

The idea for Freewheel began when Michael Owens and his co-workers first started a carpooling program at the company they worked at. Owens had to transfer the subway three times and the bus twice to get to work and although he could drive, the parking was limited. He managed the group by assigning different drivers and mapped out routes to each co-worker's homes. He created an app that everyone could connect and communicate through so that the designated drivers and passengers could easily find each other. Five years later, Freewheel is now a major company with tens of thousands of users, both drivers and commuters around the country.

Freewheel is dedicated to keeping the cost of commuting down and the efficiency up. In time, it hopes to bring its services to people around the world.

Technology Initiatives

is proud to present the
New Innovation Award to:
Michael Owens, CEO of Freewheel

This award recognizes the innovation and creativity of new talent in the technology industry. It also acknowledges the effort to help consumers through the use of technology with a novel idea that has transformed the transportation community.

Susan Vaneer

Executive Manager, Technology Initiatives

186. How are Jordan Mills and Michael Owens similar?

- (A) Both started technology companies.
- (B) Both wanted an efficient way to commute.
- (C) Both were employed in public transportation.
- (D) Both won awards for their achievements.

187. What is indicated about Freewheel?

- (A) It started out small.
- (B) It is an international company.
- (C) It employs bus drivers.
- (D) It is good for the environment.

188. What is most likely true about Michael Owens?

- (A) He dislikes driving.
- (B) He owns a taxi company.
- (C) He wants to expand his business.
- (D) He has met Jordan Mills.

189. The word “respite” in the title of the article is closest in meaning to

- (A) Employment
- (B) Immunity
- (C) A refund
- (D) A break

190. What is the certificate awarding?

- (A) The best drivers
- (B) Environmental efforts
- (C) A good idea
- (D) The highest-earning company

EW Questions 191–195 refer to the following e-mails.

To: Ken Alberts <kalberts@emergentsolutions.com>
From: Clarissa Pierce <cpierce@actionservices.com>
Date: June 13
Subject: Shipping Contracts

Hello Mr. Alberts,

I am writing on behalf of my company, Action Services. Our company specializes in creating personalized flower arrangements, gift baskets, and novelty gifts. Recently we have been going over our books and realized we were paying too much to our current shipping company. We would be interested in offering you the opportunity to take over our account if you could provide us with some competitive rates. I have included a recent invoice of shipping costs with our current carrier, Express Corp. If you feel that you could beat their prices, we would like to try to work with you. Please let me know what you think.

Sincerely,
Clarissa Pierce
Account Manager, Action Services

To: Clarissa Pierce <cpierce@actionservices.com>
From: Ken Alberts <kalberts@emergentsolutions.com>
Date: June 14
Subject: Shipping Contracts

Dear Ms. Pierce,

Thank you for contacting us at Emergent Solutions. I have taken a look at your invoice from your last bill from Express Corp. and I believe that we can beat their prices. I would be happy to send over my account director to try to tailor a delivery package that is perfect for your needs. Since most of the shipping that you do is within the state and composed of relatively small items, I believe our express courier service will be perfect. We use fuel-efficient hybrid vehicles to run our small deliveries and are able to pass the savings on to our customers. As the Account Director, I look forward to working with Action Services in the future.

Sincerely,
Ken Alberts

GO ON TO THE NEXT PAGE

To: Ken Alberts <kalberts@emergentsolutions.com>
From: Clarissa Pierce <cpierce@actionservices.com>
Date: June 16
Subject: Shipping Contracts

Mr. Alberts,

This sounds amazing! You have no idea how much it means to our company that you are using environmentally responsible transportation. Action Services was originally formed by a collection of Environmental Studies students at City College here. Everything we do is ethically sourced and recyclable. We can't wait to meet with your team.

