



READING

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

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

Part 5

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

101. Ms. Woolner is hoping to change ----- daily routine to be more conducive to a healthy lifestyle.
(A) herself
(B) her
(C) she
(D) hers
102. She has very high ----- for her new job, although she has only been there for a week.
(A) expected
(B) expecting
(C) expectedly
(D) expectations
103. Construction of the new supermarket is expected to last ----- early September.
(A) with
(B) on
(C) in
(D) until
104. Regulations have been enacted to ensure that labels on all medications are easily -----.
(A) understand
(B) understanding
(C) understandably
(D) understandable
105. Although Mr. Celloni had misplaced Ms. Atwood's files, he ----- managed to win her court case.
(A) any
(B) still
(C) more
(D) same
106. Because of the recent blizzard, students are ----- to submit their essays in the next class.
(A) permitting
(B) permitted
(C) permissible
(D) permission
107. Clients wishing to cancel ----- appointment must do so within 48 hours to avoid a penalty fee.
(A) them
(B) themselves
(C) their
(D) theirs

108. The outstanding ----- from customers helped to ensure that Ms. Gilmore would stay with the company.
(A) evaluated
(B) evaluating
(C) evaluation
(D) evaluate
109. The research team in Atlanta has alerted the head office that their reports will be finished -----.
(A) previously
(B) shortly
(C) overly
(D) rarely
110. Throughout the past two quarters, ----- of the new product lines has been running ahead of schedule.
(A) develop
(B) development
(C) developing
(D) developer
111. Mr. Larry Davis is considered the most ----- for the recent tax evasion scandal at Ross & Higgins Inc.
(A) responsible
(B) possible
(C) achievable
(D) probable
112. West Venture Trust, formerly ----- as the Western Mining Company, has expanded its business into finance and rural real estate.
(A) knowing
(B) was known
(C) known
(D) know
113. Today, our company headquarters are located ----- the Transcontinental Bank headquarters, at the corner of Cavalry Avenue and Queen Caroline Boulevard.
(A) without
(B) near
(C) down
(D) to
114. Empty boxes should be placed in the stockroom for -----.
(A) removable
(B) remover
(C) removed
(D) removal
115. Furniture from our supply centers can only be ordered ----- directly over the phone or online.
(A) and
(B) either
(C) both
(D) yet
116. Since the Pembroke Opera House has ----- parking facilities, audience members are encouraged to use the nearby rapid transit system.
(A) limit
(B) limited
(C) limits
(D) limitations
117. Please hand your completed ----- to Ms. Kim at the Human Resources Department and we shall contact you as soon as possible.
(A) appointment
(B) application
(C) commission
(D) process





- 118.** Mr. Wilt Flaherty from the Stemcor Company ----- announced some good news to shareholders at the last meeting.
(A) final
(B) finalist
(C) finalize
(D) finally
- 119.** The monthly meeting is expected to end ----- 2:00 p.m.
(A) ahead
(B) before
(C) early
(D) prior
- 120.** The ----- of our factory equipment is vital for the high quality of our manufactured goods.
(A) relied
(B) reliable
(C) reliably
(D) reliability
- 121.** Ms. Chambers ----- to finish processing all the accounts by tonight.
(A) pursues
(B) designs
(C) explains
(D) intends
- 122.** There are some ----- job ads in the company newsletter in case any employee might know someone who can fill those positions.
(A) updated
(B) update
(C) updating
(D) updates
- 123.** Construction of the new bank branch was completed on time ----- the unseasonably wet weather.
(A) even though
(B) as if
(C) in spite of
(D) nevertheless
- 124.** Intended vacation times require a notification period of at least two weeks -----.
(A) in advance
(B) initially
(C) behind
(D) ago
- 125.** The government sends teams of ----- to check the quality of the tap water in both urban and rural counties.
(A) inspected
(B) inspectors
(C) inspections
(D) inspect
- 126.** Profits fell by 20 percent ----- the closure of one of the company's main branches.
(A) due to
(B) because
(C) for
(D) past
- 127.** Unauthorized entry into the building is not permitted, ----- to guests who have obtained a special security pass.
(A) while
(B) so
(C) except
(D) as
- 128.** Ms. Tomoe has already been to Helix Labs -----, but this will be her first time seeing their testing facilities.
(A) ever
(B) ago
(C) once
(D) then
- 129.** Mr. Ben Shipley will be promoted next month for ----- managing production at our facility in Kansas City.
(A) effective
(B) effectively
(C) more effective
(D) most effective

