

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 the test book.

Part 5

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

- 101** Russell Jewels is opening a new ----- in Rowland this Saturday.
(A) accessory
(B) design
(C) store
(D) notice
- 102** Ms. Rosebush must ----- her application form to Beal City University by September 5.
(A) is sending
(B) sending
(C) sent
(D) send
- 103** Mr. Cline requested his boss to authorize ----- to organize the event.
(A) himself
(B) his
(C) him
(D) he
- 104** Some of the administrative staff ----- on a business trip to conclude a contract with a business partner.
(A) went
(B) prepared
(C) began
(D) started
- 105** To receive the full ----- of this coupon, please register the serial number at our shop's official website.
(A) beneficiary
(B) benefits
(C) beneficial
(D) beneficially
- 106** Judy Arnold volunteered to ----- on a new research project in cooperation with senior researcher Fred Ferguson.
(A) form
(B) tell
(C) create
(D) take





- 107 As an ----- teacher, Mr. Grant gave a speech on the importance of fostering the habit of reading.
(A) experiencing
(B) experience
(C) experienced
(D) experiences
- 108 Cellist Irene Hudson is arranging an accompanied performance ----- the Toronto Philharmonic Orchestra.
(A) off
(B) with
(C) among
(D) through
- 109 All workers must be equipped with safety devices such as helmets ----- entering the construction site.
(A) about
(B) during
(C) from
(D) before
- 110 Guests must show the invitation ----- received at the entrance to be escorted to their seats.
(A) their
(B) them
(C) they
(D) theirs
- 111 The Caldwell Bridge was around ----- 128 years before it was demolished due to safety concerns.
(A) nearly
(B) probably
(C) clearly
(D) finely
- 112 Wagner Computers is looking for ----- ideas from employees that could contribute to the development of some new software.
(A) create
(B) creative
(C) creating
(D) creativity
- 113 A doubled remittance charge is placed ----- international money transfers compared to domestic ones.
(A) in
(B) above
(C) from
(D) on
- 114 Winn Furniture ----- has been in business for more than 150 years strives to provide our customers with functional and durable furniture.
(A) what
(B) which
(C) where
(D) whom
- 115 Navarro Paper Company devised a new manufacturing system ----- due to technological difficulties it has not yet been implemented.
(A) later
(B) like
(C) but
(D) for
- 116 According to a public opinion survey carried out by *the Dushville Gazette*, there is a ----- preference for a new mayor rather than the incumbent one.
(A) clarify
(B) clearly
(C) clear
(D) clarity
- 117 Letson University's Floyd Medical School is a ----- academic institute which has produced many capable doctors.
(A) deliberate
(B) practical
(C) durable
(D) leading

110



113



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118 Senior researchers at the Russell Botanic Institute are currently ----- new medicine consisting only of natural ingredients.

- (A) develop
- (B) developing
- (C) developed
- (D) develops

119 ----- firms must abide by the laws of the respective state they belong to when conducting an audit.

- (A) Accounting
- (B) Accounted
- (C) Accountable
- (D) Accountant

120 You cannot make additional orders for office supplies as the budget has ----- been finalized.

- (A) eventually
- (B) soon
- (C) around
- (D) already

121 To improve the athletic performance of the football team, the team's coach has ----- a new exercise routine.

- (A) collected
- (B) implemented
- (C) competed
- (D) diverted

122 To complete the transfer process, transfer students should send their transcripts ----- from their previous school's administrative office.

- (A) directed
- (B) director
- (C) direct
- (D) directly

123 Volunteers must ----- identification cards to flood victims before carrying out any kind of assistance.

- (A) present
- (B) announce
- (C) dispose
- (D) place

124 Magneta Computing Company had to ----- recall the Fosno-042 laptops when they turned out to have defects in their hardware.

- (A) extremely
- (B) immediately
- (C) numerously
- (D) clearly

125 The final draft of the prototype for our newly developed product must be ----- so it can be displayed at the board of trustees' meeting.

- (A) preparation
- (B) prepare
- (C) prepared
- (D) prepares

126 Applicants for the vacant job position must have the ----- to categorize different types of documents, prepare presentation materials, and carry out administrative work.

- (A) range
- (B) ability
- (C) amount
- (D) array

127 To ensure a safe trip, Wiota Railway Services ----- conducts technical examinations on all its tracks and trains.

- (A) period
- (B) periodic
- (C) periodical
- (D) periodically

128 You can upgrade the size of the pizza you order ----- three free beverages for no extra charge when you order through the Internet.