Best,
Clarissa Pierce
Account Manager, Action Services

191. What job does Mr. Alberts have?

- (A) President
- (B) HR manager
- (C) CEO
- (D) Account director

192. What is indicated about Action Services?

- (A) They care about art.
- (B) They are concerned about the environment.
- (C) They need to sell more packages.
- (D) Their old delivery service delivered packages to the wrong address.

193. According to the e-mails, what can you infer?

- (A) Emergent Solutions offers cheaper shipping costs than Express Corp.
- (B) Emergent Solutions will likely not be efficient.
- (C) Emergent Solutions has a business ethics at odds with Action Services.
- (D) Action Services is in debt.

194. Why did Action Services contact Emergent Solutions?

- (A) They needed new customers.
- (B) They were spending too much on shipping.
- (C) They wanted to expand their operation.
- (D) They wanted to ship internationally.

195. What kind of business is Action Services?

- (A) Technology consultants
- (B) Leadership experts
- (C) Hotel and resort specialists
- (D) Florist and novelty suppliers

 Questions 196–200 refer to the following e-mails and table.

To: Aaron Donald <adonald@acemail.com>
From: James Holt <holtrain@zipnet.net>
Date: Jan. 12
Subject: First Quarter Performance Review

Dear Aaron,

I just wanted to give you a heads-up that the performance evaluations are going to be going forward as discussed. I know this was an area of stress for you in the fourth quarter of last year, so I wanted to give you plenty of advanced warning. You will need to bring your numbers up significantly if you want to pass the review. As you know, we have been struggling to make our sales goals over the past several years, and I am afraid Mr. Jones is determined to trim the staff if things don't change. I have far exceeded my target numbers, so I have included an attachment with some possible leads for sales. Give them a shot.

Good luck,
James

To: James Holt <holtrain@zipnet.net>
From: Aaron Donald <adonald@acemail.com>
Date: Jan. 12
Subject: First Quarter Performance Review

James,

Thank you so much for the leads. I will get on them right away. I don't know why my sales are slumping so much lately in the technologies division. It seems like every sales technique I learned in school isn't working anymore. I am thinking about changing industries if I don't pass our review when it comes out in March. My sister is opening a beauty parlor and she was asking me to become a barber. Imagine that! Anyway, thank you again for the notice about the possible layoffs coming up. I will try to get my numbers up to standards, but I think that Mr. Jones may have already decided to let me go.

All the best,
Aaron

Possible Sales Leads for January

Name	Division	Account Potential	Rating
Sally Jones	Technologies	\$35,000–\$50,000	Silver
Bob Knuddle	Technologies	\$100,000 and up	Gold
Marquise Lee	Technologies	\$12,000–\$20,000	Bronze/Silver

196. What is most likely true about James and Aaron?

- (A) They are competitors.
- (B) They are related.
- (C) They are married.
- (D) They are friends.

197. What is indicated about Aaron?

- (A) He is not very good at his job these days.
- (B) The owner loves him.
- (C) There are problems in the main office.
- (D) He will keep his job after the evaluations come in.

198. According to the information provided, what is true about James?

- (A) He has done very well at work.
- (B) He needs more sales.
- (C) He wants to work with Aaron.
- (D) He will become a barber.

199. What is the problem with the sales leads James gave to Aaron?

- (A) They are rated too highly.
- (B) They are worth too much money.
- (C) Aaron doesn't know the contacts.
- (D) They are in a field Aaron is struggling in.

200. What is the job that Mr. Jones most likely has?

- (A) Human resources agent
- (B) Sales executive
- (C) Owner
- (D) Associate secretary

