LC

기출 TEST

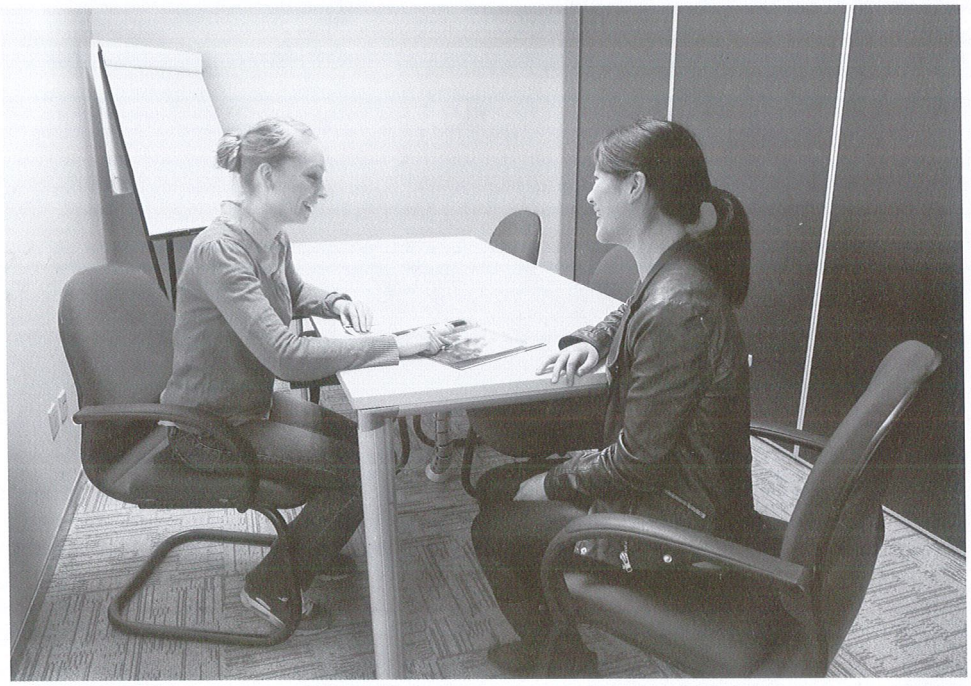
06

LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

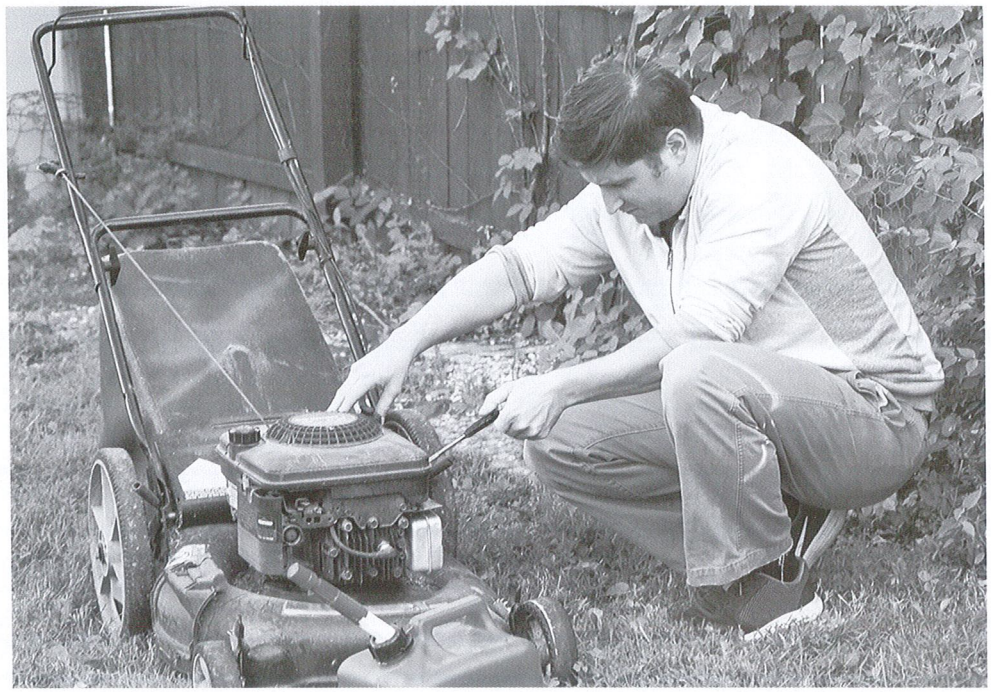
PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.



Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.



2.

GO ON TO THE NEXT PAGE

3.

4.

5.

6.

GO ON TO THE NEXT PAGE

PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

7. Mark your answer on your answer sheet.

8. Mark your answer on your answer sheet.

9. Mark your answer on your answer sheet.

10. Mark your answer on your answer sheet.

11. Mark your answer on your answer sheet.

12. Mark your answer on your answer sheet.

13. Mark your answer on your answer sheet.

14. Mark your answer on your answer sheet.

15. Mark your answer on your answer sheet.

16. Mark your answer on your answer sheet.

17. Mark your answer on your answer sheet.

18. Mark your answer on your answer sheet.

19. Mark your answer on your answer sheet.

20. Mark your answer on your answer sheet.

21. Mark your answer on your answer sheet.

22. Mark your answer on your answer sheet.

23. Mark your answer on your answer sheet.

24. Mark your answer on your answer sheet.

25. Mark your answer on your answer sheet.

26. Mark your answer on your answer sheet.

27. Mark your answer on your answer sheet.

28. Mark your answer on your answer sheet.

29. Mark your answer on your answer sheet.

30. Mark your answer on your answer sheet.

31. Mark your answer on your answer sheet.

PART 3

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. What is the woman trying to do?

(A) Buy a computer
(B) Reserve a flight
(C) Mail a package
(D) Pick up a vehicle

33. What did the woman forget to bring?

(A) A credit card
(B) A confirmation number
(C) Some coupons
(D) Some identification

34. What does the man say he will do?

(A) Search a database
(B) Explain a contract
(C) Talk to a manager
(D) Prepare a shipment

---

35. Why did the man go to Amy's office?

(A) To request some time off
(B) To demonstrate a product
(C) To drop off some paperwork
(D) To schedule an appointment

36. Why is Amy unavailable?

(A) She is preparing to travel.
(B) She is speaking with a client.
(C) She is attending a seminar.
(D) She is working on a report.

37. What will the man most likely do next?

(A) Meet a colleague for lunch
(B) Conduct a training session
(C) Clean a meeting room
(D) Print some instructions

---

38. Why is the woman calling?

(A) To update an address
(B) To make a complaint
(C) To renew a subscription
(D) To inquire about employment

39. Why does the man apologize?

(A) A discount does not apply.
(B) A service agreement has ended.
(C) A business has closed.
(D) A security procedure has changed.

40. What does the man say he will do?

(A) Change a delivery time
(B) Send a document
(C) Speak with a supervisor
(D) Provide a phone number

---

41. Where do the speakers most likely work?

(A) At a manufacturing company
(B) At a grocery store
(C) At an employment agency
(D) At a shipping service

42. According to the men, what is causing a problem?

(A) Some workers have called in sick.
(B) A vehicle has broken down.
(C) A machine is operating slowly.
(D) The boxes are the wrong size.

43. What does the woman suggest?

(A) Checking a warranty
(B) Postponing an inspection
(C) Purchasing a different product
(D) Scheduling a repair

GO ON TO THE NEXT PAGE

44. What are the speakers discussing?

(A) A new product
(B) A company merger
(C) Cost estimates
(D) Survey results

45. According to the man, what is the main problem?

(A) His team is unable to complete a project on time.
(B) Some employees did not receive a salary increase.
(C) There is too much noise in the office.
(D) There are not enough parking spaces.

46. What does the woman suggest doing?

(A) Reminding people about a company policy
(B) Hiring some temporary staff
(C) Moving to a different building
(D) Speaking to the management team

---

47. What is the woman calling about?

(A) Processing a payment
(B) Printing invitations
(C) Hiring extra help
(D) Filling an order

48. What does the man imply when he says, "the request came directly from the client"?

(A) Some contact information is incorrect.
(B) A change is not possible.
(C) A worker is highly qualified.
(D) A fee has been discussed.

49. What does the woman say she will do?

(A) Revise a bill
(B) Set up a meeting
(C) Contact some businesses
(D) Pack some merchandise

---

50. What did the woman win a prize for?

(A) Having the highest sales numbers
(B) Providing excellent customer service
(C) Working at the company for ten years
(D) Reducing costs on a project

51. What will the woman do this weekend?

(A) Visit a branch office
(B) Attend a conference
(C) Join a fitness club
(D) Go on a vacation

52. What does the woman say she will do with the prize?

(A) Display it in her office
(B) Exchange it at the store
(C) Offer it to someone else
(D) Use it at a later date

---

53. Where does the conversation most likely take place?

(A) In a train station
(B) In a hotel
(C) In a theater
(D) In a computer store

54. Why does the man say, "This is my first visit here"?

(A) To explain his concern
(B) To provide an excuse
(C) To ask for permission
(D) To request a recommendation

55. Why does the woman recommend making a purchase on the Internet?

(A) More products are available.
(B) It is not necessary to wait in line.
(C) The price is reduced.
(D) Shipping is free.

---

56. Which industry do the speakers most likely work in?

(A) Home construction
(B) Finance
(C) Web design
(D) Health care

57. What does the man recommend?

(A) Hiring an accountant
(B) Changing operating hours
(C) Purchasing office supplies
(D) Revising a timeline

58. What does the woman say she will do?

(A) Pick up an application
(B) Submit an invoice
(C) Schedule a workshop
(D) Make an appointment

---

59. Why is the woman at Regal Advertising?

(A) For a photography session
(B) For a client consultation
(C) For a job interview
(D) For a building opening

60. What does the woman say is her specialty?

(A) Researching international laws
(B) Creating designs for billboards
(C) Building a strong customer base
(D) Finding cost-efficient business solutions

61. What does the woman say she appreciates about Regal?

(A) The company creates unique designs.
(B) The company has offices overseas.
(C) The company is dedicated to research.
(D) The company values its employees.

Destination	Departure Time	Status
Los Angeles	10:00	Delayed–one hour
San Antonio	10:30	On time
San Jose	11:00	On time
Las Vegas	11:30	Delayed–30 minutes

62. What problem does the woman report?

(A) She forgot to bring a laptop.
(B) She is running late.
(C) A flight was overbooked.
(D) A guest speaker canceled.

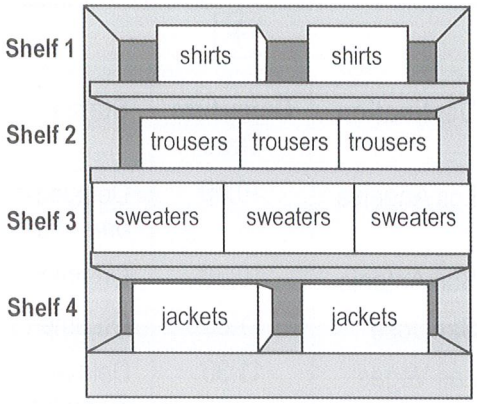
63. Look at the graphic. Where are the speakers going?

(A) To Los Angeles
(B) To San Antonio
(C) To San Jose
(D) To Las Vegas

64. What does the woman ask the man to do?

(A) Postpone an event
(B) Borrow some equipment
(C) File a complaint
(D) Make a phone call

GO ON TO THE NEXT PAGE



65. What problem does the woman mention?

(A) Some labels are incorrect.
(B) An item is unpopular.
(C) A shipment is delayed.
(D) More storage space is needed.

66. Look at the graphic. Which shelf will the man work on today?

(A) Shelf 1
(B) Shelf 2
(C) Shelf 3
(D) Shelf 4

67. What does the woman tell the man to do?

(A) Sign for a delivery
(B) Put price tags on some items
(C) Contact a different supplier
(D) Move a display table

Business Plan

Part 1 .....Company Overview
Part 2 .....Services
Part 3 .....Industry Analysis
Part 4 .....Advertising
Part 5 .....Budget

68. What kind of business does the man want to start?

(A) A shop
(B) A restaurant
(C) A bank
(D) A farm

69. What does the man say he learned from his previous business?

(A) How to apply for an operating permit
(B) How to negotiate a vendor contract
(C) How to make attractive advertisements
(D) How to identify potential customers

70. Look at the graphic. Which part of the business plan does the woman suggest revising?

(A) Part 2
(B) Part 3
(C) Part 4
(D) Part 5

PART 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

71. What industry does the speaker most likely work in?

(A) Information Technology
(B) Shipping and Receiving
(C) Advertising
(D) Manufacturing

72. What is the speaker mainly talking about?

(A) A budget proposal
(B) Product designs
(C) A project delay
(D) Sample photos

73. What are the listeners asked to do?

(A) Review a schedule
(B) Work overtime
(C) Suggest some ideas
(D) Prepare a presentation

---

74. What is the main purpose of the message?

(A) To complain about parking
(B) To confirm a move-in date
(C) To discuss a rent increase
(D) To report a broken appliance

75. What does the speaker say he did yesterday?

(A) He started a new job.
(B) He talked to his neighbors.
(C) He helped a friend move.
(D) He went to a party.

76. What does the speaker plan to do tomorrow?

(A) Attend a music concert
(B) Borrow a vehicle
(C) Pay a late bill
(D) Stop by an office

---

77. Where do the listeners probably work?

(A) At an accounting firm
(B) At a software company
(C) At a travel agency
(D) At a shipping warehouse

78. What does the speaker imply when she says, "Now, there's a box in the staff room"?

(A) Some materials have been relocated.
(B) A shipment is urgent.
(C) A problem has been solved.
(D) A task was not completed.

79. What will the speaker do on Fridays?

(A) Meet with clients
(B) Make deliveries
(C) Summarize feedback
(D) Inspect facilities

---

80. What type of business recorded the message?

(A) A construction company
(B) A law firm
(C) An electronics manufacturer
(D) An insurance agency

81. What does the speaker say about the office?

(A) It has moved to a different location.
(B) Its business hours have changed.
(C) It is closed for a holiday.
(D) It is being renovated.

82. What are the listeners instructed to do?

(A) Send an e-mail
(B) Visit a Web site
(C) Call at a later time
(D) Fill out a form

GO ON TO THE NEXT PAGE

83. What is the broadcast mainly about?

(A) Projected employment figures
(B) An international fashion conference
(C) An advertising campaign
(D) The relocation of a business

84. According to the speaker, who is Sharon Rockford?

(A) An architect
(B) A fashion designer
(C) A company president
(D) A magazine editor

85. What is Broadchurch Fashions planning to do next spring?

(A) Introduce a woman's clothing line
(B) Hire a celebrity spokesperson
(C) Start an online business
(D) Sponsor a charitable event

---

86. What kind of equipment has just been installed?

(A) Shredders
(B) Projectors
(C) Computers
(D) Printers

87. What product feature does the speaker emphasize?

(A) It is energy efficient.
(B) It is durable.
(C) It is secure.
(D) It is inexpensive.

88. Why does the speaker say, "but they're generally very busy"?

(A) To complain about a difficult work schedule
(B) To offer to repair some equipment
(C) To encourage the listeners to be patient
(D) To suggest hiring more staff

---

89. Where does the speaker most likely work?

(A) At a driving school
(B) At an automobile dealership
(C) At a manufacturing plant
(D) At a delivery service

90. What did the survey gather information about?

(A) Safety practices
(B) Employee engagement
(C) Interest in new merchandise
(D) Customer satisfaction

91. What incentive did the company provide for returning the survey?

(A) A promotional T-shirt
(B) A product upgrade
(C) A free car wash
(D) A gift card

---

92. Who most likely are the listeners?

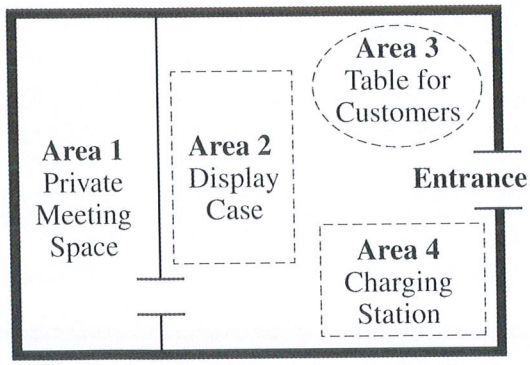
(A) Sales representatives
(B) Property managers
(C) Electrical engineers
(D) Maintenance workers

93. What does the speaker imply when she says, "most people have a limited understanding of the topic"?

(A) A product must be redesigned.
(B) A topic should be explained clearly.
(C) A mistake could not be avoided.
(D) A task can only be done by professionals.

94. According to the woman, what is the listeners' goal?

(A) To meet a quota
(B) To lower expenses
(C) To recruit more employees
(D) To collaborate more effectively



95. Who most likely is the speaker?

(A) An architect
(B) A store supervisor
(C) An event organizer
(D) An electrician

96. What does the speaker say about mobile phones?

(A) They have been discounted recently.
(B) They will be centrally located.
(C) They can be updated quickly.
(D) They must be turned off now.

97. Look at the graphic. Which area was added?

(A) Area 1
(B) Area 2
(C) Area 3
(D) Area 4

MEMBERSHIP FORM	
$40 Student ____	$150 Family ____
$80 Individual ____	$500 Business ____
Name: _____	
Credit Card Number: _____	
Expiration Date: _____/_____	

98. Where does the speaker most likely work?

(A) At a library
(B) At a fitness center
(C) At a zoo
(D) At a museum

99. What does the speaker thank the listeners for?

(A) Signing up for membership
(B) Leading group tours
(C) Agreeing to help with a project
(D) Registering for a newsletter

100. Look at the graphic. Which amount has changed this year?

(A) $40
(B) $80
(C) $150
(D) $500

This is the end of the Listening test.

RC

기출 TEST

06

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. While the director of communications is away, all e-mails and calls will be forwarded to ------- assistant.

(A) she
(B) her
(C) hers
(D) herself

102. Mr. Srour's flight arrived ------- late for him to attend the reception.

(A) so
(B) ever
(C) too
(D) already

103. Mr. Wagner will arrange the schedule of events for the ------- of the flagship store.

(A) opening
(B) openness
(C) openly
(D) opens

104. ------- the final award had been presented, Ms. Ryu acknowledged the support of the event's sponsors.

(A) During
(B) Then
(C) After
(D) Next

105. Chunto Consultancy Service recommended a ------- way of balancing the annual budget.

(A) succeed
(B) success
(C) successful
(D) successfully

106. Press lightly ------- the pedal with your left foot to release the vehicle's parking brake.

(A) up
(B) on
(C) of
(D) in

107. Hikers are invited ------- the information center for trail maps of Far Valley Park.

(A) visiting
(B) to visit
(C) visits
(D) having visited

108. Danton Estate Brokerage offers an online educational program to help ------- home buyers choose a property.

(A) unmistakable
(B) incomplete
(C) unused
(D) inexperienced

109. Iolana Dance Troupe stands out because the group knows ------- to integrate a variety of dance styles.

(A) how
(B) that
(C) since
(D) about

110. The Lafayette Hill Public Library requires that the ------- of mobile phones be restricted to the conversation rooms.

(A) use
(B) model
(C) time
(D) call

111. Major airlines have ------- been using self-serve ticketing systems to reduce wait times.

(A) increases
(B) increasing
(C) increased
(D) increasingly

112. A book of songs written by Pakistani singer Ayesha Saad was sold at auction yesterday ------- an undisclosed amount.

(A) from
(B) to
(C) off
(D) for

113. There is ------- more important to maintaining dental health than brushing your teeth twice a day.

(A) other
(B) neither
(C) nothing
(D) whatever

114. Taste tests suggest that most people ------- Dairysmooth's red-bean-flavored ice cream very appetizing.

(A) find
(B) feel
(C) take
(D) like

115. Regardless of ------- a candidate is offered a job, all applications are kept on file for six months.

(A) even
(B) whether
(C) although
(D) including

116. ------- the Nye Research Center, performing assigned duties for 30 minutes while standing increases productivity.

(A) Not only
(B) In case of
(C) As though
(D) According to

117. This booklet is intended to inform drivers of ------- on bridge travel for oversized vehicles.

(A) restricts
(B) restricting
(C) restrictive
(D) restrictions

118. Customers can now enjoy ------- food seven days a week at the recently renovated Novani Grill.

(A) exceptional
(B) surpassing
(C) effective
(D) dominant

119. No one at the Anshelt Corporation campaigned ------- for expansion of the internship program than Melody Ahn.

(A) energetic
(B) most energetic
(C) energetically
(D) more energetically

120. Monday's workshop will help restaurant owners ------- their ability to effectively recruit, train, and retain staff.

(A) cover
(B) prepare
(C) progress
(D) evaluate

GO ON TO THE NEXT PAGE

121. The digital advertising campaign has generated ------- interest in the clothing line.

(A) substance
(B) substances
(C) substantial
(D) substantially

122. The seminar leader stated that addressing customer concerns ------- was one crucial element for financial success.

(A) consistently
(B) largely
(C) hugely
(D) identically

123. Although the desk was slightly damaged during assembly, it is still ------- .

(A) function
(B) functional
(C) functionally
(D) functioned

124. ------- its discounts for new customers, Teratran Phone's service plans are considered inferior by many.

(A) Far from
(B) Despite
(C) Among
(D) Instead of

125. Now that Ms. Nakamura ------- to the London headquarters, a new manager is running our Tokyo office.

(A) has transferred
(B) transferring
(C) transfer
(D) to transfer

126. ------- the kitchen cabinets arrived late, the contractor installed them without putting the job behind schedule.

(A) Even though
(B) Instead of
(C) In addition to
(D) On top of

127. The proposal for the Seascape project will be ready tomorrow ------- we receive the budget analysis today.

(A) expecting
(B) if not
(C) unlike
(D) as long as

128. The Ortimate 3 home theater system is Hyong Electronics' most ------- priced configuration.

(A) closely
(B) sparsely
(C) reasonably
(D) absolutely

129. The Oakwood Restaurant ------- a special dinner menu on Saturdays for the past decade.

(A) is offering
(B) has been offering
(C) will be offering
(D) would have been offering

130. Mr. de Tonnancour has a speaking ------- on Tuesday, November 15.

(A) engagement
(B) term
(C) subject
(D) employment

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 article.

DODOMA (21 May)—Dodoma Gas and Electric (DGE) and Arusha Power (Arupo) have announced today that they ------- **131.** into one company. The effective date of the merger is 1 July. The soon-to-be ------- **132.** company will operate under the new name Tanzania Energy Solutions. DGE serves about 250,000 households and businesses, while Arupo serves about 90,000. ------- **133.** . In a joint statement, CEOs Johnathan Gashaza of DGE and Coretha Komba of Arupo assured customers they will not see any service changes. ------- **134.** also said there will be no employee layoffs.

131. (A) have been merging
(B) will be merging
(C) have merged
(D) are merged

132. (A) renovated
(B) informed
(C) created
(D) acquired

133. (A) The financial terms of the agreement have yet to be disclosed.
(B) The energy sector is vital to Tanzania's development.
(C) Both companies have an exceptional grasp of the international financial market.
(D) Both companies have an excellent reputation in their respective industries.

134. (A) We
(B) It
(C) They
(D) She

TEST 6

GO ON TO THE NEXT PAGE

Questions 135-138 refer to the following letter.

29 August

Alvin Mangubat
Director of Human Resources
Farsten Products, Ltd.
549 Castor Boulevard
Winnipeg MB R3E 2S2

Dear Mr. Mangubat,

I am writing to apply for the mechanical engineer position advertised on your Web site. I think I have much to offer Farsten Products' design ------- **135.** as an employee.

------- **136.** . I am currently an engineer at Yount Systems, where I have worked on machine and engine designs for the last six years. ------- **137.** that, I was employed by Zelenka Industries, where I helped develop efficient methods for recycling scrap steel.

I have enclosed my résumé, which ------- **138.** more details about my work history and my educational background. I look forward to meeting with you to discuss how my skills and experience can benefit Farsten Products.

Sincerely,

Gail Paek
Encl.

135. (A) phase
(B) department
(C) consultant
(D) expertise

136. (A) Your Web site also listed an internship that would be a great opportunity.
(B) The job description said that applicants should have an advanced degree.
(C) My manager replied to your request last week.
(D) My extensive experience makes me an ideal fit for your company.

137. (A) Regarding
(B) Following
(C) Contrary to
(D) Prior to

138. (A) give
(B) gave
(C) gives
(D) is giving

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

To: Lathifah Suryani <lsuryani@cmail.com>
From: Jabari Evers <eversj@pems.com>
Date: May 18
Subject: Text Messages

Dear Ms. Suryani,

In order to ------- **139.** our patients as effectively and reliably as possible, we are now offering them the option of receiving appointment reminders and other relevant information via our text-messaging system. You are currently registered to receive our materials via e-mail. ------- **140**. If you would like to add text messaging to your mode of communication with us or would like to change your ------- **141.** from e-mail to text messaging, please let us know at your earliest convenience. ------- **142.** goal is to give you relevant and useful information about your health and about the products and services we offer in a timely fashion.

Jabari Evers
Customer Care Representative
Professional Eye Care Management Services

139. (A) serve
(B) care
(C) work
(D) provide

140. (A) You have not been in our office recently.
(B) No action is required if you like your current service.
(C) We have great products you can buy.
(D) E-mail messages are not available to all patients.

141. (A) prefer
(B) preferential
(C) preferred
(D) preference

142. (A) Their
(B) My
(C) Your
(D) Our

TEST 6

GO ON TO THE NEXT PAGE

Questions 143-146 refer to the following article.

TOFTLUND (10 June)—Row after row of electric cars in local parking areas seem to indicate that the city of Toftlund has begun to give up on gasoline-fueled cars. In fact, 20 percent of the cars on Toftlund city streets are electric, but this number is changing at a ------- **143.** pace.

To some extent, this is due to the city's generous tax ------- **144.** offered to electric car drivers. According to Anne Rasmussen, president of Toftlund Green Business, more attractive designs and longer-lasting batteries have ------- **145.** made a difference. Ms. Rasmussen predicts the number of electric cars in Toftlund will more than double in the coming years. ------- **146.** .

143. (A) rapid
(B) brief
(C) narrow
(D) valuable

144. (A) beneficial
(B) benefitting
(C) benefits
(D) to benefit

145. (A) just
(B) over
(C) very
(D) also

146. (A) Moreover, she likes the convenience of having recharging stations on highways.
(B) In fact, she believes that in twenty years only electric cars will be sold here.
(C) Therefore, she feels that the price of electric cars is too high.
(D) She notes that the population of Toftlund has been decreasing steadily.

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 invitation.

You are cordially invited to the

Dr. Jatin Sachdeva Memorial Lecture

delivered by

Dr. Seema Razdan

Director, National Centre for Research and author of
Improving Your Bedside Manner: Essential Skills in Health Care

Topic: Patient Care
Date: 15 May, 9:30–10:30 A.M.
Venue: Nadkarni Auditorium

This lecture is open only to Jalandhar Hospital medical personnel who interact daily with patients. Seating is limited. E-mail Mr. Arnav Gopal to hold your spot.

147. For whom is the invitation most likely intended?

(A) Health insurance providers
(B) Hospital gift-shop workers
(C) Doctors and nurses
(D) Administrators and managers

148. What are interested individuals asked to do?

(A) Review notes from a lecture
(B) Read Dr. Razdan's book
(C) Arrive early at the auditorium
(D) Contact Mr. Gopal

GO ON TO THE NEXT PAGE

Questions 149-150 refer to the following instructions.

Welcome to Rosen Valley Bank! To activate your debit card online, follow these steps:

1. Go to www.rosenvalleybank.com and click on the "Debit Card" tab.

2. Enter your full, 16-digit debit card number.

3. Type in your temporary PIN number. For security purposes, a 4-digit number should have been mailed to you in a separate letter to serve as a temporary password for card activation purposes. If you have not received this letter, please contact your local branch.

4. You will be prompted to create your own unique 4-digit debit card PIN. You will be required to provide this number each time you use your card for purchases or to access cash.

5. Click the "Activate" icon at the bottom of the screen. You may now begin using your Rosen Valley debit card.

ROSEN VALLEY BANK

149. For whom are the instructions most likely intended?

(A) New customers
(B) Bank loan applicants
(C) Employees in training
(D) Customer service representatives

150. What is the reader asked to do?

(A) Sign and return a letter
(B) Create an online username
(C) Verify contact information
(D) Update a secure code

Questions 151-152 refer to the following text-message chain.

(5:34 P.M.) Daniel Haney
Abdul, are you still in the office?

(5:35 P.M.) Abdul Ahmed
Yes. Getting ready to leave soon. Why?

(5:36 P.M.) Daniel Haney
I can't remember my new password to the remote computer system. Why does the company make us change it so often!

(5:37 P.M.) Abdul Ahmed
Do you have it written down somewhere?

(5:38 P.M.) Daniel Haney
Yes. On a piece of paper on my desk.

(5:40 P.M.) Abdul Ahmed
There's a lot of paper on your desk.

(5:41 P.M.) Daniel Haney
Sorry! It's a little yellow piece. Look all the way at the bottom-left corner.

(5:43 P.M.) Abdul Ahmed
OK. I think I've got it: RV5cc. Is that what you're looking for?

(5:44 P.M.) Daniel Haney
Yes. Thanks so much, Abdul. You're a lifesaver!

151. What is Mr. Haney's problem?

(A) He is locked out of his office.
(B) He needs help finding a report.
(C) He has forgotten important information.
(D) He did not turn off his work computer.

152. At 5:40 P.M., what does Mr. Ahmed imply when he writes, "There's a lot of paper on your desk"?

(A) He is unable to work at Mr. Haney's desk.
(B) He needs more specific instructions.
(C) Mr. Haney should be more organized.
(D) Mr. Haney is not finished with his work.

GO ON TO THE NEXT PAGE

Questions 153-154 refer to the following e-mail.

E-mail

From: Tracy Felsenthal
To: Jon Davies
Date: December 8
Subject: Information
Attachment: Letter

Dear Mr. Davies:

Attached please find the details for your trip to Bratislava, Slovakia. It includes your itinerary, hotel confirmation, and confirmation of your participation in the conference of the World Federation of Flight Attendants (WFFA). There are also instructions for requesting reimbursement for any expenses you incur. Please print and sign a copy of the attached letter and return it to me at your earliest convenience; it serves as acknowledgment that you have received the information. You may wish to print a copy for your records as well.

If you have any questions, please let me know.

Regards,

Tracy Felsenthal
Staff Development Coordinator
Aileron Airways

153. What is a purpose of the e-mail?

(A) To acknowledge completion of travel arrangements
(B) To announce the implementation of a travel policy
(C) To provide information about the WFFA
(D) To request approval for a conference presentation

154. What is Mr. Davies instructed to do?

(A) Confirm that his records are current
(B) Submit details about a conference
(C) Book a hotel room
(D) Sign a document

Questions 155-157 refer to the following form.

WORK AGREEMENT

MORITZ-CONNELLY LANDSCAPERS

E-mail: info@moritzconnelly.com
Web site: www.moritzconnelly.com
Phone: 215-555-0128

Customer name:	Ana Arellano
Customer phone number:	215-555-0193
Work site:	4 Market Street, Philadelphia, PA
Type of project:	Home garden
Project date:	May 9
Arrival time:	9:00 A.M.
Anticipated time of completion:	12:00 Noon

Service	**Price**
Monthly lawn maintenance (May)	$39.95
Fertilization of garden soil	$150.00
Delivery and planting of flowers	$395.00

Project total:	$584.95
Deposit (Paid, May 1):	$200.00
Balance due upon completion:	**$384.95**

155. What is indicated about the project?

(A) It will begin in the afternoon.
(B) It has been paid in full.
(C) It requires the removal of plants.
(D) It includes a service offered regularly.

156. Where will the work take place?

(A) At a park
(B) At a floral shop
(C) At Ms. Arellano's residence
(D) At the offices of Moritz-Connelly Landscapers

157. What amount will Moritz-Connelly Landscapers receive on May 9 ?

(A) $39.95
(B) $200.00
(C) $384.95
(D) $584.95

TEST 6

GO ON TO THE NEXT PAGE

Questions 158-160 refer to the following press release.

FOR IMMEDIATE RELEASE
Contact: Eloise Bassett, bassett@edmond.com.jm

Montego Bay (23 July)—Edmond Limited is pleased to announce the completion of its latest project, South Montego Bay Court. — [1] —. The complex has only 200 townhouses still available; most of the units were presold when construction first began.

Each townhouse features a well-equipped kitchen, a spacious family room, two to three comfortable bedrooms, and two full bathrooms. The family room opens to a patio, so residents can enjoy the peaceful setting. — [2] —. Every unit also includes modern amenities, such as central air conditioning and an energy-efficient oven, dishwasher, and clothes washer/dryer.

The South Montego Bay Court complex is ideally situated close to shops and restaurants as well as several popular beaches. — [3] —. Additionally, residents have access to an outdoor pool and a playground on the property.

You are welcome to drop in at South Montego Court and visit any of the available units. — [4] —. If you wish to schedule a private tour, you may do so by calling 876-555-0176.

158. What most likely is Edmond Limited?

(A) An interior design firm
(B) A housing developer
(C) A housing loan provider
(D) A home inspection group

159. What is indicated about the townhouses?

(A) They have all been sold.
(B) They have private gardens.
(C) They include some appliances.
(D) They each have two parking spaces.

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

"They are open for viewing Tuesday through Saturday from 10:00 A.M. to 7:00 P.M."

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

Questions 161-163 refer to the following job announcement.

Field Trip Coordinator Needed

Somerset Falls Parks Department is looking for an outdoor enthusiast to lead our Environmental Education School Field Trip Program. The job description includes researching and preparing field trip lessons, evaluating each program after facilitation, and assisting in the coordination and scheduling of all field trip groups.

Qualifications include a degree in biology, environmental science, or a related subject. Qualified applicants must also have previous experience in managing teams and should be familiar with the parks, nature organizations, and environmental resources in the city. The ability to assist in marketing and outreach is a plus, though not required.

To apply, e-mail a cover letter, résumé, and professional references to jobs@somersetfallsparks.com by March 25.

Visit www.somersetfallsparks.com/jobs/FAQs for a list of frequently asked questions about available positions and our hiring process.

161. What is a required qualification for the job?

(A) Knowledge of the area's parks
(B) A background in teaching
(C) Experience in advertising
(D) A driver's license

162. The word "plus" in paragraph 2, line 5, is closest in meaning to

(A) reward
(B) addition
(C) benefit
(D) tip

163. How can more information about the job be obtained?

(A) By checking a schedule
(B) By contacting a field trip facilitator
(C) By sending an e-mail
(D) By visiting a Web site

GO ON TO THE NEXT PAGE

Questions 164-167 refer to the following online chat discussion.

Hannah Ward [2:01 P.M.]	Before we begin our discussion about the upcoming meeting with Coral City government officials, I have some exciting news to report: one of our most recent designs, Chatillion House, will be featured in next month's issue of Residential Life.
Mahdi Naser [2:02 P.M.]	Wow, that's excellent news! I really enjoyed working on that assignment.
Elaine Lau [2:02 P.M.]	Fantastic! This will mean increased exposure for the firm.
Mahdi Naser [2:03 P.M.]	My thoughts exactly. The magazine has a readership that spans many countries.
Hannah Ward [2:04 P.M.]	Let's not forget the magnificent job that the people from Vistarama did.
Elaine Lau [2:05 P.M.]	That company has become vital to our work.
Hannah Ward [2:07 P.M.]	Particularly since we wanted the house to blend in with the greenery that adorns the neighborhood. Using a variety of plants, trees, and flowers, the crew from Vistarama created a scenery that is absolutely stunning.
Mahdi Naser [2:08 P.M.]	Yes, the area that surrounds the house looks absolutely fabulous.
Hannah Ward [2:08 P.M.]	OK, let's move on. Elaine, any new information about the requirements for Coral City's new courthouse?
Elaine Lau [2:09 P.M.]	Yes, there is. This morning I discussed them with Jerica Ogilvie, a city official. I'll go over them with you right away.