- (A) on
- (B) while
- (C) plus
- (D) in addition

121



122



- 129** If you need a translator at the conference, please check your language ----- on the registration form.
 (A) preference
 (B) advantage
 (C) recognition
 (D) remittance
- 130** The quarterly revenue of Delci Hair Products increased by 10 percent ----- the new marketing strategy they employed.
 (A) besides
 (B) according to
 (C) otherwise
 (D) due to
- 131** Students are required to summarize what they ----- for their graduation thesis.
 (A) have been researched
 (B) have researched
 (C) researching
 (D) will be researched
- 132** ----- the outbreak of an unidentified disease, the sales volume of personal hygiene items has reached an all-time record.
 (A) Even
 (B) Besides
 (C) Among
 (D) Since
- 133** Civilians in the southern part of New Zealand are putting every effort into extinguishing bushfires ----- local firefighters.
 (A) cooperating
 (B) alongside
 (C) besides
 (D) despite
- 134** Because Philip Dalton was absent due to an injury from last game, a ----- player was put into the semifinals.
 (A) shortage
 (B) financial
 (C) substitute
 (D) decision
- 135** Ferry service at Leaton Island charges 20 percent more on weekends ----- on weekdays.
 (A) onto
 (B) above
 (C) than
 (D) within
- 136** The movie is quite popular because of its ----- scenes and solid plot, both of which have been praised by movie critics.
 (A) picturesque
 (B) monetary
 (C) horrible
 (D) singular
- 137** Business ----- must be accurately recorded and confirmed by the heads of each respective department before they are delivered to the company's accountant.
 (A) practices
 (B) transactions
 (C) absences
 (D) registrations
- 138** Remsell Industries is implementing an incentive program for employees ----- heightened productivity.
 (A) facilitated
 (B) facilitate
 (C) to facilitate
 (D) facilitation
- 139** President Bruce Dixon of Dewitt Advertising has been promoting a ----- partnership with local businesses.
 (A) punctual
 (B) rhetoric
 (C) contented
 (D) strategic
- 140** Personnel changes within the marketing department ----- no surprise, as it completely failed on the most recent project.
 (A) made of
 (B) came as
 (C) spoke of
 (D) came across



Part 6

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

Questions 141-143 refer to the following e-mail.

To: All KSI Bank Employees
From: Kevin Webster, Vice President
Subject: KSI Bank Man To Man Care Program

I would like to announce that we are going to adopt a new customer service program for our most valued customers and it's called the Man To Man Care Program (MTMCP). In order to implement this new program successfully, it is necessary that managers at each KSI Bank branch attend a ----- session to be held on August 9th.

- 141** (A) pragmatic
(B) reassuring
(C) training
(D) revising

Afterwards, we will also hold a short discussion in order to hear ----- from each manager.

- 142** (A) suggestions
(B) suggested
(C) suggesting
(D) suggestive

Through this meeting, we also hope to have an opportunity ----- re-energize and bring a new

- 143** (A) by
(B) to
(C) of
(D) being

future to the bank.

If you have any questions or concerns, please feel free to contact me.

Questions 144-146 refer to the following e-mail.

From: ahrens@office-dvdshop.com
To: kjackson@hotmail.com
Subject: The lost DVD that you rented from us

Dear. Mr. Jackson,

We received your e-mail regarding the lost DVD that you rented from us a week ago. According to the store policy, you have two weeks to pay for the DVD, after which you'll be charged for the product in addition to the late fees until the full amount is paid off. In other words, you must pay for the cost of the DVD ----- two weeks, otherwise you'll owe us for the product cost and the

- 144** (A) more than
(B) for
(C) within
(D) since

late fee.

In this specific case, even though you have ----- to wait for two weeks to find the DVD, it would

- 145** (A) a decision
(B) a right
(C) a responsibility
(D) an option

be wise to pay for the product as soon as possible.

Two weeks from today, we will ----- you of the total fee you owe us through a text message.

- 146** (A) notify
(B) notification
(C) notable
(D) noted

Best wishes, and thank you for your cooperation.

Regards,

Bob Ahrens

DVD Rental Customer Service

Questions 147-149 refer to the following letter.

Dear Mr. Marcus,

I'm an executive officer at Shine Advertisement. We've recently noticed that your latest product became the hottest ----- of the week.

- 147** (A) mascot
(B) chance
(C) issue
(D) plot

First, we want to congratulate you on the success of your product. With that being said, we ----- to give you a short presentation of how we can contribute to your product's success

- 148** (A) would like
(B) have
(C) think
(D) might like

through advertising.