- 130.** At next November's Fort Chester Telecommunications Exposition, Ms. Wendy Wallace will ----- the capabilities of the new T200 notebook computer by Treble Inc.
 (A) tolerate
 (B) encourage
 (C) demonstrate
 (D) astonish
- 131.** A password ----- to you by the registrar's office will enable you to access some important student information.
 (A) provided
 (B) required
 (C) equipped
 (D) requested
- 132.** The city's transit commission held a meeting last Friday on providing more ----- service to recreational places, such as the zoo, during the summer.
 (A) frequent
 (B) numerous
 (C) sudden
 (D) repetitious
- 133.** The Law Firm of Bauer and Associates will be increasing its ----- staff by four attorneys and seven law clerks.
 (A) following
 (B) now
 (C) already
 (D) current
- 134.** A ----- of officers from some American corporations will be attending the Future Tech Expo in Japan.
 (A) nomination
 (B) revision
 (C) description
 (D) delegation
- 135.** Van Dusen Enterprises is a leader in exploring agricultural innovations that are environmentally friendly and ----- beneficial.
 (A) economics
 (B) more economical
 (C) economic
 (D) economically
- 136.** To be in ----- with labor standards, Hampton Pharmacies' offices will have to become wheelchair accessible.
 (A) compliance
 (B) competence
 (C) arrangement
 (D) advancement
- 137.** This meeting may take longer than expected if we are going to ----- an agreement.
 (A) reach
 (B) look
 (C) come
 (D) get
- 138.** Signs must be posted in the elevators that their maximum capacity may not ----- 1,600 pounds, or 727 kilograms.
 (A) exceed
 (B) excel
 (C) promote
 (D) interrupt
- 139.** If your washing machine malfunctions, you may replace it with ----- or get a full refund.
 (A) all other
 (B) other
 (C) another
 (D) each other
- 140.** ----- not a mandatory form of ID, a valid driver's license is a readily accepted form of identification.
 (A) Despite
 (B) Unless
 (C) Since
 (D) Though



GO ON TO THE NEXT PAGE



Part 6

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

Questions 141-143 refer to the following letter.

To: Greg Flank <gflank@mail.net>
From: Jose Melendez <jmelendez@abc.net>
Subject: Receipt of application

Dear Mr. Flank,

We are pleased to ----- that we have received your application packet for the position of

- 141.** (A) deny
(B) apply
(C) confirm
(D) schedule

Assistant Director. The application was complete, so we do not require any further documents. Our search for an Assistant Director has been met with much ----- . In fact, the

- 142.** (A) interested
(B) interest
(C) interests
(D) interesting

number of submissions has been ----- . This is the first time the position has become

- 143.** (A) overwhelming
(B) debatable
(C) predictable
(D) reduced

available in more than 10 years, and many qualified professionals are eager to fill the shoes of the previous assistant director. Due to the large quantity of applications, we do not expect to finish assessing each candidate's qualifications until the end of February. After this process is complete, someone from our office will contact you about your application. Thank you for your patience in this matter, and we look forward to speaking with you soon if your application is among those selected for further review.

Sincerely,

Jose Melendez, Human Resources

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

Ms. Lisa Debonaire
12 State St.
Chicago, IL 60112

Dear Ms. Debonaire,

I would like to personally congratulate you on your recent accomplishments as a filmmaker. You have been selected by our board as the next ----- of the Independent Films Award.

144. (A) receipt
(B) recipient
(C) receptor
(D) reception

This is a great honor that is awarded to only one filmmaker per year; previous winners of the award include Academy Award-winning directors. Our board chooses award-winners from a select group of filmmakers who have unusual talent and bring something fresh and inspiring to the film industry. When selecting a winner, we consider the overall quality of the films that a filmmaker -----, as well as the direction, cinematography, and relevance to society.

145. (A) produce
(B) producer
(C) produces
(D) producing

Filmmakers who produce their work on lower budgets receive special consideration from our board. We are aware of your limited budget, and were impressed that you managed to create ----- a high-quality film given the lack of financial backing.

146. (A) some
(B) much
(C) most
(D) such

After watching hundreds of films, we chose you as our winner because of your incredible film entitled "The Wanderer." It is a particularly striking piece of work because of its poignant themes.

In order to honor your accomplishments, we would like to invite you to an Independent Films Award banquet. The event will take place on February 15 at 7:00 p.m. at the Hyatt Hotel ballroom in New York City.

Sincerely,

Michael Higgins
Independent Films, Inc.



Actual Test 04

GO ON TO THE NEXT PAGE



Questions 147-149 refer to the following letter.

Susan Queller
530 Morning Rd.
Chicago, IL 60019

Dear Ms. Queller,

You may already be aware that our company's theater productions will no longer be held in the Downtown Arts Theater. Although this theater provided a venue for our performances for many years, it is time for a change. We hope that as a loyal member, you will continue to join us for performances. The new theater was approved in a majority vote by our board members this past season.