164. What information did Ms. Ward share with her coworkers?

(A) Details of the results of a report
(B) Findings of a recently concluded study
(C) A valuable opportunity for the company
(D) An update about a forthcoming project

165. At 2:03 P.M., what does Mr. Naser mean when he writes, "My thoughts exactly"?

(A) The firm will gain greater visibility.
(B) The firm's creations can be found in many parts of the world.
(C) It was gratifying to work on the firm's latest project.
(D) It is important to talk about developments within the firm.

166. What business is Vistarama in?

(A) Building design
(B) Legal services
(C) Landscaping
(D) Publishing

167. What will Ms. Lau most likely do next?

(A) Ask Ms. Ogilvie to provide information about the courthouse
(B) Provide details about the scenery near Chatillion House
(C) Discuss the requests from Coral City officials
(D) Contact other Coral City officials

GO ON TO THE NEXT PAGE

Questions 168-171 refer to the following e-mail.

To:	team@comlor.com
From:	theo_shanner@comlor.com
Date:	Saturday, July 9
Subject:	Flooring Update
Attachment:	Document_1

Dear Staff,

Please note that the office will be closed again on Monday because the contractor needs more time than initially anticipated to complete the floor installation. I will update you on the progress of the project as details become available. While at home, though, continue to follow up on project leads and to support your customer accounts.

Obviously, we will have to postpone the meeting scheduled for Monday until later in the week. On that occasion we will go over our earnings and revenue of the previous quarter. I have attached the relevant information so that you can review it ahead of time. Additionally, we will be looking at some recent trends in sustainable building design and construction.

Finally, I apologize for the disruption this renovation project has caused. Then again, I hope you have been seizing this opportunity to find new ways to work effectively and to enjoy work-life balance.

Best regards,

Theo Shanner
Comlor Ltd.

168. What is mentioned about the flooring installation project?

(A) It is part of a larger renovation project.
(B) It is taking longer than anticipated.
(C) It will be inspected upon completion.
(D) It has been temporarily stopped.

169. What are employees expected to do on Monday?

(A) Start at a different time
(B) Request details from clients
(C) Work from a remote location
(D) Submit agenda items

170. What did Mr. Shanner include with the e-mail?

(A) Financial summaries
(B) Training documents
(C) A list of sales contacts
(D) A detailed project schedule

171. What type of business most likely is Comlor Ltd.?

(A) An office furniture company
(B) An industrial parts manufacturer
(C) A financial consulting firm
(D) An architecture firm

Questions 172-175 refer to the following article.

Considering Flextime?

by Romy Johnson

Many employees wish to work a nonstandard schedule, available through a system known as "flextime." Flextime may involve working nontraditional hours or working more hours on some days and fewer on others. — [1] —. Although commonly viewed as a benefit to workers, flextime can also benefit employers by increasing employee satisfaction, helping in recruitment of new talent, and permitting longer hours of coverage at the business without increasing the number of employees or incurring overtime costs.

Employers who are interested in such arrangements should first consider several factors. — [2] —. They include the number of workers who want to take advantage of the program, how employees' hours will be tracked, and whether flextime will interfere with daily business.

Then a policy must be created that includes details specific to the company's needs and preferences. — [3] —. Employers should revisit this information from time to time and make changes as necessary. And of course, prior to implementation, employers will want to consult with their legal team to make sure the proposed policy complies with laws concerning wages and hours. — [4] —.

172. For whom is the article mainly intended?

(A) Teams of lawyers
(B) Leaders of companies
(C) Payroll processors
(D) Newspaper reporters

173. What is NOT mentioned as a benefit of flextime?

(A) It is easy to begin implementing.
(B) It makes a company appealing to job applicants.
(C) It can enable a company to extend its operating hours.
(D) It increases workers' happiness.

174. According to the article, what should take place periodically?

(A) A simplification of payments
(B) An adjustment of job descriptions
(C) A review of policies
(D) A reduction of hours

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

"For example, employers may choose to allow only employees with certain job titles to participate."

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

GO ON TO THE NEXT PAGE

Questions 176-180 refer to the following Web page and e-mail.

Morlen Museum Visitor Information

Welcome! Located just minutes from High Street Station in Richford's shopping district, the Morlen Museum offers visitors a chance to explore scientific topics in engaging, hands-on exhibits. Tours can be arranged for those seeking even more detailed information. Parking is available in a nearby city garage. And don't forget to visit the museum shop with its wide range of unique and interesting items.

Admission:

Ticket Type	Price	Provides
Basic	£15.00	• Access to the museum's permanent exhibits
Basic Plus	£20.00	• Basic access AND access to the Van Zandt Planetarium Show
Super Saver	£25.00	• Basic Plus access AND access to the Geology Lab
Full Access	£30.00	• Super Saver access AND access to special exhibits

Special Exhibits:

- Sports: The Way We Move (1 January–31 March)
- Butterflies: Color in Motion (1 April–30 June)
- Mathematical Beauty: How Numbers Shape Our World (1 July–30 September)
- Earth, Fire, Water, Wind: Future Power Sources (1 October–31 December)

To: tlin@morlenmusuem.org
From: acordell@talvix.com
Date: 2 October
Subject: Upcoming excursion

Dear Ms. Lin,

I'm writing on behalf of the Talvix Energy Professionals Partnership (TEPP). The TEPP pairs young adults considering careers in the energy sector with engineers and executives from Talvix. Each quarter we arrange an educational trip for the program participants.

On 12 October we are planning for a group of six mentors and twelve mentees to visit the Morlen Museum. We plan to visit the Geology Lab to examine the origins of fossil fuels. We believe an in-depth tour would be quite beneficial to the mentees. Would you be able to provide us with a tour of the lab? If so, what would be the cost in addition to the ticket price? We also want to spend time at the special exhibit.

Thank you in advance for your assistance.

Alton Cordell

Director, TEPP

176. What is suggested about the Morlen Museum?

(A) It offers on-site parking.
(B) It is conveniently located.
(C) Its admission prices were recently raised.
(D) Its museum shop is currently closed.

177. Why did Mr. Cordell write the e-mail?

(A) To inquire about an advertised job
(B) To offer a volunteer opportunity
(C) To request information about a museum tour
(D) To propose a topic for a special exhibit

178. According to the e-mail, what is the TEPP?

(A) A mentoring program
(B) A staffing company
(C) A travel agency
(D) A geology club

179. What type of ticket will members of the TEPP group most likely require?

(A) Basic
(B) Basic Plus
(C) Super Saver
(D) Full Access

180. What exhibit will the TEPP group most likely visit?

(A) Sports
(B) Butterflies
(C) Mathematical Beauty
(D) Earth, Fire, Water, Wind

GO ON TO THE NEXT PAGE

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

HJP Transport Solutions, Ltd.

Powell Internship Programme

HJP Transport Solutions, Ltd., headquartered in London, seeks university students to fill ten intern positions in its Powell Internship Programme (PIP). Interns will be placed in one of HJP's three regional offices: Birmingham, Manchester, or Bristol. Applicants should email a statement of interest and résumé to pip@hjp.co.uk by 31 March. Successful candidates will have the honour of being the first recipients of the Powell Internship.

Background:

PIP is the initiative of Tristan Powell, who wanted to honour the ingenuity of Henry J. Powell, the founder of HJP Transport Solutions, Ltd. The programme seeks to inspire young engineering students to follow in Henry J. Powell's footsteps and propose and develop innovative solutions to shipping and transport problems. Having earned his doctorate degree in engineering, Henry J. Powell went on to found HJP Transport Solutions, Ltd. Over time, he built the company into a successful, internationally renowned business. Having served four decades as company president, he retired last year and was succeeded by his son, Tristan.

To:	Joseph Chen <jchen@sunnydale.ac.uk>
From:	Padma Vithana <pvithana@hjp.co.uk>
Date:	25 April
Subject:	Information

Dear Mr. Chen,

Thank you for promptly returning the paperwork relevant to your internship. You will receive your intern packet within a week.

As for your inquiry about housing, I appreciate your concern that the two-hour train ride from London to your assigned location makes for an arduous daily commute. Regrettably, HJP does not provide accommodations for interns. I suggest that you contact Mr. Daniel Anders who is in charge of the mentorship program in our Bristol office. He has lived in the city for many years and presumably will have some advice about housing options there. Good luck, and I hope you will enjoy working at HJP.

Sincerely,

Padma Vithana
Director of Recruiting, HJP Transport Solutions, Ltd.

181. What is the purpose of the notice?

(A) To list volunteer opportunities at a company
(B) To describe the history of a company
(C) To advertise a company's new program
(D) To announce the retirement of a company's president

182. Who is Tristan Powell?

(A) The founder of a business
(B) The head of a company
(C) A university instructor
(D) An internship candidate

183. What is one reason for Ms. Vithana's e-mail?

(A) To congratulate Mr. Chen
(B) To inquire about a problem
(C) To send Mr. Chen paperwork
(D) To answer a question

184. What is true about Mr. Chen?

(A) He has worked with Mr. Anders in the past.
(B) He requested help with a project.
(C) He is an engineering student.
(D) He is transferring to a different office.

185. Where will Mr. Chen be working?

(A) In Birmingham
(B) In Bristol
(C) In London
(D) In Manchester

GO ON TO THE NEXT PAGE

Questions 186-190 refer to the following Web page, e-mail, and information sheet.

http://www.euroful.it/glasscontainers

Euroful Glass

Euroful is celebrating 125 years of providing quality glass containers to Italy and beyond!

Glass bottles and jars have long been the standard for beautiful, functional containers. Consider all the desirable attributes of this useful material.

1. Neutrality	Glass containers do not interact with the products they hold. Glass has no flavor or odor and is thus ideal for storing food or personal care products.
2. Impermeability	Glass is impermeable to air and water. Products stored in glass containers are well protected and remain fresh longer.
3. Environmentally Responsible	Glass is made of sand, limestone, and soda ash—natural ingredients that do not harm the Earth. Glass can be reused and recycled.
4. Convenience	Glass is easy to clean and dishwasher safe.
5. Style	Glass has endless design possibilities. Choose from our catalog or work with our Euroful designers who can assist you in customizing a vessel for your product.

E-Mail Message

To: Tommaso Luzzatto <tluzzatto@euroful.it>
From: Birgit Villadsen<bvilladsen@bivilla.co.dk>
Date: 16 February
Subject: New jars

Dear Mr. Luzzatto:

Thank you for your call during which you went over the details of the design of the jars with us. The containers are quite unique and will certainly make Bivilla's cosmetic products stand out from those of our competitors.

After talking with my team, I have one more question. We ship throughout Europe and occasionally to Asia. Do you have recommendations regarding packing methods and filling materials for cases in which the jars are packaged? We are looking for a filling material that offers substantial protection for our product, but does minimal damage, if any, to the surroundings.

Best regards,

Birgit Villadsen
Bivilla Cosmetics

Tips for shipping products in glass containers

Overpacking is the safest method of transporting delicate items. Overpacking simply means packing the box containing the product inside another larger box. An absorbent filling material is inserted between the two boxes, cushioning the smaller box from vibrations and movement during transit. Depending on your specific needs, any of the following materials could be used as filler.

Filler	Protection	Earth friendly
Recycled paper strips	light	+ +
Plastic air pillows	high	–
Styrofoam packing peanuts	medium	– –
Expanding bio foam	high	+ +

186. What is indicated about Euroful?

(A) It is a new company.
(B) It sells cardboard boxes.
(C) It can make customized products.
(D) Its products are sold primarily in Asia.

187. Why did Ms. Villadsen send Mr. Luzzatto the e-mail?

(A) To ask for advice
(B) To propose a change
(C) To explain a procedure
(D) To recommend a supplier

188. What attribute of Euroful's glass containers did Ms. Villadsen and Mr. Luzzatto discuss?

(A) Attribute 2
(B) Attribute 3
(C) Attribute 4
(D) Attribute 5

189. According to the information sheet, what does overpacking require?

(A) Extra product samples
(B) Boxes of different sizes
(C) Individually wrapped jars
(D) Special instructions for delivery

190. What packaging filler would best meet the needs of Bivilla Cosmetics?

(A) Recycled paper strips
(B) Plastic air pillows
(C) Styrofoam packing peanuts
(D) Expanding bio foam

GO ON TO THE NEXT PAGE

Questions 191-195 refer to the following article, schedule, and e-mail.

City to Upgrade Aging Gas Pipes

(September 1)—During the month of October, Nairobi Energy Services, Inc., (NESI) plans to replace two kilometers of cast-iron underground gas pipes with plastic-coated steel pipes as part of its commitment to maintaining the city's energy infrastructure.

"The increase in pressure provided by the new pipes will better support today's high-efficiency furnaces, water heaters, clothes dryers, and other gas appliances," said Ms. Esther Cheptumo, the gas company's vice president. "The new system will ensure safe and reliable gas delivery for years to come."

Some streets in Nairobi will be closed to traffic between 9:00 A.M. and 4:00 P.M. while pipes are replaced. The gas company is working with city officials to develop a schedule that will minimize the inconvenience. The schedule will be updated daily on the company's Web site as well as in all local newspapers. Customers who experience a significant problem due to the work schedule should contact the gas company with their concerns.

GAS SYSTEM UPGRADE SCHEDULE

Monday, October 16:	Wollaston St.
Tuesday, October 17:	Moringa Rd.
Wednesday, October 18:	Blackwood St.
Thursday, October 19:	Satinwood Ave.
Friday, October 20:	No work scheduled (national holiday)

When work on your street has been completed, a NESI technician will come to your house to connect your service line.

To:	Peter Abonyo <pabonyo@mailergrip.com>
From:	Judith Kamau <jkamau@nesi.co.ke>
Date:	October 12
Re:	Account No. A0194

Dear Mr. Abonyo,

Your street is scheduled for gas pipe replacement on Tuesday, October 17. Technicians will be available to reconnect your gas lines between 3:00 P.M. and 8:00 P.M. Please call us at 555-0181 to schedule a time for the work to be completed. Gas service to your home will be interrupted for about one hour while the reconnection work is done.

Thank you.

Judith Kamau

191. According to the article, what is true about the new pipes?

(A) They will help modern appliances run better.
(B) They will be installed more quickly than cast-iron pipes.
(C) They will be replaced in several years.
(D) They will be installed at night.

192. What does the article indicate about the work schedule?

(A) It will not be approved by city officials.
(B) It has been posted by Ms. Cheptumo.
(C) It contains several errors.
(D) It has not been finalized.

193. What will happen on October 16 ?

(A) A meeting of NESI technicians will be held.
(B) A national holiday will be celebrated.
(C) A city street will be closed to traffic.
(D) A NESI customer's complaint will be resolved.

194. What is suggested about Mr. Abonyo?

(A) He requested some information.
(B) He lives on Moringa Road.
(C) He recently spoke to Ms. Kamau.
(D) He is not at home in the evening.

195. Who most likely is Ms. Kamau?

(A) A city official
(B) A NESI employee
(C) An appliance technician
(D) An executive at a factory.

GO ON TO THE NEXT PAGE

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

Elvinna's

Located just outside of Nassau, the capital city of The Bahamas, Elvinna's is the ideal venue for your reception, banquet, or business meeting. Away from the hustle and bustle of the city, it is surrounded by lush gardens featuring a variety of beautiful sculptures.

The Alameda Room seats between 100 and 250 people comfortably, and our largest space, the Bougainvillea Room, is perfect for up to 300 guests. For business meetings, the Tamarind Room can accommodate up to 50 guests, while the Waterfall Room, slightly larger, seats up to 80 people. Our two business meeting spaces are outfitted with the latest technology to support productive and efficient meetings.

Our elegant restaurant, the Candlewood Tree, offers an ample menu that takes into account many dietary restrictions and preferences. Plan ahead to join us on July 10 when we offer a special Independence Day dinner menu!

To book an event, visit elvinnas.bs. First-time reservations for select days receive a 15 percent discount. For further information call 242-555-0135.

To:	Tanika Nichols
From:	Brian Darville
Date:	18 February
Subject:	Anniversary planning

Hello, Tanika,

I visited Elvinna's and looked at the space that you suggested might be right for our company's anniversary celebration. Their catering menu would suit the various preferences of our expected guests, now numbering over 250. Currently the room is available on two Saturdays, 15 July and 5 August; it is also available on Wednesday, 23 August. Note that this last date would qualify for a nice discount.

Let me know if I have your approval to book this room. We need to make a decision quickly before other parties reserve those dates. I'll be in touch soon about rescheduling the awards ceremony in May.

Brian

To:	Brian Darville
From:	Tanika Nichols
Date:	18 February
Subject:	Anniversary planning

Hello, Brian,

Thank you for the information about Elvinna's. Let's take advantage of that discount date they are offering. It may help us stay within our budget. Please contact them to make the reservation.

Tanika Nichols, Senior Vice President
Nassau Telecommunications

196. What does the brochure mention about Elvinna's?

(A) It is able to host groups of various types.
(B) It is conveniently located in downtown Nassau.
(C) It has hired a new chef for its restaurant.
(D) It plans to renovate a business center.

197. What does Mr. Darville indicate about the plan for his company's celebration?

(A) It should feature a simple menu.
(B) It will need to be rescheduled.
(C) It will include an awards ceremony.
(D) It is a decision he cannot make alone.

198. Where will the company's anniversary celebration most likely be held?

(A) In the Alameda Room
(B) In the Bougainvillea Room
(C) In the Tamarind Room
(D) In the Waterfall Room

199. Why is Mr. Darville concerned?

(A) Not enough people have responded to an invitation.
(B) He thinks that a different venue might cost less.
(C) A venue that he likes might be reserved by another group.
(D) He has not been able to secure entertainment.

200. When will Nassau Telecommunications' celebration most likely take place?

(A) On July 10
(B) On July 15
(C) On August 5
(D) On August 23

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.

LC

기출 TEST

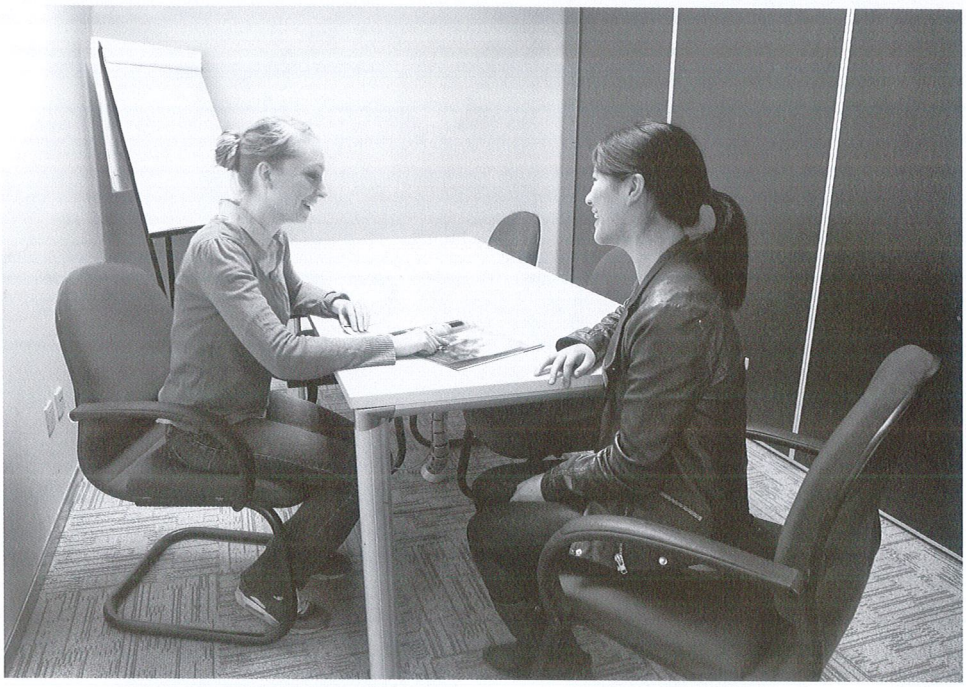
07

LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

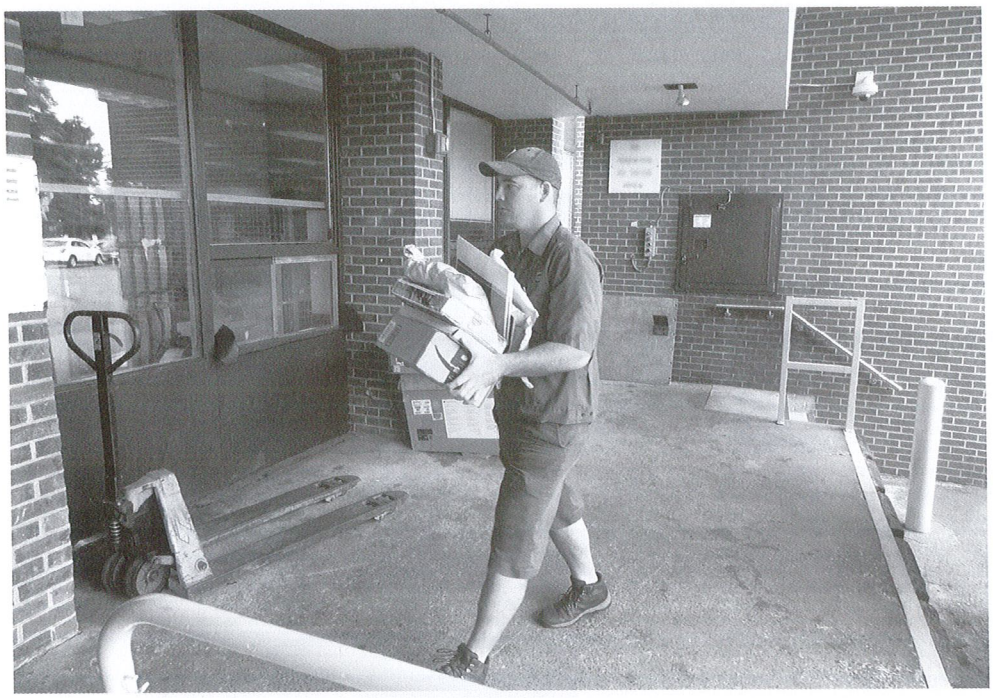
PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.



Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.



2.

TEST 7

GO ON TO THE NEXT PAGE

3.

4.

5.

6.

TEST 7

GO ON TO THE NEXT PAGE

PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

7. Mark your answer on your answer sheet.

8. Mark your answer on your answer sheet.

9. Mark your answer on your answer sheet.

10. Mark your answer on your answer sheet.

11. Mark your answer on your answer sheet.

12. Mark your answer on your answer sheet.

13. Mark your answer on your answer sheet.

14. Mark your answer on your answer sheet.

15. Mark your answer on your answer sheet.

16. Mark your answer on your answer sheet.

17. Mark your answer on your answer sheet.

18. Mark your answer on your answer sheet.

19. Mark your answer on your answer sheet.

20. Mark your answer on your answer sheet.

21. Mark your answer on your answer sheet.

22. Mark your answer on your answer sheet.

23. Mark your answer on your answer sheet.

24. Mark your answer on your answer sheet.

25. Mark your answer on your answer sheet.

26. Mark your answer on your answer sheet.

27. Mark your answer on your answer sheet.

28. Mark your answer on your answer sheet.

29. Mark your answer on your answer sheet.

30. Mark your answer on your answer sheet.

31. Mark your answer on your answer sheet.

PART 3

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. Where are the speakers?

(A) At a hotel
(B) At a museum
(C) At a clothing store
(D) At a movie theater

33. What problem does the woman have?

(A) She lost her gloves.
(B) She cannot find her tour group.
(C) She forgot her wallet.
(D) She needs directions.

34. What does the man ask for?

(A) A phone number
(B) A photo ID card
(C) A receipt
(D) A confirmation code

---

35. Where do the speakers work?

(A) At a restaurant
(B) At a national park
(C) At an outdoor market
(D) At a grocery store

36. Who is Julia?

(A) A trainee
(B) An investor
(C) A customer
(D) A supervisor

37. What will Julia most likely do next?

(A) Go on a hike
(B) Receive a payment
(C) Revise an itinerary
(D) Get a uniform

---

38. What is the man planning for next month?

(A) A birthday dinner
(B) An awards banquet
(C) A retirement party
(D) An office relocation

39. What does the woman say she will do?

(A) Send a sample menu
(B) Prepare a contract
(C) Change a reservation
(D) Speak to a manager

40. What will the man give to the woman?

(A) A guest list
(B) An e-mail address
(C) A credit card number
(D) An itinerary

---

41. Where does the conversation take place?

(A) At a fitness center
(B) At a pharmacy
(C) At a travel agency
(D) At a bank

42. What does the woman say she will do next month?

(A) Take a vacation
(B) Start a new job
(C) See a different doctor
(D) Move to a new city

43. Why does Jason talk to Mr. Pruitt?

(A) To ask about a policy
(B) To notify him of a scheduling change
(C) To introduce him to a friend
(D) To request that a machine be repaired

GO ON TO THE NEXT PAGE

44. Who most likely is the woman?

(A) A computer engineer
(B) A maintenance worker
(C) A customer service representative
(D) A television journalist

45. Why does the woman say, "there was a heavy snowstorm last week"?

(A) To explain why a delivery was delayed
(B) To report on a recent power failure
(C) To approve some employee absences
(D) To explain why some property is damaged

46. What does the man say he will do soon?

(A) Travel to another city
(B) Choose a mobile phone provider
(C) Post a job announcement
(D) Begin working from home

---

47. Which industry do the speakers work in?

(A) Internet technology
(B) Real estate
(C) Manufacturing
(D) Banking

48. What change is the man proposing?

(A) Taking out a loan
(B) Finding a different supplier
(C) Building another factory
(D) Expanding a sales area

49. What does the woman offer to do?

(A) Make a pricing decision
(B) Contact a retail chain
(C) Record a promotional video
(D) Revise a database

---

50. What does the woman want to do?

(A) Verify a contract
(B) Rent a storage unit
(C) Dispose of some documents
(D) Install some machines

51. What is the woman concerned about?

(A) Whether some containers are secure
(B) Whether some clients have arrived
(C) Whether a truck is locked
(D) Whether a space is available

52. How often does the woman want a service?

(A) Daily
(B) Weekly
(C) Monthly
(D) Yearly

---

53. What is the woman calling about?

(A) A missing reservation
(B) A messy room
(C) Broken equipment
(D) Transportation delays

54. What does the woman imply when she says, "I do have clients coming in at eleven o'clock"?

(A) She needs a task to be completed quickly.
(B) She is agreeing to postpone a conference.
(C) She realizes her calendar is incorrect.
(D) She is pleased about a business deal.

55. What does the man say he will do?

(A) Provide a refund
(B) Prepare a receipt
(C) Call an employee
(D) Review a project timeline

---

56. What type of event will the speakers attend?

(A) A professional seminar
(B) A board meeting
(C) A safety training
(D) An awards ceremony

57. What does the man ask about?

(A) A certification requirement
(B) A reimbursement process
(C) A presentation schedule
(D) A building location

58. What does the woman recommend the man do?

(A) Speak with his supervisor
(B) Update his résumé
(C) E-mail an event planner
(D) Watch a video tutorial

---

59. Where do the speakers work?

(A) At a newspaper company
(B) At a city government office
(C) At a train station
(D) At a construction firm

60. What are the speakers mainly discussing?

(A) A bicycle sale
(B) A bicycle race
(C) A bicycle-safety class
(D) A bicycle-sharing program

61. What does the woman suggest doing later today?

(A) Celebrating an accomplishment
(B) Negotiating a business deal
(C) Interviewing some participants
(D) Holding a press conference

Minor League Soccer
Regular Season Results

Team	Games Won
Gold Town	10
Lakeview	9
Dover	8
Santa Rosa	6

62. Look at the graphic. Which team do the speakers support?

(A) Gold Town
(B) Lakeview
(C) Dover
(D) Santa Rosa

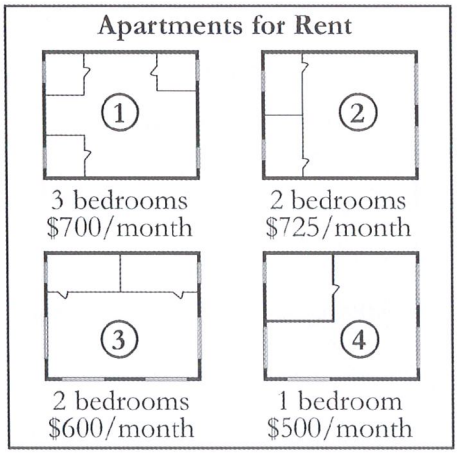
63. What does the man offer to do?

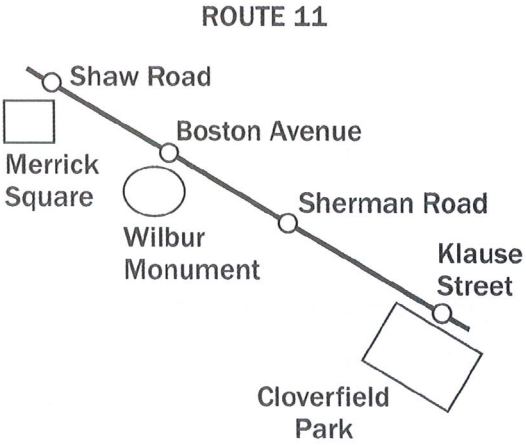
(A) Join a sports team
(B) Record a sporting event
(C) Print some bus maps
(D) Give some colleagues a ride

64. What does the woman remind the man about?

(A) A group discount
(B) Extended bus service
(C) An approaching work deadline
(D) The opening of a new sports facility

GO ON TO THE NEXT PAGE





65. Why does the woman say she is moving to Watertown?

(A) She wants a shorter commute.
(B) She is starting her own business.
(C) Her family lives in the area.
(D) Her company is relocating.

66. Look at the graphic. Which apartment is the woman most interested in?

(A) Apartment 1
(B) Apartment 2
(C) Apartment 3
(D) Apartment 4

67. What will the speakers most likely do next?

(A) Schedule a visit
(B) Finish some designs
(C) Review a lease agreement
(D) Look at some furniture

68. Why does the woman say she is late?

(A) She had a long meeting.
(B) She was having car trouble.
(C) There was a lot of traffic.
(D) A client arrived unexpectedly.

69. What does the woman ask the man to do?

(A) Give her a ride to the office
(B) Meet her at a bus stop
(C) Call an important client
(D) Pick up a bus ticket

70. Look at the graphic. Which bus stop is the woman close to now?

(A) Shaw Road
(B) Boston Avenue
(C) Sherman Road
(D) Klause Street

PART 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

71. Where is the announcement being made?

(A) At an electronics store
(B) At a clothing shop
(C) At a hardware store
(D) At a supermarket

72. What service is going to be offered?

(A) Online ordering
(B) Gift wrapping
(C) Rentals
(D) Repairs

73. Why should the listeners go to the customer service desk?

(A) To fill out a survey
(B) To register for discounts
(C) To pick up a brochure
(D) To get free samples

---

74. What is the listener trying to do?

(A) Meet a film director
(B) Make a reservation
(C) Enter a contest
(D) Apply for a job

75. What does the speaker imply when he says, "a film festival is taking place here that week"?

(A) He recommends going to an event.
(B) He cannot fulfill a request.
(C) A city is becoming more popular.
(D) There will be a lot of traffic.

76. What did the speaker do for the listener?

(A) He reviewed an employment application.
(B) He purchased some event tickets.
(C) He confirmed a flight itinerary.
(D) He contacted another branch location.

---

77. Who most likely are the listeners?

(A) Sales assistants
(B) Factory workers
(C) Hiring managers
(D) Delivery drivers

78. What does the speaker remind the listeners about?

(A) Referring to a handbook
(B) Organizing merchandise
(C) Filling out a time sheet
(D) Greeting customers

79. According to the speaker, what might the listeners receive?

(A) Free products
(B) Extra vacation days
(C) A cash bonus
(D) A gift certificate

---

80. Where does the speaker work?

(A) At a fitness center
(B) At a doctor's office
(C) At a laboratory
(D) At a pharmacy

81. Why is the speaker calling?

(A) To confirm an appointment
(B) To provide a reference
(C) To discuss lab results
(D) To resolve a billing issue

82. What does the speaker say happened last month?

(A) A building lobby was renovated.
(B) An office moved to a different floor.
(C) Some fees increased.
(D) Some employees were hired.

GO ON TO THE NEXT PAGE

83. What has a government department recently announced?

(A) Job opportunities
(B) Funding decisions
(C) New transportation regulations
(D) Updated construction plans

84. What is being advertised?

(A) A car wash service
(B) A training program
(C) A navigation system
(D) An insurance policy

85. What does the speaker say will happen next week?

(A) A discount offer will end.
(B) A store location will open.
(C) A product will be launched.
(D) A facility will be inspected.

---

86. What type of event is taking place?

(A) A gallery opening
(B) A retirement party
(C) An awards ceremony
(D) A school fund-raiser

87. What happened in June?

(A) A building was purchased.
(B) A marketing campaign began.
(C) Some deadlines were extended.
(D) Some artists were selected.

88. What does the speaker imply when she says, "tourism in the area has doubled"?

(A) A project was successful.
(B) More volunteers are needed.
(C) Renovation work can begin.
(D) It is difficult to find parking.

---

89. What will Dr. Ray speak about?

(A) Managing financial risk
(B) Communicating with patients
(C) Improving customer service
(D) Preparing for job interviews

90. What is Dr. Ray's current position?

(A) He is the editor of a publication.
(B) He is a professor at a university.
(C) He is the chief surgeon at a hospital.
(D) He is a safety inspector in a laboratory.

91. What will Dr. Ray do after his speech?

(A) Sign some books
(B) Attend a reception
(C) Demonstrate a technique
(D) Evaluate a financial record

---

92. Where does the speaker most likely work?

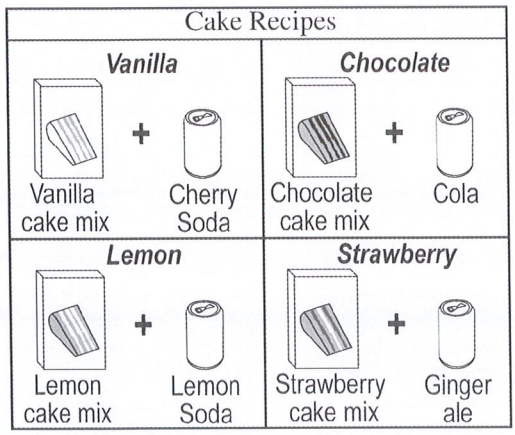
(A) At a mobile phone manufacturer
(B) At a radio station
(C) At an Internet service provider
(D) At a clothing store

93. What does the speaker mean when he says, "but the phones are still ringing"?

(A) The company continues to receive complaints.
(B) The company needs additional staff.
(C) The company is still taking orders.
(D) The company's advertising was effective.

94. What will the listeners most likely do next?

(A) Promote a business
(B) Revise some résumé
(C) Make a repair
(D) Read a document



95. Who is the intended audience for the broadcast?

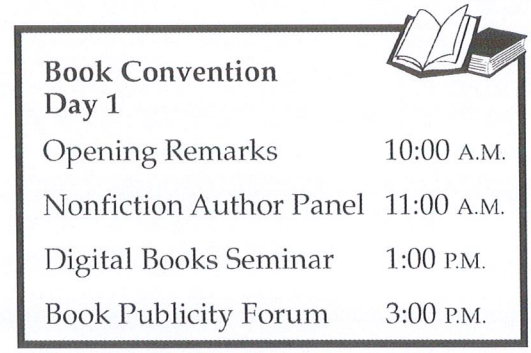
(A) Restaurant owners
(B) Home cooks
(C) Food critics
(D) Professional chefs

96. Look at the graphic. Which cake recipe did the speaker change?

(A) Vanilla
(B) Chocolate
(C) Lemon
(D) Strawberry

97. What are the listeners asked to do?

(A) Call the show
(B) Attend a class
(C) Share photographs
(D) Write a review



98. Where is the talk most likely taking place?

(A) At a library
(B) At a bookstore
(C) At a publishing company
(D) At a news agency

99. Look at the graphic. Which session are the listeners required to attend?

(A) Opening Remarks
(B) Nonfiction Author Panel
(C) Digital Books Seminar
(D) Book Publicity Forum

100. What still needs to be confirmed?

(A) The event location
(B) The registration fee
(C) The start time
(D) The catering arrangements

TEST 7

This is the end of the Listening test.