If you want to ----- us regarding this business, please call us at 271-485-5931.

- 149** (A) talk to
(B) give
(C) provide
(D) explain

We look forward to working with you.

Sincerely,

Taylor Brooks
Executive Officer
Shine Advertisement

Questions 150-152 refer to the following letter.

Joseph Campbell

Regarding the gift card sent in early January

Jan 23rd

Dear Mr. Campbell,

We've confirmed that you have received our store's gift card worth \$150 last week. We wish that the purpose of this letter was to congratulate you on your receipt of the gift card. -----, we

- 150** (A) However
(B) Moreover
(C) Despite
(D) Although

are sorry to say that the gift card was sent to you by an accident.

Although we inevitably ----- the balance left on your gift card already, we'd like to offer you

- 151** (A) will withdraw
(B) could have withdrawn
(C) might have withdrawn
(D) have withdrawn

an alternative gift of a 20% discount on any product you purchase from us within the next two months.

We ----- apologize for our mistake and hope you keep shopping at our store.

- 152** (A) sincerely
(B) sincere
(C) serenity
(D) more sincere

Best regards,

Target Store

Part 7

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

Questions 153-154 refer to the following invitation.

You are invited to visit

The 12th European Art Exhibition
St. Augustine Exhibition Hall, Birmingham, England
December 23-29

"Paintings Representative of the European Impressionist Style"

Over the seven days of the exhibition, visitors will have a chance to appreciate a diverse range of Impressionist paintings collected by Dr. Whittington, including a series by Edouard Manet. Half of the exhibits are dedicated to this year's focus, the self-portraits of Impressionist artists who initiated the artistic movement.

153 For how long will the event be held?

- (A) 4 days
- (B) 5 days
- (C) 7 days
- (D) 9 days

154 What does this year's exhibit highlight?

- (A) Still-lives
- (B) Landscapes
- (C) Self-portraits
- (D) Post-Impressionist paintings

Questions 155-156 refer to the following advertisement.

A Memorable Wedding

If you are fed up with dull and plain weddings, call right away for Wonder Wedding! Wonder Wedding listens to your personal orders for wedding details and realizes them with precision and elegance. Whether it is a luxurious beachside wedding or an exciting skydiving wedding, anything you dream of will be ready at your command.

With three wedding planners, one religious counselor, and five staff members, Wonder Wedding works to provide you with a memorable wedding that is planned out from the bridal shower to the reception and the honeymoon. You can choose from hundreds of venues, stylists, designers, and concepts we have prepared in advance or make personal requests for a unique wedding. Pictures of previous clients are available on our website for your reference at www.wonderwed.com.

Please contact one of our wedding planners who can help you create a memorable wedding from over a hundred venues and styles.

155 What is the advertisement about?

- (A) Personalized cards
- (B) Customized weddings
- (C) Catering service
- (D) Community event

156 According to the advertisement, what can be found on the website?

- (A) Information about wedded couples
- (B) Venues currently available
- (C) Names of famous beaches
- (D) Estimated prices of weddings

Questions 157-159 refer to the following memo.

From: Kate Sutherland, marketing director
To: Promotion team staff
Date: October 14th
Re: The launch of new air fresheners

I would like to express my sincere gratitude to everyone for their hard work during the last week's promotional program, which began on October 3 and ended on October 10. The promotional program distributed complimentary cans of air fresheners and 10% discount coupons for our products, valid until November 14th, to potential consumers in exchange for their participation in our survey. The survey consisted of 15 feedback questions for each of our new scents: Luscious Lilac, Fresh Freesia, and Sweet Sensation.

The following points summarize typical consumer opinions:

- Most of the customers evaluated Fresh Freesia as too weak. They felt that the fragrance evaporated within an hour and recommended that we add more durability to the scent.
- Many customers rated the product designs as attractive.
- The most popular scent was Sweet Sensation and the least was Luscious Lilac.

We will be holding a meeting to talk over the survey results, more specifically on improving the Fresh Freesia. The specific time and place for the meeting will be made known by my secretary soon.

157 Why was this memo written?

- (A) To recommend a new product design
- (B) To analyze the results of a scientific study
- (C) To describe the results of a survey
- (D) To talk about adjustments in a schedule

159 What did customers find problematic about the products?

- (A) The product designs are too plain.
- (B) The scent did not last enough.
- (C) The price is too expensive.
- (D) The size of the product is too small.