----- you would like to renew your membership now for the 2009-2010 season, you will be

- 147.** (A) Even
(B) If
(C) Then
(D) Instead

among the first to choose seating in our new Alfred A. Montrose Theater. We are pleased to offer many new comforts and amenities in this brand-new theater, including plush chairs with ample leg room, balcony seating, and a pre-show dinner option. We hope that our new features will help you to enjoy the excellent ----- that we have planned this year even

- 148.** (A) magazines
(B) paintings
(C) menus
(D) performances

more than before.

----- you will find a calendar of events with subscription prices.

- 149.** (A) Enclose
(B) Enclosure
(C) Enclosed
(D) Enclosing

Thank you, and we look forward to entertaining you this season.

Sincerely,

Arthur LaCrosse
Director

Questions 150-152 refer to the following announcement.

Cross-Country Management is looking for people to join its team of professionals. Our company has a growing reputation for excellence, and we are growing fast. Two new full-time secretarial positions are now available. As a secretary, you will be the first point of contact with the community, so there are several qualifications you must have. Maintaining accurate records and sending correspondences are the ----- duties of this position.

- 150.** (A) skilled
(B) primary
(C) observant
(D) promoting

Candidates should ----- a minimum of 3 years' experience as well as excellent typing and

- 151.** (A) possess
(B) possesses
(C) possessing
(D) have possessed

word processing skills.

Qualified candidates will be called for interviews the 3rd week of March, and hiring will begin the following week. We offer the best hourly pay and benefits of any company in the state.

Applicants interested in this ----- can contact David Landau at dlandau@ccmgmt.org.

- 152.** (A) job
(B) admission
(C) loan
(D) grant

Please attach a résumé and cover letter.



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, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following advertisement.

The Gift & Art Shop

Choose from a splendid range of gifts for her and for him at an amazingly affordable price!

We offer:

- Unique gift ideas
- Wedding & baby gifts
- China & crystal
- Flatware & specialty gift selections

Our services include:

- Free gift wrapping for purchases over \$20
- Nationwide next-day delivery guaranteed
- Professional gift consultation

Call our store today: 1-888-552-4200

153. What business is this advertisement for?

- (A) Florist shop
- (B) Art gallery
- (C) Gift shop
- (D) Delivery service

154. What does the advertisement offer?

- (A) Gift wrapping is free on all orders.
- (B) Discounts apply to all orders over \$20.
- (C) Next-day delivery is for local customers only.
- (D) Items will arrive by the next day anywhere in the country.

Questions 155-156 refer to the following notice.

We're pleased to announce that all employees of BMC Corporation now have access to our online document archive. Our IT team has worked for over four months to provide this convenient and efficient system. This will enable employees to gain access to the archive anytime and anywhere, whether they are working in the office, on the road or at home. Follow the directions below to take advantage of the online document archive.

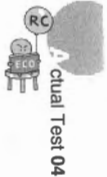
1. Go to the document section of the website.
www.bmc.com/docs
2. Click on "archive" to search the database.
3. To use the archive you need to log in:
 - a. Enter user name. (employee's e-mail address)
 - b. Enter password. (employee identification card number)
4. Use the database research to find the document you are looking for.

155. Who is this announcement for?

- (A) College students
- (B) System analysts
- (C) BMC employees
- (D) BMC shareholders

156. What does this announcement describe?

- (A) Directions on how to subscribe to an Internet service
- (B) Information on how to log on to the online archive
- (C) Location of available documents
- (D) Procedure of developing a database



GO ON TO THE NEXT PAGE 



Questions 157-159 refer to the following letter.

Dear Ms. Karen Tan:

Thank you for choosing Quest Communications as your mobile phone service provider. Quest Communications is the largest wireless company in the US, with more than 72 million subscribers. You will find enclosed a copy of the customer agreement which explains the terms and conditions of your subscription. Please read the agreement, and return the form to us with your signature by October 2. Since you have signed up for the 2-year contract discount, there will be an early termination fee of US \$80 if you cancel the service before the end date of the contract period.

With your 2-year contract, you can enjoy caller ID display service and 100 text messages per month for FREE for the first 5 months of your contract. Optional services such as call-waiting and international roaming can be added at any time at your request.

Should you have any questions or inquiries regarding the service agreement, do not hesitate to call our customer service department at 877-553-9812. Once again, thank you for choosing Quest Communications.