RC

기출 TEST

07

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. Mr. Guo ------- with an electrician yesterday about the rewiring project.

(A) consults
(B) is consulting
(C) to consult
(D) consulted

102. Ms. Lan Le will complete ------- internship at the George Cake Shop next week.

(A) she
(B) her
(C) hers
(D) herself

103. Every Thursday the Lifelong Reading Club meets to ------- novels written by local authors.

(A) create
(B) discuss
(C) perform
(D) dictate

104. Skymills Insurance ------- grew from a small business to a midsize company with 350 employees.

(A) quick
(B) quickly
(C) quicker
(D) quickest

105. Local shop owners are invited to the ------- of Clyde Bank's downtown branch.

(A) open
(B) opened
(C) opening
(D) openly

106. All e-mail messages regarding legal issues should be ------- in a separate folder.

(A) stored
(B) escaped
(C) served
(D) determined

107. Hiring an ------- for Ms. Tsai must be our top priority, as her workload has increased.

(A) assist
(B) assistant
(C) assisted
(D) assistance

108. The ------- Ladoff Building was constructed in 1923 and stood two stories tall.

(A) origin
(B) originated
(C) originally
(D) original

109. If you have questions about your most ------- credit card statement, call Mr. Hassan.

(A) central
(B) consecutive
(C) actual
(D) recent

110. The Rinzlite dishwasher was ranked higher ------- all other dishwashers in its class.

(A) to
(B) past
(C) than
(D) by

111. So far, the Grantley store ------- 20 percent more mobile phones than it did last year.

(A) will sell
(B) was sold
(C) has sold
(D) are selling

112. In the event of a power failure, unplug computers until power is ------- restored.

(A) fully
(B) fullness
(C) fullest
(D) full

113. Although Mr. Akiyama retired last year, he ------- visits the office each week.

(A) next
(B) yet
(C) still
(D) finally

114. At the panel discussion, Ms. Yang made a ------- argument for environmentally responsible business practices.

(A) convince
(B) convincing
(C) convinced
(D) convincingly

115. The Hokodo Orchestra will hold ------- for new string musicians next Tuesday.

(A) attention
(B) investigations
(C) motivation
(D) auditions

116. Although the team members ------- were not available after the game, the coach was happy to be interviewed.

(A) themselves
(B) they
(C) theirs
(D) them

117. Ms. Schwimmer's application was not ------- reviewed until November 5.

(A) relatively
(B) occasionally
(C) completely
(D) enormously

118. Managers are encouraged to give their staff ------- feedback during the annual performance-review meetings.

(A) construction
(B) constructively
(C) constructive
(D) constructing

119. Deckermark Enterprises offers employees flexible scheduling and telecommuting ------.

(A) statements
(B) exchanges
(C) precautions
(D) options

120. Ms. Summer can estimate the cost for the land-clearing project in Fosterville, ------- before the details are finalized.

(A) even
(B) some
(C) such
(D) else

GO ON TO THE NEXT PAGE

121. The company's transition from paper paychecks to electronic paychecks was ------- smooth.

(A) impressive
(B) impression
(C) impressively
(D) impress

122. All temporary workers should contact Ms. Fierro to ------- an identification badge.

(A) combine
(B) obtain
(C) gather
(D) approach

123. We will pay your insurance claim ------- we receive the official damage report.

(A) once
(B) since
(C) like
(D) except

124. Neither of the ------- in the debate was willing to take a stand on the riverfront development controversy.

(A) politicians
(B) politicize
(C) political
(D) politically

125. ------- the additional funding, Central City Medical School expects to double the size of its research team.

(A) Over
(B) On
(C) At
(D) With

126. The clients have indicated that a reception area of 60 square meters will be ------- in the new building.

(A) sufficient
(B) flexible
(C) capable
(D) calculating

127. Ms. Lau would like to know ------- Mr. Cole called the main office yesterday.

(A) whatever
(B) while
(C) why
(D) who

128. Koffler Law hired more paralegals ------- meet its commitment to clients.

(A) consequently
(B) in order to
(C) in any case
(D) additionally

129. The newest edition of the *Biltmire Road Atlas* has plastic-coated pages for extra -------.

(A) familiarity
(B) persistence
(C) durability
(D) replacement

130. Job seekers should prepare a list of professional references ------- applying for positions.

(A) prior to
(B) outside of
(C) in front of
(D) according 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 article.

TOKYO (2 June)—Toda Entertainment announced this morning that it will be revealing its latest video game later this week. A preview of the game -------- **131.** a presentation from the developers will be broadcast on the company's Web site on Friday at 4:00 P.M. Japan Standard Time. Until now, no details have been revealed about the game. Many consumers are already -------- **132.** that it will be a sequel to the company's popular *Todashi Adventure* series. The first game in that series, released two years ago, was a -------- **133.** success for the company, selling over 400,000 copies in Japan. -------- **134.** .

131. (A) but
(B) even though
(C) how
(D) as well as

132. (A) confirming
(B) speculating
(C) requesting
(D) analyzing

133. (A) remarkable
(B) remarkably
(C) remarking
(D) remark

134. (A) The company was not able to meet this goal.
(B) Toda Entertainment will announce its new CEO next week.
(C) Its worldwide sales were double that number.
(D) Consumers can now purchase it for the first time.

TEST 7

GO ON TO THE NEXT PAGE

Questions 135-138 refer to the following letter.

July 11

Dear Mr. Wong:

It was good to speak with you today about the opening in the accounts receivable department at Riedeberg Realty. -------- **135.** . My prior experience has prepared me particularly well for this -------- **136.** . Strong writing skills, assertiveness, and accuracy -------- **137.** in my last two jobs. I am also able to work effectively with coworkers, especially in a fast-paced environment.

I appreciate the time you took to -------- **138.** me. I look forward to hearing from you when you make your final hiring decision.

Sincerely,

Jon Troughman

135. (A) The job seems like an ideal match for my skills and interests.
(B) The company had an outstanding reputation nationally.
(C) Note that I have applied for a number of other jobs as well.
(D) Please contact me to discuss additional scheduling options.

136. (A) event
(B) incident
(C) position
(D) exception

137. (A) all requiring
(B) had all required
(C) all requirements
(D) were all required

138. (A) train
(B) recommend
(C) entertain
(D) interview

Questions 139-142 refer to the following Web page.

Protection & Conservation

The Garner Museum of Art (GMA) ensures the preservation of its collection by carefully -------- **139.** the lighting of its galleries. Certain artifacts—many of which are thousands of years old—are particularly sensitive to light. -------- **140.**, the museum does not showcase any of its pieces in areas with windows. Nor does it keep artwork in areas with certain kinds of -------- **141.**, potentially harmful bulbs. -------- **142.**. By taking such measures, the GMA hopes that its collection will be enjoyed for generations to come.

139. (A) monitoring
(B) acquiring
(C) performing
(D) guarding

140. (A) After all
(B) For instance
(C) On the contrary
(D) For this reason

141. (A) bright
(B) brightly
(C) brighten
(D) brightness

142. (A) Therefore, the museum will place some of its older pieces on loan.
(B) Also, flash photography is not permitted.
(C) Only a few staff members possess these specialized skills.
(D) Unfortunately, it can be difficult to determine an object's age.

TEST 7

GO ON TO THE NEXT PAGE

Questions 143-146 refer to the following e-mail.

To: All Managers
From: Bert Pizarro
Date: October 10
Subject: Staff banquet

Dear Managers,

December is quickly approaching, and the Human Resources team is working out the details for this year's staff banquet. As you know, this ------- **143.** event is an opportunity for us to thank our entire staff for their service and to reflect on the past twelve months. In addition, it will provide everyone with the opportunity ------- **144.** time with their colleagues in a relaxed social setting.

We know that the distance to last year's banquet in Riverdale made it difficult for several employees to attend the event. To make it easier for everyone to participate in this celebration, we are looking for a ------- **145.** that is closer to our office building. ------- **146.** .

We plan to send out further details soon.

Kind regards,

Bert Pizarro
Human Resources Manager

143. (A) initial
(B) annual
(C) favoring
(D) hiring

144. (A) to spend
(B) having spent
(C) spending
(D) will spend

145. (A) result
(B) transport
(C) capacity
(D) venue

146. (A) Driving directions are attached.
(B) We apologize for the confusion.
(C) Please reply with any suggestions.
(D) Remember to confirm your attendance.

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.

Our Return Pledge

If the products you purchased from Things Galore do not perform to your expectations, please return to our store for an exchange or a refund. Refunds may be issued on full-price purchases only. See Thingsgalore.com/help for details.

147. Where would the notice likely appear?

(A) On a coupon
(B) On a Web site
(C) On a product label
(D) On a sales receipt

148. What is suggested about Things Galore?

(A) It will not issue a refund for all items.
(B) It does not sell discounted products.
(C) It has recalled defective items.
(D) It is having an annual sale.

GO ON TO THE NEXT PAGE

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

Ed Singh (9:46 A.M.) Hi Marisa, has David Yuen stopped by your office?

Marisa Viteli (9:48 A.M.) Not that I know of. I just got here.

Ed Singh (9:49 A.M.) OK. He's having a hard time debugging a program and I told him to ask you to look at it. I hope you don't mind.

Marisa Viteli (9:50 A.M.) Not at all. He's on the Zandos project, right?

Ed Singh (9:51 A.M.) Yes, they're building an order-tracking system and it has to be delivered in a few weeks.

Marisa Viteli (9:52 A.M.) Ah, that's a huge program. I can see why he's having coding problems.

149. For whom do the writers most likely work?

(A) A home repair business
(B) A food delivery business
(C) A building construction company
(D) A software development company

150. At 9:50 A.M., what does Ms. Viteli most likely mean when she writes, "Not at all"?

(A) She does not know David Yuen.
(B) She has not been to her office yet.
(C) She is willing to help a coworker.
(D) She is part of the Zandos project team.

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

From:	Outbox <customer_service@outbox.com>
To:	Waris Duale <warisduale@mailinsights.com>
Date:	September 1
Subject:	Store news

Great news, Ms. Duale. Outbox, the number one office supply store in the Grindstone River Valley region, has expanded its store on Lakeview Avenue to include an office furniture department. To mark this occasion, members of our rewards club will receive a 20% discount on all office furniture. Additionally, they will earn double rewards points during this sales event. Orders are accepted in all stores as well as on our Web site, www.outbox.com. Use this opportunity to update your business office, and, in the process, save some money and accumulate rewards points. Hurry, offer ends September 30.

151. Why was the e-mail sent?

(A) To introduce an online ordering process
(B) To announce a new store location
(C) To mention a special offer
(D) To explain a new program

152. What is indicated about the store on Lakeview Avenue?

(A) It was recently enlarged.
(B) It has updated its Web site.
(C) It often hosts sales events for rewards club members.
(D) It was the first Outbox store in the region.

TEST 7

GO ON TO THE NEXT PAGE

Questions 153-155 refer to the following memo.

MEMO

To: All Staff
From: Donaldo Mata, Facilities Supervisor
Date: July 22
Subject: Drilling process

As I reported at last week's staff meeting, we are now in the final planning stages for the new addition to our headquarters building. — [1] —. As part of the process, contractors will be drilling holes tomorrow in the north, east, and west sides of the building to do structural analysis. — [2] —. The drilling is expected to take several hours, and the work will be very noisy. I realize that this type of noise can be very distracting to employees who are trying to speak with customers or conduct meetings. — [3] —. I have requested that the contractors begin drilling on the east side, closest to the Customer Service Office, so that drilling can be finished before peak service hours. Please keep windows on all sides of the building shut to minimize the noise and prevent any exhaust fumes from the drilling rig from entering the building.

— [4] —. I will be here all day supervising the process and will be available to answer any questions. I sincerely apologize for the inconvenience.

153. Why are the holes being drilled?

(A) To identify the best location for a well
(B) To install an improved drainage system
(C) To facilitate planning of a building project
(D) To analyze the soil quality for landscaping

154. What does Mr. Mata ask staff to do tomorrow?

(A) Work from home
(B) Close all windows
(C) Tour the new office space
(D) Reschedule client meetings

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

"However, there is little that can be done regarding noise levels."

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

Questions 156-158 refer to the following press release.

FOR IMMEDIATE RELEASE
Contact: Pilar Rios, Media Communications, prios@belledevelopment.org

LOS ANGELES (April 18)—California-based Belle Development has entered into an agreement to collaborate with the firm Holden Assets, which is based in London. The companies will join forces to remodel and transform open spaces in airports, train stations, hotels, and office buildings for retailers. According to Belle spokesperson Irina Carson, "The projects will improve both the experience of customers and the revenue streams of the property owners." During the press conference on Monday, Carson said the two companies had been so successful when they worked together previously remodeling an airport in Naples, Italy, that they "decided to make it a long-term relationship." The venture begins next month with the redesign of shops and restaurants at a train station in Barcelona.

156. What does the press release announce?

(A) The launch of a new product line
(B) The relocation of a company's headquarters
(C) The increased earnings of a real estate firm
(D) The start of a lengthy business partnership

157. The word "spaces" in paragraph 1, line 4, is closest in meaning to

(A) holes
(B) areas
(C) seats
(D) parks

158. Where does the press release indicate a project was completed?

(A) In Los Angeles
(B) In London
(C) In Naples
(D) In Barcelona

TEST 7

GO ON TO THE NEXT PAGE

Questions 159-161 refer to the following notice.

Dear Visitors:

Heylin Park is a rugged wilderness site. Our trails are grassy and unpaved, and many contain protruding tree roots, rocks, and stumps. Licensed park rangers will remove fallen debris if a trail becomes impassable, but in order to maintain a healthy habitat for wildlife, the land is otherwise kept in its natural state. To support our efforts, we ask that you please take nothing home with you aside from photographs and memories. Please allow the flowers to grow wild and leave sticks and stones where they are.

If you would like to learn about the different trees, shrubs, and flowers growing in our park, you can join a free ranger-guided hike. These are held every Saturday from 2:00 p.m. to 3:30 p.m. Just add your name to the sign-up sheet at the check-in kiosk, located near the park entrance.

Thank you and enjoy your hike!

Sincerely,

Heylin Park Management

159. What is suggested about Heylin Park?

(A) It is an undeveloped area.
(B) It was affected by a recent storm.
(C) Its entrance fees are being raised.
(D) It is the location of many research projects.

160. What is prohibited at Heylin Park?

(A) Camping overnight
(B) Hiking without a guide
(C) Visiting without a permit
(D) Collecting natural objects

161. What can visitors do at the check-in kiosk?

(A) Register for a tour
(B) Subscribe to a newsletter
(C) View photographs of plants
(D) Volunteer to help build trails

Questions 162-163 refer to the following article.

Bryson Business Development Network Expands Its Learning Program

(March 14)—Last summer, after offering on-site courses for over ten years, Calgary-based Bryson Business Development Network began offering a different set of workshops for people who have recently started a business. Hundreds of new business owners signed up for the online sessions, which focused on topics such as Web site development, marketing, and advertising. This summer, the company will introduce some new learning opportunities.

"We are excited to announce the launch of a wide variety of in-depth courses led by experts in the field," director Rosa Gonzales said. "To enable everyone to learn more about the courses, we have created a brief video highlighting the main points that will be covered in each course. Customers are invited to view this introductory presentation free of charge on our Web site to help them decide which of our offerings best meet their needs."

Registration and more information are available at www.brysonbdn.ca.

162. What is the purpose of the article?

(A) To announce a company merger
(B) To provide marketing tips
(C) To introduce a new director
(D) To publicize online courses

163. What does Ms. Gonzales encourage people to do?

(A) Make a payment
(B) Complete a form
(C) Watch a video
(D) Contact an expert

GO ON TO THE NEXT PAGE

Questions 164-167 refer to the following online chat discussion.

Live Chat

Ariana Jones (1:18 P.M.):
Hi, Renalto and Janice. How are things coming along with those blogs I asked you to start?

Janice Canto (1:20 P.M.):
I am thinking of profiling the members of our team of investment advisors.

Ariana Jones (1:22 P.M.):
Could you give me more details on that?

Janice Canto (1:24 P.M.):
Well, I want to feature an interview with a different team member every month. I could get a little personal and professional background information, and inquire about the member's views on investment strategies, that sort of thing.

Ariana Jones (1:25 P.M.):
Nice. Our customers would really like that. What about you, Renalto?

Renalto Pereira (1:27 P.M.):
I'm thinking of reporting on emerging stock market trends. I've already collected a lot of material about this topic.

Janice Canto (1:27 P.M.):
Sorry, I have to leave for a meeting in about five minutes.

Ariana Jones (1:28 P.M.):
Sounds interesting. Do you need assistance with the research?

Renalto Pereira (1:29 P.M.):
Thanks, but I think I've got it covered.

Ariana Jones (1:30 P.M.):
OK, I'd like both of you to get back to me by Monday with your progress on these ideas.

164. In what industry do the participants most likely work?

(A) Finance
(B) Health care
(C) Technology
(D) Real estate

165. What is suggested about Ms. Jones?

(A) She will help Mr. Pereira with his research.
(B) She supervises Ms. Canto's work.
(C) She will be out of the office on Monday.
(D) She needs information about a job applicant.

166. What is indicated about Ms. Canto's blogs?

(A) They will be ready by the end of the day.
(B) They will be written by several team members.
(C) They will be published once a month.
(D) They will be designed for internal company use.

167. At 1:28 P.M., what does Ms. Jones mean when she writes, "Sounds interesting"?

(A) She wants to know more about Ms. Canto's meeting.
(B) She likes the subject matter of Mr. Pereira's blog.
(C) She is pleased with recent stock market trends.
(D) She likes to receive positive customer feedback.

GO ON TO THE NEXT PAGE

Questions 168-171 refer to the following meeting minutes.

Corbissin Corporation

Minutes of Quarterly Finance Team Meeting
Thursday, 18 October

Present: Lorenzo Abeyta (Chair), Dolores Tengco, Perla Buenaflor, Omar Mayuga, and Cora Odevilas

Absent: Juan Carlos Scrapio (attending International Technology Conference)

The meeting was called to order at 10:30 A.M. by Lorenzo Abeyta.

The minutes from the 20 June meeting were approved unanimously.

Financial Summary (presented by Omar Mayuga)
- Revenue from the last quarter was up by 10 percent.
- The budget has been approved for the hiring of additional sales personnel and customer service associates.
- Discussion of the proposed internship program was postponed until more research has been done. Perla Buenaflor will look into this proposal and present a report at the next meeting.
- The "We All Tell a Story" marketing campaign is under way. The project features testimonials from small-business owners whose office operations improved after installation of our products.

Announcements
Dolores Tengco confirmed that the launch of our new line of printers and copiers is set for 10 November. There will be commercials on TV and radio, online, and in print media. Stores in Mandaluyong and Taguig are planning full-day events. More information on other sales events in stores will be released soon.

The meeting was adjourned at 11:30 A.M. by Lorenzo Abeyta.

168. What is indicated about the Corbissin Corporation?

(A) Its finance team meets monthly.
(B) Its sales personnel received a pay raise.
(C) It manufactures and sells office technology.
(D) It has recently opened a store in Taguig.

169. What is suggested about Mr. Serapio?

(A) He wrote the meeting minutes.
(B) He scheduled the previous team meeting.
(C) He recently gave a presentation at a conference.
(D) He was away on business on October 18.

170. Who will gather more information on a topic?

(A) Mr. Abeyta
(B) Ms. Tengco
(C) Ms. Buenaflor
(D) Mr. Mayuga

171. What will happen in November?

(A) The finance team will travel.
(B) New products will be released.
(C) Some equipment will be repaired.
(D) A user guide will be updated.

Questions 172-175 refer to the following letter.

Harding Environmental Group

September 6

Jelani Campbell
Norden Water Commission
329 Route 15
Norden City, AZ 86310

Dear Mr. Campbell,

I appreciate the Norden Water Commission's interest in my serving as a member of your board of directors. As we discussed, I am currently unable to assume any additional responsibilities. — [1] —. However, I would like to take this opportunity to voice my support for Ms. Lauren Birrell to serve as a board member.

Ms. Birrell, the Director of Development at Harding Environmental Group, began her career here as a water analyst. She was quickly promoted to multiple supervisory roles as her expert knowledge and skills became apparent. — [2] —. For example, a recent research study led by Ms. Birrell found deficiencies with Norden City's water pumping system. — [3] —. She provided guidance on necessary upgrades in a timely and cost-effective manner. The upgraded system, which requires much less maintenance, has saved Norden City thousands of dollars over the past five years.

Additionally, Ms. Birrell has built strong relationships with the Great Valley Watershed, the Norden Department of Environmental Protection, and other government agencies. — [4] —. Ms. Birrell would be an invaluable contributor to your organization.

Should you have any questions, please contact me directly at 928-555-0176.

Sincerely,

Saniya Mathur

Saniya Mathur
President, Harding Environmental Group

172. Why did Ms. Mathur send the letter?

(A) To describe her job responsibilities
(B) To recommend a colleague for a position
(C) To welcome a new member to the board of directors
(D) To congratulate a coworker on a promotion

173. What is mentioned about Harding Environmental Group?

(A) It conducts research studies.
(B) It provides legal services.
(C) It manufactures water pumps.
(D) It is a government agency.

174. What is suggested about Norden City's water system?

(A) It must be updated in the next five years.
(B) It is inspected regularly by Ms. Birrell.
(C) Its maintenance costs have decreased.
(D) Its pumps are in need of repair.

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

"Your organization would benefit from these connections."

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

GO ON TO THE NEXT PAGE

Questions 176-180 refer to the following e-mail and Web page.

To:	Hyo-Jung Cho
From:	Julian Katz
Date:	14 June
Subject:	Information

Dear Ms. Cho:

Since you were away last week, you might not yet know all the details of the situation with the Web site. Shannon Gehring, our Web designer, was in the middle of revising the site when a severe thunderstorm hit our area. Our servers were struck by lightning and sustained some damage. While they were being repaired, the museum's Web site was down for two days.

I know you are planning to send an e-mail to members today, asking them to help us meet a fund-raising goal by 30 June, the end of our fiscal year. Our site is back online now, and includes a new comment page that can be used for this fund-raising event. Please let me know if you need additional information.

Sincerely,

Julian Katz
IT Coordinator
Knight Museum of Art

http://www.knightmuseumofart.ca/comments

14 June

I am such a big fan of the Knight Museum! I have been taking advantage of some of the museum's wonderful programs. The recent series of watercolor painting classes with local artist Leroy Davis was terrific. This experience with watercolors will help me appreciate the museum's current exhibition of Japanese watercolor paintings even more; I'm looking forward to taking a tour of the exhibition next week.

I already contribute as a museum member, but I just made an additional donation online today after I received a fund-raising e-mail from the museum's director. It was easy to access the Web site, although I had trouble last week. I hope others will support the museum by contributing before the 30 June deadline. The Knight Museum's programming is worth it.

—Brenda Sanz

176. Why did Mr. Katz contact Ms. Cho?

(A) To introduce a new employee
(B) To provide an update
(C) To request details about an event
(D) To ask for assistance

177. In the e-mail, the word "meet" in paragraph 2, line 1, is closest in meaning to

(A) connect
(B) fulfill
(C) encounter
(D) assemble

178. Who is Ms. Cho?

(A) The museum director
(B) The IT coordinator
(C) A Web designer
(D) A local artist

179. What is Ms. Sanz eager to do?

(A) Help with the Web site
(B) Lead tours for members
(C) Enroll in an art class
(D) Attend an exhibition

180. What does Ms. Sanz suggest in her comment?

(A) She made a donation before the end of the fiscal year.
(B) She has visited Japan.
(C) She recently accessed the museum's online art collection.
(D) She purchased a painting by Leroy Davis.

GO ON TO THE NEXT PAGE

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

E-Mail Message

To: ababin@babinassociates.co.nz
From: f_zhong@zhong.co.nz
Date: 5 March
Subject: Order #45368

Dear Ms. Babin,

I'm writing to inform you of several problems regarding my recent order. I have been buying items from your company for years, and my previous orders have never had an error. Therefore, I was very surprised when my latest order arrived. First, the shipment contained only two packs of T-shirts, which is not the amount listed on the invoice. I saw the note about the long-sleeved shirts, but there was no note about the T-shirts.

Additionally, the price for item number 61 is listed in your catalog and on your Web site as $50 per pack, but that was not what I was charged. Can you please look into this matter and give me a call? You can reach me at +64 04 455 5212.

Thanks in advance,

Fai Zhong

From:
Babin and Associates
25 Caledonia Street, Strathmore
Wellington 6022

To:
Fai Zhong
Zhong Restaurant and Catering
76 Romeo Street, Thorndon
Wellington 6011

PAYMENT IS DUE UPON RECEIPT OF INVOICE

Order #45368

Item Number	Item Description	Amount Ordered	Price per Pack	Total Price
32A	T-shirts, white with logo, assorted sizes	3 packs	$125.00	$375.00
32B* *See note below*	Long-sleeved shirts, white with logo, assorted sizes	3 packs	$175.00	$525.00
61	Black aprons, limited edition, knee-length	5 packs	$60.00	$300.00
118	Black trousers, assorted sizes	2 packs	$200.00	$400.00
		TOTAL	**GST Inclusive**	**$1,600.00**

* We had only one pack of long-sleeved shirts in stock. We included it with this shipment and will send the others in 7–10 business days. There will be no additional shipping charge for these items.

181. Babin and Associates is most likely what type of business?

(A) A laundry service
(B) A clothing company
(C) A catering firm
(D) A shipping service

182. What is indicated about Mr. Zhong?

(A) He uses several addresses.
(B) He prefers overnight shipping.
(C) He has ordered from Babin and Associates before.
(D) He is expanding his business.

183. What does Mr. Zhong request?

(A) An updated catalog
(B) A new logo design
(C) A return phone call
(D) Shipment to a different location

184. According to the invoice, what is true about the long-sleeved shirts?

(A) They are being billed at a discount.
(B) They are available in many colors.
(C) Some of them were damaged in the warehouse.
(D) Some of them will be shipped at a later date.

185. What is one problem that Mr. Zhong identifies?

(A) Too many trousers were delivered.
(B) The wrong amount was charged for aprons.
(C) The T-shirts do not fit well.
(D) The logo on the shirts is incorrect.

GO ON TO THE NEXT PAGE

Questions 186-190 refer to the following e-mail, ticket, and schedule.

E-Mail Message

To: Andrea Williams <a.williams@cardiocentre.co.uk>
From: Samuel Penfold <s.penfold@cardiocentre.co.uk>
Date: 2 August
Subject: Re: Cardiology conference

Dear Dr. Williams,

Yes, I will be going to the cardiology conference, and I am looking forward to it. Unfortunately, I will not be able to travel there with you because I am seeing patients until 3 P.M. on 5 August. I will have to miss the first day's sessions, but I will be on-site that evening and for the next two days.

Maybe we can have dinner together one evening? Evrim Turgut was telling me about your research together into diagnostic imaging technologies, and I would love the chance to discuss it with you.

Let me know when you will be free.

All best,

Samuel Penfold, MD

NTS Rail

Reservation 4JK5 4RN5 4XW8

Class	**Adult**	**Passenger**
STANDARD	ONE	ANDREA WILLIAMS
From	**Train Number**	**Return Trip**
LANCASTER	EX111	NOT INCLUDED
To	**Price**	
MANCHESTER	£18.00	
Date	**Seat Number**	**Fare**
5 AUGUST	NONE ASSIGNED	ADVANCE PURCHASE

Printed on 1 August

Train Schedule—NTS Rail Lancaster to Manchester				
Train Number	**Departure Time**	**Duration**	**Arrival Time**	**Price**
EX111	7:00 A.M.	55 min	7:55 A.M.	£20.00
RN902	8:30 A.M.	1 h 01 min	9:31 A.M.	£20.00
EX224	10:15 A.M.	1 h 15 min	11:30 A.M.	£18.00
RN516	12:30 P.M.	1 h 25 min	1:55 P.M.	£18.00
EX670	2:00 P.M.	1 h 35 min	3:35 P.M.	£18.00
RN823	4:45 P.M.	1 h 05 min	5:50 P.M.	£20.00
Purchasing tickets online at https://www.ntsrail.co.uk more than 24 hours before your trip entitles you to a 10 percent discount off the above-listed fares. Full-price tickets are available at all NTS Rail kiosks.				

186. Who most likely is Evrim Turgut?

(A) A medical doctor
(B) An office manager
(C) A conference organizer
(D) A customer service representative

187. What does the ticket indicate about Dr. Williams' trip?

(A) She will be traveling in first class.
(B) She will be changing trains during her trip.
(C) She will be using the same ticket for her return trip.
(D) She will be able to choose where to sit.

188. Based on his availability, what train will Dr. Penfold most likely take?

(A) EX111
(B) EX224
(C) RN516
(D) RN823

189. What is suggested about Dr. Williams?

(A) She works in Manchester.
(B) She travels by train on a regular basis.
(C) She bought her ticket at a reduced price.
(D) She made her reservation at the Lancaster train station.

190. According to the schedule, what is true about the train trips?

(A) They last the same length of time.
(B) They are cheaper in the morning.
(C) They will end at the same destination.
(D) They must be purchased in person.

GO ON TO THE NEXT PAGE

Questions 191-195 refer to the following article, e-mail, and form.

Community Project to Showcase Pottersville Artists

By Laurence du Bois

POTTERSVILLE (May 21)—At the opening of this year's Small Business Fair in Pottersville Central Park yesterday, the Pottersville Chamber of Commerce announced Images of Success, a community initiative that seeks to promote Pottersville businesses by way of public art. Through the project, local artists will work with area business owners to create original murals on storefronts throughout the city.

To apply, business owners must submit a description of their business's role in the community and document that their business has been in its current location for at least two years. Artists interested in participating must complete an application in which they describe their connection to Pottersville and submit samples of their own original artwork.

Both business owners and artists should submit applications to Timothy Freel at tfreel@pottersvillecoc.gov by June 15. The city will reimburse artists for approved supplies up to a limit of $150.

To:	Timothy Freel
From:	Haruka Goto
Date:	June 24
Subject:	Images of Success inquiry
Attachment:	Draft #2

Dear Mr. Freel,

It was a pleasure meeting with you earlier this week at Jam Café to talk about the design for the Images of Success mural project. I hadn't been to Jam Café since it reopened, and it was great to see the finished renovations. In fact, the owner of the café recently bought one of my paintings to display in the café.

As you suggested, I have adjusted the color scheme to include only the colors from Jam Café's interior. Please let me know as soon as possible whether you would like me to make additional changes.

Best,

Haruka Goto

Pottersville Chamber of Commerce Reimbursement Form

Complete the entire form and attach a record of the purchase. Allow two weeks for processing.

Name: Haruka Goto

Date: June 25

Event: Images of Success

Description:

Supplies purchased at Pottersville Art Supply for Images of Success mural project. Copy of receipt dated June 24 attached.

Product	Unit Price	Quantity	Total Price
Soft green spray paint, 18 oz. can	$11.99	2	$23.98
Emerald green paint, ½ gallon	$18.99	1	$18.99
Forest green paint, 1 gallon	$34.99	1	$34.99
Set of paintbrushes	$24.99	1	$24.99
	Total (including tax)		$111.14

Approved by: T. Freel **Approval Date:** July 3

191. According to the article, where will artists display their work?

(A) In Pottersville Central Park
(B) At area businesses
(C) At the Chamber of Commerce
(D) On government Web sites

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

(A) To request approval of a design
(B) To extend an offer of employment
(C) To place an order for art materials
(D) To arrange an appointment

193. What is indicated about the supplies Ms. Goto purchased?

(A) They were ordered online.
(B) They are not sold in Pottersville.
(C) Their cost will be reimbursed in full.
(D) Their approval has been denied.

194. What needs to be included with the form?

(A) A tax statement
(B) A copy of the design
(C) The project application
(D) The sales receipt

195. What is most likely true about Jam Café?

(A) It sells local artwork.
(B) Its logo was designed by Ms. Goto.
(C) It is closed for remodeling.
(D) It has a green interior.

TEST 7

GO ON TO THE NEXT PAGE

Questions 196-200 refer to the following Web page, e-mail, and article.

http://www.jaqgarza.com

News | Videos | Photos | **Biography** | Send a Message

Jacqueline Garza, better known as Jaq, was born and raised in Austin, Texas. As a child, Ms. Garza loved to dance and play sports. She particularly excelled at basketball and, following her high school graduation, she was offered a professional contract with the local Austin team. However, she chose to pursue a university degree in economics instead. After completing her degree, Ms. Garza admitted she was still happiest playing basketball, and finally joined the Austin team.

Ms. Garza is known for her skill and speed as well as her kindness and team spirit. Off the court, she founded an organization called Reading is a Breeze. This organization provides resources to libraries that receive limited funding for print and audio books, young-adult periodicals, and digital reading devices. It even provides glasses to children whose parents have difficulty purchasing them on their own.

To: Henri Delon <hdelon@bonvue.ca>

From: Anita Wyatt <awyatt@bonvue.ca>

Subject: Celebrity spokesperson

Date: 18 March

Dear Henri:

As promised, I researched a possible celebrity endorser to work with us on the expansion into the United States market. Jacqueline Garza is a professional basketball player from Austin, Texas, with an interesting background. Her nonprofit foundation, which focuses on children's literacy, has a natural connection to our products at Bonvue. You can learn more about her by visiting her Web site, www.jaqgarza.com. If you approve of the idea, I will try to connect with her agent to negotiate her compensation.

I also spoke with Mr. Roy this morning. He says that because the publicity campaign has been temporarily delayed, Marketing does not need us to have the spokesperson lined up until June.

Best,

Anita

Bonvue Expands into the U.S.

Austin (May 11)—Bonvue, the French designer eyewear company, has announced its entry into the United States market. Austin-based basketball star Jacqueline "Jaq" Garza has signed up as the company's celebrity endorser. A video clip featuring Ms. Garza announcing the collaboration was released on Monday, and a full line of advertisements will be rolled out next week.

Founded and headquartered in Paris, the eyewear company is currently under the direction of CEO Martin Oliveira. Bonvue expanded into Canadian retail stores eight years ago in Ottawa. The company's popular eyeglasses and sunglasses will now be sold at stores across the U.S.

196. According to the Web page, what did Ms. Garza receive before joining a professional team?

(A) A university degree
(B) A donation of books
(C) Dance lessons
(D) Funding for a project

197. Why does Ms. Wyatt consider Ms. Garza a suitable celebrity endorser?

(A) Her charity distributes eyeglasses.
(B) Her teamwork skills are strong.
(C) Bonvue is based in Austin.
(D) Bonvue makes basketball apparel.

198. What does the e-mail suggest about Mr. Roy?

(A) He is Ms. Garza's talent agent.
(B) He has visited Ms. Garza's Web page.
(C) He is a former representative for Bonvue.
(D) He works with Ms. Wyatt and Mr. Delon.

199. What is indicated about Ms. Garza?

(A) She is a longtime Bonvue customer.
(B) She does not receive money from Bonvue.
(C) She recently appeared in a movie.
(D) She joined the Bonvue publicity campaign ahead of schedule.

200. What information about Bonvue is included in the article?

(A) The number of years it has been in business
(B) The location of its head office
(C) The slogan for its advertising campaign
(D) The price of its most popular product

TEST 7

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.