NO TEST MATERIAL ON THIS PAGE

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

Actual Test 01

101 (B)	126 (D)	151 (C)	176 (A)
102 (A)	127 (C)	152 (B)	177 (B)
103 (B)	128 (A)	153 (B)	178 (C)
104 (A)	129 (D)	154 (B)	179 (C)
105 (B)	130 (A)	155 (C)	180 (B)
106 (C)	131 (C)	156 (A)	181 (C)
107 (D)	132 (A)	157 (B)	182 (D)
108 (B)	133 (D)	158 (A)	183 (A)
109 (C)	134 (B)	159 (C)	184 (A)
110 (A)	135 (B)	160 (B)	185 (B)
111 (C)	136 (D)	161 (B)	186 (A)
112 (A)	137 (A)	162 (C)	187 (B)
113 (B)	138 (C)	163 (C)	188 (D)
114 (B)	139 (C)	164 (D)	189 (C)
115 (C)	140 (D)	165 (B)	190 (D)
116 (D)	141 (B)	166 (C)	191 (D)
117 (C)	142 (B)	167 (D)	192 (A)
118 (B)	143 (D)	168 (B)	193 (C)
119 (A)	144 (C)	169 (C)	194 (D)
120 (A)	145 (C)	170 (A)	195 (D)
121 (C)	146 (B)	171 (C)	196 (A)
122 (C)	147 (D)	172 (A)	197 (B)
123 (A)	148 (B)	173 (B)	198 (D)
124 (A)	149 (C)	174 (C)	199 (A)
125 (C)	150 (A)	175 (B)	200 (B)

Actual Test 02

101 (D)	126 (A)	151 (C)	176 (B)
102 (A)	127 (A)	152 (B)	177 (D)
103 (C)	128 (B)	153 (C)	178 (C)
104 (B)	129 (B)	154 (A)	179 (B)
105 (C)	130 (A)	155 (C)	180 (A)
106 (C)	131 (C)	156 (A)	181 (D)
107 (C)	132 (D)	157 (C)	182 (B)
108 (A)	133 (B)	158 (B)	183 (B)
109 (D)	134 (D)	159 (A)	184 (B)
110 (B)	135 (A)	160 (C)	185 (B)
111 (B)	136 (B)	161 (D)	186 (B)
112 (B)	137 (B)	162 (C)	187 (C)
113 (D)	138 (B)	163 (B)	188 (A)
114 (B)	139 (B)	164 (A)	189 (D)
115 (A)	140 (B)	165 (A)	190 (D)
116 (D)	141 (A)	166 (B)	191 (D)
117 (A)	142 (C)	167 (C)	192 (B)
118 (D)	143 (A)	168 (D)	193 (B)
119 (B)	144 (B)	169 (B)	194 (D)
120 (D)	145 (B)	170 (B)	195 (B)
121 (C)	146 (B)	171 (B)	196 (B)
122 (A)	147 (C)	172 (C)	197 (D)
123 (D)	148 (A)	173 (D)	198 (B)
124 (D)	149 (B)	174 (A)	199 (A)
125 (A)	150 (B)	175 (A)	200 (A)

Actual Test 03

101 (A)	126 (B)	151 (B)	176 (B)
102 (A)	127 (A)	152 (C)	177 (C)
103 (C)	128 (A)	153 (D)	178 (A)
104 (B)	129 (D)	154 (D)	179 (D)
105 (C)	130 (D)	155 (D)	180 (C)
106 (B)	131 (A)	156 (C)	181 (C)
107 (C)	132 (A)	157 (B)	182 (A)
108 (D)	133 (B)	158 (B)	183 (B)
109 (B)	134 (D)	159 (A)	184 (B)
110 (C)	135 (A)	160 (C)	185 (B)
111 (B)	136 (B)	161 (D)	186 (B)
112 (B)	137 (B)	162 (C)	187 (C)
113 (D)	138 (B)	163 (B)	188 (A)
114 (B)	139 (B)	164 (A)	189 (D)
115 (A)	140 (B)	165 (A)	190 (D)
116 (D)	141 (A)	166 (B)	191 (D)
117 (A)	142 (C)	167 (C)	192 (B)
118 (D)	143 (A)	168 (D)	193 (B)
119 (B)	144 (B)	169 (B)	194 (D)
120 (D)	145 (B)	170 (B)	195 (B)
121 (C)	146 (B)	171 (B)	196 (B)
122 (A)	147 (C)	172 (C)	197 (D)
123 (D)	148 (A)	173 (D)	198 (B)
124 (D)	149 (B)	174 (A)	199 (A)
125 (C)	150 (D)	175 (D)	200 (B)