158 Which scent was voted the second most popular?

- (A) Sweet Sensation
- (B) Luscious Lilac
- (C) Tangy Mango
- (D) Fresh Freesia

Questions 160-162 refer to the following guideline.

Miterminator – A mite vacuum cleaner

The Miterminator instantly vacuums away parasitic mites, reducing itchiness and skin rash during the humid and hot summer days. The Miterminator consists of a rotating brush that helps the vacuuming process and an antifungal filter cartridge which effectively catches both mites and their eggs. Regular change of the filter cartridge is necessary for hygienic use. Normally, filter cartridges should be replaced after six months of use and for the convenience of our customers, five extra filter cartridges are included. The filter cartridges will turn blue to indicate an appropriate time for a change. The brush should also be washed after every use with a special liquid cleaner that comes with the product.

The Miterminator is also equipped with a UV switch that, once turned on, emits UV rays to completely exterminate not only mites and but also microbes. A feature that has been added to the previous version of the Miterminator, it makes certain that no mite is left on blankets and couches to ensure a pleasant, itch-free summer.

160 What is the main subject of the information?

- (A) How to distinguish between different kinds of mites
- (B) How to report an outbreak of a contagious disease
- (C) How to get a refund
- (D) How to use a household article effectively

162 What does the UV function do?

- (A) It takes X-ray photographs.
- (B) It sucks in the mites.
- (C) It gives off UV rays.
- (D) It detects UV rays.

161 What is included with the product?

- (A) Blue cartridges
- (B) Six additional filter cartridges
- (C) A Miterminator
- (D) A liquid cleaner

Questions 163-165 refer to the following e-mail.

From: maria_07@kofers.com

To: Jones82@kofers.com

Subject: Product defect

Date: March 10

Dear Mr. Jones,

The executive committee has decided to make some major changes in the production line after over a thousand recalls have come in over our latest product, the TH-A310. A mold which shapes the coupling part of the robotic arm seems to have had a technical problem since last week. The products manufactured during this period have all been reported as defective, and the company had to make immense refunds for the faulty goods. It is imperative that the production line be corrected in the shortest time possible to regain credit and reinforce brand image.

The executive committee requests that you clarify and report the cause of the failure and devise a way to overcome the present issue. The committee has also authorized you to build a temporary production line to offset the losses of last week if necessary. Please have those tasks finished before this Thursday.

Best Regards,

Maria Rodrigues, Personnel Director
TH Computers. Inc.

163 For whom is this e-mail probably intended?

- (A) A production supervisor
- (B) A marketing director
- (C) An accountant
- (D) A customer service representative

164 What problem has the company encountered?

- (A) Deficiency of employees
- (B) Labor and management dispute
- (C) Malfunctioning product
- (D) Lack of product advertisement

165 What did the executive committee request?

- (A) Constructing another factory
- (B) Devising an improved production system
- (C) Formulating a new marketing strategy
- (D) Recruiting specialized workers

Questions 166-167 refer to the following information.

Braham Translation Services

With over 50 years of precise translation service provided to countless individuals, we translate:

- general texts
- legal documents
- academic dissertations
- literary texts
- resumes
- business contracts
- letters
- news articles, magazines

to and from:

- Korean
- English
- Chinese
- Arabic
- French
- Russian

One of our editors is always available in case our customers require book designs for their publishing needs at an extra charge.

Prices start at \$10.00/page and increase with the specialty required.

Located in the heart of the downtown business district:

Gramton Building

119 West Bruxa Rd.

109) 678-5425

Monday-Friday: 9:00 A.M.-8:00 P.M.

Saturday: 10:00 A.M.-2:00 P.M.

e-mail: brahamtrans@forte.com

If ordering online, visit: www.brahamtrans.com

166 What would be the lowest price of a service at Braham Translation Services?

- (A) \$9
- (B) \$10
- (C) \$11
- (D) \$12

167 Which service is NOT offered by Braham Translation Services?

- (A) A novel translation from English to Korean
- (B) Assistance for sending a resume to Russia
- (C) Design for a book cover
- (D) Translation related to an international legal dispute

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Questions 168-170 refer to the following e-mail.

From: Samantha Jackson (sam_J135@toysandme.com)
To: Staff members at Toysandme Inc. Fredawood
Subject: Yoga program for pregnant employees

I'm sure you've already received company newsletters about the upcoming fitness program for pregnant employees. The company has implemented this program not only to boost our brand image as family-friendly toy producers, but also to support the recent government program for pregnant employees. The personnel director, Justin Tremblay, has entrusted me with the responsibility to gather a group of pregnant employees at Toysandme Fredawood to be included in the program.