LC

기출 TEST

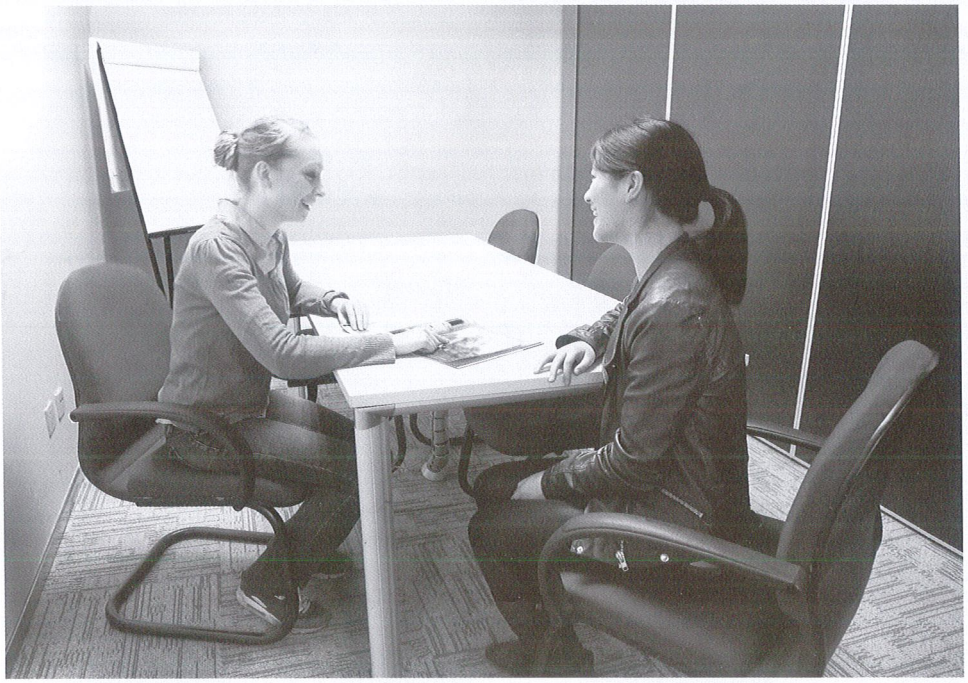
08

LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.



Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.

2.

TEST 8

GO ON TO THE NEXT PAGE

3.

4.

5.

6.

TEST 8

PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

7. Mark your answer on your answer sheet.

8. Mark your answer on your answer sheet.

9. Mark your answer on your answer sheet.

10. Mark your answer on your answer sheet.

11. Mark your answer on your answer sheet.

12. Mark your answer on your answer sheet.

13. Mark your answer on your answer sheet.

14. Mark your answer on your answer sheet.

15. Mark your answer on your answer sheet.

16. Mark your answer on your answer sheet.

17. Mark your answer on your answer sheet.

18. Mark your answer on your answer sheet.

19. Mark your answer on your answer sheet.

20. Mark your answer on your answer sheet.

21. Mark your answer on your answer sheet.

22. Mark your answer on your answer sheet.

23. Mark your answer on your answer sheet.

24. Mark your answer on your answer sheet.

25. Mark your answer on your answer sheet.

26. Mark your answer on your answer sheet.

27. Mark your answer on your answer sheet.

28. Mark your answer on your answer sheet.

29. Mark your answer on your answer sheet.

30. Mark your answer on your answer sheet.

31. Mark your answer on your answer sheet.

PART 3

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. Where do the speakers work?

(A) At a hotel
(B) At an art gallery
(C) At a hardware store
(D) At a travel agency

33. Why was a building temporarily closed?

(A) To take inventory
(B) To host an event
(C) To complete a renovation
(D) To celebrate a holiday

34. What is the man going to do next?

(A) Post some flyers
(B) Send customers an e-mail
(C) Place a food order
(D) Contact the maintenance department

35. What are the speakers planning?

(A) A company dinner
(B) A conference schedule
(C) An upcoming trip
(D) A factory inspection

36. What does the woman suggest?

(A) Inviting a guest speaker
(B) Reserving a different venue
(C) Checking a budget
(D) Postponing a party

37. What does the woman say will be provided?

(A) Name tags
(B) A city tour
(C) Transportation
(D) Entertainment

38. What are the speakers mainly discussing?

(A) A store sign
(B) A Web site
(C) Some uniforms
(D) Some business cards

39. What suggestion does the man make?

(A) Adding display racks
(B) Giving a demonstration
(C) Researching some suppliers
(D) Advertising a business' hours

40. What does Ana offer to do?

(A) Lead a training session
(B) Greet a client
(C) Update a list
(D) Revise an announcement

41. What type of business is the man calling?

(A) A bookstore
(B) A restaurant
(C) A clothing shop
(D) A printing shop

42. What will happen next week?

(A) A class will begin.
(B) A shipment will arrive.
(C) A location will change.
(D) A sale will end.

43. What information does the woman ask for?

(A) A bank account number
(B) A mailing address
(C) A discount code
(D) A telephone number

GO ON TO THE NEXT PAGE

44. What is the woman concerned about?

(A) The quality of some fabric
(B) The price of a shipment
(C) The size of some furniture
(D) The noise from some construction

45. What does the man say his team will do at the woman's house?

(A) Paint a living room
(B) Assemble a product
(C) Take some measurements
(D) Remove some machinery

46. What does the woman ask the man to do?

(A) Resubmit an order form
(B) Send some samples
(C) Go to a different address
(D) Change a delivery date

---

47. Why does the man want to hire a temporary employee?

(A) To hand out brochures
(B) To design a Web site
(C) To sort through some documents
(D) To pick up some office equipment

48. According to the man, what does the job require?

(A) Sales experience
(B) Public speaking skills
(C) Interior decorating experience
(D) Computer skills

49. What does the man ask the woman to do?

(A) Check a budget
(B) Sign a contract
(C) Brainstorm marketing ideas
(D) Prepare some invoices

---

50. Where do the speakers most likely work?

(A) At a hotel
(B) At a restaurant
(C) At a convention hall
(D) At an auto repair shop

51. What does the woman say about her car?

(A) She will loan it to a friend.
(B) She does not use it often.
(C) It was recently purchased.
(D) It needs to be fixed.

52. What does the woman mean when she says, "Thursday is my mother's birthday"?

(A) She is inviting the man to a party.
(B) She cannot work on Thursday night.
(C) She has to buy a gift before Thursday.
(D) She forgot to update a calendar.

---

53. What most likely is the man's position?

(A) A maintenance worker
(B) A government official
(C) An editor
(D) An accountant

54. What do the women do at their company?

(A) They arrange travel.
(B) They provide legal assistance.
(C) They organize training sessions.
(D) They manage company inventory.

55. What does the man ask about?

(A) Free parking
(B) Technical support
(C) Payment options
(D) Printing supplies

---

56. Which industry do the speakers most likely work in?

(A) Health care
(B) Architecture
(C) Tourism
(D) Fashion

57. What does the woman mean when she says, "My meeting was canceled"?

(A) She cannot answer a question.
(B) She is available to discuss an issue.
(C) She is confused by a schedule change.
(D) She is worried a project will be delayed.

58. What will the woman most likely do next?

(A) Call a vendor
(B) Distribute a questionnaire
(C) Review some designs
(D) Contact some colleagues

---

59. What is the topic of an upcoming seminar?

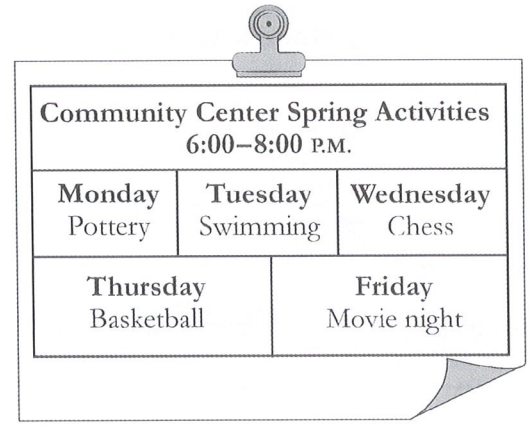
(A) Payroll procedures
(B) Videoconferencing tools
(C) Computer upgrades
(D) Password security

60. What aspect of the seminar do the speakers disagree about?

(A) How long it should last
(B) How it should be announced
(C) Whether attendance should be required
(D) Whether refreshments should be served

61. What does the woman want to distribute after the seminar?

(A) A survey
(B) A manual
(C) Some paychecks
(D) Some hardware



Community Center Spring Activities 6:00–8:00 P.M.		
Monday Pottery	**Tuesday** Swimming	**Wednesday** Chess
Thursday Basketball	**Friday** Movie night	

62. Who most likely is the man?

(A) A fitness coach
(B) A teacher
(C) A medical doctor
(D) A receptionist

63. What does the woman ask the man about?

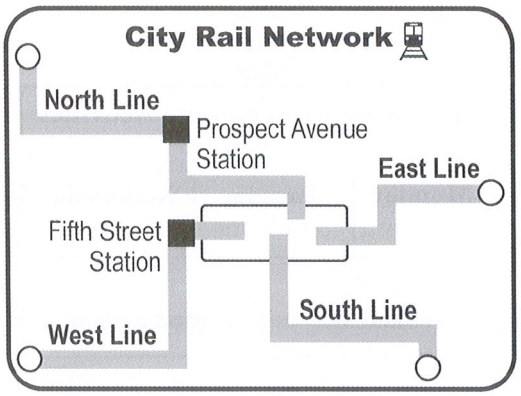
(A) Requirements for a job
(B) Alternative types of exercise
(C) Available appointment times
(D) Operating hours of a business

64. Look at the graphic. When will the woman probably go to the community center in the spring?

(A) On Tuesdays
(B) On Wednesdays
(C) On Thursdays
(D) On Fridays

TEST 8

GO ON TO THE NEXT PAGE



65. What does the man say he is doing tonight?

(A) Taking a flight
(B) Eating in a restaurant
(C) Seeing a performance
(D) Visiting a friend

66. Look at the graphic. Which train line will the man most likely take?

(A) The North Line
(B) The East Line
(C) The South Line
(D) The West Line

67. What does the man ask about a bus?

(A) Whether he needs a different ticket
(B) Whether there are reserved seats
(C) How long the ride will take
(D) How often the bus runs

Matphase Electronics Model #	On the Head	In the Ear	Noise Reduction
F-12		✓	Fair
A-66	✓		Good
N-48		✓	Excellent
C-94	✓		Excellent

68. Why is the woman at the store?

(A) To arrange a delivery
(B) To exchange a purchase
(C) To request an instruction manual
(D) To complain about an incorrect charge

69. What is the woman's job?

(A) Jazz musician
(B) Studio photographer
(C) Carpenter
(D) Electrical engineer

70. Look at the graphic. What model does the man recommend?

(A) F-12
(B) A-66
(C) N-48
(D) C-94

PART 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

71. What field does the listener most likely work in?

(A) Health care
(B) Education
(C) Marketing
(D) Technology

72. What job requirement does the speaker mention?

(A) Frequent travel
(B) Public speaking
(C) Employee supervision
(D) Bilingual skills

73. What does the speaker ask the listener to do?

(A) Attend a trade show
(B) Contact a new client
(C) Complete some paperwork
(D) Suggest a meeting time

74. What event is the speaker discussing?

(A) A wellness fair
(B) A luncheon
(C) A race
(D) A training session

75. What does the company most likely sell?

(A) Food
(B) Footwear
(C) Clothing
(D) Electronics

76. What does the speaker ask Leanna to do?

(A) Conduct a survey
(B) Select some items
(C) Visit a location
(D) Pass out identification badges

77. Who is Anne Pochon?

(A) A museum director
(B) A photographer
(C) A film producer
(D) A sculptor

78. What does the speaker say will happen in June?

(A) An art exhibit will be held.
(B) A company merger will take place.
(C) A documentary will be released.
(D) A shop will be renovated.

79. What will the speaker most likely do next?

(A) Provide directions
(B) Take some pictures
(C) Autograph some books
(D) Interview a guest

80. What does the company sell?

(A) Chemical products
(B) Machine parts
(C) Laboratory equipment
(D) Home appliances

81. What does the speaker mean when he says, "I went to the convention last year"?

(A) He does not want to go to an event.
(B) He is able to help the listeners.
(C) He is explaining an expense report.
(D) He disagrees with the listeners' opinions.

82. What does the speaker want the listeners to do when they return?

(A) Submit some receipts
(B) Develop an advertising plan
(C) Give a presentation
(D) Speak with a supervisor

GO ON TO THE NEXT PAGE

83. Why are the listeners at Rockstone Bank?

(A) To attend a board meeting
(B) To organize a charity event
(C) To open an account
(D) To take part in an internship program

84. What is Ms. Enfield's position?

(A) Customer service representative
(B) Chief executive officer
(C) Branch manager
(D) Loan officer

85. What will Ms. Enfield speak about?

(A) Corporate culture
(B) A company policy
(C) An application process
(D) Career development

---

86. Where is the talk most likely taking place?

(A) At a supermarket
(B) At a community park
(C) At an art supply store
(D) At a farm

87. What does the speaker remind the listeners to do?

(A) Put belongings in a locker
(B) Fill out a survey
(C) Use sun protection
(D) Read some instructions

88. What does the speaker mean when she says, "all of our flowerpots are twenty percent off"?

(A) She needs the listeners to change some price tags.
(B) She wants the listeners to purchase some merchandise.
(C) She is disappointed that a product did not sell well.
(D) She is surprised by a decision.

---

89. What is the purpose of the talk?

(A) To offer some training
(B) To revise a handbook
(C) To recommend a hotel
(D) To introduce new staff

90. According to the speaker, what should the listeners remember to do?

(A) Reinstall some software
(B) Complete daily reports
(C) Submit travel vouchers
(D) Save some data

91. Why does the speaker apologize?

(A) His colleague is unavailable.
(B) His computer is malfunctioning.
(C) Some assignments are delayed.
(D) Some requests have been denied.

---

92. What is the topic of this week's podcast?

(A) The history of eating utensils
(B) The latest cooking trends
(C) Local restaurant reviews
(D) Healthy eating on a budget

93. What does the speaker say will take place next month?

(A) A debut of a new host
(B) A fund-raising event
(C) A live studio broadcast
(D) A trivia contest

94. Why does the speaker say, "That'll only take a minute"?

(A) To correct a misunderstanding
(B) To encourage participation
(C) To ask for permission
(D) To reconsider a suggestion

Customer: Evergreen Technology
Order: Business Cards

Quantity	Name
500	Jihoon Lee
1,000	Paola Dias
1,500	Barbara Reynolds
2,000	Mohammed Nasser

COMPANY	BEST FEATURE
Lowz	No equipment charge
Gatepath	Payments from mobile phones
E-buzz	Flexible contracts
MRC	Online customer service

95. Which department does the speaker work in?

(A) Human Resources
(B) Sales
(C) IT
(D) Finance

96. Look at the graphic. Which quantity needs to be changed?

(A) 500
(B) 1,000
(C) 1,500
(D) 2,000

97. What does the speaker say he will do tomorrow?

(A) Provide a logo
(B) Pick up an order
(C) Pay an invoice
(D) Meet with a client

98. What type of business is being launched?

(A) A financial consulting firm
(B) A real estate agency
(C) A restaurant
(D) An electronics store

99. What does the speaker say she is pleased about?

(A) The location of public transportation
(B) The price of some equipment
(C) Some job applications
(D) Some building renovations

100. Look at the graphic. Which company does the speaker want to use?

(A) Lowz
(B) Gatepath
(C) E-buzz
(D) MRC

TEST 8

This is the end of the Listening test.

RC

ETS TEST

08

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. Kanelek Limited and Evensohn LLC have entered a strategic partnership to ------- their market share.

(A) increased
(B) increasing
(C) increases
(D) increase

102. Glenwick Organic Farm stands out from other farms for its environmentally ------- practices.

(A) exposed
(B) communal
(C) friendly
(D) considerable

103. Our ------- is responsible for performing quality-control reviews during production.

(A) divided
(B) division
(C) divisive
(D) dividing

104. Because of a mechanical failure in the production facility, Fizzy Bottlers will be closed ------- further notice.

(A) around
(B) through
(C) except
(D) until

105. Interviewees are asked not to talk among ------- while waiting in the reception area.

(A) themselves
(B) theirs
(C) them
(D) their

106. The accounting department reminds all staff to submit expense reports ------- after returning from a trip.

(A) very
(B) enough
(C) rather
(D) soon

107. Olayinka Boutique ------- hosts special shopping events for members of its loyalty club.

(A) occasion
(B) occasions
(C) occasional
(D) occasionally

108. For homeowners seeking to reduce their electricity bills, the energy-saving ideas in this brochure should be -------.

(A) lengthy
(B) immediate
(C) helpful
(D) perceptive

109. The Delmar Highway Department ------- an online list of current road closures.

(A) maintenance
(B) maintains
(C) maintaining
(D) is maintained

110. ------- reducing staff, management made the decision to decrease administrative bonuses.

(A) Rather than
(B) Whether
(C) Just as
(D) Namely

111. The doorways, which arch so -------, were left intact during the renovation of the historic Dersten Building.

(A) graceful
(B) grace
(C) gracefully
(D) graces

112. Ms. Maeda was ------- that her art submission was used on the cover of the firm's annual report.

(A) performed
(B) flattered
(C) welcomed
(D) challenged

113. The primary ------- is whether the cost of the car repair is reasonable considering the amount of labor involved.

(A) method
(B) relation
(C) concern
(D) source

114. Norvo Financial has built an ------- client base in a short period of time.

(A) impressive
(B) impress
(C) impressively
(D) impresses

115. We ------- all employees to wear formal business attire when meeting with clients in the office.

(A) monitor
(B) require
(C) confirm
(D) include

116. ------- Ms. Chang nor Mr. Kao received the e-mail outlining the project proposal.

(A) Both
(B) None
(C) Neither
(D) Whoever

117. In case of inclement weather, employees are encouraged to work ------- rather than travel to the office.

(A) carefully
(B) remotely
(C) eventually
(D) closely

118. Long-term maintenance fees ------- according to the type of industrial printing machine purchased.

(A) copy
(B) repair
(C) support
(D) vary

119. Ms. Kwon made it absolutely ------- that hiring decisions require her approval.

(A) clearing
(B) clear
(C) clearly
(D) cleared

120. Sookie Choi's latest children's book is being ------- by Chung-He Park.

(A) illustrating
(B) illustrated
(C) illustration
(D) illustrates

GO ON TO THE NEXT PAGE

121. The Stoneport Gallery is hosting a ------- next week to showcase the works of sculptor Fabrice Pepin.

(A) scene
(B) society
(C) formality
(D) reception

122. Mr. Soto will run 5 kilometers every other day in order to ------- for the Leesburg Corporate Challenge half marathon.

(A) translate
(B) listen
(C) wait
(D) train

123. All employees are expected to behave ------- when they are traveling on company business.

(A) responsible
(B) responsibly
(C) responsibility
(D) responsibleness

124. ------- he is now retired, Mr. Matilla is able to pursue his hobby of woodworking.

(A) During
(B) Therefore
(C) When
(D) Because

125. ------- for press coverage of the music festival will receive official responses by June 30.

(A) Applies
(B) Application
(C) Applicants
(D) Applying

126. All employees should back up crucial data ------- switching over to the new software system on August 5.

(A) before
(B) of
(C) what
(D) so

127. A label on each box should indicate the production date as well as the place of ------- of the contents.

(A) importance
(B) safety
(C) foundation
(D) origin

128. Ms. Jha assured the client that ------- would deliver the contract that afternoon.

(A) her
(B) she
(C) hers
(D) herself

129. During negotiations, management appeared ------- to the idea of increasing the staff's wages.

(A) agree
(B) agreement
(C) agreeable
(D) agrees

130. Employees ------- several departments have been encouraged to minimize costs.

(A) across
(B) into
(C) between
(D) despite

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.

Italy has so much to offer—museums, gardens, beautiful scenery, and great food. For one low price, the All-Italy Pass provides access to more than a hundred popular attractions across the country. The more you -------- **131.** it, the better value you will get.

-------- **132.** . Passes must be purchased online before you leave your home country and are activated when you visit your first attraction. They will remain -------- **133.** for 21 days.

Purchase of the pass -------- **134.** includes a decorative travel pin and full-color souvenir guidebook.

131. (A) user
(B) using
(C) use
(D) used

132. (A) The offer is only available to international visitors.
(B) Tourists cannot see all the sites in a week.
(C) The attractions are very crowded in the summer.
(D) Several companies offer tour guides.

133. (A) open
(B) valid
(C) constant
(D) ordinary

134. (A) besides
(B) also
(C) after
(D) beyond

TEST 8

GO ON TO THE NEXT PAGE

Questions 135-138 refer to the following e-mail.

To: Weiyi Shan <wshan@strategiccomm.org>
From: Arvin Flores <aflores@floresmanufacturing.com>
Date: April 5
Subject: March 28 workshops

Dear Mr. Shan,

I am writing to share our -------- **135.** for the workshops Alana Hughes delivered at our corporate headquarters on March 28. Some employees -------- **136.** a concern regarding the usefulness of improvisation training in a business setting. These same employees participated fully throughout the day and even inquired about the possibility of follow-up sessions. We asked participants to complete our company's evaluation form -------- **137.** to better gauge the effectiveness of the workshops. Results were mainly positive, with 90 percent of participants stating that their communication skills are now stronger. -------- **138.** . Please let me know if you would like to discuss the workshops in more detail.

Best regards,

Arvin Flores

135. (A) appreciate
(B) appreciative
(C) appreciated
(D) appreciation

136. (A) express
(B) are expressing
(C) were to be expressed
(D) had expressed

137. (A) afterward
(B) often
(C) since
(D) instead

138. (A) The workshop will be rescheduled for later in the week.
(B) A few participants said they would have liked more practice.
(C) An additional workshop in team building is occasionally offered.
(D) We will provide you with an invoice requesting payment.

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

To: Li Cheung <lcheung@broadwayos.com>
From: Travis Juno <tjuno@hiraokaarchitecture.com>
Date: November 18
Subject: Monthly order

Dear Mr. Cheung:

We need to make an adjustment to Hiraoka Architecture's ------- **139.** order. Fewer of our presenters are using dry-erase whiteboards in their presentations, and as a result, we are using fewer BR1608 dry-erase markers. ------- **140.** , I would like to reduce the number in our order to only twelve of those beginning next month. Please raise the number of GN2280 all-purpose markers to fourteen.

We will eventually phase out the BR1608 markers entirely. However, I ------- **141.** you plenty of notice before then, probably by late next year.

Can you send a statement with the revised monthly bill? ------- **142.** .

Best,

Travis Juno
Hiraoka Architecture

139. (A) still
(B) overdue
(C) standing
(D) redundant

140. (A) Therefore
(B) Typically
(C) Similarly
(D) Nevertheless

141. (A) give
(B) have been given
(C) gave
(D) will give

142. (A) We have not yet used up our inventory.
(B) You can find it in your e-mail inbox.
(C) Our finance department will need it.
(D) Employees are happy with the product.

TEST 8

GO ON TO THE NEXT PAGE

Questions 143-146 refer to the following letter.

13 March

Dennis Carrera
Lejos Plumbing and Heating
San Antonio, Texas

Dear Mr. Carrera:

Congratulations! Mallorca Construction ------- **143.** the bid of Lejos Plumbing and Heating to provide enhancements to the County Courthouse. Your workers will have access to the ------- **144.** on May 5. As specified by the district building code, Lejos Plumbing and Heating will be responsible for securing the required permits. The enclosed plan outlines the scope of the project.

------- **145.** , the document lists the other contractors we are partnering with, and it reveals how your firm's work fits into the overall project.

We are requesting no significant adjustments to the blueprints and specifications you submitted with your proposal. Please contact my office if you need additional information. ------- **146.** .

Sincerely,

Petra Rojas, Manager
Mallorca Construction Ltd.

Enclosure

143. (A) may accept
(B) would accept
(C) has accepted
(D) was accepting

144. (A) site
(B) data
(C) results
(D) product

145. (A) However
(B) In addition
(C) As a result
(D) On the other hand

146. (A) Unfortunately, your bid arrived after the deadline.
(B) We will inform you of our final decision soon.
(C) Best wishes again on your recent expansion.
(D) We will provide it to you promptly.

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.

Thank you for choosing the River Street Hotel!

In an effort to bring our guests the very best experience, we've extended our complimentary shuttle bus service to include the city's downtown area. The shuttle loops around the downtown's most popular tourist attractions with several stops, including all historic sites, the outdoor market, and the theater district. While these destinations are all within walking distance from the hotel, the shuttle will allow you to reach them more quickly. The route is ideal for first-time and regular visitors. The shuttle will also make additional stops during special events and festivals.

Shuttle schedules are posted in the hotel lobby.
As with our airport service, rewards club members can book a shuttle ahead of time.

River Street Hotel

147. What is being offered?

(A) A free transportation service
(B) Discounted passes to a festival
(C) Membership in a rewards program
(D) A guided tour of the theater district

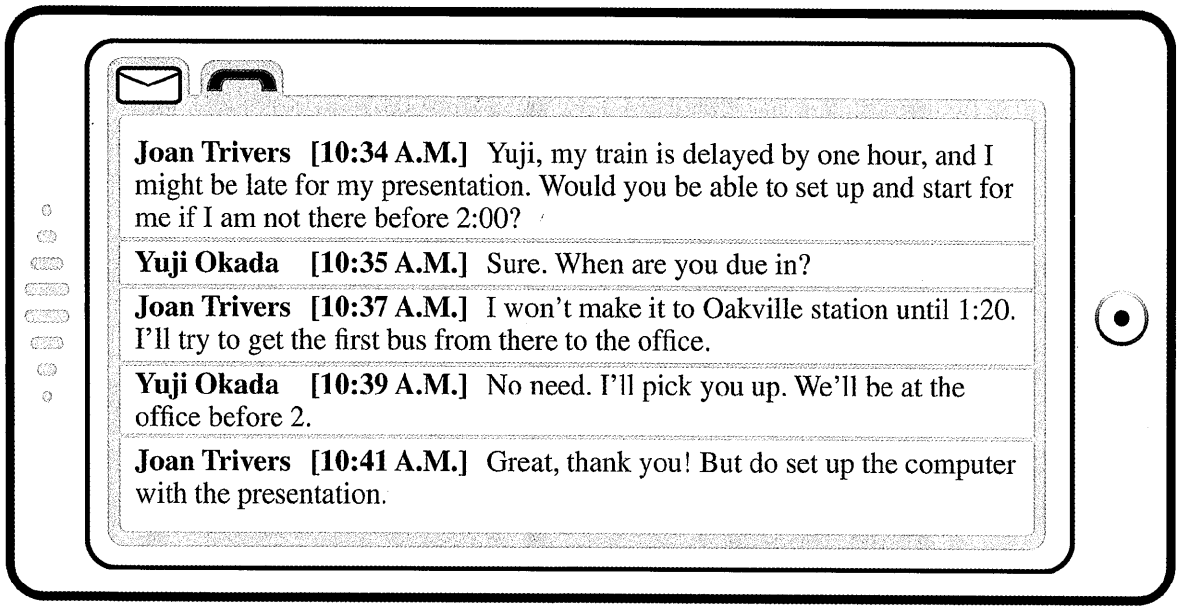
148. What is suggested about the River Street Hotel?

(A) It is a historic building.
(B) It is a highly rated hotel.
(C) It is near the city's downtown area.
(D) It is popular with business travelers.

TEST 8

GO ON TO THE NEXT PAGE

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



149. What is Ms. Trivers concerned about?

(A) Arriving at the office by a certain time
(B) Missing a colleague's presentation
(C) Catching a connecting train
(D) Finding a bus station

150. At 10:39 A.M., what does Mr. Okada most likely mean when he writes, "No need"?

(A) They will not have to go to Oakville.
(B) They will not need a computer.
(C) Ms. Trivers does not need to take a bus.
(D) Ms. Trivers does not have to come to the office.

Questions 151-153 refer to the following article.

Sheldon Business News

SHELDON (August 4)—Downing Way announced on Tuesday that it will be creating many new jobs in the city of Sheldon. The restaurant's spokesperson, Daniel Vacher, said the restaurant is slated to open on September 26 at 1091 Downing Boulevard. Management is looking to fill 50 positions before the doors open. Positions range from servers to pastry chefs to managers. Because of the number of positions, Downing Way will host a one-day career fair on August 16. Open interviews will be conducted at the event.

Downing Way's newest location will be the only restaurant in Sheldon that harvests its own vegetables and herbs in a garden on the premises. It also specializes in regional cuisine. "We are pleased to be able to contribute to growing the local job base," said Marie Fontaine, founder and CEO of Downing Way. "We are looking to hire team members with a passion for food and first-class hospitality skills. We offer our staff a competitive pay rate and excellent benefits." Interested candidates who are unable to attend the career fair may instead apply online at downingway-sheldon.com.

151. What is the article about?

(A) The relocation of a restaurant
(B) Job opportunities at a new restaurant
(C) Local gardening trends
(D) Training to develop new job skills

152. What is indicated about the event on August 16 ?

(A) It is intended for local restaurant owners.
(B) Job seekers must attend the event to be interviewed.
(C) Attendees will sample representative restaurant dishes.
(D) There will be 50 available positions.

153. How is Downing Way unique?

(A) It grows its own produce.
(B) It offers the best wages.
(C) It has been in the same family for generations.
(D) Its Web site has won a number of industry awards.

TEST 8

GO ON TO THE NEXT PAGE

Questions 154-157 refer to the following memo.

MEMO

To: Customer Service Personnel
Subject: Meeting next Friday
Date: November 19

Last week we conducted a study to gather opinions about our customer service. The data are in and they look good. Most people expressed satisfaction with their communication with our representatives. Their questions about packaging services, shipping charges, and the status of their parcels were answered professionally and promptly.

One area that we need to address is the low number of referrals. Few customers we approached reported telling others about our services. Based on the answers, most people are repeat customers who always rely on us for their shipping needs, or they choose us based on our advertising. Clearly, we fail to request referrals properly.

Therefore, our meeting next Friday will center around this topic. I will design materials and practice activities to correct this shortcoming. But I would also appreciate it if you could come up with some creative ways to improve our referral rate. Send me your suggestions and I will be sure to include them in our discussion. I look forward to hearing from you all.

Janice Wells, Senior Customer Service Coordinator

154. Where does Ms. Wells probably work?

(A) At a market research firm
(B) At a delivery company
(C) At an insurance agency
(D) At an advertising company

155. What information did Ms. Wells review?

(A) Prices for materials
(B) Shipping dates
(C) Survey results
(D) Sales figures

156. What problem does Ms. Wells mention?

(A) Few customers recommend the company to others.
(B) Some orders were not processed promptly.
(C) Advertising expenses have increased.
(D) The customer service department is understaffed.

157. What are staff asked to do?

(A) Complete an online form
(B) Recruit additional customer service staff
(C) Propose an alternate day for a meeting
(D) Submit ideas for a discussion

Questions 158-159 refer to the following e-mail.

E-mail

To:	Barbara Treloar <btreloar@questor.ca>
From:	Amy Dunstan <adunstan@bluetern.co.nz>
Subject:	Cover
Date:	20 April

Dear Barbara:

You will be receiving an e-mail from the Blue Tern marketing team before the end of the week. The e-mail describes the marketing process, and it gives you a link to an online questionnaire for authors. Although the design team will have the final say on your book's cover, you do have some input. Do you feel strongly about anything that you do or do not want to see on the cover? Please let me know.

Sincerely,

Amy Dunstan
Senior Developmental Editor

158. Who most likely is Ms. Treloar?

(A) An author
(B) A publicist
(C) An advertising executive
(D) A marketing team member

159. According to the e-mail, what should soon arrive?

(A) A book
(B) A cover photo
(C) Some editorial suggestions
(D) Some marketing information

TEST 8

GO ON TO THE NEXT PAGE

Questions 160-162 refer to the following letter.

Ms. Julia Gandarillas
1896 Bartlett Avenue
Southfield, MI 48075

November 10

Dear Ms. Gandarillas,

Thank you for renewing your contract with Liu Web Works. We have enclosed your quarterly invoice for our Web site hosting services. — [1] —. You'll notice that the amount of $20.00 was added to the regular maintenance cost. — [2] —. As a reminder, Liu Web Works performed a major upgrade in June to ensure that your Web site is compatible with the latest devices. Your customers will now see and interact with the same content, regardless of whether they are using a computer, tablet, or smartphone. — [3] —.

Please let us know how these enhancements have affected your Web site and business. — [4] —. Complete our online survey by logging in to your account with us and clicking the link that appears at the top of the page. As a token of our appreciation for your suggestions, you will receive a 10 percent discount on a future bill.

Thanks for your continued business!
Shaun Liu
Liu Web Works

160. Why did the fee change?

(A) Liu Web Works removed a discount.
(B) Liu Web Works improved its services.
(C) Ms. Gandarillas added an online store to her Web site.
(D) Ms. Gandarillas requested additional equipment.

161. What does Mr. Liu ask Ms. Gandarillas to do?

(A) Send a reminder to her customers
(B) Renew her yearly contract
(C) Update her account information
(D) Complete a feedback form

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

"We e-mailed you in May about this increase."

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

Questions 163-166 refer to the following online chat discussion.

Jorge Avila 10:18 A.M.
You may have noticed that the air-conditioning is not functioning in parts of the building.

Simon Miano 10:19 A.M.
I noticed. The temperature and humidity are rising fast in here.

Jorge Avila 10:20 A.M.
A condenser is down, and the fix is not quick or cheap. The last time one broke it took a week to get a replacement. I'm glad that it's not too hot this week. The technician is on the way, but for now, feel free to plug in a fan.

Simon Miano 10:24 A.M.
I'm afraid the computer servers may overheat. Do we have any portable units we could set up in the Information Technology office?

April Denner 10:25 A.M.
We really can't afford to lose them.

Jorge Avila 10:26 A.M.
Not in this building. With Ms. Denner's OK, we could use the van to pick up the ones in the warehouse in Mindones. I think we have 3 or 4 there. But the earliest I could get back is tonight.

April Denner 10:28 A.M.
Jorge, I'm authorizing you to make an emergency purchase of portable AC units for the IT office right away. Please decide on the number of units needed, determine the cost, and report back to me as soon as you have set up the purchase.

Jorge Avila 10:28 A.M.
I'll get started on that now.

April Denner 10:29 A.M.
If you can't get a local appliance outlet to deliver by the afternoon, send someone in the delivery van to pick them up.

163. What is the problem?

(A) The delivery van needs repairs.
(B) The cooling system is not working.
(C) Condensers are too expensive to replace.
(D) Authorization for a purchase has been denied.

164. At 10:26 A.M., what does Mr. Avila mean when he writes, "Not in this building"?

(A) The technician is not available.
(B) He does not have an office in IT.
(C) The computer servers are fine where he is.
(D) There are no portable air conditioners nearby.

165. Why most likely does Ms. Denner decide against using the units in Mindones?

(A) There are not enough of them.
(B) They will take too long to arrive.
(C) They do not work effectively.
(D) There is not enough space for them.

166. What will most likely happen next?

(A) Mr. Avila will arrange a purchase.
(B) The fans will be delivered to the IT office.
(C) Mr. Miano will drive to the warehouse.
(D) The technician will replace the servers.

TEST 8

GO ON TO THE NEXT PAGE

Questions 167-168 refer to the following e-mail.

E-Mail Message

To: hhollander@helensplace.com
From: customerservice@eaterysource.com
Date: January 16
Subject: Order confirmation

Dear Ms. Hollander:

Thank you for shopping with us! This e-mail confirms that we have received your order from eaterysource.com. We are proud to be an international supplier of equipment to restaurants worldwide.

Your order is currently being processed. Orders are typically processed and sent out to our warehouses within two business days. Our staff will then begin to prepare your order for shipping. You will receive another e-mail once your order has shipped, updating you with its current tracking information.

Thank you for your business.

Regards,

The Eatery Source Team
Order Number: #19998056
Order Date: January 16

167. For what type of business does Ms. Hollander most likely work?

(A) A restaurant
(B) A supermarket
(C) A food supplier
(D) A shipping company

168. According to the e-mail, when will Ms. Hollander receive another e-mail from Eatery Source?

(A) When she makes a payment
(B) When she places another order
(C) When new products become available
(D) When her order has left the warehouse

Questions 169-171 refer to the following e-mail.