Sincerely,

Nicole Gardener

Customer Service Department

157. What did Ms. Tan receive with this letter?

- (A) A coupon
- (B) A product sample
- (C) A contract
- (D) A warrant

159. What is included in the special plan Ms. Tan is using?

- (A) Free call-waiting
- (B) \$80 rebate coupon
- (C) Free text messages
- (D) 24-hour customer service

158. Under what circumstances would Ms. Tan have to pay an \$80 penalty?

- (A) If she renews the contract
- (B) If she cancels the service early
- (C) If she buys a new mobile telephone
- (D) If she does not reply to the letter by October 2

Questions 160-162 refer to the following newspaper article.

The Star, evening edition, Aug. 2
No free meals on Kingfisher Airlines

As of October 1, Kingfisher Airlines will no longer offer complimentary meal service for passengers in economy class. Kingfisher's spokesperson announced yesterday that the airline has decided to stop the free meal service starting on October 1. Snack boxes, however, will be sold to passengers for \$7. The menu can be found on Kingfisher Airlines' website: breakfast will consist of an assortment of gourmet cheeses and crackers, accompanied by a fresh seasonal fruit mixture and fresh yogurt. For lunch and dinner, passengers can choose from three types of salads with seasonal mixed fruit or three types of sandwich wraps accompanied with a bag of chips. Soft drinks, coffee and tea will still be provided to all passengers at no extra charge.

Recently, an increasing number of airlines have stopped serving free meals in economy class on domestic flights, as they struggle to curb financial losses, especially from high fuel prices. Even major airlines such as United Airlines have discontinued free meals in economy on domestic flights, and even some overseas flights. Several European and Asian airlines are also considering the idea of charging for meals, as they, too, struggle with high fuel prices.

160. What is the topic of the article?

- (A) Kingfisher Airlines' financial report
- (B) The new meal policy of Kingfisher Airlines
- (C) A list of airlines offering the best food
- (D) Price comparison between various regional airlines

162. What is NOT included in the snack box menu?

- (A) Coffee
- (B) Cheese
- (C) Salad
- (D) Sandwich

161. What is suggested about Kingfisher Airlines?

- (A) The airline will reduce its airfares soon.
- (B) It will elect a new CEO.
- (C) It has joined other airlines in attempting to cut losses.
- (D) It treats all passengers equally regardless of where they are sitting on the plane.

GO ON TO THE NEXT PAGE



Questions 163-164 refer to the following e-mail.

Date: June 17
From: Rachel_Green@trojanhill.co.uk
To: Karen@musician.co.org
Subject: Special Promotion

Dear Customers:

Trojan Hill is offering a special promotion on our X-723 optical mouse – 20% off for customers who order 10 or more between June 20-22! Featuring the highly sensitive 1000DPI function and an ergonomic design, the X-723 is ideal for both desktop users and laptop owners.

For more information, please contact Rachel Green(Rachel_Green@trojanhill.co.uk) or call us at 330-9999. Thank you.

Best regards,

Rachel Green
Customer representative

163. How can Trojan Hill best be described?

- (A) It is an electronic equipment seller.
- (B) Rachel Green is its media representative.
- (C) It has moved to a new location.
- (D) It sells music CDs.

164. What is the nature of the special promotion included in this e-mail?

- (A) Free mobile phone
- (B) Special price on an item
- (C) Discount coupon for new computer purchase
- (D) Two-for-one deal on optical mouse product

Questions 165-168 refer to the following announcement.

New York City Council Approves Purple Trees Project

November 25 – New York’s City Council finally gave the green light to Voice Classics’ project to build a residential community called Purple Trees in New York City. The community is to be established on the former site of the Rosent Motel on Highway 7, within walking distance of the city center.

Although this is great news for Voice Classics, the project must also be reviewed by the state’s Department of Environment(DOE) before construction can officially begin. The community’s layout features 27 condominium units divided between two 5-story buildings. Each condominium will have three bedrooms, two bathrooms, and a spacious balcony. The residential community will also boast a swimming pool and underground parking lot.

Pricing will be determined after final DOE approval is received. Voice Classics was founded by William Dawe 30 years ago and is still run by him, with his daughter, Emma, serving as vice president. Mayor Heather Steinz has said the company has handled the project extremely professionally to date.



- 165.** What is true about the Rosent Motel?
- (A) It does not exist any longer.
 - (B) It is being built over a period of three years.
 - (C) It is across the street from Purple Trees.
 - (D) It was constructed by Voice Classics.