The yoga program will be named "Yoga for Mamas." It will be held on Mondays and Wednesdays, one hour before each shift, at 2:00 P.M. and at 9:00 P.M. A yoga instructor specialized in pregnancy care has been dispatched by the Ministry of Gender Equality to lead this exercise program.

The company urges employees to register for Yoga for Mamas to receive a 50% government subsidy on postpartum services, including a postnatal depression test, infant vaccine shots and more.

We believe that Yoga for Mamas is an excellent program for expectant mothers to stay healthy and ease work pressure. To enroll for a membership, please contact me via e-mail or at 562-9024.

Thanks!

Samantha Jackson

168 Who requested Samantha Jackson to form a group of pregnant employees?

- (A) The Minister of Gender Equality
- (B) The Toysandme Fredawood president
- (C) Justin Tremblay
- (D) A government official

169 What benefit will "Yoga for Mamas" members receive?

- (A) They will be offered a 50% discount on higher level classes.
- (B) They will receive free yoga suits.
- (C) They will be given longer maternity leaves.
- (D) They will save money on postpartum services.

170 What is true about the e-mail?

- (A) The yoga program will be held three times a week.
- (B) Some employees start working at 2 p.m.
- (C) A yoga instructor is from the local government.
- (D) The yoga class finishes at 9 p.m.

Questions 171-173 refer to the following e-mail message.

From: Barnes Online Cookshop <confirm-info@barnescook.com>
To: Heather Bailey
Subject: Change in shipping method

Dear Ms. Bailey,

Thank you again for choosing Barnes Online Cookshop for your culinary needs.

Unfortunately, this message is to inform you that some of the goods you purchased on July 14 may be delivered a week later than usual. The set of cookie cutters you ordered were shipped normally on Monday as scheduled to your home. They should arrive at your home within a couple of days. However, the Indian spices you ordered are on backorder so we had to ask the wholesale agent in India to ship them by air. Therefore, the delivery of these goods has been postponed 4 to 5 days. We are sorry for this inconvenience.

Please visit www.barnesonline.com/order/shipping_info and type in your order confirmation number to check the shipment status and estimated delivery date. You can also leave shipment-related questions at the real time Q&A board. This service answers your questions immediately through text messages. Service representatives are also available for you at our customer service center, Monday through Friday, from 9:00 A.M. to 5:00 P.M. Please call us at (904) 729-3058.

To acknowledge this mistake, we have enclosed a 10% discount coupon for your next online purchase. Thank you for shopping with us.

Have a good day.

Sincerely,

Barnes Cookshop Online

171 Why is the delay in delivery expected?

- (A) Some goods have been shipped right from the wholesale agent.
- (B) The order was misplaced.
- (C) There was a natural disaster.
- (D) The shipping company went on strike.

172 What is enclosed with the message?

- (A) An order confirmation number
- (B) A discount coupon
- (C) A promotional leaflet
- (D) A gift certificate

173 What is true about the e-mail?

- (A) The whereabouts of the goods cannot be verified online.
- (B) Sales representatives are not available on weekends.
- (C) The delivery of the spices will take 4 to 5 days.
- (D) The company does not deal in food ingredients.

Questions 174-176 refer to the following information.

Renforth Community Library

Special guest lecturers for fall book club members

Renforth Community Library is dedicated to fostering a healthy reading environment. The lecture program hosted by the library this fall has been sponsored by local businesses to widen the knowledge of our community members. The library's book club members will be able to meet with esteemed authors to listen to their lectures and discuss various reading-related topics, from parenting methods to new trends in fiction writing. For those who do not have a book club membership, tickets can be purchased for \$2, with all funds being donated to the library fund.

Wednesday September 5

Joseph Bennett

The author of *Reading Habits Build a Dream*

President of the Good Parenting Committee

Mr. Bennett has studied various reading habits for more than twenty years and incorporated them into parenting methods. He will lecture about approaching parenting issues with reading materials for building healthy parent-child relationships.

Wednesday October 18

Debra Richardson

Playwright and poet

Mrs. Richardson is widely recognized for her contributions to technical development in modern play scripts. She was given with the Crescent Playwright's Award for her latest work, *The Witches*, and she will discuss the history of modern theater in her talk.