Actual Test 04

101 (A)	126 (D)	151 (C)	176 (D)
102 (D)	127 (C)	152 (B)	177 (A)
103 (C)	128 (D)	153 (D)	178 (B)
104 (B)	129 (A)	154 (A)	179 (B)
105 (A)	130 (A)	155 (C)	180 (B)
106 (B)	131 (C)	156 (A)	181 (C)
107 (B)	132 (D)	157 (B)	182 (A)
108 (A)	133 (C)	158 (D)	183 (D)
109 (B)	134 (B)	159 (C)	184 (B)
110 (B)	135 (C)	160 (C)	185 (B)
111 (D)	136 (B)	161 (C)	186 (A)
112 (C)	137 (D)	162 (B)	187 (D)
113 (D)	138 (A)	163 (D)	188 (C)
114 (B)	139 (A)	164 (A)	189 (A)
115 (B)	140 (C)	165 (C)	190 (D)
116 (D)	141 (B)	166 (B)	191 (A)
117 (A)	142 (C)	167 (C)	192 (A)
118 (C)	143 (C)	168 (B)	193 (C)
119 (C)	144 (D)	169 (D)	194 (B)
120 (D)	145 (A)	170 (B)	195 (A)
121 (A)	146 (B)	171 (B)	196 (A)
122 (C)	147 (B)	172 (B)	197 (D)
123 (B)	148 (C)	173 (A)	198 (B)
124 (B)	149 (B)	174 (C)	199 (B)
125 (A)	150 (B)	175 (D)	200 (A)

Actual Test 05

101 (B)	126 (B)	151 (D)	176 (C)
102 (A)	127 (A)	152 (B)	177 (D)
103 (G)	128 (D)	153 (B)	178 (B)
104 (C)	129 (B)	154 (D)	179 (D)
105 (D)	130 (B)	155 (C)	180 (B)
106 (C)	131 (C)	156 (C)	181 (C)
107 (A)	132 (D)	157 (D)	182 (D)
108 (D)	133 (B)	158 (B)	183 (B)
109 (D)	134 (A)	159 (A)	184 (C)
110 (A)	135 (D)	160 (C)	185 (D)
111 (D)	136 (A)	161 (A)	186 (C)
112 (C)	137 (C)	162 (B)	187 (B)
113 (C)	138 (B)	163 (B)	188 (C)
114 (A)	139 (B)	164 (D)	189 (C)
115 (C)	140 (D)	165 (D)	190 (B)
116 (A)	141 (C)	166 (B)	191 (B)
117 (C)	142 (A)	167 (A)	192 (C)
118 (B)	143 (C)	168 (C)	193 (B)
119 (B)	144 (A)	169 (B)	194 (D)
120 (C)	145 (C)	170 (A)	195 (C)
121 (A)	146 (D)	171 (D)	196 (B)
122 (A)	147 (C)	172 (C)	197 (C)
123 (A)	148 (D)	173 (B)	198 (B)
124 (C)	149 (B)	174 (A)	199 (D)
125 (D)	150 (B)	175 (C)	200 (C)