- 166.** When will construction commence?
- (A) When the architectural plans have been finalized by the company
 - (B) When the New York City Council approves the project
 - (C) When the Rosent Motel has been shut down
 - (D) When the DOE finishes its review

- 167.** Which is NOT a feature of the community?
- (A) A swimming pool
 - (B) Two residential buildings
 - (C) Spacious dining rooms
 - (D) A parking space below ground

- 168.** Who is William Dawe?
- (A) The founder of Voice Classics
 - (B) The chair of the DOE
 - (C) The owner of the Rosent Motel
 - (D) The mayor of New York City

GO ON TO THE NEXT PAGE



Questions 169-171 refer to the following notice.

Rickenbacker International Corporation is pleased to announce a three-day event to commemorate the 75th anniversary of both our company and the electric guitar. The event will kick off on Friday August 25th, 2009 at the Doubletree Club Hotel in Santa Ana. It will then continue at the Museum of Making Music in Carlsbad, and finish up in Hollywood at the House of Blues.

The events at the Doubletree will include poster signing events with artists, a showcase of RIC guitars, and an impromptu jam session.

For the grand finale of our three-day celebration, a benefit concert will be held at the House of Blues in Hollywood called "75th Anniversary of the Electric Guitar Presented by Rickenbacker." This concert will feature a full electric performance by Jefferson Starship, Chris Squire, and The Smithereens. The show will be emceed by Billy Hinsche, founding member of Dino, Desi & Billy.

Tickets are available at www.ticketmaster.com and the House of Blues box office (323-848-5100).

169. Why was this notice made?

- (A) To promote Rickenbacker's anniversary event
- (B) To invite guests to a charity event
- (C) To notify people of the date of an art exhibition
- (D) To advertise a rock concert

171. What is stated about Billy Hinsche?

- (A) He lives in Carlsbad.
- (B) He will emcee the show.
- (C) He will be one of the musical performers at the show.
- (D) He is a member of The Smithereens.

170. Which of the followings will not be included in the events at the Doubletree?

- (A) Showcase of RIC guitars
- (B) Impromptu jam session
- (C) Poster signing events with artists
- (D) Performance by Billy

Questions 172-175 refer to the following e-mail.

Subject: Important Notice for AIS Users

Date: Tuesday, October 12

From: Richard Snyder

To All Asset Inventory Service (AIS) Users:

We have recently uncovered an isolated issue with the AIS service that was causing PC inventories to fail. The symptoms were that when AIS client ran, it would delete all of its associated scheduled tasks, thus rendering the client inactive. This issue affects all AIS clients that were deployed/installed after July 7th, 2008. Clients installed prior to July 7th, 2008 are not affected by this issue, and should continue to operate normally.

The remedy for this issue is to redeploy any clients that were deployed after July 7th, 2008. This will recreate the associated scheduled tasks, and the clients will then begin to upload inventory on their predetermined intervals. Once your redeployment is complete, it is suggested that you use the "Update Inventory" feature, which is located on the upper right-hand portion of the AIS home page, and which will in turn lead PCs to upload their inventory as quickly as possible.

We apologize for any inconvenience this may have caused.

Thanks.



Actual Test 04

172. Who are the people addressed in the e-mail?

- (A) Employees for an asset management firm
- (B) Users of a computer program
- (C) Hospital workers
- (D) Computer programmers

173. Why is Mr. Snyder apologizing?

- (A) He installed some defective programs on a few PCs.
- (B) One of his clients is responsible for spreading an infectious disease.
- (C) He is concerned this problem may have caused some inconvenience for users.
- (D) He is solely responsible for the failure of a company.

174. What can the e-mail recipients do to fix their problem?

- (A) Delete all associated files
- (B) Render the client ineffective
- (C) Install a new program
- (D) Redeploy any clients that were deployed after a certain date

175. What is true according to the above e-mail?

- (A) The issue does not affect all client computers.
- (B) Mr. Snyder has recently fixed the issue with the AIS service.
- (C) The clients deployed after July 7th, 2008 have a computer virus.
- (D) Mr. Snyder's top client has asked him to resolve the program error.

GO ON TO THE NEXT PAGE



Questions 176-180 refer to the following excerpt from an instruction manual.

QuickScan 8400F Glass Cleaning Guide

The manufacturer strongly recommends that trained service personnel perform any and all repairs dealing with the disassembly and reassembly of any fastened parts.

Before You Start:

- Before carrying out any of the procedures described in this document, make sure that the scanner has been turned off and the power cord has been disconnected.
- To prevent any chance of electric shock, the scanner housing should only be opened by a qualified electronics technician.

Removing the Scanner Lid and Scanner Glass Bed:

1. Open the scanner lid to a 90-degree angle.
2. Lift the lid upward to remove it.
3. Using a head screwdriver or pen, push slightly downward on the scanner's glass bed lock to release the scanner's glass bed.
4. Once the glass bed is released, grab it with both hands and pull away from the scanner. Place the scanner's glass bed on a flat surface with a cloth or towel underneath to prevent scratching on the glass while cleaning the glass.