Wednesday November 2

Dr. Frank Lewis

Professor of English Literature, Browncoast University

The author of *Literature and Popular culture in Modern Society*

Dr. Lewis has taught English Literature for over 20 years at Browncoast University. He is interested in literature as popular culture. He will be examining the latest trends of fiction writing in modern society. At the end of this lecture, Dr. Lewis will hand out certificates to all participants.

174 What is the primary purpose for hosting the lecture program?

- (A) To strengthen the community bond
- (B) To raise funds for local businesses
- (C) To promote academic discussion
- (D) To enhance the knowledge of community members

175 Who will be handing out certificates?

- (A) Frank Lewis
- (B) Debra Richardson
- (C) Joseph Bennett
- (D) Renforth Community Library

176 Which topic will NOT be discussed in the program?

- (A) Relating parenting methods with reading
- (B) Writing romance novels
- (C) History of modern theater
- (D) New trends in fiction writing

A new trend in agriculture: organic goods

As North America and Europe grew through the Industrial Revolution, their agriculture sector has completely transformed from small-sized farms to commercialized, large-scale ones that cultivate massive amounts of crops. Small farmers across the world can rarely compete against industrialized farms. Such commercialization instigated mega-sized agribusinesses to employ reckless means, such as using excessive amount of pesticides, to expand their business. In the 1980s, just over 150 agribusinesses produced crops that could feed the whole North American and European population.

However, small-sized farms are coming back because of the increased concern modern society has about industrialized crop production. As more and more people look for organic farm produce, local farmers are taking their proximity to consumers as an advantage in selling organic crops. These farmers have started to maximize their profit by creating networks among themselves and using them to create small stores within a community. By marketing the stores' proximity and healthiness, they are able to rake in a lucrative profit.

Large agribusinesses were able to supply their products to almost every supermarket they could find. But because small organic stores have limited space, their capacity to carry a variety of food products or supply them to other grocery stores is difficult. This is why many organic stores are opening websites for online shopping. Once an order is registered online, farmers can prepare the product right at their farms and deliver it to customers instead of doing so at their small, crowded stores. This service has proved to be popular, as working moms are able to shop for healthy food products conveniently at home.

Regarding the cost of not using pesticides, most organic farmers are relying on traditional methods that work well. Furthermore, most of the traditional methods are recognized by environmental organizations as safe for the environment. Many governments, understanding the advantages of small, organic farming, are publicly supporting it by building relevant institutions, sending out experts and campaigning.



- 177** What can be inferred about the agricultural structure of the West in the 1980s?
- (A) Small-sized farms were wide spread.
 - (B) Organic farming became popular.
 - (C) Rice became a major crop production.
 - (D) Industrialization of agriculture was prevalent.
- 178** According to the article, what is implied about organic farming?
- (A) It was created in the 1980s.
 - (B) It has been industrialized.
 - (C) It is not profitable.
 - (D) It has tried to provide convenience.
- 179** What is NOT listed as a government-supported project?
- (A) Setting up relevant institutions
 - (B) Dispatching experts
 - (C) Distributing superior seedlings
 - (D) Working on campaigns
- 180** Why have online sites become popular among organic farmers?
- (A) They make up for the limited capacity in stores.
 - (B) They look modern.
 - (C) They allow them to apply for subsidies.
 - (D) They enhance marketing strategies.

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

Temporary Service Outage

Due to recent hurricane damage, Thomas Electricity suffered a power outage and a loss of cable lines. Although our engineers and technicians are working hard to recover from the damage and secure the cable lines, we can't guarantee an exact date for full service in the near future because of severe weather disturbances. If you reside in an affected region, you may file a damage compensation form and return it to us.

Damage compensation forms should include the person's full name, current address, and bank account number. Please include an e-mail address and telephone number as well so that we can contact you immediately. Our address is Thomas Electricity, 26th Street, Dallas, TX 80001.

Note that the damage claim process will take more than two weeks to proceed due to the high volume of forms. Thank you in advance for your patience.

To: Julia Madison <jmadison1@gmail.com>
From: Allen Peterson <masterte@thomaselec.com>
Date: September 11
Subject: Compensation program process

Dear Ms. Madison,

Thank you for sending your compensation form to Thomas Electricity. We're sorry for any inconvenience the natural disaster has caused.

We checked your form entirely, but we found a few missing parts that need to be filled out before we proceed any further. We would like to assist you to fill out the missing parts by phone so that you will get your compensation in a timely manner.

According to our work schedule, our assistant is available to call you this coming Tuesday between 1:00 and 2:00 or on Thursday between 2:00 and 3:00. If those times are not suitable for you, we can arrange a new time next week. Please let us know of your availability. Once everything is settled, we will proceed with your claim as soon as possible.