From:	Tronica LLC Customer Service
To:	Nossis Software Subscribers
Date:	14 September
Subject:	Version 3.1

Dear Nossis Software Subscribers,

Later this month, Tronica LLC will release version 3.1 of Nossis, our online software for creating commercial artwork. Beginning at 11 p.m. GMT on 29 September, Nossis will be unavailable while our technicians roll out the new version. You need take no action. We will back up all portfolios containing customer files stored in our online database; thus, they will be fully protected during the process. All users will be notified on the morning of 30 September upon completion of the process. After receiving the notification, customers can resume using Nossis.

New features include a redesigned interface for streamlined workflow, innovative design themes, new backgrounds and fonts, and interactive tracking tools for markups and revisions. We are confident that you will enjoy these new features.

Sincerely,

Tronica LLC Customer Service

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

(A) To advertise a sale
(B) To attract new subscribers
(C) To explain how to use a program
(D) To inform customers about changes

170. What does the e-mail indicate will happen on September 29 ?

(A) A computer application will become inaccessible.
(B) Tronica LLC will hire new technicians.
(C) An e-mail will be sent to Nossis users.
(D) New software will be made available for purchase.

171. The phrase "roll out" in paragraph 1, line 3, is closest in meaning to

(A) flatten
(B) remove
(C) introduce
(D) spread across

TEST 8

GO ON TO THE NEXT PAGE

Questions 172-175 refer to the following article.

Saying Yes to Financial Success

EDINBURGH (3 April)—Yolanda Abascal had intended to study fashion design when she first entered university in Manchester 30 years ago. But while working one summer at a small clothing boutique, she discovered a love for retail. — [1] —. To pursue her new dream, she earned a business degree instead and opened a small store in her hometown of Edinburgh called Say Yes To Yolanda.

Fast-forward to today, and Ms. Abascal's small store has expanded to a successful enterprise that earns millions of pounds each year. — [2] —. This success is in part due to the magic of Vihaan Kulkarni, whom Ms. Abascal hired four years ago to develop a parallel virtual store, YesYolanda.com. It was Mr. Kulkarni's idea to rename the flagship store Yes Yolanda to match its digital identity.

Ms. Abascal is a strong proponent of personal interaction, and she loves engaging with her customers. — [3] —. However, she realizes that an online presence is important. Yes Yolanda expects earnings from online sales alone to rise to more than £140 million this year. Nearly two-thirds of these sales will come from outside Scotland, mainly the United States, Singapore, and Australia.

Yes Yolanda's workforce has expanded accordingly. Besides hiring people with technical skills to update and run the Web site, the company has just added an in-house photography studio.

"The studio ensures that items are photographed in a timely fashion for online display," said Ms. Abascal. "This is a necessity, since new products are added every week." — [4] —.

Although Ms. Abascal says she does not know what the future holds, it would seem that the only direction for Yes Yolanda is up.

172. What is the purpose of the article?

(A) To profile several local companies
(B) To discuss fashion trends in Scotland
(C) To illustrate how a business has grown
(D) To advertise a new photography service

173. What is indicated about Yes Yolanda?

(A) Its sales have held steady for years.
(B) It opened its first store in Manchester.
(C) Its Web designer recently won an award.
(D) It used to be known by a different name.

174. The word "fashion" in paragraph 5, line 2, is closest in meaning to

(A) form
(B) style
(C) event
(D) manner

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

"She still believes she can best meet their needs when they shop at her physical store."

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

TEST 8

GO ON TO THE NEXT PAGE

Questions 176-180 refer to the following online form and e-mail.

http://www.quipwerxsoftware.com/support_request

Quipwerx Support Request Form

Complete and submit this form to create a support ticket number. We will e-mail you a response within 24 hours.

Name: Agnes Kowalski

Company: Alexsy Corporation

E-mail Address: akowalski@alexsycorp.net

Subject: Web-conferencing issues

Please describe the problem you are experiencing.

We started using your Web-conferencing software in June and have been pleased with it overall. Yesterday, however, we had several interruptions in service during an important training session. In the middle of our meeting, the screen suddenly went black and a notice appeared stating, "Quipwerx is down for maintenance." Several employees were calling in from overseas, and after this notice appeared multiple times, we decided to reschedule. Is there a way for you to inform us of your maintenance schedule in advance? If not, I will probably terminate my membership. I must be confident that I can use your product anytime I need it.

SUBMIT

To: Agnes Kowalski <akowalski@alexsycorp.net>

From: Quipwerx Support <support@quipwerxsoftware.com>

Date: July 29

Subject: Ticket 000125659 — Web-Conferencing Issues

Dear Ms. Kowalski,

Thank you for contacting us with your concerns. The issue you had this past Wednesday was caused by servers that crashed due to a database communication issue. We could not anticipate this problem, so we were unable to warn customers in advance. I assure you that this type of occurrence is very rare.

In light of your comments, we have decided to reword our alert message from "down for maintenance" to "experiencing technical difficulties." That way customers will know the problem is due to unforeseen circumstances rather than routine maintenance. As a matter of fact, our software is hardly ever down for maintenance. When we work on an upgrade, the software is unavailable for just a few minutes, if at all.

We regret the inconvenience this has caused you and are truly grateful for your feedback. In appreciation of your business, we will be waiving the service fee on your company account for this month.

Sincerely,
Cindy Trautman, Quipwerx Support

176. What does Ms. Kowalski request on the online form?

(A) A membership cancellation
(B) A maintenance calendar
(C) A call from customer support
(D) A new time for a training session

177. What is suggested about Ms. Kowalski?

(A) She used to work for Quipwerx.
(B) She joined Alexsy Corporation in June.
(C) She uses Web-conferencing software regularly.
(D) She conducts training sessions every Wednesday.

178. What is Ms. Kowalski's complaint regarding Quipwerx conferencing software?

(A) It does not serve her current purposes.
(B) It is incompatible with her computer.
(C) It is unreliable.
(D) It cannot be used by her overseas clients.

179. What does Ms. Trautman say Quipwerx will change?

(A) Its malfunction message
(B) Its customer agreement
(C) Its Web-conferencing software
(D) Its maintenance schedule

180. What is indicated about Alexsy Corporation?

(A) It services its system regularly.
(B) It hires new staff every week.
(C) It recently upgraded its software.
(D) It pays a monthly fee to Quipwerx.

GO ON TO THE NEXT PAGE

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

From:	He-Ran Kim, Wheeling Travel Associates
To:	Mihir Sukbara
Subject:	Travel Plans for Sports Trade Show
Sent:	3 July
Attachment:	Sydney-Perth Itinerary

Dear Mr. Sukbara,

Per your request, I have reserved your round-trip ticket to Perth. Departure from Sydney is 20 July, and return from Perth is 24 July, which should perfectly accommodate your 21–23 July Trade Show. The itinerary is attached.

In reply to your question whether your samples can be brought along, the skis and snowboards can be checked as luggage. My contact at Canberra Airways tells me there is a $75 AUD fee for each piece of oversized luggage. If this fee is paid in advance, oversized items can be dropped at the express drop-off kiosk when you check in. Make sure that your items do not exceed the airline's maximum allowable weight and size requirements. Please let me know how many items you wish to check so that I can make the prepayment for you.

Best,

He-Ran Kim
Wheeling Travel Associates

Canberra Airways

Express Luggage Drop-Off Service—Instructions

Upon arrival at the airport, please follow these simple steps:

1. Print out your boarding pass at any of our check-in kiosks as you enter the terminal.
2. Follow directions to the express drop-off kiosk and place your items on the scales. Show your photo ID and boarding pass to one of our agents, who will ask how many bags you are checking.
3. Our agent will tag your bags and return your papers so you can proceed to Security without delay.

NOTE: Express drop-off service is currently available only in Sydney, Melbourne, and Brisbane.

181. According to the e-mail, why is Mr. Sukbara most likely going to Perth?

(A) To compete in a sports event
(B) To negotiate a corporate merger
(C) To promote his company's products
(D) To visit clients near the city

182. What is true about Mr. Sukbara's oversized luggage?

(A) It consists of sports equipment.
(B) It exceeds the weight limit.
(C) It will be packed by Ms. Kim.
(D) It was purchased at a trade show.

183. What does Ms. Kim offer to do for Mr. Sukbara?

(A) Make hotel reservations
(B) Handle a fee
(C) Schedule a delivery
(D) Arrange shuttle transportation

184. What is indicated about a boarding pass?

(A) It is attached to Ms. Kim's e-mail.
(B) It must be printed at home.
(C) It can be obtained only from an airline agent.
(D) It must be presented at a drop-off kiosk.

185. What is suggested about Mr. Sukbara regarding his return flight?

(A) Mr. Sukbara will be flying back to Sydney overnight.
(B) Mr. Sukbara will be purchasing his own return ticket.
(C) Mr. Sukbara will be unable to use the express drop-off service.
(D) Mr. Sukbara will be unable to modify his itinerary.

GO ON TO THE NEXT PAGE

Questions 186-190 refer to the following Web page, e-mail, and article

http://www.newstarthome.org/donations

New Start Home

New Start Home stores accept donations of new or used furniture, appliances, housewares, and building materials. Items should be in good condition. Items that require repair or are stained or ripped cannot be accepted. Proceeds from the sale of our goods are used to fund community projects, such as educational programs, housing renovations, and neighborhood park beautification.

How to donate:

1. Using our home screen, find the New Start Home nearest you by entering your address into the search box.
2. Drop off your unneeded goods yourself or contact your nearest location to schedule pickup of large items or bulk donations from your home or business.
3. Please check our Web site for the hours of each store location.

From: bmorris@morriscountryinn.com
To: aperez@newstarthome.org
Date: March 27
Re: Donation

Dear Mr. Perez,

I am the owner of the Morris Country Inn in Canton. It will be closing permanently when I retire next month. I have many pieces of furniture in excellent condition—beds, desks, easy chairs, and more. A friend suggested that this inventory could be donated to your organization. The New Start Home branch in Hartford seems to be the closest to my inn, and I see that you are the store manager there. We are located almost 35 miles away. Can I arrange a pickup of these goods at my establishment?

Regards,

Brenda Morris
Morris Country Inn

Morris Country Inn Shutting Its Doors

CANTON (April 27)—Brenda Morris watched the New Start Home truck drive away, full of furnishings from the Morris Country Inn. She has been the owner-operator of the inn, a local landmark, for 40 years. "I am happy to be heading to Seaview Point, with its beaches and warm weather," remarked Ms. Morris. "And I now plan to spend time volunteering and just relaxing. But the inn has been a big part of my life, and it will be hard leaving this community."

The property that the Morris Country Inn currently stands on has been sold to the Brent Valley Development Group, which plans to convert the building into apartment units over the coming year.

186. According to the Web page, what does New Start Home do with items it receives?

(A) It sells them.
(B) It donates them to schools.
(C) It sends them to be recycled.
(D) It repairs them.

187. How did Ms. Morris most likely learn the name of a manager at New Start Home?

(A) By searching online
(B) By e-mailing other organizations
(C) By reading an article in the local newspaper
(D) By participating in a community project

188. What is indicated about Ms. Morris in the e-mail?

(A) She visited New Start Home with a friend.
(B) She is seeking a new job.
(C) She has decided to close a business.
(D) She needs directions to a business.

189. What is suggested about the New Start Home branch in Hartford?

(A) It furnishes hotels.
(B) It is staffed by students.
(C) It has sold out of its current inventory.
(D) It picks up donations in nearby towns.

190. According to the article, where is Ms. Morris planning to live next?

(A) In Hartford
(B) In Seaview Point
(C) In Canton
(D) In Brent Valley

GO ON TO THE NEXT PAGE

Questions 191-195 refer to the following e-mails and order form.

To:	Imogen Chambers <ichambers@championos.com>
From:	Reginald Lee <rlee@cooperandcolsonlaw.org>
Re:	Office supplies order
Date:	March 20

Dear Ms. Chambers,

We have a standing order filled by Champion Office Supply, with automatic delivery to us on the first day of each month. I am writing because we would like to modify our usual order for the upcoming month as outlined on the attached form. Please note that we would like the ink toner that we have ordered in the past to be replaced by a different brand as indicated. Furthermore, we would like to add item WB918 to the order only this month, as we have recently hired new attorneys and we are preparing additional office spaces for them. Please use our credit card account that you have on file.

We continue to be pleased with the quality of your merchandise, especially the recycled stationery products with our firm's logo.

Thank you.

Reginald Lee, Office Manager
Cooper and Colson Law

Order for: Cooper and Colson Law **Delivery date:** April 1

Contact: Reginald Lee

Item Description	Item Number	Quantity	Price Per Unit	Itemized Total
Printed letterhead	LH228	10 Reams	54.00	540.00
Whiteboard pens	WP263	10 Packages of 4	4.99	49.90
Cytronics ink toner cartridge	CP576	8	42.00	336.00
Witeglow Magnetic Whiteboard (50" x 35")	WB918	4	79.99	319.96
Champion Office Supply			**TAX:**	74.75
			TOTAL:	$1320.61

E-Mail Message

To: Reginald Lee <rlee@cooperandcolsonlaw.org>
From: Imogen Chambers <ichambers@championos.com>
Re: Office supplies order
Date: March 21

Dear Mr. Lee,

We would be happy to accommodate your requests as outlined on your order form. Unfortunately, however, we are currently out of the Witeglow brand whiteboards. I can recommend another brand of magnetic whiteboard that has been well liked by other customers, called Stellar Whiteboards. They are considered the best on the market. They are typically $85 each, but I am willing to provide four at the same cost of the Witeglow brand, if you would like to give them a try. Just let me know. Thank you.

Kind regards,

Imogen Chambers

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

(A) To amend a regular order
(B) To report a delivery error
(C) To make a complaint about a product
(D) To confirm a delivery date

192. In the first e-mail, what is indicated about Cooper and Colson Law?

(A) It has just installed a new photocopier.
(B) It is currently expanding.
(C) It is in the process of relocating.
(D) It has just hired a new office manager.

193. What product is Mr. Lee particularly pleased with?

(A) Paper with company letterhead
(B) Whiteboard pens
(C) The Witeglow magnetic whiteboard
(D) The Cytronics ink toner cartridge

194. What item number identifies a replacement for a regularly ordered product?

(A) LH228
(B) WP263
(C) CP576
(D) WB918

195. How much will the law firm pay for each Stellar brand whiteboard?

(A) $49.90
(B) $54.00
(C) $79.99
(D) $85.00

TEST 8

GO ON TO THE NEXT PAGE

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

Brenton Solutions
Building 3 Conference Room Calendar
Mondays in March

This schedule shows the meetings regularly scheduled in conference rooms on Mondays in the month of March. Keep in mind that management may request a room with minimal advance notice. If this occurs, you may contact Janet Marten at jmarten@brentonsolutions.com to inquire about rooms in other buildings on campus.

Time Slot	**Room 3A (Capacity: 35)**	**Room 3B (Capacity: 50)**
Morning 1 9:00–10:00 A.M.	Available	Sales Team (Use Room 3A for dividing into project groups, if necessary.)
Morning 2 10:30–11:45 A.M.	Human Resources	Summer Events Planning
Afternoon 1 2:00–2:45 P.M.	Customer Service	Technology and Engineering
Afternoon 2 3:00–4:00 P.M.	Available	Marketing Group

To: Team Leaders
From: Janet Marten
Subject: Conference Room Calendars
Date: February 27

To All Team Leads:

Please be informed that both Building 3 conference rooms will be unavailable throughout the day on Monday, March 12, as our division of Brenton Solutions will be hosting the Corporate Management team. These meetings are expected to begin promptly at 9:30 A.M. and to extend one full hour past the time that afternoon meetings usually end. Any team leads in need of conference space on this date should send me their request no later than Friday by replying directly to this e-mail. Space will be reserved on a first-come, first-served basis. Thanks!

Janet Marten, Corporate Secretary

To:	All Employees
From:	Janet Marten
Subject:	Monday Schedule Change
Date:	March 5

Please make note of the following changes to the meeting room schedule because of management meetings on March 12. Temporary room assignments are:

-Morning 1 meetings will take place in rooms 5A and 5B. Please divide the space as needed.

-The marketing group will be meeting in 4B in the Afternoon 1 time slot.

Keep in mind that these rooms are both meeting spaces that have limited capacity, so please plan accordingly. Meetings not addressed above are canceled. Any questions regarding meetings or cancellations should be directed to team leads. Meeting notes will be posted electronically in the usual location for those who are unable to attend.

196. According to the schedule, what is true about Brenton Solutions?

(A) Its maximum room capacity is 35.
(B) It has multiple buildings.
(C) It releases room schedules yearly.
(D) Its employees meet once a month.

197. Why should team leads reply to the first e-mail?

(A) To reserve a room
(B) To meet with corporate managers
(C) To get meeting minutes
(D) To request more staff

198. When will the Corporate Management visit most likely end?

(A) At 11:45 A.M.
(B) At 2:45 P.M.
(C) At 4:00 P.M.
(D) At 5:00 P.M.

199. Who will NOT have a meeting on March 12?

(A) The sales team
(B) The marketing group
(C) Management
(D) Human Resources

200. What is indicated about employees who miss a meeting?

(A) They should contact Janet Marten.
(B) They must meet with their team lead.
(C) They can access meeting information online.
(D) They can attend a second session in 3B.

TEST 8

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.

LC

기출 TEST

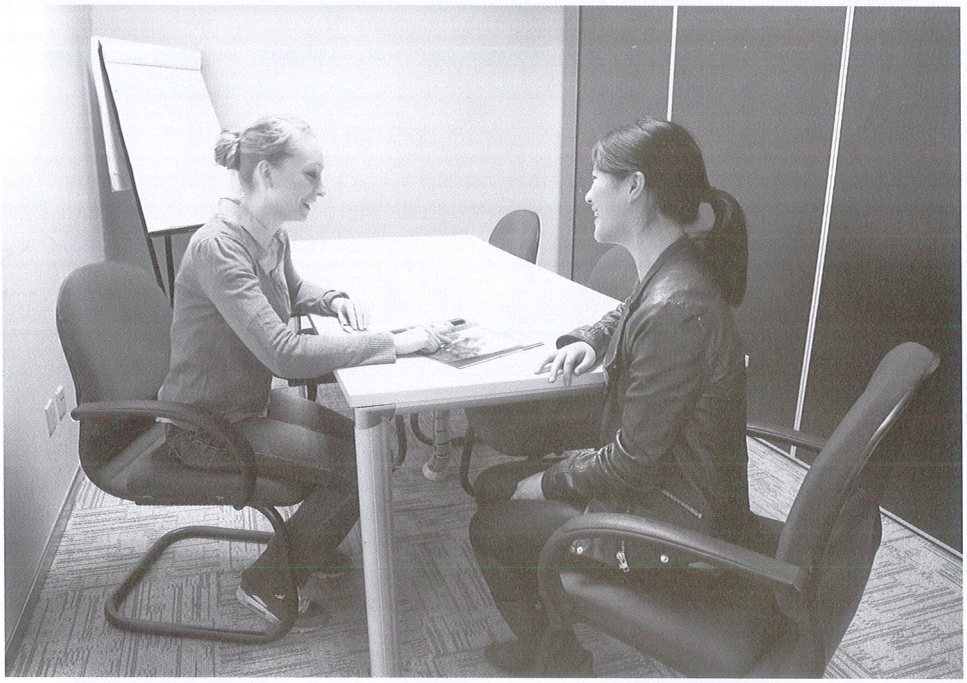
09

LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.



Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

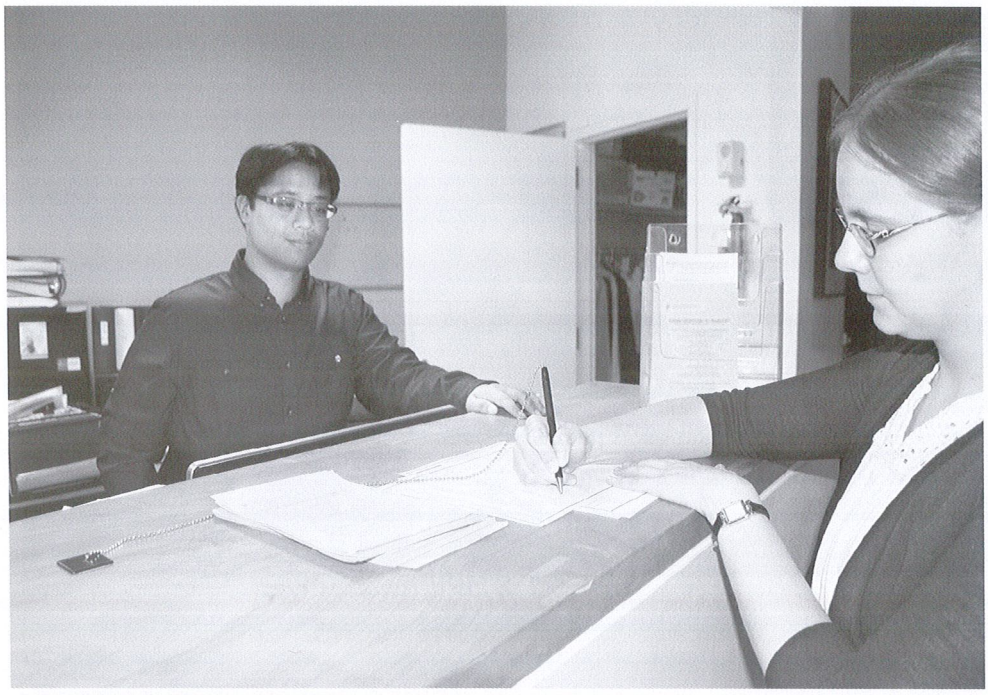
1.

2.

TEST 9

GO ON TO THE NEXT PAGE

3.



4.

5.

6.

TEST 9

GO ON TO THE NEXT PAGE

PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

7. Mark your answer on your answer sheet.

8. Mark your answer on your answer sheet.

9. Mark your answer on your answer sheet.

10. Mark your answer on your answer sheet.

11. Mark your answer on your answer sheet.

12. Mark your answer on your answer sheet.

13. Mark your answer on your answer sheet.

14. Mark your answer on your answer sheet.

15. Mark your answer on your answer sheet.

16. Mark your answer on your answer sheet.

17. Mark your answer on your answer sheet.

18. Mark your answer on your answer sheet.

19. Mark your answer on your answer sheet.

20. Mark your answer on your answer sheet.

21. Mark your answer on your answer sheet.

22. Mark your answer on your answer sheet.

23. Mark your answer on your answer sheet.

24. Mark your answer on your answer sheet.

25. Mark your answer on your answer sheet.

26. Mark your answer on your answer sheet.

27. Mark your answer on your answer sheet.

28. Mark your answer on your answer sheet.

29. Mark your answer on your answer sheet.

30. Mark your answer on your answer sheet.

31. Mark your answer on your answer sheet.

PART 3

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. Where are the speakers?

(A) At an airport
(B) At a restaurant
(C) At a theater
(D) At a hotel

33. What does the woman ask the man for?

(A) His reservation number
(B) His name
(C) His departure day
(D) His credit card

34. What will the man most likely do next?

(A) Park his car
(B) Upgrade a reservation
(C) Buy a snack
(D) Go to the pool

---

35. Who most likely is the man?

(A) A painter
(B) A security guard
(C) A bank teller
(D) A property manager

36. What problem does the woman have?

(A) She found a mistake on a bill.
(B) She cannot locate a door key.
(C) An air conditioner is not working.
(D) An apartment is too noisy.

37. What information does the man ask for?

(A) An address
(B) A security code
(C) A telephone number
(D) An appointment time

---

38. Where do the speakers most likely work?

(A) At a manufacturing plant
(B) At a delivery company
(C) At a fitness center
(D) At a grocery store

39. According to the woman, what does a decision depend on?

(A) Employee availability
(B) Government regulations
(C) A price
(D) A timeline

40. What does the man say he will do?

(A) Check delivery dates
(B) Schedule an inspection
(C) Contact a supplier
(D) Test a product

---

41. What is the man's job?

(A) University professor
(B) Newspaper reporter
(C) Flight attendant
(D) Tour guide

42. What does the man say he likes about the job?

(A) Meeting city officials
(B) Traveling to other countries
(C) Learning about local history
(D) Attending special celebrations

43. What does the woman ask the man to do?

(A) Write an article
(B) Work more hours
(C) Train new employees
(D) Organize an event

GO ON TO THE NEXT PAGE

44. What will be the topic of the woman's article?

(A) Music festivals
(B) Local restaurants
(C) Farmers markets
(D) Sporting events

45. What does the man ask the woman about?

(A) Interviewing some vendors
(B) Reformatting some images
(C) Extending a deadline
(D) Making travel arrangements

46. What does the man mean when he says, "I don't think Elena has any assignments"?

(A) A colleague completes tasks quickly.
(B) A colleague may be available for a job.
(C) An office does not need more staff.
(D) A schedule may be incorrect.

---

47. Why does the man congratulate the woman?

(A) She recently published a book.
(B) She just received a promotion.
(C) She acquired a major account.
(D) She completed a business course.

48. What does the man ask the woman to do?

(A) Update a reservation
(B) Meet with a new client
(C) Submit a budget report
(D) Give a talk to staff members

49. Where does the woman say she will be going?

(A) To a fund-raising event
(B) To a convention
(C) On a vacation
(D) On a promotional tour

---

50. Who most likely are the men?

(A) Real estate agents
(B) Interior designers
(C) Marketing executives
(D) Bank managers

51. What does the woman want to discuss first?

(A) A delivery time
(B) A rental fee
(C) Some flooring options
(D) Some machinery upgrades

52. What will the woman most likely do next?

(A) Look at a catalog
(B) Cancel a meeting
(C) Review a receipt
(D) Call a supervisor

---

53. What is the woman planning to do at two o'clock?

(A) Go to the airport
(B) Receive a shipment
(C) Meet with a customer
(D) Give a workshop

54. What problem is the woman having?

(A) Her log-in information has expired.
(B) Her laptop cable does not work.
(C) Her reservation was not confirmed.
(D) Her mobile phone is missing.

55. What does the man tell the woman to do?

(A) Search in her office
(B) Visit an electronics store
(C) Borrow some equipment
(D) Contact a service team member

---

56. Where is the conversation taking place?

(A) At a park
(B) At a café
(C) At a furniture store
(D) At a supermarket

57. What does Luisa suggest that the man do?

(A) Open a window
(B) Use a coupon
(C) Visit a plant shop
(D) Extend business hours

58. What does the man ask Luisa for?

(A) A list of prices
(B) A deadline extension
(C) Some coffee
(D) Some photographs

---

59. What problem does the woman mention?

(A) A product is not selling well.
(B) A position is vacant.
(C) A proposal was not accepted.
(D) A supervisor is busy.

60. Why does the woman say, "He's never done that before"?

(A) To express concern
(B) To request more help
(C) To approve a decision
(D) To offer some praise

61. What does the man say he will do?

(A) Write a report
(B) Conduct an interview
(C) Schedule a meeting
(D) Post an advertisement

Receipt

Jay's Retail Outlet

Jacket	$24.00
Sweater	$13.00
Scarf	$32.00
T-shirt	$ 7.00
Total	$76.00

62. Why does the man want to return an item?

(A) It has a stain.
(B) It has a tear.
(C) It is the wrong color.
(D) It is too large.

63. Look at the graphic. Which item does the man want to return?

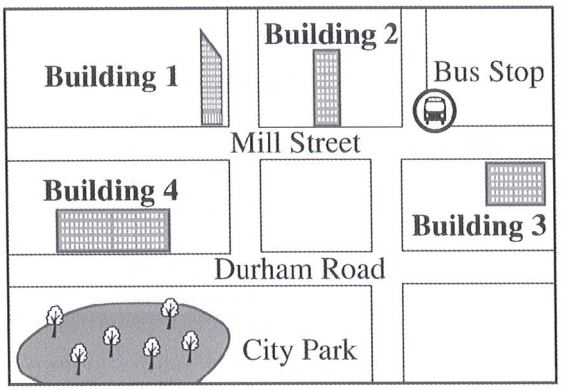
(A) The jacket
(B) The sweater
(C) The scarf
(D) The T-shirt

64. What does the woman offer to do for the man?

(A) Issue a refund to his credit card
(B) Set up an account for him
(C) Consult with a manager
(D) Call another branch store

TEST 9

GO ON TO THE NEXT PAGE



65. Who most likely is the woman?

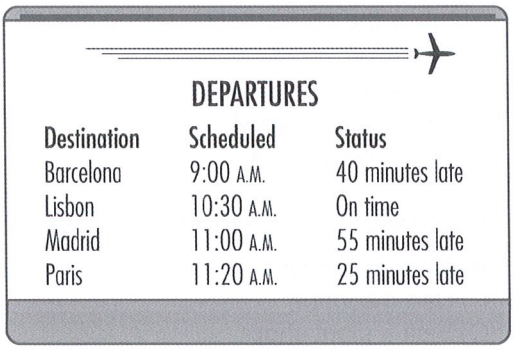
(A) A postal worker
(B) A delivery driver
(C) A repair technician
(D) A building supervisor

66. What problem does the woman mention?

(A) A package has been damaged.
(B) A vehicle is not working.
(C) Some residents are not home.
(D) Some information is missing.

67. Look at the graphic. Where will the woman go next?

(A) To Building 1
(B) To Building 2
(C) To Building 3
(D) To Building 4



DEPARTURES

Destination	Scheduled	Status
Barcelona	9:00 A.M.	40 minutes late
Lisbon	10:30 A.M.	On time
Madrid	11:00 A.M.	55 minutes late
Paris	11:20 A.M.	25 minutes late

68. Look at the graphic. What is the status of the woman's flight?

(A) 40 minutes late
(B) On time
(C) 55 minutes late
(D) 25 minutes late

69. What kind of company do the speakers work for?

(A) A fabric manufacturer
(B) A clothing store
(C) A travel agency
(D) A newspaper publisher

70. What does the man say he is going to do?

(A) Open another bank account
(B) Extend business hours
(C) Review a contract
(D) Change a meeting time

PART 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

71. What is the broadcast about?

(A) A fund-raising initiative
(B) A business merger
(C) A new factory
(D) A product launch

72. What benefit is expected for the city of Centerville?

(A) A public park will be expanded.
(B) A hospital will add services.
(C) Roadways will be improved.
(D) Employment will increase.

73. What will the listeners hear next?

(A) A music program
(B) An interview
(C) A sports report
(D) A weather forecast

---

74. Where does the speaker work?

(A) At a repair shop
(B) At a conference center
(C) In a factory
(D) In a warehouse

75. What does the speaker want to purchase?

(A) Light fixtures
(B) Office furniture
(C) Electronic devices
(D) Employee uniforms

76. What does the speaker imply when she says, "The budget meeting is on Monday, right?"

(A) She wants to participate in a discussion.
(B) She wants to meet some new employees.
(C) She hopes a request will be approved quickly.
(D) She knows that the listener will be unavailable.

---

77. What type of event is the announcement about?

(A) A music contest
(B) A press conference
(C) A food festival
(D) A government election

78. Why are the listeners encouraged to download an application?

(A) To look at a menu
(B) To cast a vote
(C) To get a map
(D) To check a schedule

79. What does the speaker say volunteers will receive?

(A) A water bottle
(B) A meal coupon
(C) Special seating
(D) Free transportation

---

80. What kind of merchandise does the company produce?

(A) Eyewear
(B) Footwear
(C) Furniture
(D) Electronics

81. According to the speaker, what do consumers want?

(A) Lower prices
(B) Better packaging
(C) More color selections
(D) More-comfortable designs

82. What information will be e-mailed to the listeners?

(A) An employee survey
(B) An inventory list
(C) Some product specifications
(D) Some group assignments

GO ON TO THE NEXT PAGE

83. What event is the listener attending soon?

(A) A community fund-raiser
(B) A trade show
(C) A film festival
(D) A sports competition

84. Why does the speaker say, "There's usually a place to stay in Springfield"?

(A) To confirm a reservation
(B) To reject a suggestion
(C) To give directions
(D) To offer a solution

85. What requires a manager's approval?

(A) A conference presentation
(B) A catering request
(C) An equipment purchase
(D) A rental car agreement

---

86. Who most likely are the listeners?

(A) Construction workers
(B) Park rangers
(C) Gardeners
(D) Architects

87. What will the group do outside?

(A) Measure a plot of land
(B) Clear some trails
(C) Take some photographs
(D) Learn about some equipment

88. What will happen at the end of the day?

(A) Supplies will be collected.
(B) Work schedules will be created.
(C) Certificates will be distributed.
(D) Books will be ordered.

---

89. Where does the speaker work?

(A) At a furniture store
(B) At a medical clinic
(C) At a fitness center
(D) At a travel agency

90. According to the speaker, what will happen this morning?

(A) Some items will be delivered.
(B) Some workshops will be held.
(C) A building will be inspected.
(D) An article will be published.

91. Why does the speaker need a volunteer?

(A) To order office supplies
(B) To organize a filing system
(C) To distribute some brochures
(D) To schedule some appointments

---

92. Where does the speaker work?

(A) At a farm
(B) At a factory
(C) At a television station
(D) At a repair shop

93. What does the speaker imply when she says, "all the machines are already running"?

(A) Some instructions were not followed.
(B) It is too late to change an assignment.
(C) A project deadline will be met.
(D) Extra help will not be needed.

94. What is the speaker concerned about?

(A) Misplacing a manual
(B) Exceeding a budget
(C) Breaking a contract
(D) Wasting materials

Soup of the Day

Tuesday:	French Onion
Wednesday:	Tomato Basil
Thursday:	Potato and Cheese
Friday:	Mixed Seafood

95. Look at the graphic. Which soup does the speaker say will be served on two days this week?

(A) French Onion
(B) Tomato Basil
(C) Potato and Cheese
(D) Mixed Seafood

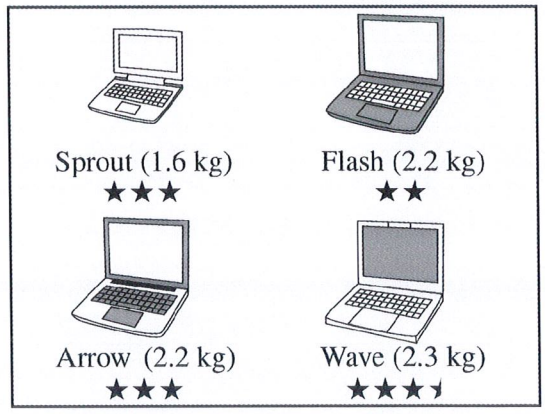
96. Who is Deena Sanchez?

(A) A manager
(B) A server
(C) A customer
(D) A chef

97. What has the speaker placed in the staff lounge?

(A) Uniform shirts
(B) Job applications
(C) A revised menu
(D) A training schedule

Customer Ratings of Vance Laptop Models



98. What will the speaker do next week?

(A) Submit a proposal
(B) Conduct an interview
(C) Move to a new office
(D) Take a business trip

99. According to the speaker, why is Ms. Dubois familiar with Vance Electronics?

(A) She just bought one of their laptops.
(B) She was employed by that company.
(C) She is a purchasing manager.
(D) She read a review in a magazine article.

100. Look at the graphic. Which laptop model does the speaker say she wants to buy?

(A) Sprout
(B) Flash
(C) Arrow
(D) Wave

TEST 9

This is the end of the Listening test.

RC

ETS TEST

09

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 review board published a list of companies ------- considers to be the most charitable.

(A) it
(B) its
(C) itself
(D) its own

102. Anyone who was unable to ------- yesterday's budget meeting may contact Mr. Kwon for his notes.

(A) recognize
(B) achieve
(C) attend
(D) inform

103. The evening's dance ------- was made possible with support from Taglet's Emporium.

(A) presented
(B) presents
(C) presenting
(D) presentation

104. All ------- candidates for the marketing position should submit a cover letter and résumé.

(A) increasing
(B) qualified
(C) beneficial
(D) modified

105. Because experts ------- a strong allergy season, Chowlan Pharmacy has increased its stock of preventative medicine.

(A) predict
(B) prediction
(C) are predicted
(D) predictably

106. The mayor applauded the Wilton Clinic ------- its leadership in promoting the city's public health programs.

(A) at
(B) for
(C) of
(D) to

107. Liao Uniform Services has been a leading ------- of medical apparel for more than 30 years.

(A) supplies
(B) supplying
(C) supplier
(D) supplied

108. Please adjust the budget to include the ------- of a fountain in the garden.

(A) schedule
(B) determination
(C) result
(D) installation

109. The speed limit on all ------- streets in Benton has been changed to 40 kilometers per hour.

(A) residential
(B) residing
(C) residences
(D) residentially

110. ------- visitors generally prefer to set their own pace, the aquarium now offers user-friendly audio tours.