Cleaning tips:

The best way to clean the scanner glass bed is with a clear glass cleaner solution. Make sure you do not use any color dye solutions. Also, use a soft cloth and avoid all abrasive material such as sponges and rough paper towels. Spray or moisten the cloth. Do not spray directly on the scanner's upper housing glass, as there is a calibration strip on the underside of the glass bed.

Reassembling the Scanner:

1. Identify the special male and female set and lock clips.
2. Now identify the female receptacles for those clips and align the scanner's glass bed perfectly over the clips.
3. Slide the scanner's glass forward or towards the front of the scanner to lock in the scanner's glass bed.
4. Replace the lid by aligning the lid at a 90-degree angle to insert it.

176. What is the best method to clean the scanner glass bed?

- (A) Use the blue-colored cleaner solution
- (B) Use paper towels
- (C) Use a head screwdriver
- (D) Moisten a soft cloth with a clear solution

177. What is the reason for placing the removed glass bed on a towel or cloth?

- (A) To avoid scratches on the scanner lid
- (B) To find it easily
- (C) To prevent dust from getting on the underside of the glass bed
- (D) To prevent damage on the glass while cleaning

178. What should be done if the scanner housing should be opened?

- (A) The user must bring it to a local service center for service.
- (B) It should be opened with a head screwdriver while the scanner is turned on.
- (C) The user should contact a professional electronics technician.
- (D) The scanner glass should be wiped with a sponge first.

179. According to this guide, what is the first thing to do before cleaning the scanner glass?

- (A) Pry the glass bed lock open with a screwdriver
- (B) Switch off the scanner
- (C) Spray the clear glass cleaner solution over the glass
- (D) Open the lid to form a right angle

180. Which of the following is NOT true according to the guide?

- (A) There are some chemicals not suitable for cleaning the scanner glass.
- (B) The scanner cleaning is easy, and it can be done by anyone.
- (C) The user should follow the procedures in the guide to prevent damage or malfunction.
- (D) To reassemble the scanner, the lid should be aligned at a right angle to be connected to the scanner again.



GO ON TO THE NEXT PAGE 



Questions 181-185 refer to the following program and letter.

Apollo Theater Proudly Presents

RAINMAN

Adapted for the stage by Dan Gordon

Based on the screenplay by Barry Morrow & Ronald Bass

Story by Ronald Bass

Production:

Director - Ang Lee

Producers - Nica Burns, Jane Walmsley

Designer - Jonathan Fensom

Lighting - Jason Taylor

Sound - Fergus O'Hare

Cast:

Josh Hammond as Charlie Babbit

Adam Goodman as Raymond

Colin Stanton as Dr. Bruener

Charles Dash as Michael Smith

Saturday, July 5

4 p.m. & 8 p.m.

THANK YOU 2007-2008 MEMBERS FOR YOUR SUPPORT!

<Current Donors>

Brad & Tammy Dillon

Mr. & Mrs. Bill Davis

Judy Langley

TSW Products Co., Inc

Kansas Arts Commission

Trudy Swint/Ameriprise

July 7

Dear Ang,

I went to see *Rainman* on Saturday. I must say it was awesome! It had a powerful storyline, and the characters were brought to life beautifully. It was both funny and touching.

I also want to add that the actor who played Raymond was really impressive. I think he has great potential. Please tell him that he has a new fan!

I was wondering if you would be interested in being the director for a project I am now working on as musical director. It is a musical about the Liverpudlian twins, who were separated at birth, and features Louise Clayton and Stephen Palfreman. I'm writing the music and lyrics with Marco Beltrami, the co-musical director, but we don't have a director yet. After seeing *Rainman* on Saturday, I was convinced that you would be the best choice.

If you are interested, I would like to get together with you and discuss it over dinner. I know you are very busy for the next two weeks, so I am thinking the week of July 27 would be good. Give me a call before the end of this week and let me know when the best time is for you.

I look forward to hearing from you.

Yours truly,
Suzy Appleby



181. What is *Rainman*?

- (A) A movie by Bill Davis
- (B) A play at the Apollo Theater
- (C) A musical by Louise Clayton
- (D) A dance show in Kansas City

182. Why are Mr. & Mrs. Bill Davis thanked in the advertisement?

- (A) They are important donors to the Apollo Theater.
- (B) They established the Apollo Theater.
- (C) They are directing a new musical production.
- (D) Mr. Bill Davis is the chairman of the Kansas Arts Commission.