Actual Test 06

101 (D)	126 (A)	151 (D)	176 (B)
102 (B)	127 (B)	152 (B)	177 (C)
103 (C)	128 (C)	153 (A)	178 (C)
104 (A)	129 (B)	154 (C)	179 (O)
105 (C)	130 (C)	155 (B)	180 (C)
106 (B)	131 (B)	156 (C)	181 (A)
107 (A)	132 (D)	157 (B)	182 (C)
108 (D)	133 (C)	158 (C)	183 (B)
109 (A)	134 (A)	159 (A)	184 (C)
110 (B)	135 (C)	160 (D)	185 (D)
111 (A)	136 (C)	161 (C)	186 (D)
112 (C)	137 (A)	162 (C)	187 (C)
113 (D)	138 (D)	163 (B)	188 (C)
114 (C)	139 (C)	164 (A)	189 (D)
115 (D)	140 (B)	165 (D)	190 (B)
116 (C)	141 (A)	166 (A)	191 (B)
117 (A)	142 (A)	167 (C)	192 (A)
118 (A)	143 (D)	168 (B)	193 (C)
119 (C)	144 (B)	169 (C)	194 (D)
120 (C)	145 (A)	170 (A)	195 (B)
121 (C)	146 (C)	171 (C)	196 (C)
122 (C)	147 (A)	172 (C)	197 (B)
123 (D)	148 (C)	173 (B)	198 (C)
124 (D)	149 (C)	174 (D)	199 (B)
125 (B)	150 (B)	175 (C)	200 (C)

Actual Test 07

101 (A)	126 (C)	151 (D)	176 (C)
102 (C)	127 (C)	152 (C)	177 (B)
103 (A)	128 (C)	153 (B)	178 (D)
104 (B)	129 (D)	154 (C)	179 (A)
105 (B)	130 (D)	155 (B)	180 (B)
106 (C)	131 (B)	156 (C)	181 (A)
107 (B)	132 (D)	157 (A)	182 (D)
108 (D)	133 (B)	158 (B)	183 (C)
109 (D)	134 (A)	159 (C)	184 (C)
110 (D)	135 (C)	160 (A)	185 (A)
111 (A)	136 (D)	161 (C)	186 (D)
112 (B)	137 (C)	162 (A)	187 (D)
113 (D)	138 (A)	163 (B)	188 (B)
114 (D)	139 (D)	164 (C)	189 (A)
115 (A)	140 (C)	165 (D)	190 (C)
116 (C)	141 (A)	166 (C)	191 (C)
117 (C)	142 (B)	167 (B)	192 (D)
118 (A)	143 (B)	168 (D)	193 (B)
119 (A)	144 (C)	169 (C)	194 (B)
120 (A)	145 (D)	170 (C)	195 (B)
121 (D)	146 (C)	171 (A)	196 (D)
122 (D)	147 (C)	172 (A)	197 (B)
123 (B)	148 (B)	173 (D)	198 (A)
124 (D)	149 (D)	174 (B)	199 (D)
125 (A)	150 (B)	175 (C)	200 (C)

Actual Test 08

101 (D)	126 (B)	151 (C)	176 (A)
102 (B)	127 (C)	152 (C)	177 (B)
103 (B)	128 (D)	153 (C)	178 (D)
104 (A)	129 (A)	154 (D)	179 (C)
105 (C)	130 (B)	155 (A)	180 (C)
106 (B)	131 (C)	156 (C)	181 (A)
107 (A)	132 (A)	157 (B)	182 (B)
108 (D)	133 (C)	158 (D)	183 (B)
109 (C)	134 (D)	159 (C)	184 (C)
110 (A)	135 (B)	160 (C)	185 (D)
111 (A)	136 (A)	161 (D)	186 (D)
112 (C)	137 (C)	162 (D)	187 (C)
113 (C)	138 (D)	163 (B)	188 (B)
114 (B)	139 (A)	164 (A)	189 (C)
115 (C)	140 (A)	165 (B)	190 (A)
116 (D)	141 (A)	166 (C)	191 (C)
117 (C)	142 (A)	167 (C)	192 (A)
118 (D)	143 (C)	168 (A)	193 (B)
119 (A)	144 (A)	169 (A)	194 (C)
120 (A)	145 (A)	170 (D)	195 (D)
121 (D)	146 (B)	171 (C)	196 (D)
122 (B)	147 (C)	172 (B)	197 (A)
123 (A)	148 (A)	173 (A)	198 (B)
124 (A)	149 (C)	174 (A)	199 (C)
125 (D)	150 (D)	175 (C)	200 (B)