Thank you for your patience.

Sincerely,

Allen Peterson, Associate Manager
Thomas Electricity



- 181** What is implied about Thomas Electricity?
(A) It doesn't provide compensation.
(B) It is the cause of the natural disaster.
(C) It failed to provide adequate service.
(D) It complied with government regulations.
- 182** What is the purpose of the notice?
(A) To install additional cable lines
(B) To argue against customers
(C) To inform compensation plan
(D) To advertise new products
- 183** In the notice, the word "reside" in paragraph 1, line 4 is closest in meaning to
(A) work
(B) visit
(C) live
(D) register
- 184** What is indicated about Ms. Madison's compensation form?
(A) A few parts still need to be filled out.
(B) It is complete but was refused by Mr. Peterson.
(C) Compensation will be made on Thursday between 2:00 and 3:00 pm.
(D) There is a delay in processing due to a high volume of paperwork.
- 185** When is the earliest that Ms. Madison can be compensated?
(A) Early September
(B) Late September
(C) Late this week
(D) Early next week

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

To: Customer Service Center Manager <mastercs@abchomesupplies.com>
From: Josh Ralph <jralph01@google.com>
Date: Friday April 10
Subject: Question regarding the shipping

To Whom It May Concern,

Last Monday, I ordered a king-sized bed (item number 217) and a small-sized cabinet (item number 345) from your website. On the website, it stated that delivery will take up to 1 week, and consequently I expected to receive my shipment by Monday. However, it's Friday, and I still haven't got one of my orders yet.

I chose the products because it seemed to be of outstanding quality and durability and at an affordable cost. I also assumed that your company would be able to deliver them quickly. I am rather disappointed at this point. I believe I should have gotten a notice beforehand if there were a problem with the delivery. I hope I get my shipment as soon as possible.

Josh Ralph

To: Josh Ralph <jralph01@google.com>
From: Customer Service Center Manager <mastercs@abchomesupplies.com>
Date: Saturday April 11
Subject: Re: Question regarding the shipping

Dear Mr. Ralph,

I apologize for the delay in delivery. I have checked your order and found that the item number 217 was out of stock until this Wednesday and the item number 345 was on back order but it was properly delivered. It is our fault for not listing the appropriate status of items on our website. I sent the bed along with two complimentary pillows on Wednesday afternoon via express delivery service. You should get them next Monday.

As a result of this experience, I have talked to the customer service team. I have also enclosed a coupon for your next purchase, giving you a 20% discount and free shipping on your next purchase.

Once again, I apologize for the inconvenience. If you need further assistance, please don't hesitate to contact us at mastercs@abchomesupplies.com or at 655-239-0006. I will be more than pleased to help you.

Thank you, and we hope you continue to shop with us in the future.

Christine Kim
Customer Service Center Manager



- 186** What is the purpose of the first e-mail?
- (A) To confirm an order
 - (B) To send a defective product back
 - (C) To notify about late shipment
 - (D) To recommend educating workers at the Customer Service Center
- 187** Which of the following is true about the order?
- (A) It was placed on the phone.
 - (B) The webpage has descriptions about delivery time.
 - (C) The bed was delivered in time.
 - (D) The cabinet was out of order.
- 188** What is the purpose of the second e-mail?
- (A) To argue about a defective product
 - (B) To assist with a problem
 - (C) To request proof of payment
 - (D) To change an order
- 189** According to Mr. Ralph, what is NOT a reason he chose the products?
- (A) Distinguished quality
 - (B) Reasonable cost
 - (C) Long-lasting feature
 - (D) Popularity
- 190** What is NOT an offered item for Mr. Ralph's inconvenience?
- (A) A free education program
 - (B) Two free pillows
 - (C) An expedited delivery
 - (D) A discount on a future purchase

Questions 191-195 refer to the following report and table.

This report is produced by professors at Bridge Johnson University on August 25.

The survey was conducted to research each region's preference over certain men's clothes and to use the results as a future marketing strategy. The research was conducted between July 20 and August 20 in major malls throughout Brazil. The results show which brands are favored over other brands.

Fitch and Rock Republic each represent luxury and affordable casual clothes brands, respectively, while BC for Men and John & Deer's each represent expensive and reasonably priced business clothes brands, respectively.