183. Why did Suzy Appleby write this letter to Ang Lee?

- (A) To offer Ang a job as director
- (B) To thank him for his generous donation
- (C) To complement his impressive acting
- (D) To introduce him to Stephen Palfreman

184. What performer did Suzy Appleby complement in her letter?

- (A) Josh Hammond
- (B) Colin Stanton
- (C) Adam Goodman
- (D) Stephen Palfreman

185. What does Suzy Appleby want Ang Lee to do?

- (A) To recommend a qualified musical director
- (B) To contact her by telephone by weekend
- (C) To be a donor of the Apollo Theater
- (D) To write the music and lyrics for her new musical

GO ON TO THE NEXT PAGE 



Questions 186-190 refer to the following contract and letter.

Ajax Machine Tools Ltd. Service Contract

Contract No.: 2008-0206012

Customer Account No.: 03487

Customer Name: Tay Young Manufacturing Co.

Contract Date: February 6

Service Commencement Date: February 6

Contract Term: ☐ 2 years

☒ 3 years

Equipment: Industrial Puncher

Model: Renz Super 700

Under this contract, the Industrial Puncher Renz Super 700 is under warranty to be free of manufacturing defects within the time period of coverage stated above.

Ajax Machine Tools will provide routine maintenance checks twice a year on site by a trained technician, whose services will include cleaning and a thorough systems check.

When the inspection discloses defect or malfunction, the technician will issue a repair recommendation. The purchaser must submit a signed copy of the technician's recommendation to the contractor for replacement of defective parts. Ajax Machine Tools Ltd. shall not assume liability or responsibility for damages due to improper handling, installation or maintenance by the customer, as they are not considered manufacturing defects. Thus, such damages are not covered by this contract.

Mira Kang
Tay Young Manufacturing Co.
34 Rathburn Road
Lincoln, NE 68507

August 31

Kevin Kensington
Ajax Machine Tools Ltd.
725 Sheppard Avenue
Denver, CO 80211

Dear Mr. Kensington

My company purchased the industrial puncher (Renz Super 700) from your company in February. However, we faced some problems while using the machine over the past 6

months. We pointed this out to your technician during the regular maintenance check on July 15, and during the inspection he found some parts that needed to be replaced. He said that he would forward his service report with a repair recommendation to the relevant department so that the defective parts could be replaced. However, we have not heard from him since then.

We understand that there are no more free maintenance checks remaining for this year, but we would like to have our machine repaired nonetheless. Please let us know when you think you will be able to send the technician once again and supply the replaced parts for our machine.

Sincerely,

Mira Kang

Tay Young Manufacturing Co.



186. How long is the contract valid?

- (A) For one year
- (B) For two years
- (C) For three years
- (D) For four years

187. Which of the following is NOT true about the service?

- (A) It provides free maintenance checks twice a year.
- (B) It includes a visit to the customer's business for a maintenance check.
- (C) It includes a cleaning and system checkup.
- (D) It covers damages caused by improper handling by the customer.

188. Why did Ms. Kang write this letter?

- (A) To inquire about the extension of a warranty
- (B) To invite Mr. Kensington to a service maintenance training session
- (C) To set a date for a maintenance check
- (D) To complain about the service technician

189. What is Ms. Kang waiting to receive?

- (A) A written suggestion of the repair report from the technician
- (B) A service report on overall terms and conditions
- (C) A preventive check list
- (D) An invoice covering all the Renz Super 700s.

190. How many more times can Ms. Kang probably receive free maintenance checks during the remaining contract period?

- (A) One
- (B) Two
- (C) Three
- (D) Four

GO ON TO THE NEXT PAGE 



Questions 191-195 refer to the following information and e-mail.

Using Statistics to Grow Your Business

One Day Seminar

Statistics may be boring to some, but to other savvy entrepreneurs they unlock hidden riches! The key is knowing which statistics are critical to YOUR business, and which ones are irrelevant.

Business Magazine invites you to a series of lunch seminars in April and May entitled "Using Statistics to Grow Your Business," featuring Dr. Sungha Lim. The seminars will be held in four major cities in the United States.

Dr. Lim is the director of the U.S. Business Economics Association and is also the winner of last year's National Business Book Award.

Seminar schedule:

1. April 19 - Continental Hotel (New York)
2. April 23 - East Gate Tower Suite (Chicago)
3. May 5 - Park South Lodge (Dallas)
4. May 15 - Candlewood Inn (Los Angeles)

The seminar will be held from 9:30 to 5:00 at each location. Registration is \$250 per person. Your registration fee will cover the workbook and other reference materials, instructor fees, refreshments, lunch, the use of meeting rooms, and other expenses.