Actual Test 09

101 (A)	126 (B)	151 (C)	176 (D)
102 (B)	127 (A)	152 (B)	177 (B)
103 (D)	128 (A)	153 (B)	178 (D)
104 (D)	129 (A)	154 (D)	179 (C)
105 (C)	130 (D)	155 (A)	180 (A)
106 (C)	131 (C)	156 (C)	181 (B)
107 (D)	132 (A)	157 (A)	182 (C)
108 (C)	133 (B)	158 (D)	183 (B)
109 (D)	134 (D)	159 (C)	184 (B)
110 (A)	135 (B)	160 (D)	185 (C)
111 (D)	136 (D)	161 (D)	186 (C)
112 (C)	137 (A)	162 (B)	187 (A)
113 (A)	138 (B)	163 (C)	188 (C)
114 (B)	139 (D)	164 (A)	189 (C)
115 (C)	140 (B)	165 (D)	190 (A)
116 (D)	141 (A)	166 (B)	191 (C)
117 (C)	142 (D)	167 (D)	192 (A)
118 (A)	143 (D)	168 (C)	193 (C)
119 (D)	144 (D)	169 (A)	194 (B)
120 (A)	145 (B)	170 (B)	195 (C)
121 (D)	146 (D)	171 (C)	196 (B)
122 (A)	147 (B)	172 (D)	197 (C)
123 (A)	148 (A)	173 (D)	198 (B)
124 (C)	149 (B)	174 (D)	199 (C)
125 (D)	150 (D)	175 (C)	200 (B)

Actual Test 10

101 (B)	126 (C)	151 (B)	176 (A)
102 (A)	127 (C)	152 (C)	177 (B)
103 (D)	128 (A)	153 (D)	178 (D)
104 (B)	129 (A)	154 (C)	179 (C)
105 (B)	130 (D)	155 (D)	180 (C)
106 (C)	131 (C)	156 (B)	181 (D)
107 (C)	132 (B)	157 (A)	182 (B)
108 (D)	133 (B)	158 (D)	183 (B)
109 (B)	134 (C)	159 (C)	184 (A)
110 (D)	135 (C)	160 (B)	185 (B)
111 (B)	136 (B)	161 (B)	186 (B)
112 (D)	137 (A)	162 (B)	187 (A)
113 (C)	138 (C)	163 (C)	188 (C)
114 (A)	139 (A)	164 (C)	189 (D)
115 (G)	140 (D)	165 (C)	190 (C)
116 (D)	141 (A)	166 (B)	191 (D)
117 (A)	142 (C)	167 (D)	192 (B)
118 (B)	143 (B)	168 (B)	193 (A)
119 (C)	144 (B)	169 (B)	194 (B)
120 (C)	145 (A)	170 (D)	195 (D)
121 (D)	146 (A)	171 (A)	196 (D)
122 (B)	147 (C)	172 (B)	197 (A)
123 (B)	148 (A)	173 (A)	198 (A)
124 (A)	149 (A)	174 (C)	199 (D)
125 (A)	150 (C)	175 (A)	200 (C)

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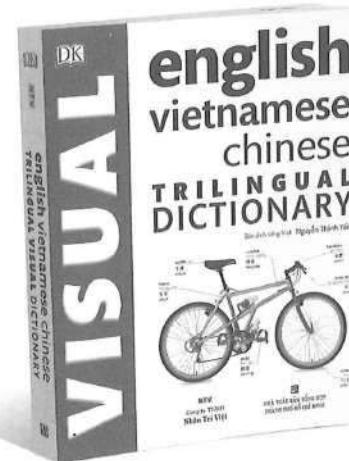
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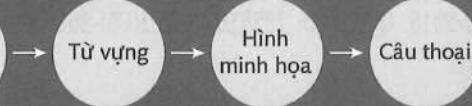
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