(A) Except
(B) Since
(C) How
(D) That

111. The salmon dish at Salia's Café ------- with a brown sugar, mustard, and pepper glaze.

(A) to serve
(B) will serve
(C) is served
(D) was serving

112. Due to the uneven terrain of the Chilman Trail, proper hiking footwear is ------- recommended.

(A) closely
(B) highly
(C) nearly
(D) roughly

113. Visitors may tour the new printing plant facilities ------- the hours of 4 P.M. and 6 P.M.

(A) always
(B) between
(C) in
(D) only

114. Given the current economic climate, Playablanca Financial is ------- to make new acquisitions.

(A) hesitant
(B) delinquent
(C) worthy
(D) empty

115. Mr. Fitzpatrick memorized his lines ------- weeks before the filming of the movie began.

(A) perfectly
(B) perfected
(C) perfect
(D) perfecting

116. Ms. Amari has scanned the grant applications, and they will be submitted ------- the deadline.

(A) along
(B) over
(C) during
(D) before

117. Good design and quality material are ------- important to Krasner Laboratory's product development team.

(A) gradually
(B) enough
(C) equally
(D) well

118. We make our ------- of pet treats with only the best ingredients.

(A) usage
(B) line
(C) result
(D) addition

119. Dr. Wu provides patients with exceptional dental care at an ------- price.

(A) affords
(B) affordable
(C) affordably
(D) affordability

120. ------- two additional designers are hired, current staffers will not need to work overtime to complete projects on time.

(A) Whether
(B) Already
(C) Instead
(D) If

GO ON TO THE NEXT PAGE

121. All safety policies will be ------- reviewed by the Human Resources Department before publication.

(A) extensively
(B) extensive
(C) extension
(D) extending

122. Some roadside farmers markets in Dublin run year-round, while others ------- only in the summer and fall.

(A) grow
(B) operate
(C) raise
(D) promise

123. We do not have enough fabric samples, so please promptly return ------- ones you borrowed.

(A) what
(B) whomever
(C) whichever
(D) whose

124. ------- it does not rain tomorrow, tents will be set up for any scheduled outdoor events.

(A) Though
(B) Even if
(C) Almost
(D) Besides that

125. The network is expected to be unavailable for ------- two hours.

(A) no more than
(B) hardly any
(C) as far as
(D) that many

126. Consumer advocates advise against blindly accepting ------- opinions about a product.

(A) total
(B) biased
(C) profitable
(D) competitive

127. ------- of tasks makes a supervisor's job easier and helps team members learn new skills.

(A) Promotion
(B) Commission
(C) Provision
(D) Delegation

128. Scientists at Lipkin Pharmaceuticals described findings similar to those reported -------.

(A) elsewhere
(B) beyond
(C) furthermore
(D) wherever

129. All four walls of the greenhouse ------- of fully tempered glass.

(A) construct
(B) constructing
(C) have constructed
(D) will be constructed

130. The increase in tourism in Mariondale can be ------- to the various attractions the city has added in recent years.

(A) deducted
(B) confirmed
(C) attributed
(D) amplified

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: Eriford Hotel Staff
From: Seth Park
Subject: Conserving resources
Date: 15 March

To all housekeeping staff:

Hotel management has decided to implement a new policy ------- **131.** the daily laundering of towels. Going forward, all towels left on the floor by guests will be collected and washed each day, but any used towels hung up on hooks or racks will be left in the room for guests to reuse. This policy will ------- **132.** our daily laundry load. ------- **133.**, our electricity and power use will be reduced. Notices will be posted in each room informing our guests of this policy. ------- **134.**. The management is deeply committed to conservation.

Thank you,

Seth Park
Hospitality Manager, Eriford Hotel

131. (A) regards
(B) regardless
(C) regarding
(D) regarded

132. (A) minimize
(B) double
(C) require
(D) eliminate

133. (A) Despite this
(B) However
(C) As a result
(D) Evidently

134. (A) We would greatly appreciate your cooperation with this effort.
(B) Please inform us if you identify any maintenance needs.
(C) During this time, please try to limit showers to ten minutes.
(D) You will be asked to share all of your ideas at the staff meeting.

TEST 9

GO ON TO THE NEXT PAGE

Questions 135-138 refer to the following notice.

Attention Travelers:

Was your luggage damaged while in transit? If so, ------- (135.) it to the Cloud Express Airlines baggage office as soon as possible after arrival. Domestic travelers are asked to report damage within 24 hours of reaching their destination, and international travelers must submit a report within five days of an incident. ------- (136.). Office personnel will review and evaluate all ------- (137.). Be advised that Cloud Express Airlines is not responsible for preexisting conditions or broken zippers or buckles related to overpacking or ------- (138.) wear.

135. (A) brings
(B) brought
(C) bring
(D) bringing

136. (A) Cloud Express has recently expanded its international routes.
(B) Cloud Express hires only the most qualified employees.
(C) The baggage office will be temporarily closed this week.
(D) Please complete the baggage damage form as instructed.

137. (A) claims
(B) agendas
(C) passports
(D) rates

138. (A) normality
(B) normal
(C) normally
(D) normalize

Questions 139-142 refer to the following memo.

To: Broome Library Staff
From: Ainsley Mason
Re: Community Rooms
Date: April 20

I am pleased to report that construction of our new community rooms will be complete by the end of this month. The four rooms will be -------- **139.** from the main lobby.

The new rooms range in occupancy from 10 to 25 people and are intended for meetings and study groups. -------- **140.** . Ms. Sundquist will be temporarily responsible for reserving the spaces until the end of March. -------- **141.** , she will return to her role as Library Information Specialist. An advertisement will be posted soon for a permanent Community Liaison. This individual will be in charge of -------- **142.** bookings for the new rooms.

139. (A) accessible
(B) assorted
(C) appropriate
(D) acceptable

140. (A) Interviews will be conducted in early May.
(B) Lynn Sundquist has led many meetings.
(C) All rooms must be reserved in advance.
(D) Staff parking spaces will be marked clearly.

141. (A) Nonetheless
(B) At that time
(C) Likewise
(D) In a word

142. (A) oversee
(B) oversees
(C) overseen
(D) overseeing

TEST 9

GO ON TO THE NEXT PAGE

Questions 143-146 refer to the following e-mail.

To: tkhan@smolermanufacturing.co.uk
From: lpreston@emmetestate.co.uk
Date: 9 March
Subject: 1161 Coral Lane

Dear Ms. Khan,

Thank you for asking about the 200-square-metre warehouse space at 1161 Coral Lane. I checked my real estate database, and ------- **143.** this property has been taken off the market.

If you would like to give me an idea of what specifically you are looking for, I ------- **144.** you in finding something else. Just respond to this e-mail with your price range, size needs, preferred area of town, and any other important requirements. ------- **145.** .

If you wish, you may also sign up for ------- **146.** . This way you will receive instant e-mail or text-message notifications whenever new property listings become available.

Best regards,

Lloyd Preston
Emmet Estate Agents

143. (A) briefly
(B) considerably
(C) apparently
(D) primarily

144. (A) am assisting
(B) can assist
(C) have been assisting
(D) assist

145. (A) For example, you need approval before anything is upgraded.
(B) I will be showing this property to potential buyers on Thursday.
(C) It is an interesting trend in the real estate industry.
(D) Then I will search for commercial buildings that meet these criteria.

146. (A) alerts
(B) payments
(C) activities
(D) inspections

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.

To:	j.parnthong@trottermail.co.uk
From:	l.florinsmith@gaseau.co.uk
Date:	22 January
Subject:	Your purchase
Attachment:	recipes

Dear Ms. Parnthong,

Thank you for your recent purchase of four Gaseau bamboo cooking utensils. As you know, all Gaseau products are made of 100 percent natural bamboo and are meant to last a lifetime. They are light, durable, and safe for use with nonstick cookware as well as metal pots and pans. Please remember to hand-wash your new utensils with mild soap and water.

To thank you for your business, I have attached a few simple recipes that you can create using your new products.

If you have not already done so, please leave a review on our Web site concerning your experience with us. You can use this link: www.gaseau.co.uk/reviews.

Regards,

Liane Florin-Smith
Customer Service Representative

147. What is indicated about the utensils?

(A) They are made of natural materials.
(B) They cannot be used on metal surfaces.
(C) They must be washed with a special cleaning product.
(D) They are best-selling products.

148. What is Ms. Parnthong asked to do?

(A) Confirm receipt of her purchase
(B) Give some feedback online
(C) Review a recipe
(D) Enter a contest

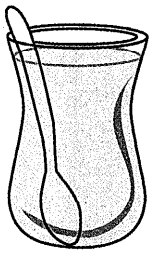
TEST 9

GO ON TO THE NEXT PAGE

Questions 149-150 refer to the following product description.

Zevk Black Tea

Turkey boasts some of the best premium black tea blends in the world. Zevk (the Turkish word for "delight") is no exception—and has fifty years of commercial success to prove it. To be truly hospitable to your guests Turkish style, serve it in tall clear glasses so that they can admire the changing colors of Zevk tea as it brews. Accompany with biscuits or sweets.



Directions: Fill a pouch with Zevk tea and put it in a glass.
Pour in boiling water and let steep. Sweeten to taste.

Product of Turkey
Net Weight 250 g.
Packaged exclusively for ABD Exports.
Use within six months of package date for best taste.

149. What advice is given to Zevk tea consumers?

(A) How to keep it fresh over time
(B) The food items to serve with it
(C) The amount of sugar to add
(D) How long to let a pouch steep in a glass

150. According to the product description, what is true about Zevk tea?

(A) It is a relatively new product.
(B) It has a fruity flavor to it.
(C) It is sold outside of Turkey.
(D) It comes in boxes containing 250 tea pouches each.

Questions 151-152 refer to the following text-message chain.

Bishwa Poudel [9:27 A.M.]
I missed my train to Jaipur. Apparently it leaves from another station. No other trains can get me to the business forum in time for my keynote address. Any ideas?

Shraddha Kher [9:32 A.M.]
No problem. I'll send a car for you.

Bishwa Poudel [9:33 A.M.]
What a relief! Thank you. The dinner begins at 7 P.M., so if I leave New Delhi within two hours, I should arrive on time.

Shraddha Kher [9:34 A.M.]
Where shall the driver collect you?

Bishwa Poudel [9:35 A.M.]
At the Safdarjung station, Entrance 1. Please confirm when the car is on the way.

151. At 9:32 A.M., what does Ms. Kher most likely mean when she writes, "No problem"?

(A) She appreciates that Mr. Poudel is thankful.
(B) She will help Mr. Poudel get to the correct station.
(C) She will change the time of Mr. Poudel's keynote address.
(D) She knows how she can help Mr. Poudel.

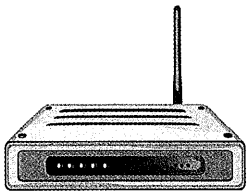
152. What is suggested about Mr. Poudel?

(A) He is going to miss his dinner engagement.
(B) He is within driving distance of the business forum.
(C) He will be going to a different restaurant.
(D) He needs to pick up a colleague at 7 P.M.

TEST 9

GO ON TO THE NEXT PAGE

Questions 153-154 refer to the following instructions.



How to Connect Your New Apereta Modem

Use this insert as a form to keep track of your installation information and progress.

1. First, plug the **black** AC adaptor into a wall outlet and then connect it to the first port on your modem, labeled "Power."
2. Next, plug one end of the **blue** cable into a wall-mounted phone jack near your modem. Plug the other end into the second port on your modem, labeled "Service."
3. Finally, plug the **red** cable into a USB port in your computer. Then plug the other end into the third port on your modem, labeled "Computer."
4. Open an Internet browser. The Apereta home page should load automatically. Click the "Agree" button to be guided through the sign-up process. When you are finished, you will be e-mailed a Web link with your service password.
   Note your password here: Rt17ya-52p
5. To reset your service password, click the "Reset" button at the bottom of the sign-in page, then enter a password of your choice.
   Note your new password here: _____

153. What is the red cable intended to connect?

(A) The modem and the power outlet
(B) The modem and the phone jack
(C) The computer and the modem
(D) The computer and the power outlet

154. What has the user of the instructions most likely NOT done yet?

(A) Clicked the "Agree" button
(B) Received an e-mail message
(C) Connected all of the cables
(D) Reset the service password

Questions 155-157 refer to the following invitation.

A Night of Creativity and Inspiration at The Centre Creative

Thursday, 22 September
6:30 P.M. to 9:00 P.M.

The Centre Creative
42 Danvers Road, Cardiff, Wales

The Centre Creative is now ten years old! To celebrate a decade of supporting the arts throughout the United Kingdom, we are hosting A Night of Creativity and Inspiration. We invite all who have supported our fund-raising campaigns over the years to join us for art, food, and networking. Mingle with local artists and fellow art enthusiasts as you enjoy sculptures by Ming Young that are currently being featured in our gallery. Also enjoy appetizers and a variety of gourmet pastries prepared by Chef Diego Espina from the Sundial Café, which just opened on the lower level. Curator Olivia Richards will present a talk on the history of the centre. Proceeds from refreshments purchased during the evening will be used to fund the Painting Kids initiative at local schools.

Please contact Ian Griffin (igriffin@centrecreative.co.uk) to register to attend. Note that once capacity is reached, registration will close.

155. For whom is the invitation most likely intended?

(A) Art instructors
(B) Previous donors
(C) Restaurant patrons
(D) School administrators

156. The word "just" in paragraph 1, line 8, is closest in meaning to

(A) fairly
(B) exactly
(C) recently
(D) currently

157. What is indicated about the event?

(A) It will feature paintings for sale.
(B) It requires a fee to attend.
(C) It is limited to a specific number of attendees.
(D) It will include a cooking demonstration.

TEST 9

GO ON TO THE NEXT PAGE

Questions 158-161 refer to the following article.

A New Rail Line for Salvador

By Leonel Menendez

(14 November)—The government of the state of Bahia has finally arrived at a decision about who will take charge of the railway project between Salvador and Paripe. — [1] —. After an unexpectedly long selection process, the Secretariat for Urban Development announced last week that a proposal had finally been selected.

A joint venture between SOA International and ROOV Project Management was chosen to receive the contract. — [2] —. The Secretariat had insisted that a Brazilian firm be included in the contract. SOA International has long been involved in rail projects throughout Brazil, Spain, and the Middle East. The Swiss company, ROOV Project Management, was recently selected as Project Management Company of the Year by the International Project Management Institute. — [3] —.

The line will be constructed in two phases. The first phase will make use of an existing rail line that runs from Salvador to Plataforma, but the track will be replaced to accommodate the light-rail cars that SOA will build. The second phase will continue with the construction of a new track from Plataforma to Paripe. The long delay in settling on a vendor has caused the Secretariat to offer incentives for the project to be completed in 30 months. — [4] —. However, Spokesperson David Rios of ROOV has said that 36 months would be the minimum reasonable time to complete the project because of unpredictable weather, labor, and supplies.

158. Why was the article written?

(A) To solicit bids for a construction project
(B) To announce the awarding of a contract
(C) To explain a possible merger
(D) To criticize a policy decision

159. What is implied about SOA International?

(A) It collaborated with ROOV before.
(B) It built the existing rail line.
(C) It has won many industry awards.
(D) It is a Brazilian-based company.

160. What does the article indicate about the project?

(A) It is the first of its kind in Brazil.
(B) Its delay is caused by insufficient funds.
(C) Its second phase involves building a new rail line.
(D) It will most likely be completed in 30 months.

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

"Last year the government solicited proposals to build, operate, and maintain a light-rail system."

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

Questions 162-164 refer to the following post.

http://www.dealdirect.co.ke/buyerforum

Thread>Order not received
Posted on 15 May 11:49 AM by Frederick Wambu

Two weeks ago I ordered a shipment of books through dealdirect.co.ke. I did not receive the shipment, which was scheduled for 20 April. I called the shipping company, and the representative said that she has a record of someone accepting the package, but the signature is not legible. I called Deal Direct to make sure that the address they have on file for me is correct, and it was. I'm trying to figure out what my next step should be. I'm open to your ideas. So far, I've put up notices in my apartment building, but no one has responded. I wonder if I should just forget about it and reorder books from a different company or spend more time trying to resolve the matter.

162. What is something that Mr. Wambu has NOT done?

(A) Called Deal Direct
(B) Checked with the shipping company
(C) Reordered the products
(D) Posted notices

163. What is the purpose of the post?

(A) To ask for advice
(B) To request a refund
(C) To offer a solution
(D) To answer a question

164. In paragraph 1, line 15, the word "resolve" is closest in meaning to

(A) discover
(B) settle
(C) decide
(D) consider

TEST 9

GO ON TO THE NEXT PAGE

Questions 165-167 refer to the following article.

Ashby Logo Gets a New Look

(30 July)—A new logo for the city of Ashby was unveiled by Mayor Charles Cavanaugh on Tuesday. The logo and its accompanying slogan, "Ashby Connects," will be put to official use immediately. — [1] —.

The new design uses elements from Ashby's original logo, including the red banner and the year of the city's founding. — [2] —. But an image of the city's skyline in silhouette gives the new design a more contemporary feel. The slogan communicates Ashby's focus on creating community connections. — [3] —.

While Mayor Cavanaugh insists that the new logo is popular, not everyone is happy. "Why all the fuss?" asked lifelong resident Noelle Davidson. "The old logo was very recognizable. I don't know why they went to the trouble of replacing it." — [4] —.

Local maps and the letterhead for official correspondence have already been printed with the new logo. Residents will also soon see it in promotional campaigns for events in the area, such as the annual used-clothing drive and the summer music festival. The logo and slogan are registered trademarks and may not be used without permission. For more information, go to www.ashbyconnects.co.uk.

165. What is a feature of the new design?

(A) The mayor's name
(B) The current date
(C) An additional color
(D) An updated picture

166. What is NOT mentioned as a place the new logo will appear?

(A) On maps of the area
(B) On city stationery
(C) On clothing
(D) On event posters

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

"Nevertheless, most residents expressed approval, saying it was time for a change."

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

Questions 168-171 refer to the following e-mail.

To:	s.gillis@stephengillis.net
From:	pete@bartharchitecture.com
Date:	Thursday, October 2
Subject:	Re: Contract

Dear Mr. Gillis:

Thank you for sending me your signed contract. It was good to meet with you last week and to hear about your vision for the woodworking business you hope to create.

Based on the features you want your woodshop to have, I have some solid ideas with which to move forward. From our conversation, I also understand that you have some cost concerns. I will certainly be conscious of this when working on the design plans and will be sure to use materials that are both structurally sound and economical. You can expect some preliminary sketches within the next two weeks. Once you have looked them over, let's set a time to meet again, at which point any adjustments can be made and finalized.

I have already noted where your large pieces of machinery will be located. However, please let me know if you change your mind about anything, as I will need to figure out where the high-powered electrical outlets should be installed. For the purpose of safety, I am required to ensure that all large pieces of equipment such as table saws have their own dedicated circuits.

I am looking forward to collaborating with you to turn your ideas into reality.

Best regards,

Pete Barth

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

(A) To clarify a billing procedure
(B) To explain the roles of various contractors
(C) To discuss the next phases of a project
(D) To request some new design ideas

169. What is indicated about Mr. Gillis?

(A) He plans to relocate his shop.
(B) He has a well-established business.
(C) He needs to renew his permits.
(D) He has a limited budget.

170. According to the e-mail, how should Mr. Gillis prepare for the next meeting?

(A) By reviewing some drawings
(B) By making a written agenda
(C) By signing an updated contract
(D) By visiting some potential building sites

171. Why does Mr. Barth want to know about the large machinery?

(A) To determine a room's correct measurements
(B) To make sure all safety policies are being followed
(C) To determine the size of the work crew he will need to assemble
(D) To make sure a plan will not interfere with another project

GO ON TO THE NEXT PAGE

Questions 172-175 refer to the following online chat discussion.

Luke Orlan [8:30 A.M.]
Good morning, everyone. I would like an update on the grand opening at the Carter Street Mall.

Pamela Cooke [8:31 A.M.]
The opening went well. The shops and restaurants got a lot of pedestrian traffic and the customers seemed happy. We are still compiling the customer-satisfaction surveys. The Red Moon Restaurant was popular.

Luke Orlan [8:32 A.M.]
Please send me that data once you have it. Anything else I need to know?

Alena Santiago [8:33 A.M.]
Well, there were some issues with the parking area during the grand opening. The lighting did not work right. It didn't function as it should have when it got dark.

Luke Orlan [8:34 A.M.]
Oh?

Alena Santiago [8:34 A.M.]
We discovered that a timer was not set correctly.

Luke Orlan [8:35 A.M.]
I'm glad that was easily resolved. What about maintenance in general?

Marcus Afolayan [8:35 A.M.]
We want to make sure that management works closely with the Maintenance Department. We have staff on-site for routine housekeeping, and we have outside contractors taking care of the landscaping and maintenance of the escalators.

Luke Orlan [8:36 A.M.]
Everything seems to be running smoothly. Let's continue these online meetings weekly. I hope to travel there in February to see everything firsthand. Thanks.

172. Who most likely is Mr. Orlan?

(A) A corporate representative
(B) A restaurant chef
(C) An architect
(D) A maintenance worker

173. At 8:32 A.M., what does Mr. Orlan mean when he writes, "Please send me that data once you have it"?

(A) He wants to know the amount of revenue collected over the last week.
(B) He is interested in knowing visitors' reactions to the mall.
(C) He is concerned about increases in the operating budget.
(D) He needs an updated list of recently hired staff.

174. What problem is mentioned in the discussion?

(A) Surveys were sent out late.
(B) A restaurant was too crowded.
(C) Management has not yet hired enough landscapers.
(D) A parking area was not well lit.

175. What is suggested about the Carter Street Mall?

(A) Ms. Santiago oversees its personnel office.
(B) It is being renovated.
(C) It has several empty retail spaces.
(D) Mr. Orlan has not visited it yet.

GO ON TO THE NEXT PAGE

Questions 176-180 refer to the following job advertisement and e-mail.

Vos Communications, Inc.—Current Openings

Vos Communications, Inc. (VCI), is headquartered in Johannesburg, with a print division in Cape Town and a digital media division in Pretoria. We produce scientific publications with a focus on health and wellness in Africa and have been expanding rapidly in the three years following our launch. To meet our current needs, we are seeking applicants with a solid understanding of the medical communications industry for the following positions:

Senior Medical Writer
Develops original print materials. Requirements include a master's degree in clinical medicine, at least five years of experience as a medical writer, excellent communication skills, and the ability to work both independently and collaboratively. The successful candidate will be based in our print division.

Assistant Editor
Works as a member of the Editorial Panel in our print division. Requirements include a bachelor's degree in journalism or related field, excellent copyediting skills, and experience using editing software.

Medical Writer/Quality Control Reviewer
Works closely with other members of the print division team to ensure the accuracy of all print division publications. Based in our print division.

Applicants should submit a cover letter, a résumé, and a writing sample to Mr. Leon Madisha at lmadisha@vci.co.za. Interviews will be conducted from 7 through 12 May at our headquarters, at which time three letters of recommendation must be presented. Only candidates selected for an interview will be contacted.

To:	Leon Madisha < lmadisha@vci.co.za >
From:	Amina Buys <buysam@mailworks.net.za>
Date:	1 May
Subject:	Assistant editor position
Attachment:	buys_application_materials

Dear Mr. Madisha,

I am writing to express my interest in the assistant editor position.

I hold a bachelor's degree in communications from the University of Richards Bay. I have been working as an editorial assistant at Luxor Publishing House in Durban for six years. My position has enabled me to develop long-term collaborative relationships with clients.

I believe my experience in the publishing industry and attentiveness to detail make me a perfect fit. Attached please find the relevant application materials. Incidentally, I will be attending a conference near your headquarters at the time of the scheduled interview period, so if I do get selected, getting to the interview will not be a problem.

Sincerely,

Amina Buys

176. What is indicated about VCI?

(A) It has been in operation for three years.
(B) It currently has jobs available in various cities.
(C) Its publications center around issues of finance.
(D) Its staff is dedicated to improving its publications.

177. In the advertisement, the word "solid" in paragraph 1, line 4, is closest in meaning to

(A) hard
(B) constant
(C) thorough
(D) dense

178. Which qualification is required by all the job openings?

(A) An ability to work as part of a team
(B) A master's degree in a science field
(C) Strong software skills
(D) A medical background

179. What most likely was NOT an application document submitted by Ms. Buys?

(A) An illustration of her writing capabilities
(B) An expression of her interest for the job
(C) A description of her qualifications and experience
(D) An employer's evaluation of her abilities and knowledge

180. Where will Ms. Buys attend a conference?

(A) In Cape Town
(B) In Durban
(C) In Johannesburg
(D) In Pretoria

GO ON TO THE NEXT PAGE

Questions 181-185 refer to the following online article and reader comment.

http://www.thecentervilletimes.com

The Centerville Times, June 1, "Music on the Water"

The magical melody of a violin wafts into downtown Centerville. The sound of a cello joins in. Curious tourists look around, trying to figure out the source of the music. They gradually realize that members of an orchestra are in plain sight, seated on a boat docked in the Centerville harbor.

"Music on the Water" began 30 years ago when Brigitta Carlson had an old cargo boat renovated and then performed the first musical performance from the boat's deck. Today, "Music on the Water," a chamber orchestra, offers weekend performances on the original boat in the same harbor location.

The musicians are currently led by Maestro Arthur Silverman, an acclaimed violinist, who plays in the performances each week. "We have expanded our schedule to offer a record number of concerts—over 50 each year," explains Maestro Silverman. "Certain programs are now tailored to specific audiences, like young listeners."

"Music on the Water" performs on many Friday and Saturday evenings at 6:00 P.M. Tickets can be purchased online at www.musiconthewater.org. Family concerts are scheduled on Sundays at 2:00 P.M. No tickets are needed for family concerts, but patrons are encouraged to arrive early to ensure seats are available.

http://www.thecentervilletimes.com/musiconthewater/comments

I have enjoyed "Music on the Water" ever since I was a child. In fact, I will never forget listening to the founder's very first performance, with the melody of her flute floating up to my family's third-floor apartment facing the harbor. When I was a little older, I used to save my coins so that I could purchase my own ticket to a concert on the boat. "Music on the Water" has had a wonderful impact on the harbor area. I wonder if *The Centerville Times* would consider publishing a piece on the history of this neighborhood, which I am still proud to call home.

Thank you,

Roberto Padilla

181. What is suggested about "Music on the Water" performances?

(A) They have recently increased seating capacity.
(B) They are held in an unexpected location.
(C) They take place only during the summer.
(D) They sell out quickly.

182. What does the article suggest about the family concerts?

(A) Seating is not guaranteed.
(B) Recordings are available for purchase.
(C) Audience members may request favorite pieces.
(D) Interviews with the concert musicians are posted online.

183. What is suggested about Ms. Carlson?

(A) She studied music with Maestro Silverman.
(B) She organized tours of the harbor.
(C) She played the flute.
(D) She owned a boat-repair shop.

184. What does Mr. Padilla request?

(A) Additional weekly performances
(B) Improving the sound quality of concerts
(C) An article on a particular topic
(D) Reduced ticket prices for neighborhood residents

185. What does the reader comment imply about Mr. Padilla?

(A) He has recently bought concert tickets.
(B) He is a journalist for *The Centerville Times*.
(C) He was inspired to become a musician himself.
(D) He has lived in Centerville since his childhood.

GO ON TO THE NEXT PAGE

Questions 186-190 refer to the following advertisement, form, and e-mail.

Carson Office Supplies

SALE!

This weekend only, May 25–26, we're having our biggest sale of the year!

50% off select printers	$15.99 for a 10-ream case of paper	25% off all Sonama televisions	$150 off all Rigkuere office desks	$10 off all Herbrot ink cartridges

Shop in store or online. Only while supplies last!

Carson Office Supplies

Return Authorization Request

Order Number: 300034122
Account Number: Business5271
Name: Jane Mori
E-mail: j.mori@welsomf.com
Subject: Recent purchase
Reason for Return:

I am the purchasing manager at Welso Manufacturing, and we have a business account with Carson Office Supplies. Last week I purchased the following items: 3 Rigkuere office desks, 15 Herbrot ink cartridges, 30 notepads, and 5 boxes of envelopes. Today I noticed in an advertisement for your upcoming weekend sale that some of the items I purchased are going to be heavily discounted. Would it be possible for me to get a refund for the applicable items and then rebuy them at the lower weekend sale price?

To:	Jane Mori <j.mori@welsomf.com>
From:	Sheridan Homel <homel@cos.com>
Date:	May 22
Subject:	Re: Exchange
Attachment:	Coupon, returns & exchanges

Dear Ms. Mori:

Thank you for your message and your continued business with Carson Office Supplies. Unfortunately, only items purchased on the official sale dates are eligible for the sale prices.

Because you have a business account with us, however, you automatically receive a 20 percent discount on bulk items (purchases of fifteen or more of the same item), which is deducted when you make a purchase through our online business portal. I can see from your order that this was the case for some of your items.

I can also offer you a 10 percent off coupon on your next purchase. The coupon is attached—it specifies the access code that you can use online. I will also attach our return and exchange procedures for your future reference.

Do not hesitate to contact me with any questions or concerns.

Sheridan Homel
Branch Manager
Carson Office Supplies

186. What is probably true about Ms. Mori?

(A) She owns a business.
(B) She is a first-time customer.
(C) She received a discount on a printer.
(D) She purchased her items before May 25.

187. Why does Ms. Mori ask about returning some of her items?

(A) She received the wrong order.
(B) The items were broken when they arrived.
(C) The desks she ordered are too small.
(D) She wants to purchase items during the weekend sale.

188. According to the e-mail, why did Ms. Mori receive a discount on her bulk purchases?

(A) She redeemed a coupon.
(B) She used a business account.
(C) She entered a special code online.
(D) She shopped during an exclusive sale for members.

189. What items from Ms. Mori's purchase qualified for the bulk discount?

(A) The office desks and notepads
(B) The ink cartridges and boxes of envelopes
(C) The ink cartridges and notepads
(D) The boxes of envelopes and the office desks

190. What was included with the e-mail?

(A) An updated return form
(B) A document about store policy
(C) An application for a new account
(D) A receipt for Ms. Mori's purchase

GO ON TO THE NEXT PAGE

Questions 191-195 refer to the following online message board, e-mail, and Web page.

https://www.forum.askaway.com.au

Forum | Log In | Sign Up

Advertising with Mix 92 Radio

Marilyn Nguyen, 13 August
Has anyone advertised with Mix 92 Radio?

James Defort, 15 August
I have had advertisements running on Mix 92 Radio since last March. It has proved to be a smart choice: in recent months I have seen a significant increase in the number of customers visiting my business, Defort Automotive. Many tell me it was the radio advertisement that brought them in.

When I signed a contract with the station, there was a problem with some unexpected charges. However, Ms. Jager from the advertising department brought my concerns to her supervisor, and the matter was quickly resolved. Ms. Jager even checked back with me a week later to ensure I was pleased with the outcome.

E-mail

To: All staff
From: Kathrin Jager
Date: 29 September
Subject: Final broadcast

Dear All,

As my internship at Mix 92 Radio draws to a close, please know that working here has been a wonderful experience for me. I am grateful for the training and advice I have received over the past twelve months. I especially want to thank my boss and mentor, Alison Alvey, from whom I have not only learned the fundamentals of radio advertising, but also how to meet customers' needs. Her nomination for this year's Australis Trophy speaks volumes about her dedication to her clients and staff.

I also appreciate the video recording you presented to me, showing me at work and at play here. I will miss joining many of you for lunches at the Hot Spot Café.

Best wishes,

Kathrin Jager

https://www.cba.com.au/aawinners/advertising_and_social_media

Australis Small Business Trophy Winners
Advertising and Social Media Category

Platinum: Ravi Vedantam, Social Media Technology, Mix 92 Radio

Gold: Zixuan Li, Marketing, Streiler's Clothing Stores

Silver: Jorge Beltran, Beltran Publicity Company

Bronze: Alison Alvey, Advertising, Mix 92 Radio

Winners were selected from over 50 nominations. The recipient of the Platinum Australis Trophy will be profiled in the December issue of *Canberra Business Today*. Awards will be presented by the Canberra Business Association at a gala event in the banquet hall of the Fourth Street Hotel on 12 October.

191. What does Mr. Defort indicate about Mix 92 Radio?

(A) It resolved his problem adequately.
(B) It is a rapidly growing company.
(C) It advertises local businesses only.
(D) It charges an extra fee to new clients.

192. What is suggested about Mr. Defort?

(A) He has been a client of Mix 92 Radio for many years.
(B) He was assisted by an intern at Mix 92 Radio.
(C) He recently experienced a decline in his car sales.
(D) He runs the biggest automotive business in the area.

193. Why did Ms. Jager send the e-mail?

(A) To ask for help from coworkers
(B) To organize a luncheon
(C) To arrange a video recording session
(D) To thank staff members

194. What award will be presented to Ms. Jager's supervisor?

(A) Platinum
(B) Gold
(C) Silver
(D) Bronze

195. What does the Web page suggest?

(A) The gala event is open to the public.
(B) Fewer awards nominations were received this year.
(C) Mr. Vedantam and Ms. Alvey are colleagues.
(D) Winners will receive a free subscription to *Canberra Business Today*.

GO ON TO THE NEXT PAGE

Questions 196-200 refer to the following article, invitation, and e-mail.

Olinawe is a Fusion of Flavours

DONCASTER (21 March)—After many years of hard work, chef Amina Ikegami is opening her own restaurant in downtown Doncaster.

Ms. Ikegami trained at Chesterfield Culinary Academy and worked as a junior sous chef at the Sisra Bistro for three years. She spent the last twelve years on staff at Delmourel's, where she held the title of executive chef for the past four years.

Ms. Ikegami has won several awards, including the UK Innovative Chef Award. Although she is sad to leave Delmourel's, she is thrilled to fulfill her longtime dream of owning her own restaurant.

Ms. Ikegami's new restaurant, Olinawe, features a menu influenced by the many varied flavours of her childhood. She was raised in England in a family with French, Senegalese, and Japanese heritage. Being exposed to so many different food traditions is what inspired her to become a chef.

"My mother and father are great cooks themselves," says Ms. Ikegami. "I loved having all these cuisines in one house, and I always strive to bring that fusion of cultures into my cooking."

Olinawe opens officially on 25 April and will serve lunch and dinner Tuesdays through Sundays.

Join Us!
Enjoy delicious fusion cuisine
at
Olinawe
a new restaurant from
Chef Amina Ikegami

Saturday, 2 April
7:00 P.M.–11:00 P.M.

All food and drinks are included.
This is an invitation-only event.
Please bring this invitation with you.

To:	Amina Ikegami <amina.ikegami@scomail.co.uk>
From:	Julien Aupry <jaupry@enukmail.co.uk>
Subject:	Olinawe
Date:	26 March

Dear Amina,

I just heard about Olinawe, and I received your invitation to the celebratory event. This is such wonderful news! At school, I remember that you often talked about opening your own restaurant, and I am thrilled that it is finally happening!

Unfortunately, I will not be able to attend this event. I will be in France that weekend teaching a class on making pastries. But once I am back, I will definitely be coming by for dinner.

All the best,

Julien

196. What is the purpose of the article?

(A) To describe a new style of cooking
(B) To announce the opening of a new restaurant
(C) To advertise classes at a cooking school
(D) To profile different dining establishments in Doncaster

197. What inspired Ms. Ikegami to enter the cooking profession?

(A) A childhood trip to Japan
(B) A fellow chef at Delmourel's
(C) Her former professor at school
(D) Her diverse family background

198. What is true about the event on April 2 ?

(A) It requires reservations.
(B) It is open to the general public.
(C) It takes place before Olinawe officially opens.
(D) It is being sponsored by the Sisra Bistro.