Findings

Casual clothes brands were popular in the western and eastern regions of the country, while business clothes brands dominated the northern and southern regions. For example, sales of Fitch in eastern regions were two times higher than in northern areas. This result demonstrates that there are customer preferences over certain brands by regions.

Although there are more business clothes brand sales in northern and southern regions, it must be taken into account that these preferences might change by seasons also. To accommodate these changes, additional research will be conducted on December 10.

It seems that consumers in the north and south of the country spent more on business clothes due to geographic characteristics. The majority of *Fortune* 500 companies are located in these regions, implying that workers will have to wear more formal clothing to the workplace. Unlike the north and south, the west and east are known for their highly developed entertainment areas.

SALES PERCENTAGE FOR DIFFERENT BRANDS BY REGIONS

	Fitch	Rock Republic	BC for Men	John & Deer's
North	20%	17%	18%	45%
South	10%	13%	42%	35%
West	30%	50%	15%	5%
East	40%	20%	25%	15%

- 191** When will the next research be conducted?
(A) July 20
(B) August 20
(C) August 25
(D) December 10
- 192** Which product is most popular in the north?
(A) BC for Men
(B) John & Deer's
(C) Fitch
(D) Rock Republic
- 193** Why was the survey conducted?
(A) To benefit from government funding
(B) To criticize an existing report
(C) To analyze customers' preferences
(D) To help increase sales
- 194** What is NOT true about the report and table?
(A) BC for Men is an expensive clothes brand.
(B) Rock Republic is most popular in the west.
(C) The survey took a month to be carried out.
(D) Seasonal factors were considered in the report.
- 195** What is a factor for people wearing more formal clothing in certain areas?
(A) Presence of big companies
(B) Prices
(C) TV commercials
(D) Promotions

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

From: mgomez@langco.com
To: drajoul@langco.com
Date: March 7
Subject: Worker recommendation for marketing team

Dear Mr. Rajoul,

I have received your urgent request of a potential marketing team member and found the right employee for the task. I believe that Mike McCain would be a suitable candidate for your department. Although he has only worked for three years in our finance department, he has demonstrated strong communication skills and expertise in marketing. In fact, it was his suggestion that convinced marketing managers to advertise our revenue in TV commercials. He also started his master's degree in marketing two years ago. He is completing his degree this coming May, equipping him with perfect knowledge and skills to get into a marketing career. If you have more questions, I will be happy to assist you.

Mary Gomez
Finance Department

From: drajoul@langco.com
To: mgomez@langco.com
Date: March 10
Subject: Re: Worker recommendation for marketing team

Dear Ms. Gomez,

Thank you so much for recommending Mr. McCain. Actually, I was also thinking about Mr. McCain for my marketing team given his excellent accomplishments with his last project. If possible, I'd like to get his resume as soon as possible and interview him next week with the other candidates. Interviews will be held on March 13th from 10:00 A.M. to 11:00 A.M. I will contact Mr. McCain regarding the interview.

Also, I'd like to ask you a favor. I am currently organizing a team for a three-month project for internal consulting. This task will require two of your finance department employees. Again, I will need some recommendations from you. Suitable candidates will have strong communication skills, a strong finance background, and previous project experience.

I appreciate for your cooperation.

Derek Rajoul
Marketing Department

- 196** What is the purpose of Ms. Gomez's e-mail?
- (A) To argue with Mr. Rajoul about an employee
 - (B) To inform Mr. Rajoul of a suitable candidate
 - (C) To notify Mr. Rajoul of Mr. McCain's absence
 - (D) To refuse Mr. Rajoul's request
- 197** What are NOT the qualifications Mr. Rajoul consider necessary for the project team members?
- (A) Educational backgrounds
 - (B) Communication skills
 - (C) Professional experience
 - (D) Expertise
- 198** What is NOT a reason for choosing Mr. McCain as a candidate?
- (A) He will soon have a master's degree in marketing.
 - (B) He excelled in his work responsibilities.
 - (C) He just got promoted.
 - (D) He has marketing experience.
- 199** What does Mr. Rajoul ask Ms. Gomez to do?
- (A) Search for a project team member
 - (B) Write a recommendation letter for Mr. McCain
 - (C) Stop complaining about continuous employee recruitment
 - (D) Organize a team for employee education
- 200** What is NOT indicated in the e-mails?
- (A) Mr. Rajoul is in charge of an internal consulting project.
 - (B) Ms. Gomez is willing to help Mr. Rajoul.
 - (C) Mr. McCain has a good reputation from Ms. Gomez.
 - (D) Mr. Rajoul has met Mr. McCain in person before.