To: Sungha Lim <shlim@bizstats.com>
From: Anthony Grant <angrant@odney.com>
Date: May 2
Subject: Your Seminar

Dear. Dr. Lim

I was very glad to see the announcement on your upcoming seminars in the newspaper. I used to read your columns with much interest years ago when you wrote for *the Business Korea Weekly* magazine. I also found your book *Evaluating Statistics* very helpful for my business. I greatly admire your work. I am excited to hear that you will be here in Dallas on May 5.

Since I work in the field of advertising, I would like to learn more about the use of statistics in advertising, and I was hoping you will talk about it in the seminar. Could you tell me if you're planning to cover this topic in your seminar?

Best regards,

Anthony Grant
Odney Advertising

- 191.** What is the topic of the seminar?
- (A) Ensuring the safety of employees in the workplace
 - (B) Announcing breakthrough results from new scientific research
 - (C) Adopting sustainable manufacturing practices
 - (D) Analyzing data to benefit businesses
- 192.** What is included in the price of registration?
- (A) A book written by the speaker
 - (B) Membership to the U.S. Business Economics Association
 - (C) A meal and refreshments
 - (D) A subscription to *Business Magazine*
- 193.** What does the announcement say about Dr. Lim?
- (A) Anthony Grant and he used to work together.
 - (B) He used to write for a business magazine.
 - (C) He is an advertising director at Odney Advertising.
 - (D) He is a professor of statistics at the University in Dallas.

- 194.** Where is Mr. Grant going to attend the seminar?
- (A) At Continental Hotel
 - (B) At East Gate Tower Suite
 - (C) At Park South Lodge
 - (D) At Candlewood Inn
- 195.** In the e-mail, what does the word “cover” in paragraph 2, line 3 mean?
- (A) replace
 - (B) encourage
 - (C) discuss
 - (D) conceal



GO ON TO THE NEXT PAGE



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

To: All staff
From: Management
Date: May 22
Subject: Volunteers needed for job fairs

Calling for volunteers! As the holiday season is coming up, the Magnolia Hotel and Spa is planning to hold three job fairs to recruit more staff, and we need help from our staff members in the food & beverage, maintenance, and guest relations departments. Participants will have an opportunity to greet potential applicants and answer their questions concerning the positions.

All three job fairs will be held in the hotel conference center. The schedule is as follows:

June 11	9:00 A.M. ~ 3:00 P.M.
June 19	8:00 A.M. ~ 2:00 P.M.
June 24	7:00 A.M. ~ 1:00 P.M.

Staff members who volunteer in two or more of the job fairs will be awarded one of the following incentives: a paid vacation day, a \$50 cash bonus, or a \$100 gift certificate for the hotel spa.

If you are interested, please send an e-mail to Emma Markus with your name, department, date(s) to participate, and if applicable, the incentive of your choice.

To: Emma Markus <emarkus@magnoliahs.com>
From: Sue Kowaski <skowaski@magnoliahs.com>
Subject: Re: Job fairs
Date: May 23

Emma,

Thank you for your e-mail. I would like to volunteer at the job fairs as a representative of the guest relations department on June 19 and 24. I will not be able to participate on the first day of the job fair because I will be away from work that day. I'm talking with Karen Abrams in my department, and I think she is interested in participating in the job fair on the 24th as well. She'll probably contact you herself to talk about it.

I'd like to volunteer for the event because it was very helpful to me last year before I started

working at this hotel. I could acquire a lot of information about this spa and the position I was interested in, and the representatives were very friendly. Thus, I believe I will be able to do a good job answering questions from potential applicants.

As for the incentive, I would like to receive the certificate for the hotel spa.

I look forward to the job fairs. Thank you.

Sincerely,

Sue Kowaski



196. What is the purpose of the announcement?

- (A) To notify people of a seminar schedule
- (B) To call for volunteers
- (C) To inform top employees of some incentives
- (D) To notify people of an orientation training for new staff

197. In the announcement, what does the word "awarded" in paragraph 4, line 1 mean?

- (A) received
- (B) chosen
- (C) given
- (D) taken

198. On what date is Ms. Kowaski not going to attend the job fair?

- (A) June 5
- (B) June 11
- (C) June 19
- (D) June 24

199. What is true about Ms. Kowaski?

- (A) She works in the maintenance department.
- (B) She assigned Karen Abrams to participate at the fair on June 19.
- (C) She benefited from the job fair last year.
- (D) She has a recommendation from a previous employer.

200. What incentive does Ms. Kowaski want?

- (A) A paid vacation day
- (B) A cash bonus
- (C) A recommendation letter from Ms. Markus
- (D) A gift certificate for the spa