199. Why does Mr. Aupry send the e-mail?

(A) To decline an invitation
(B) To make a reservation for dinner
(C) To welcome Ms. Ikegami to France
(D) To ask Ms. Ikegami to teach a class

200. What is indicated about Mr. Aupry?

(A) He has eaten at Olinawe.
(B) He used to work for Ms. Ikegami.
(C) He attended Chesterfield Culinary Academy.
(D) He is the executive chef at Delmourel's.

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.

LC

기출 TEST

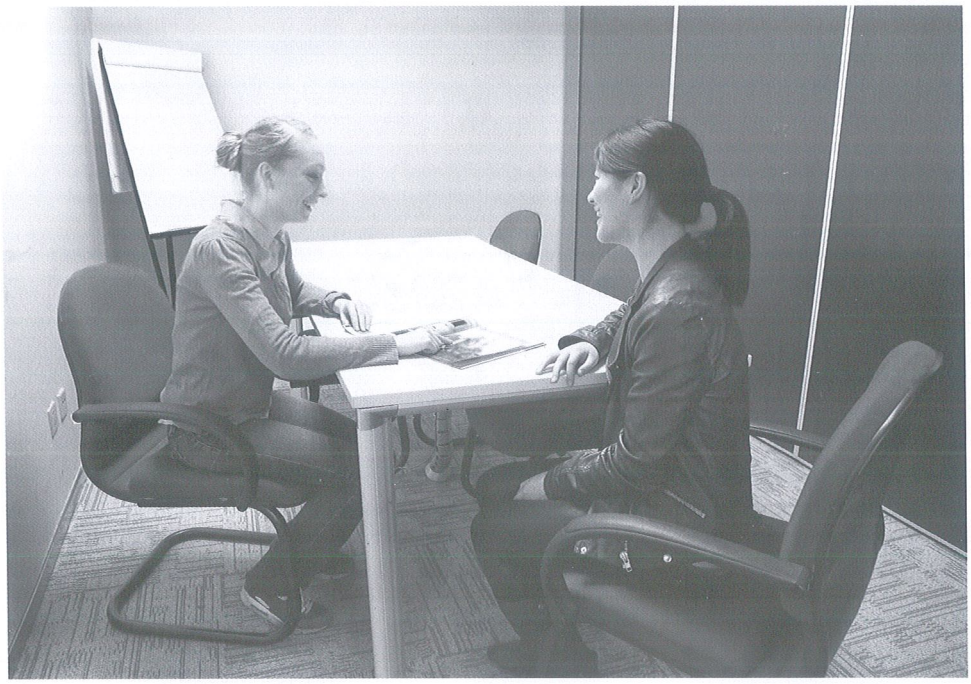
10

LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.



Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.

2.

TEST 10

GO ON TO THE NEXT PAGE

3.

4.

5.

6.

TEST 10

GO ON TO THE NEXT PAGE

PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

7. Mark your answer on your answer sheet.

8. Mark your answer on your answer sheet.

9. Mark your answer on your answer sheet.

10. Mark your answer on your answer sheet.

11. Mark your answer on your answer sheet.

12. Mark your answer on your answer sheet.

13. Mark your answer on your answer sheet.

14. Mark your answer on your answer sheet.

15. Mark your answer on your answer sheet.

16. Mark your answer on your answer sheet.

17. Mark your answer on your answer sheet.

18. Mark your answer on your answer sheet.

19. Mark your answer on your answer sheet.

20. Mark your answer on your answer sheet.

21. Mark your answer on your answer sheet.

22. Mark your answer on your answer sheet.

23. Mark your answer on your answer sheet.

24. Mark your answer on your answer sheet.

25. Mark your answer on your answer sheet.

26. Mark your answer on your answer sheet.

27. Mark your answer on your answer sheet.

28. Mark your answer on your answer sheet.

29. Mark your answer on your answer sheet.

30. Mark your answer on your answer sheet.

31. Mark your answer on your answer sheet.

PART 3

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. Where does the woman say she wants to go?

(A) To an airport
(B) To a beach
(C) To a hotel
(D) To a fitness center

33. Who most likely is the man?

(A) An auto mechanic
(B) A local musician
(C) A security guard
(D) A bus driver

34. Why will the woman return home late?

(A) She is working overtime.
(B) She has a flight delay.
(C) She is attending a concert.
(D) She is eating at a restaurant.

---

35. Where do the speakers most likely work?

(A) At an appliance manufacturer
(B) At a construction firm
(C) At a grocery store
(D) At an apartment complex

36. What does the woman say she will review?

(A) A budget
(B) A contract
(C) A job posting
(D) An instruction manual

37. What does the man hope to do this afternoon?

(A) Schedule an interview
(B) Arrange a discount
(C) Make a delivery
(D) Print some brochures

---

38. Who most likely is the man?

(A) A flight attendant
(B) A sales representative
(C) An event organizer
(D) A repair technician

39. Why is Sameera unable to attend a meeting?

(A) Her flight was canceled.
(B) Her car has broken down.
(C) She is on vacation.
(D) She is feeling sick.

40. What does the woman say the man should do before a meeting?

(A) Read some client information
(B) Prepare a contract
(C) Make a dinner reservation
(D) Check some equipment

---

41. Where do the speakers work?

(A) At a clothing shop
(B) At a photography studio
(C) At a travel agency
(D) At a furniture store

42. Why does the man say, "Coffee shops need a lot of tables and chairs"?

(A) To request assistance
(B) To correct an error
(C) To express disagreement
(D) To make a guess

43. What will the woman do next?

(A) Process an online order
(B) Call the building's property manager
(C) Meet some new neighbors
(D) Fix a broken piece of equipment

GO ON TO THE NEXT PAGE

44. Why does the man apologize?

(A) He used the wrong entrance.
(B) He is late for an appointment.
(C) He forgot to bring identification.
(D) He lost an order number.

45. What is the man's job?

(A) Delivery driver
(B) Electrician
(C) Journalist
(D) Security guard

46. Where does the woman direct the man to go?

(A) To a conference room
(B) To a security desk
(C) To a construction site
(D) To a loading dock

---

47. Where do the speakers most likely work?

(A) At an advertising agency
(B) At an electronics shop
(C) At a furniture store
(D) At an assembly plant

48. Why does the woman say, "We've already sold out"?

(A) To ask for help
(B) To refuse a request
(C) To express agreement
(D) To show concern

49. According to the woman, why is a product popular?

(A) It has good online reviews.
(B) It has a lifetime warranty.
(C) It is being advertised by celebrities.
(D) It is being sold at a low price.

---

50. Why are the men at the store?

(A) To return a defective item
(B) To purchase a gift
(C) To publicize a festival
(D) To apply for a position

51. What hobby is mentioned?

(A) Hiking
(B) Swimming
(C) Skiing
(D) Cycling

52. What does the woman recommend?

(A) Finalizing a schedule
(B) Consulting a return policy
(C) Getting a membership
(D) Downloading a map

---

53. Why are the speakers traveling?

(A) To attend a conference
(B) To train some employees
(C) To meet a client
(D) To open a new business location

54. What does the man say he will do during the flight?

(A) Update a travel itinerary
(B) Edit some presentation slides
(C) Proofread a contract
(D) Review some résumés

55. What will the speakers most likely do when they land?

(A) Check in to a hotel
(B) Eat at a restaurant
(C) Board another flight
(D) Go to an office building

---

56. Where most likely are the speakers?

(A) In a computer store
(B) In a recording studio
(C) In a medical clinic
(D) In an electrical supply shop

57. What are the speakers mainly discussing?

(A) A work schedule
(B) A recent illness
(C) Some pricing options
(D) Some maintenance problems

58. What does the woman say the men should do?

(A) Contact a manager
(B) Complete a form
(C) Pay a bill
(D) Provide some identification

---

59. What type of business do the speakers most likely operate?

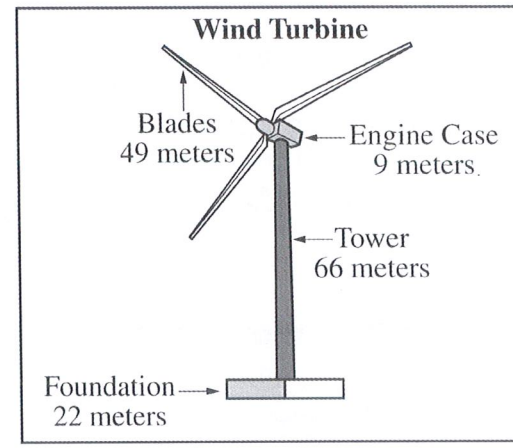
(A) A cooking school
(B) A kitchen supply store
(C) A dairy farm
(D) A specialty bakery

60. How does the woman want to reduce expenses?

(A) By relocating a business
(B) By shortening operating hours
(C) By using local suppliers
(D) By purchasing in bulk

61. What is the man concerned about?

(A) A change may affect product quality.
(B) A new recipe has not been successful.
(C) An ingredient is no longer being sold.
(D) A competing business is expanding.



62. What are the speakers mainly discussing?

(A) An inspection of a facility
(B) Transportation of some parts
(C) A revised government policy
(D) Some upcoming road construction

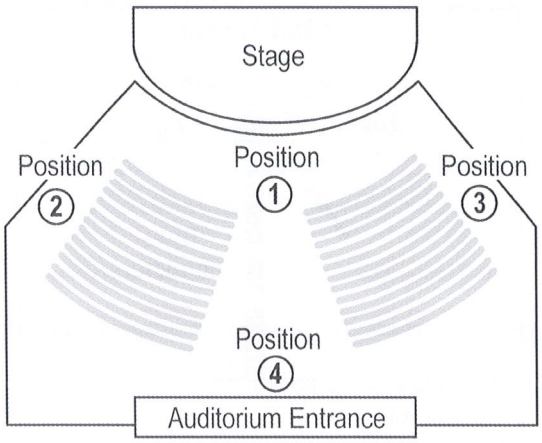
63. What does the man say he will do tomorrow?

(A) Calculate a distance
(B) Adjust a budget
(C) Talk to local officials
(D) Print a permit

64. Look at the graphic. According to the speakers, what will be shipped next?

(A) The engine case
(B) The tower
(C) The foundation
(D) The blades

GO ON TO THE NEXT PAGE



65. What event are the speakers preparing for?

(A) A professional conference
(B) A political debate
(C) An awards ceremony
(D) A musical concert

66. What was the man asked to do?

(A) Collect tickets
(B) Leave empty rows near the stage
(C) Set up some extra equipment
(D) Pass out programs

67. Look at the graphic. Where will the man most likely be working during the event?

(A) At Position 1
(B) At Position 2
(C) At Position 3
(D) At Position 4

Location	Available Bicycles
65 Elm St.	1
2 Peach St.	4
41 Ames Ave.	3
7 Edson Rd.	2

68. What does the woman say about the clients?

(A) Their flight was delayed.
(B) Their contract has not been signed.
(C) They prefer to try a seafood restaurant.
(D) They want to visit museums.

69. What does the man suggest doing?

(A) Updating an event calendar
(B) Trying some local food
(C) Taking a bus tour
(D) Making reservations

70. Look at the graphic. Which location will the speakers go to?

(A) 65 Elm St.
(B) 2 Peach St.
(C) 41 Ames Ave.
(D) 7 Edson Rd.

PART 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

71. Where is the announcement being made?

(A) At a museum
(B) At a restaurant
(C) At a bus station
(D) At a shopping mall

72. What is being offered for free?

(A) Exhibit passes
(B) Headphones
(C) Food samples
(D) Decorative trees

73. According to the speaker, what will happen next week?

(A) A road will be closed.
(B) A menu will change.
(C) A documentary will be screened.
(D) A holiday sale will end.

---

74. Who most likely is Rita Perez?

(A) A travel agent
(B) An author
(C) A librarian
(D) A news reporter

75. Why is the speaker happy for Rita Perez?

(A) She won a contest.
(B) She received a promotion.
(C) She has become successful.
(D) She will travel abroad.

76. What does the speaker request that the listeners do?

(A) Silence their phones
(B) Take their seats
(C) Ask questions
(D) Make a purchase

---

77. Who most likely are the listeners?

(A) Laboratory technicians
(B) Doctors
(C) Telecommunication specialists
(D) Software designers

78. What does the speaker imply when she says, "they spent fifteen minutes less than usual completing reports each shift"?

(A) A product is effective.
(B) A deadline was extended.
(C) Some tasks have been reassigned.
(D) Some staff members are not being careful.

79. What will the listeners do next?

(A) Tour a facility
(B) Review some charts
(C) Enjoy some refreshments
(D) Watch a product demonstration

---

80. Where does the speaker work?

(A) At a health food store
(B) At a dentist's office
(C) At a fitness center
(D) At a pharmacy

81. Why does the speaker say, "we will be short staffed from four to five due to employee training"?

(A) To ask the listener to work an additional shift
(B) To encourage the listener to come at a different time
(C) To complain about a decision
(D) To refuse a request for time off

82. What does the speaker remind the listener to do?

(A) Bring identification
(B) Pay an overdue bill
(C) Register online
(D) Submit a time sheet

GO ON TO THE NEXT PAGE

83. According to the speaker, who is Min-Ah Choi?

(A) A city official
(B) A company president
(C) An office supervisor
(D) A university professor

84. What is the focus of the seminar?

(A) Project management
(B) Computer skills
(C) Financial planning
(D) Product marketing

85. What does the speaker ask the listeners to do?

(A) Sign in online
(B) Pick up a handout
(C) Ask questions
(D) Form small groups

---

86. Why will a branch office be closed?

(A) Surrounding roads are being repaired.
(B) Sales have recently declined.
(C) The building will be photographed.
(D) The building will undergo renovations.

87. What does the speaker say about conference room B?

(A) It is big enough for a staff meeting.
(B) It will be used as office space.
(C) It has recently been inspected.
(D) It has outdated technology.

88. What will take place on Monday?

(A) A training workshop
(B) A software upgrade
(C) A catered lunch
(D) A facility tour

---

89. What event is happening in June?

(A) A job fair
(B) A music festival
(C) An art exhibit
(D) A fitness demonstration

90. What kind of prize can the listeners win?

(A) Dinner reservations
(B) Concert tickets
(C) A laptop computer
(D) A musical instrument

91. What does the speaker mean when he says, "all the tickets were gone in an hour"?

(A) The listeners should make a purchase as soon as possible.
(B) The listeners should print more tickets.
(C) An event might begin late.
(D) Some vendors will be pleased.

---

92. Where most likely are the listeners?

(A) At a bookstore
(B) At a restaurant
(C) At a bus station
(D) At a movie theater

93. What will the speaker mainly talk about today?

(A) Job duties
(B) Health regulations
(C) Sales goals
(D) Customer feedback

94. What does the speaker ask the listeners to do tomorrow?

(A) Arrive early
(B) Wear a specific color
(C) Park in a designated area
(D) Bring photo identification

Original Invoice: Isabel Rodriguez

Initial Assessment	$60
Design Fees	$600
Materials	$2,530
Labor	$1,500

95. What has the speaker's company been working on?

(A) Landscaping a garden
(B) Repairing a garage door
(C) Remodeling a kitchen
(D) Installing solar panels

96. Look at the graphic. Which amount does the speaker say is incorrect?

(A) $60
(B) $600
(C) $2,530
(D) $1,500

97. What does the speaker say he will do tomorrow?

(A) Go to a home repair store
(B) Inspect some equipment
(C) Purchase some new tools
(D) Complete a project

Table Packages	
SILVER (Seats 4-6) $12	DELUXE (Seats 8-12) $25
GOLD (Seats 6-8) $20	PREMIUM (Seats 10-16) $35

98. What kind of business is being advertised?

(A) A clothing store
(B) A rental company
(C) A convention center
(D) A furniture manufacturer

99. Look at the graphic. Which table package is available at a discounted price?

(A) Silver
(B) Deluxe
(C) Gold
(D) Premium

100. How can the listeners obtain a discount?

(A) By watching a brief video
(B) By visiting a store location
(C) By speaking with a manager
(D) By entering a promotional code

TEST 10

This is the end of the Listening test.

RC

ETS TEST

10

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. Sunwirth Sneakers has several ------- in the greater metropolitan area.

(A) locations
(B) locate
(C) located
(D) location

102. Cimber CPAs offers clients the convenience of ------- their invoices online and by mail.

(A) buying
(B) paying
(C) going
(D) eating

103. The new software at Patel Industries has been working ------- since it was installed last year.

(A) reliable
(B) to rely
(C) more reliable
(D) reliably

104. Best practices in customer service are outlined ------- the training handbook.

(A) along
(B) toward
(C) over
(D) throughout

105. The Scratch software will help us migrate our client records -------.

(A) simple
(B) simpler
(C) simply
(D) simplicity

106. The comedian said that ------- sense of humor was inherited from a grandparent.

(A) herself
(B) her
(C) she
(D) hers

107. Starting this August, Gavelton Bike Tours will be leading group cycling trips ------- Paris to Berlin.

(A) from
(B) beside
(C) along
(D) after

108. We hope to ------- an agreement with Mason Cooper, Inc., within the next week.

(A) reach
(B) talk
(C) reason
(D) put

109. Factory-floor managers must submit an inspection report at the end ------- their shift.

(A) if
(B) to
(C) of
(D) as

110. ------- a retail store, Seedum International will now sell merchandise only through its Web site.

(A) Sometimes
(B) Later
(C) Formerly
(D) Frequently

111. Remarkably, neither Ms. Chen ------- Mr. Gillespie had been notified that the board meeting was canceled.

(A) or
(B) and
(C) with
(D) nor

112. The new microwave soup containers are ------- than the previous ones.

(A) rigid
(B) most rigidly
(C) rigidly
(D) more rigid

113. The Banly Tourism Society is ------- to present the first issue of its publication, *The Banly Quarterly*.

(A) regular
(B) general
(C) proud
(D) favorite

114. Konixer Printers is conducting a thorough ------- of current requests for equipment upgrades.

(A) evaluate
(B) evaluation
(C) evaluator
(D) evaluative

115. ------- the addition of 300 spaces, the ferry terminal's parking area is still full by 9:00 A.M. every day.

(A) Despite
(B) Across
(C) Besides
(D) Inside

116. Justlox, Inc., is planning to ------- redesign Model 543Q with its partners in Britain to ensure a better product.

(A) collaboration
(B) collaborative
(C) collaboratively
(D) collaborate

117. Each box of Lane Permanent Markers contains an ------- of surprising colors.

(A) assortment
(B) excitement
(C) account
(D) industry

118. We were pleased by the ------- and courteous reply we received from Astella Airlines concerning the change in itinerary.

(A) safe
(B) close
(C) clean
(D) prompt

119. The rising employment rate is one factor contributing to ------- in the housing construction trade.

(A) grow
(B) growth
(C) grew
(D) grown

120. The color of the new chairs was not ------- on the invoice.

(A) specify
(B) specified
(C) specifying
(D) specification

GO ON TO THE NEXT PAGE

121. Two hours is the ------- amount of time needed to complete the assignment.

(A) minimum
(B) temporary
(C) bottom
(D) durable

122. A successful digital marketing campaign has helped Fossler Electronics ------- its profit margins.

(A) stabilized
(B) stability
(C) stabilizing
(D) stabilize

123. Applicants for the position of data manager are expected to have a minimum of three years' ------- experience.

(A) supervisors
(B) supervisory
(C) supervise
(D) supervises

124. The mayor's speech at Monday's business breakfast ------- and will be broadcast later this week.

(A) record
(B) recording
(C) being recorded
(D) was recorded

125. The researchers ------- tested different formulas until the desired results were achieved.

(A) soon
(B) suddenly
(C) well
(D) repeatedly

126. Loan specialists at Newton Bank can help your company ------- equipment purchases.

(A) commit
(B) associate
(C) reserve
(D) finance

127. ------- our partnership with Shox Gym, we are able to provide employees with a free membership to the fitness center.

(A) After all
(B) Because of
(C) For this reason
(D) As long as

128. Mr. Tran asked the department whether ------- could work overtime on Friday.

(A) anyone
(B) anywhere
(C) anyway
(D) anyhow

129. Canyonland Corporation will research the potential ------- of expanding its overseas market to East Africa.

(A) deadline
(B) availability
(C) profitability
(D) emphasis

130. Chef Lind's cookbook, ------- will be available next week, contains only dessert recipes.

(A) who
(B) what
(C) which
(D) whose

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.

Pro Unis is now hiring for positions in our production, human resources, and accounting departments. As one of the region's largest employers, Pro Unis ------- **131.** workforces with uniforms for over 70 years. Since our founding, Pro Unis has been committed to employee retention and ------- **132.**. We offer competitive wages, job training, and regular opportunities for promotion. To learn more about ------- **133.**, visit prounis.com/careers. Interested job-seekers will be directed to fill out an online application and upload a résumé. ------- **134.**.

131. (A) outfitted
(B) will outfit
(C) is outfitting
(D) has been outfitting

132. (A) advanced
(B) an advance
(C) they advance
(D) advancement

133. (A) issues
(B) events
(C) openings
(D) investments

134. (A) They must also pass a background check to be eligible for employment.
(B) Let Pro Unis design work uniforms for your company.
(C) You can now follow us on social media.
(D) We recently hired a new director of human resources.

TEST 10

GO ON TO THE NEXT PAGE

Questions 135-138 refer to the following information.

WS Dental is pleased to announce that our practice is -------- **135.** . Our second office is now open at 242 Union Street in Lambton, offering greater -------- **136.** for patients living on the north side of the city. Our original clinic will continue to operate at 12 Finn Place. Dr. Walbeck and Dr. Steiner are committed to providing -------- **137.** care at both locations.

WS Dental provides a full range of dental services at both offices. They are both open from 8 A.M. to 5 P.M., Monday through Friday. -------- **138.** . Extended evening hours will be considered in the coming season.

135. (A) training
(B) expanding
(C) calling
(D) moving

136. (A) collection
(B) production
(C) performance
(D) convenience

137. (A) exception
(B) exceptions
(C) exceptional
(D) exceptionally

138. (A) Our Finn Place office is also open on Saturday mornings.
(B) This area has a rich history and a vibrant downtown.
(C) The facility is comfortable, clean, and bright.
(D) Once there, take a right onto Mountain View Road.

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

To: jroux@xmail.com
From: josephbelle@perilleuxrealestate.com
Date: March 2
Subject: Your job inquiry

Dear Ms. Roux:

Your résumé ------- **139.** to me by a colleague. ------- **140.** . We appreciate your interest in Perilleux Real Estate and will keep your ------- **141.** on file in case a full-time position opens up in the future.

------- **142.** , would you consider working for us part-time on a special project? Our CEO needs administrative support on an ambitious advertising campaign. The project should last until the end of July.

Kindly let me know if this opportunity interests you.

Sincerely,

Joseph Belle, Vice President
Human Resources

139. (A) to pass on
(B) will pass on
(C) is passing on
(D) was passed on

140. (A) It was nice to meet you at the networking event.
(B) Our firm is now six years old.
(C) We are happy to have you as part of our team.
(D) Unfortunately, we do not have an open receptionist position.

141. (A) documents
(B) analysis
(C) descriptions
(D) reports

142. (A) First of all
(B) As mentioned
(C) In the meantime
(D) In order that

TEST 10

GO ON TO THE NEXT PAGE

Questions 143-146 refer to the following article.

Hurst Airlines Improves its Customer Service Offerings

LOS ANGELES (September 22)—Hurst Airlines has started installing self-check-in kiosks where passengers can scan their identification, print their own boarding passes, and tag their own luggage to be loaded onto the aircraft. These new ------- **143.** are already in place at two airports in California. ------- **144.** will soon be available at all airports where Hurst Airlines flies. According to Hurst Airlines CEO Roxana Ghazi, the company aims for all its service areas ------- **145.** equipped with kiosks by the end of the summer.

The intent of these kiosks is to make the check-in process run more quickly. Said Ms. Ghazi, "We have limited staff, and lines can often be quite long. ------- **146.** . These new kiosks are expected to significantly reduce the amount of time spent in line."

143. (A) devices
(B) positions
(C) materials
(D) regulations

144. (A) It
(B) She
(C) They
(D) Either

145. (A) to be
(B) that are
(C) they were
(D) having been

146. (A) Unfortunately, we are changing our routes.
(B) Passengers should arrive two hours before a flight.
(C) We expect to hire more staff soon.
(D) This is especially true during peak operating times.

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 job posting.

EMPLOYMENT CENTER

Home | **Find a Job** | Apply

Management Assistant, Property Development Division

Fuhr Realty Ltd. has a need for a full-time management assistant to provide customer service, data entry, and general administrative support associated with our Property Development Division. The individual will respond to requests for information from the public, research and track permits, and assist with maintaining department records. The position requires a minimum of a bachelor's degree and two years of related office experience. Strong computer literacy and excellent written and spoken communication skills are a must.

Applications will be accepted through March 30.

147. What is included in the job posting?

(A) The location of Fuhr Realty Ltd.
(B) A starting date for the position
(C) A description of job responsibilities
(D) Information about employment benefits

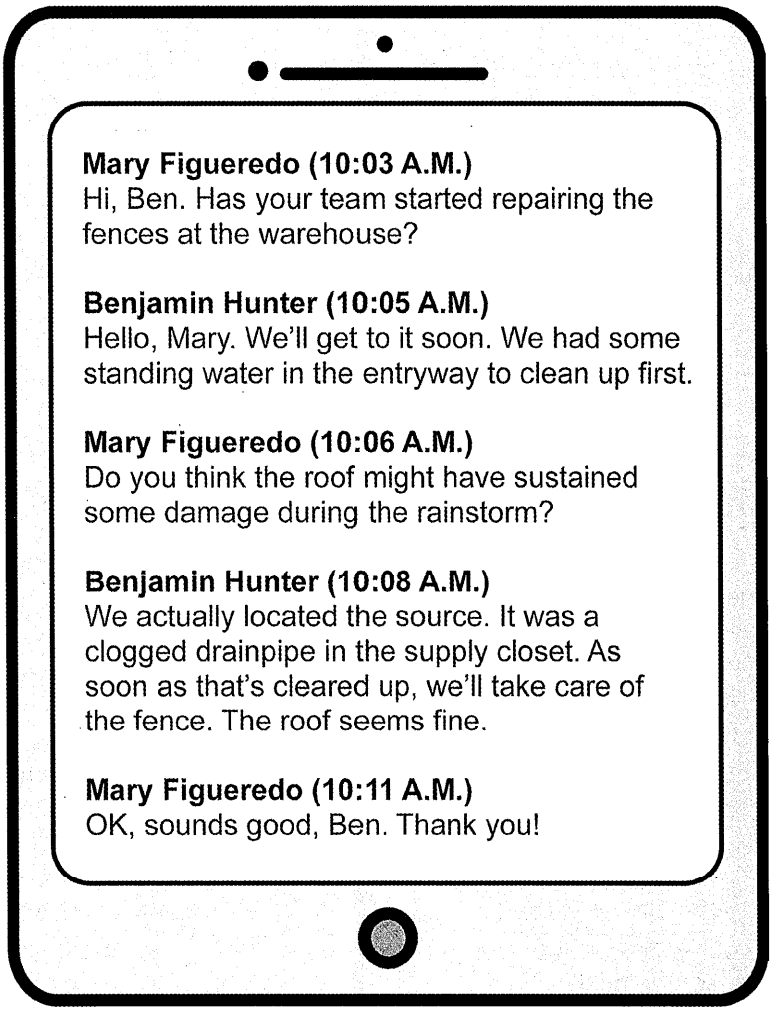
148. What qualification is necessary for the position?

(A) A degree in accounting
(B) A professional certification
(C) Experience as a manager
(D) Good computer skills

TEST 10

GO ON TO THE NEXT PAGE

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



Mary Figueredo (10:03 A.M.)
Hi, Ben. Has your team started repairing the fences at the warehouse?

Benjamin Hunter (10:05 A.M.)
Hello, Mary. We'll get to it soon. We had some standing water in the entryway to clean up first.

Mary Figueredo (10:06 A.M.)
Do you think the roof might have sustained some damage during the rainstorm?

Benjamin Hunter (10:08 A.M.)
We actually located the source. It was a clogged drainpipe in the supply closet. As soon as that's cleared up, we'll take care of the fence. The roof seems fine.

Mary Figueredo (10:11 A.M.)
OK, sounds good, Ben. Thank you!

149. What most likely is Mr. Hunter's profession?

(A) Receptionist
(B) Interior decorator
(C) Maintenance worker
(D) Security guard

150. At 10:05 A.M., why does Mr. Hunter write, "We'll get to it soon"?

(A) His team will begin a task shortly.
(B) His team will continue a project.
(C) His team will arrive at a location quickly.
(D) His team will clean up some water.

Questions 151-152 refer to the following notice.

Attention Line 75 Riders

All Metrowestern passengers should be aware of the following temporary changes for bus line 75. Due to construction, service on Eighth Avenue between Taylor Street and Forbes Boulevard will be suspended during the following periods. We apologize for any inconvenience.

Monday, April 5, 10:00 A.M.–4:00 P.M.
Wednesday, April 7, 11:00 A.M.–4:30 P.M.
Friday, April 9, 6:30 P.M.–10:00 P.M.
Saturday, April 10, 9:00 A.M.–5:00 P.M.

As usual, all Metrowestern bus service ends at 11:30 P.M. All buses begin running again at 5:45 A.M. daily.

151. What is the purpose of the notice?

(A) To introduce a new express bus route
(B) To announce temporary changes in bus service
(C) To report on the completion of a construction project
(D) To request that riders avoid travel during peak hours

152. According to the notice, when will the bus route be available?

(A) On April 5 at 11:30 A.M.
(B) On April 7 at 5:30 A.M.
(C) On April 9 at 3:00 P.M.
(D) On April 10 at 4:00 P.M.

TEST 10

GO ON TO THE NEXT PAGE

Questions 153-154 refer to the following e-mail.

To:	Peter Burstein
From:	Calle Nilsson
Subject:	Meeting rescheduled
Date:	22 October

Hi Peter,

Next week's meeting needs to be rescheduled. The new office assistant, Martina, did not take into consideration that the clients' offices are located throughout the world and in a variety of time zones. Several would have had to stay after closing time in order to attend the meeting. I have already canceled the original meeting and sent apologies for the inconvenience.

Could you please find time to review this with Martina? This is a task she will be performing regularly. I should have had you work with her before asking her to set up the appointment.

Thank you,

Calle Nilsson, Office Manager
Creatyx of Sweden AB

153. Why did Ms. Nilsson send the e-mail?

(A) To set up an interview
(B) To suggest a new client
(C) To announce a new calendar system
(D) To request that an employee be trained

154. What was wrong with the original time of the meeting?

(A) It was scheduled during an office holiday.
(B) It was not convenient for international clients.
(C) Ms. Nilsson was not available on that date.
(D) The room was being used by Mr. Burstein.

Questions 155-157 refer to the following e-mail.

E-mail

To:	Bradley Watkins
From:	Aiko Yamashita
Subject:	New software
Date:	April 4

Bradley, I've come across a new software program that I think will be very useful for creating checklists to organize our projects. — [1] —. It's called Close Project, and it seems fairly easy to work with. — [2] —. Users log in to view a list of items that need to be completed for each project they are working on. — [3] —. This helps to keep better track of the progress of each project. There's even a mobile application that allows users to take photographs to show an actual problem, such as a broken pipe. — [4] —. I've downloaded a sample program. Would you be interested in coming to my office this afternoon to go through it with me? Let me know.

Aiko

155. Why did Ms. Yamashita send the e-mail to Mr. Watkins?

(A) To reschedule an appointment
(B) To confirm that he has received a sample
(C) To inform him about a new product
(D) To find out whether he has completed a project

156. What does Ms. Yamashita ask Mr. Watkins to do?

(A) Contact her
(B) Call a subcontractor
(C) Send some photographs
(D) Write some project notes

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

"Then they check 'Completed' when each task is finished."

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

TEST 10

GO ON TO THE NEXT PAGE

Questions 158-160 refer to the following announcement.

Win Free Juice for the Summer!

Here at Fresh Burst we want to celebrate the approaching summer! We'll reward the customer who comes up with a juice flavour that is brand-new. The lucky winner will receive a case of twenty-four 250 ml. bottles of the new juice every month from 1 July through 30 September! We'll also take photographs of you with your new juice to use in our advertising campaigns.

All you have to do is leave a comment describing your idea for a new flavour on our Fresh Burst social media page, then share your post with your friends. In your post, don't forget to include the creative name you've invented for your new juice!

The contest runs from 6 January until 14 February. The winner will be notified by 25 April. Please note that the competition is only open to people aged 18 and over. Please also note that we cannot accept entries that include logos, product names, or other materials that are copyrighted by other companies.

158. What type of organization most likely is Fresh Burst?

(A) A local newspaper
(B) A photography studio
(C) A social media platform
(D) A beverage manufacturer

159. When is the deadline to enter the competition?

(A) January 6
(B) February 14
(C) April 25
(D) September 30

160. What is NOT a requirement for entering the competition?

(A) Being at least 18 years old
(B) Including a logo with the entry
(C) Sharing a post on social media
(D) Creating a name for the new product

Questions 161-163 refer to the following chart.

Mergystic Industries (MI) Plant Operations Workflow

1. Trucks deliver materials to MI plant. Nonrecyclable items are removed; recyclables are put on a conveyor belt. Discarded items are transferred to trucks for landfill disposal.
2. Rotating discs lift out cardboard. Smaller items pass through the screen. Boxes are cleaned and flattened.
3. Paper passes under a low barrier to a holding area, while other objects continue on. Paper items are shredded.
4. A magnet removes metal objects from the conveyor belt. Metal objects are automatically sorted by type and crushed.
5. Glass items are manually removed from the belt. Glass objects are shattered.
6. An optical scanner separates plastics by type using a printed-on code. All processed items are sent to manufacturers as raw materials.

161. What type of business most likely is Mergystic Industries?

(A) A manufacturing firm
(B) A package-printing company
(C) A recycling plant
(D) A shipping company

162. According to the chart, what happens to cardboard boxes in the process?

(A) They are put behind a screen.
(B) They are cleaned.
(C) They are filled with products.
(D) They are crushed.

163. What items are most likely removed from the conveyor belt at stage 4 ?

(A) Milk cartons
(B) Glass jars
(C) Steel cans
(D) Plastic bottles

GO ON TO THE NEXT PAGE

Questions 164-167 refer to the following article.

New and Notable in Tarryville

Many in our small city thought we would never have a restaurant-delivery service. — [1] —. But thanks to two enterprising young people, we now have TVL Delivers! Alicia Kazarian and Theresa Cho were in their final year at the local university when they came up with their plan last May. "We were studying for exams one night and wanted to avoid going out for dinner. We were frustrated by the limited options available in Tarryville for food delivery. We wanted an easy way to find, order, and pay for our meals. — [2] —. But no such service existed here," said Ms. Cho.

In an effort to fill the food-delivery gap in Tarryville, TVL Delivers connects diners and restaurants on an online platform that serves each of their needs. — [3] —. Restaurants can reach a broader clientele, and customers can choose from an impressively diverse list of vendors, select and order their food, and pay through one of a number of online payment methods, all from the convenience of their home or office. The restaurants partnering with TVL Delivers are spread across most of Tarryville's neighborhoods and offer food options to suit any budget. — [4] —. "We think we're off to a good start, but we already have improvements in mind," said Ms. Kazarian. "Some food-delivery services promise that orders will be delivered in as little as 30 minutes. We hope eventually to deliver within a specified time, but we need to ensure that all aspects of our service are working properly before officially making that promise."

The head of the Tarryville Business Council, Barry Porter, expressed enthusiasm for the new business. "Of course, I am always excited for a new business to open here in Tarryville. But this is a business that local residents have long wished for. And, with the recent opening of Crisley Office Park on the south side of the city, I am sure TVL Delivers will be a success."

164. What is the purpose of the article?

(A) To review a restaurant that just opened
(B) To interview a famous Tarryville resident
(C) To report on the construction of a new city building
(D) To describe a recently launched business

165. According to the article, what is NOT offered by TVL Delivers?

(A) Guaranteed delivery times
(B) Online menus
(C) Convenient payment options
(D) A variety of participating vendors

166. What does Mr. Porter suggest about the businesses at Crisley Office Park?

(A) They will soon move to another location.
(B) They will order from TVL Delivers.
(C) Some of them will be restaurants.
(D) Some of them will hire local university students.

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

"We also wanted to be able to choose from a range of cuisines and price points."

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

TEST 10

GO ON TO THE NEXT PAGE

Questions 168-171 refer to the following letter.

3 November

Rhys Tomasen
Hiring Manager
Slepoy Marketing Ltd.
Level 7, 500 Exeton Street
Sydney, NSW 2000

Dear Mr. Tomasen,

I would like to thank you again for the opportunity to interview for the position of staff photographer with Slepoy Marketing. Although I am disappointed that I was not chosen, I enjoyed meeting you and your staff. Your decision to go with another candidate does not diminish my belief that your company is a first-rate marketing firm, which rightfully deserves the many awards it has won.

Incidentally, during our meeting you happened to mention your upcoming mountain-themed campaign as well as the fact that your company often hires freelance photographers. I will be traveling in Asia for the next three months, and plan to shoot landscape photographs that might be appropriate for this campaign. Should you be interested, I would be happy to send you some of those pictures.

Thanks again for meeting with me. I hope to have another opportunity to speak with you at this year's Graphic Arts Conference in Brisbane.

Sincerely,

Ye-Eun Whang
Ye-Eun Whang

168. Why did Ms. Whang send the letter?

(A) To decline a job offer
(B) To offer her services
(C) To inquire about a job opening
(D) To suggest a candidate for a position

169. What is Ms. Whang's opinion of Slepoy Marketing?

(A) It is worthy of its many awards.
(B) It offers services that are in high demand.
(C) It has good hiring practices.
(D) It values staff collaboration.

170. What does Ms. Whang want to send Mr. Tomasen?

(A) A list of references
(B) Some marketing ideas
(C) A conference program
(D) Some photographs

171. When does Ms. Whang hope to see Mr. Tomasen again?

(A) At a second interview
(B) At a marketing meeting
(C) At a photography session
(D) At a professional conference

GO ON TO THE NEXT PAGE

Questions 172-175 refer to the following online chat discussion.

CHAT

Nora O'Byrne (9:36 A.M.) Ms. Klimek, I just purchased plane tickets to our presentation meeting with the Madrid retailer next week.

Anna Klimek (9:37 A.M.) Great. Did you manage to book a flight for Thursday?

Nora O'Byrne (9:37 A.M.) Yes, at 4:00 P.M. We'll arrive there in the evening, with enough time to rest before the Friday meeting. Back to Dublin on Saturday, as planned.

Anna Klimek (9:38 A.M.) Perfect. Could you also take care of travel insurance?

Nora O'Byrne (9:38 A.M.) To cover both health and merchandise examples?

Anna Klimek (9:39 A.M.) Yes, we're taking fabrics, designs, and a few selections from our line. Can you use the same insurance agent as last time?

Nora O'Byrne (9:40 A.M.) Mr. Daly, could you prepare an insurance package for Ms. Klimek and me? International travel, covering health and sample goods we will be bringing.

Fergal Daly (9:40 A.M.) With pleasure. Can I have your flight and baggage details?

Nora O'Byrne (9:41 A.M.) Next Thursday to Saturday. Dublin to Madrid and return, on Air Conaway. Lightweight baggage, mainly apparel and fashion accessories.

Fergal Daly (9:59 A.M.) OK, I've just forwarded you an electronic policy.

Nora O'Byrne (10:01 A.M.) Thank you! I've just provided my electronic signature. I'll wire the money now.

Fergal Daly (10:02 A.M.) Take your time. The insurance company allows two days, so you have until Wednesday.

Send

172. In what industry do Ms. O'Byrne and Ms. Klimek most likely work?

(A) Insurance
(B) Advertising
(C) Clothing
(D) Health care

173. When will a presentation probably be given?

(A) On Wednesday
(B) On Thursday
(C) On Friday
(D) On Saturday

174. What are Ms. O'Byrne and Ms. Klimek planning to take on board the airplane?

(A) Customers' orders
(B) Training materials
(C) Heavy luggage
(D) Product samples

175. At 10:02 A.M., what does Mr. Daly mean when he writes, "Take your time"?

(A) A payment does not need to be made immediately.
(B) A signature is not needed until next week.
(C) A document will be sent tomorrow.
(D) A flight has been delayed.

GO ON TO THE NEXT PAGE

Questions 176-180 refer to the following articles.

New Theatre Almost Ready

By Nigel Smith

LIVERPOOL (15 August)—Work is nearing completion on a new theatre, which will become the first new theatre in the city for the past 20 years. The Cricket Theatre, which is being built on the site of the former Fletcher shoe factory, will have an auditorium that can seat 400 patrons. The theatre will be operated by the Watts-Spicer Group, which owns three other theatres, two in London and one in York.

The venue is expected to open in October, said Watts-Spicer's chairperson, Colin Watts. "We have just completed the longest stage of the project, which was slower than expected due to back-ordered seats from Australia. We are expecting to open with the musical *Backup* on 30 October." The Cricket Theatre will host a variety of productions, from traditional plays to special engagements with artists of all kinds.

Cricket Theatre's *Backup* Is Wonderful

By Clara Kennedy

LIVERPOOL (2 December)—The Cricket Theatre's first production, *Backup*, opened last night to a full house. Theatregoers were clearly delighted by this new musical, which is based on a true story. *Backup* follows Babette Jones, a young backup singer for famous musical acts, through her 23-year struggle to become a successful solo act. Liverpool native Tami McClure, as Ms. Jones, thrilled the audience with her wide-ranging vocals. Paul Robinson, who played her fearless manager, also put in a strong performance. Costume designer Sophie Wright's fashions were exquisite.

Backup's strong production values and the Cricket Theatre's reasonable ticket prices point to a long and successful future for this new theatre. *Backup* runs until 5 February at the Cricket Theatre.

176. What is indicated about the Watts-Spicer Group?

(A) It runs multiple theaters.
(B) It owned the Fletcher shoe factory.
(C) It is an Australian company.
(D) It operates the oldest theater in the city.

177. In the first article, the word "stage" in paragraph 2, line 4, is closest in meaning to

(A) phase
(B) platform
(C) scene
(D) presentation

178. What is implied about the Cricket Theatre?

(A) Its prices are very high.
(B) Its shows will mainly be musical comedies.
(C) Its expected opening was delayed.
(D) Its next production begins in January.

179. According to the second article, what is indicated about *Backup*?

(A) It had low ticket sales.
(B) It disappointed the audience.
(C) Its story is fictional.
(D) Its story takes place over several decades.

180. Who is Ms. McClure?

(A) A performer
(B) A manager
(C) A costume designer
(D) A set designer

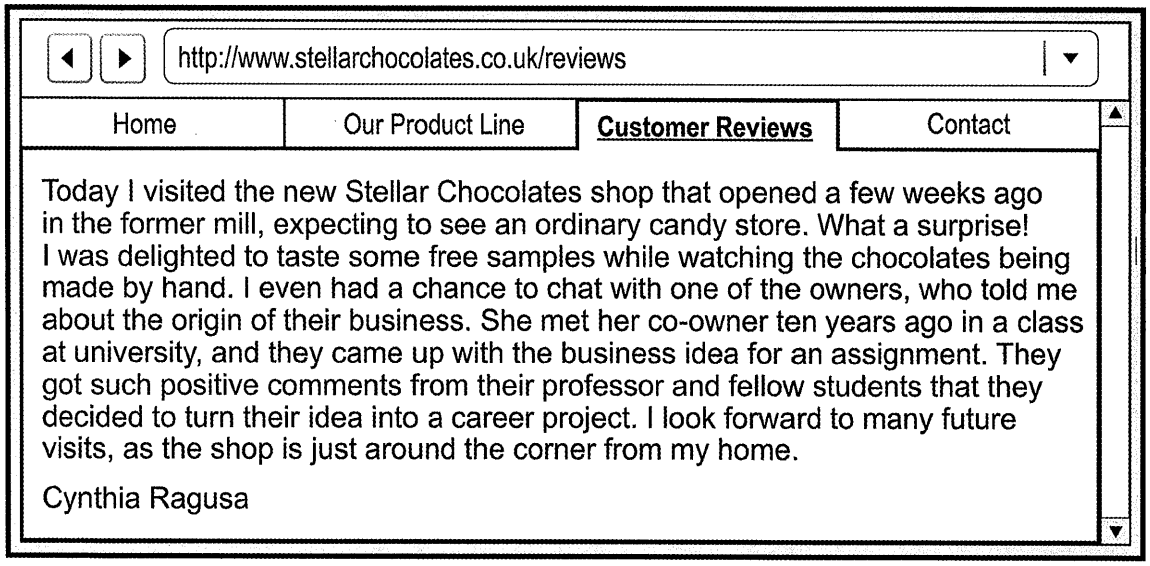
GO ON TO THE NEXT PAGE

Questions 181-185 refer to the following article and online review.

KENT (26 February)—Stellar Chocolates is a local business offering a wide selection of handcrafted delicacies. With two shops in Kent, the business is well-known in the area. Recently, however, Stellar Chocolates gained national recognition by earning top awards from the Chocolate Council last month.

Stephanie Davidson, who co-owns the shops with Brian Markus, emphasises the sources and quality of Stellar Chocolates. "Before launching the business, Brian and I spent several months travelling to areas of the world known for quality cacao-bean production. We inspected the plants and learned about traditional harvesting and roasting processes," she said. In fact, production started only after the co-owners had secured the finest ingredients for their products. They now incorporate a variety of other ingredients such as chili, basil, and even wasabi, to create a unique line of chocolates.

Demand for Stellar's line has continued to grow, and the firm expects to open a third shop in Bath later this year. Ms. Davidson noted that they have found additional space in an old mill to be converted for retail use. "The new shop will be our largest, and we plan to establish a mail-order business so that we can ship not just domestically but also internationally," she said.



181. What is stated about Stellar Chocolates in the article?

(A) It sells a variety of items in addition to chocolates.
(B) It does most of its business through mail orders.
(C) It has been recognized for excellence in chocolate making.
(D) It has recently automated its manufacturing process.

182. What is indicated about Mr. Markus?

(A) He was interviewed for the article.
(B) He is a frequent customer.
(C) He met Ms. Davidson at university.
(D) He oversaw the conversion of the mill.

183. In the article, the word "finest" in paragraph 2, line 11, is closest in meaning to

(A) healthiest
(B) best
(C) thinnest
(D) most common

184. What is suggested about Ms. Ragusa?

(A) She seldom eats chocolate.
(B) She used to work in a mill in Kent.
(C) She is a colleague of Ms. Davidson's.
(D) She lives in Bath.

185. What is indicated about the newest Stellar Chocolates shop?

(A) Its opening was delayed.
(B) Its hours have been extended.
(C) It is located in a former post office.
(D) It offers complimentary samples.

GO ON TO THE NEXT PAGE

Questions 186-190 refer to the following e-mail, Web page, and form.

To:	Alex Gulin <alex.gulin@senmail.ca>
From:	Kohek Apparel <orders@kohekapparel.com>
Date:	August 27
Subject:	Kohek Apparel order confirmation

Dear Alex:

Thank you for your online order from Kohek Apparel! Your order should arrive within 5–10 business days. See below for details:

Order Number: 96781

Deliver To: 22 Exeter Street, Toronto, M4B 1B3 CANADA

Order Summary:

Description	Item Number	Color	Size	Price
Jogging suit	P394	Charcoal gray	Large	$78.00
Cotton shirt	S963	Bright white	Large	$36.00
Wool sweater	SW852	Sky blue	Large	$45.00
Fleece jacket	J109	Moss green	Large	$65.00
			Total	**$224.00**

We appreciate your repeated business! To receive a coupon for 10 percent off your next order, visit our website and enter the promotional code RC008.

http://www.kohekapparel.com/returns

KOHEK APPAREL—**Return Policy**

Kohek Apparel strives to create high-quality, great-fitting items at a reasonable price. We want you to be completely satisfied with your order and would like to make the return process as easy as possible.

To return an item, request a shipping label by emailing customersupport@kohekapparel.com. A printable shipping label will be emailed to you. Once you receive it, place the item in the same box it arrived in, along with a completed return request form (found on the back of your invoice), and tape the shipping label to the box. If you no longer have the original box, place the item in a different box. Your purchase will be fully refunded once we receive the package.

Returns within the United States are completely free. For returns from Canada, a $6 shipping charge will be deducted from your refund. From all other countries, the shipping charge is $12.

http://www.kohekapparel.com/returns

KOHEK APPAREL—**Return Request**

Name: Alex Gulin

Customer ID: A.Gul370

Order Number: 96781

Returning Item Number: J109

Reason for the return: Item was too large. **Order a different size?** No **Size** _____

Comments:
I've been ordering the same size from Kohek Apparel for years. I was surprised that this time the sizing was off. But I'm happy with my other items.

186. What is suggested about Kohek Apparel?

(A) It has added several new items to its inventory.
(B) It offers discounts to returning customers.
(C) It specializes in summer apparel.
(D) It does not ship items internationally.

187. What do all of the items in Mr. Gulin's order have in common?

(A) They are made from the same material.
(B) They are the same price.
(C) They are manufactured in Canada.
(D) They are the same size.

188. What do customers need to do when returning an item?

(A) Use a box of a specific size
(B) Submit a form online
(C) Print out a shipping label
(D) Use a specific delivery company

189. What item is Mr. Gulin returning?

(A) A jogging suit
(B) A shirt
(C) A sweater
(D) A jacket

190. What is indicated about Mr. Gulin?

(A) He will be charged a return shipping fee.
(B) He is dissatisfied with the refund policy.
(C) He is going to order a replacement item.
(D) He will not buy clothes again from Kohek Apparel.

GO ON TO THE NEXT PAGE

Questions 191-195 refer to the following schedule, newsletter article, and form.

Kuraki Motors Canadian Dealer Annual Meeting
Schedule for Friday, June 8

7:30 A.M.	Breakfast	East Ballroom
9:00 A.M.	Keynote Address CEO Katsuhiko Nakamuro	South Ballroom
10:30 A.M.	Kuraki Business Outlook Vice President Jiro Higa	South Ballroom
Noon	Lunch	East Ballroom
1:30 P.M.	New Product Debuts Chief Designer Yuna Yamashita	South Ballroom
4:00 P.M.	Dealer-Led Seminars: The Modern Dealership Digital Campaigns	 Mara Room Flora Room
6:00 P.M.	Dinner	East Ballroom

Canadian Dealer Meeting

By Josie Hopkins, *Kuraki Now* Staff Writer

Executives from Kuraki Motors returned to Toronto for an annual meeting of the nearly 1,000 Canadian representatives of the brand. The two-day event kicked off on Friday morning with CEO Katsuhiko Nakamuro, who gave a keynote address highlighting progress on the company's new manufacturing plant in Toronto. He was followed by Vice President Jiro Higa detailing increased production levels and expected growth. Attendees then had the opportunity to attend two days of seminars. But the highlight of the event was the unveiling of two new models, the sleek Daino sedan and Kuraki's new hybrid, the Pura. The models will be rolling into dealerships in August.

Kuraki Motors Canadian Dealer Annual Meeting—Survey Form

Thank you for attending this year's dealer meeting. We would appreciate your feedback. Please use the following rating scale to rate each of the seminars you attended.

Rating Scale: 4 = excellent; 3 = very good; 2 = satisfactory; 1 = poor

Seminars	Rating
The Modern Dealership	4
Digital Campaigns	n/a
Proven Methods to Attract Salespeople	4
Internet Sales Success	n/a
The Business Model of the Future	n/a
Standing Out from the Competition	4

Comments:

The seminars on both days were informative as always. I wish that some were not scheduled at the same time and that more were offered before lunch on Saturday. Some of my colleagues were unable to stay for the afternoon sessions.

Name: Howard Gellman

191. In which location did Kuraki's senior executives make presentations?

(A) East Ballroom
(B) South Ballroom
(C) Mara Room
(D) Flora Room

192. What is one purpose of the article?

(A) To summarize the events that took place at an annual meeting
(B) To review the features of a new car model
(C) To provide details about seminars being offered
(D) To announce the promotion of Mr. Nakamuro

193. When were the Daino and the Pura most likely introduced to meeting attendees?

(A) At 7:30 A.M.
(B) At 9:00 A.M.
(C) At 1:30 P.M.
(D) At 6:00 P.M.

194. What is indicated about Mr. Gellman?

(A) He attended a seminar on Friday.
(B) He left before lunch on Saturday.
(C) He works in digital advertising for Kuraki.
(D) He plans to lead a seminar at next year's meeting.

195. What is Mr. Gellman's complaint about the seminars?

(A) They were too long.
(B) The topics were boring.
(C) It was not possible to attend them all.
(D) He did not like the presenters.

GO ON TO THE NEXT PAGE

Questions 196-200 refer to the following invitation, brochure, and e-mail.

Creative Tech Conference

Join us for the Tenth Annual Creative Tech Conference. Explore the latest technologies with the top innovators in their fields. Enjoy a full day of presentations, workshops, discussions, and exhibitions, culminating with a keynote address by Ayana Gonzalez, the founder of Grutenhur Tech.

May 12, 9 A.M.–6 P.M.
Bondal University
22 Markus Street
Ione, California

Purchase tickets online at www.creativetechcon.com/tickets.

Interested in being a sponsor? See the attached sponsor benefits brochure.

Creative Tech Conference
Sponsor Benefits

We couldn't run the Creative Tech Conference without the help of sponsors. In addition to supporting entrepreneurs and innovators, sponsorship is a great way to get the name of your business out to our 500+ attendees in various tech fields. See below for sponsorship levels.

Innovator—$5,000
- Your company's logo on a large banner displayed during the keynote address
- Free four-hour exhibitor booth
- Your company's logo featured on our Web site and conference program
- Half-price tickets for all employees that attend the conference

Creator—$3,000
- Your company's logo on a large banner displayed during the final reception
- Free four-hour exhibitor booth
- Your company's logo featured on our Web site and conference program

Entrepreneur—$2,000
- Your company's logo featured on our Web site and conference program
- Free four-hour exhibitor booth

Patron—$1,000
- Your company's logo featured on our Web site and conference program

Please contact sponsors@creativetechconference.com for more information.

E-mail

To:	All Orlavel Analytics Staff
From:	Edsel Skyers
Subject:	Creative Tech Conference
Date:	May 2

Dear Staff,

I hope you will attend the Creative Tech Conference on May 12. It is taking place nearby at Bondal University. I have gone the past two years, and it is a great way to network and stay informed about the newest trends in our field. And because we are a sponsor of the event, our employees receive a discount on tickets. Plus, as some of you may know, the keynote speaker is a former employee! Let me know if you have any questions.

Edsel Skyers
Product Development Director
Orlavel Analytics

196. What does the invitation state about the Creative Tech Conference?

(A) It is organized by university professors.
(B) University students can request free tickets.
(C) It is a one-day conference.
(D) This is the first year the conference will take place.

197. According to the brochure, what is a benefit of sponsoring the conference?

(A) Sponsors can give a presentation at the conference.
(B) Sponsors are invited to a special reception.
(C) Sponsors can advertise their business to potential customers.
(D) Sponsors get free product samples.

198. Why did Mr. Skyers write the e-mail?

(A) To introduce his staff to a new employee
(B) To encourage his staff to attend an event
(C) To tell his staff about new technology
(D) To announce a research partnership with a university

199. What is indicated about Ms. Gonzalez?

(A) She is a sponsor of the Creative Tech Conference.
(B) She lives in Ione, California.
(C) She opened a business 10 years ago.
(D) She previously worked for Orlavel Analytics.

200. What type of sponsor is Orlavel Analytics?

(A) Innovator
(B) Creator
(C) Entrepreneur
(D) Patron

TEST 10

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.

기출 TEST 6

1 (C)	**2** (D)	**3** (C)	**4** (A)	**5** (C)
6 (D)	**7** (B)	**8** (C)	**9** (B)	**10** (A)
11 (C)	**12** (B)	**13** (B)	**14** (A)	**15** (C)
16 (C)	**17** (A)	**18** (C)	**19** (C)	**20** (B)
21 (B)	**22** (B)	**23** (A)	**24** (A)	**25** (A)
26 (C)	**27** (B)	**28** (C)	**29** (A)	**30** (B)
31 (C)	**32** (D)	**33** (B)	**34** (A)	**35** (C)
36 (B)	**37** (B)	**38** (C)	**39** (A)	**40** (B)
41 (A)	**42** (C)	**43** (D)	**44** (D)	**45** (C)
46 (A)	**47** (D)	**48** (B)	**49** (C)	**50** (A)
51 (D)	**52** (C)	**53** (B)	**54** (D)	**55** (C)
56 (C)	**57** (A)	**58** (D)	**59** (C)	**60** (B)
61 (D)	**62** (B)	**63** (A)	**64** (D)	**65** (D)
66 (C)	**67** (D)	**68** (B)	**69** (D)	**70** (D)
71 (C)	**72** (C)	**73** (A)	**74** (A)	**75** (B)
76 (D)	**77** (D)	**78** (C)	**79** (C)	**80** (B)
81 (D)	**82** (A)	**83** (D)	**84** (C)	**85** (A)
86 (D)	**87** (C)	**88** (C)	**89** (B)	**90** (D)
91 (C)	**92** (A)	**93** (B)	**94** (A)	**95** (C)
96 (B)	**97** (A)	**98** (D)	**99** (C)	**100** (B)

기출 TEST 6

101 (B)	**102** (C)	**103** (A)	**104** (C)	**105** (C)
106 (B)	**107** (B)	**108** (D)	**109** (A)	**110** (A)
111 (D)	**112** (D)	**113** (C)	**114** (A)	**115** (B)
116 (D)	**117** (D)	**118** (A)	**119** (D)	**120** (D)
121 (C)	**122** (A)	**123** (B)	**124** (B)	**125** (A)
126 (A)	**127** (D)	**128** (C)	**129** (B)	**130** (A)
131 (B)	**132** (C)	**133** (A)	**134** (C)	**135** (B)
136 (D)	**137** (D)	**138** (C)	**139** (A)	**140** (B)
141 (D)	**142** (D)	**143** (A)	**144** (C)	**145** (D)
146 (B)	**147** (C)	**148** (D)	**149** (A)	**150** (D)
151 (C)	**152** (B)	**153** (A)	**154** (D)	**155** (D)
156 (C)	**157** (C)	**158** (B)	**159** (C)	**160** (D)
161 (A)	**162** (C)	**163** (D)	**164** (C)	**165** (A)
166 (C)	**167** (C)	**168** (B)	**169** (C)	**170** (A)
171 (D)	**172** (B)	**173** (A)	**174** (C)	**175** (C)
176 (B)	**177** (C)	**178** (A)	**179** (D)	**180** (D)
181 (C)	**182** (B)	**183** (D)	**184** (C)	**185** (B)
186 (C)	**187** (A)	**188** (D)	**189** (B)	**190** (D)
191 (A)	**192** (D)	**193** (C)	**194** (B)	**195** (B)
196 (A)	**197** (D)	**198** (B)	**199** (C)	**200** (D)

기출 TEST 7

1 (A)	**2** (C)	**3** (C)	**4** (B)	**5** (D)
6 (A)	**7** (C)	**8** (A)	**9** (C)	**10** (B)
11 (C)	**12** (B)	**13** (C)	**14** (C)	**15** (A)
16 (B)	**17** (B)	**18** (C)	**19** (C)	**20** (B)
21 (C)	**22** (C)	**23** (A)	**24** (C)	**25** (A)
26 (B)	**27** (A)	**28** (B)	**29** (A)	**30** (B)
31 (A)	**32** (B)	**33** (A)	**34** (C)	**35** (B)
36 (A)	**37** (A)	**38** (C)	**39** (D)	**40** (B)
41 (B)	**42** (A)	**43** (A)	**44** (C)	**45** (A)
46 (D)	**47** (C)	**48** (D)	**49** (B)	**50** (C)
51 (A)	**52** (C)	**53** (B)	**54** (A)	**55** (C)
56 (A)	**57** (B)	**58** (D)	**59** (B)	**60** (D)
61 (A)	**62** (B)	**63** (D)	**64** (A)	**65** (D)
66 (C)	**67** (A)	**68** (A)	**69** (B)	**70** (B)
71 (D)	**72** (A)	**73** (C)	**74** (B)	**75** (B)
76 (D)	**77** (A)	**78** (B)	**79** (C)	**80** (B)
81 (A)	**82** (B)	**83** (C)	**84** (B)	**85** (A)
86 (C)	**87** (D)	**88** (A)	**89** (A)	**90** (A)
91 (B)	**92** (C)	**93** (A)	**94** (D)	**95** (B)
96 (A)	**97** (C)	**98** (C)	**99** (D)	**100** (D)

기출 TEST 7

101 (D)	102 (B)	103 (B)	104 (B)	105 (C)
106 (A)	107 (B)	108 (D)	109 (D)	110 (C)
111 (C)	112 (A)	113 (C)	114 (B)	115 (D)
116 (A)	117 (C)	118 (C)	119 (D)	120 (A)
121 (C)	122 (B)	123 (A)	124 (A)	125 (D)
126 (A)	127 (C)	128 (B)	129 (C)	130 (A)
131 (D)	132 (B)	133 (A)	134 (C)	135 (A)
136 (C)	137 (D)	138 (D)	139 (A)	140 (D)
141 (A)	142 (B)	143 (B)	144 (A)	145 (D)
146 (C)	147 (D)	148 (A)	149 (D)	150 (C)
151 (C)	152 (A)	153 (C)	154 (B)	155 (C)
156 (D)	157 (B)	158 (C)	159 (A)	160 (D)
161 (A)	162 (D)	163 (C)	164 (A)	165 (B)
166 (C)	167 (B)	168 (C)	169 (D)	170 (C)
171 (B)	172 (B)	173 (A)	174 (C)	175 (D)
176 (B)	177 (B)	178 (A)	179 (D)	180 (A)
181 (B)	182 (C)	183 (C)	184 (D)	185 (B)
186 (A)	187 (D)	188 (D)	189 (C)	190 (C)
191 (B)	192 (A)	193 (C)	194 (D)	195 (D)
196 (A)	197 (A)	198 (D)	199 (D)	200 (B)

기출 TEST 8

1 (A)	**2** (D)	**3** (C)	**4** (D)	**5** (C)
6 (B)	**7** (A)	**8** (A)	**9** (B)	**10** (B)
11 (A)	**12** (B)	**13** (A)	**14** (C)	**15** (C)
16 (C)	**17** (B)	**18** (C)	**19** (A)	**20** (C)
21 (C)	**22** (A)	**23** (C)	**24** (C)	**25** (B)
26 (B)	**27** (C)	**28** (A)	**29** (A)	**30** (A)
31 (C)	**32** (A)	**33** (C)	**34** (D)	**35** (A)
36 (B)	**37** (C)	**38** (A)	**39** (D)	**40** (C)
41 (A)	**42** (B)	**43** (D)	**44** (C)	**45** (B)
46 (D)	**47** (C)	**48** (D)	**49** (A)	**50** (B)
51 (D)	**52** (B)	**53** (D)	**54** (C)	**55** (A)
56 (D)	**57** (B)	**58** (C)	**59** (D)	**60** (C)
61 (A)	**62** (C)	**63** (B)	**64** (A)	**65** (C)
66 (D)	**67** (A)	**68** (B)	**69** (D)	**70** (D)
71 (C)	**72** (B)	**73** (D)	**74** (C)	**75** (A)
76 (B)	**77** (B)	**78** (A)	**79** (D)	**80** (A)
81 (B)	**82** (C)	**83** (D)	**84** (C)	**85** (A)
86 (D)	**87** (C)	**88** (B)	**89** (A)	**90** (D)
91 (B)	**92** (A)	**93** (C)	**94** (B)	**95** (B)
96 (C)	**97** (B)	**98** (C)	**99** (D)	**100** (B)

기출 TEST 8

101 (D)	102 (C)	103 (B)	104 (D)	105 (A)
106 (D)	107 (D)	108 (C)	109 (B)	110 (A)
111 (C)	112 (B)	113 (C)	114 (A)	115 (B)
116 (C)	117 (B)	118 (D)	119 (B)	120 (B)
121 (D)	122 (D)	123 (B)	124 (D)	125 (C)
126 (A)	127 (D)	128 (B)	129 (C)	130 (A)
131 (C)	132 (A)	133 (B)	134 (B)	135 (D)
136 (D)	137 (A)	138 (B)	139 (C)	140 (A)
141 (D)	142 (C)	143 (C)	144 (A)	145 (B)
146 (D)	147 (A)	148 (C)	149 (A)	150 (C)
151 (B)	152 (D)	153 (A)	154 (B)	155 (C)
156 (A)	157 (D)	158 (A)	159 (D)	160 (B)
161 (D)	162 (B)	163 (B)	164 (D)	165 (B)
166 (A)	167 (A)	168 (D)	169 (D)	170 (A)
171 (C)	172 (C)	173 (D)	174 (D)	175 (C)
176 (B)	177 (C)	178 (C)	179 (A)	180 (D)
181 (C)	182 (A)	183 (B)	184 (D)	185 (C)
186 (A)	187 (A)	188 (C)	189 (D)	190 (B)
191 (A)	192 (B)	193 (A)	194 (C)	195 (C)
196 (B)	197 (A)	198 (D)	199 (D)	200 (C)

기출 TEST 9

1 (C)	**2** (B)	**3** (D)	**4** (A)	**5** (D)
6 (A)	**7** (C)	**8** (A)	**9** (C)	**10** (B)
11 (C)	**12** (B)	**13** (C)	**14** (B)	**15** (A)
16 (B)	**17** (C)	**18** (B)	**19** (B)	**20** (A)
21 (A)	**22** (C)	**23** (A)	**24** (A)	**25** (A)
26 (B)	**27** (C)	**28** (B)	**29** (A)	**30** (C)
31 (A)	**32** (D)	**33** (B)	**34** (C)	**35** (D)
36 (C)	**37** (C)	**38** (A)	**39** (C)	**40** (C)
41 (D)	**42** (C)	**43** (B)	**44** (C)	**45** (A)
46 (B)	**47** (A)	**48** (D)	**49** (B)	**50** (B)
51 (C)	**52** (A)	**53** (D)	**54** (B)	**55** (A)
56 (B)	**57** (C)	**58** (D)	**59** (A)	**60** (A)
61 (C)	**62** (A)	**63** (C)	**64** (A)	**65** (B)
66 (D)	**67** (D)	**68** (C)	**69** (A)	**70** (D)
71 (C)	**72** (D)	**73** (B)	**74** (D)	**75** (C)
76 (C)	**77** (A)	**78** (B)	**79** (C)	**80** (B)
81 (D)	**82** (D)	**83** (B)	**84** (D)	**85** (A)
86 (A)	**87** (D)	**88** (C)	**89** (B)	**90** (A)
91 (D)	**92** (B)	**93** (A)	**94** (D)	**95** (C)
96 (B)	**97** (D)	**98** (D)	**99** (B)	**100** (A)

기출 TEST 9

101 (A)	**102** (C)	**103** (D)	**104** (B)	**105** (A)
106 (B)	**107** (C)	**108** (D)	**109** (A)	**110** (B)
111 (C)	**112** (B)	**113** (B)	**114** (A)	**115** (A)
116 (D)	**117** (C)	**118** (B)	**119** (B)	**120** (D)
121 (A)	**122** (B)	**123** (C)	**124** (B)	**125** (A)
126 (B)	**127** (D)	**128** (A)	**129** (D)	**130** (C)
131 (C)	**132** (A)	**133** (C)	**134** (A)	**135** (C)
136 (D)	**137** (A)	**138** (B)	**139** (A)	**140** (C)
141 (B)	**142** (D)	**143** (C)	**144** (B)	**145** (D)
146 (A)	**147** (A)	**148** (B)	**149** (B)	**150** (C)
151 (D)	**152** (B)	**153** (C)	**154** (D)	**155** (B)
156 (C)	**157** (C)	**158** (B)	**159** (D)	**160** (C)
161 (A)	**162** (C)	**163** (A)	**164** (B)	**165** (D)
166 (C)	**167** (D)	**168** (C)	**169** (D)	**170** (A)
171 (B)	**172** (A)	**173** (B)	**174** (D)	**175** (D)
176 (A)	**177** (C)	**178** (A)	**179** (D)	**180** (C)
181 (B)	**182** (A)	**183** (C)	**184** (C)	**185** (D)
186 (D)	**187** (D)	**188** (B)	**189** (C)	**190** (B)
191 (A)	**192** (B)	**193** (D)	**194** (D)	**195** (C)
196 (B)	**197** (D)	**198** (C)	**199** (A)	**200** (C)

기출 TEST 10

1 (B)	**2** (D)	**3** (A)	**4** (A)	**5** (D)
6 (A)	**7** (A)	**8** (B)	**9** (A)	**10** (C)
11 (B)	**12** (A)	**13** (A)	**14** (A)	**15** (A)
16 (A)	**17** (B)	**18** (B)	**19** (A)	**20** (A)
21 (C)	**22** (B)	**23** (A)	**24** (C)	**25** (B)
26 (A)	**27** (A)	**28** (B)	**29** (C)	**30** (B)
31 (B)	**32** (B)	**33** (D)	**34** (C)	**35** (D)
36 (A)	**37** (B)	**38** (B)	**39** (A)	**40** (D)
41 (A)	**42** (D)	**43** (C)	**44** (A)	**45** (C)
46 (B)	**47** (B)	**48** (C)	**49** (A)	**50** (B)
51 (A)	**52** (C)	**53** (B)	**54** (B)	**55** (D)
56 (C)	**57** (D)	**58** (B)	**59** (D)	**60** (C)
61 (A)	**62** (B)	**63** (C)	**64** (B)	**65** (A)
66 (C)	**67** (D)	**68** (D)	**69** (C)	**70** (B)
71 (D)	**72** (C)	**73** (A)	**74** (B)	**75** (C)
76 (A)	**77** (D)	**78** (A)	**79** (B)	**80** (D)
81 (B)	**82** (A)	**83** (B)	**84** (C)	**85** (A)
86 (D)	**87** (B)	**88** (C)	**89** (B)	**90** (D)
91 (A)	**92** (D)	**93** (A)	**94** (B)	**95** (C)
96 (C)	**97** (D)	**98** (B)	**99** (B)	**100** (D)

기출 TEST 10

101 (A)	**102** (B)	**103** (D)	**104** (D)	**105** (C)
106 (B)	**107** (A)	**108** (A)	**109** (C)	**110** (C)
111 (D)	**112** (D)	**113** (C)	**114** (B)	**115** (A)
116 (C)	**117** (A)	**118** (D)	**119** (B)	**120** (B)
121 (A)	**122** (D)	**123** (B)	**124** (D)	**125** (D)
126 (D)	**127** (B)	**128** (A)	**129** (C)	**130** (C)
131 (D)	**132** (D)	**133** (C)	**134** (A)	**135** (B)
136 (D)	**137** (C)	**138** (A)	**139** (D)	**140** (D)
141 (A)	**142** (C)	**143** (A)	**144** (C)	**145** (A)
146 (D)	**147** (C)	**148** (D)	**149** (C)	**150** (A)
151 (B)	**152** (C)	**153** (D)	**154** (B)	**155** (C)
156 (A)	**157** (C)	**158** (D)	**159** (B)	**160** (B)
161 (C)	**162** (B)	**163** (C)	**164** (D)	**165** (A)
166 (B)	**167** (B)	**168** (B)	**169** (A)	**170** (D)
171 (D)	**172** (C)	**173** (C)	**174** (D)	**175** (A)
176 (A)	**177** (A)	**178** (C)	**179** (D)	**180** (A)
181 (C)	**182** (C)	**183** (B)	**184** (D)	**185** (D)
186 (B)	**187** (D)	**188** (C)	**189** (D)	**190** (A)
191 (B)	**192** (A)	**193** (C)	**194** (A)	**195** (C)
196 (C)	**197** (C)	**198** (B)	**199** (D)	**200** (A)