

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. During the busy tourist season, you should ----- hotel reservations several weeks ahead of time.

- (A) make
- (B) makes
- (C) making
- (D) made

102. Mr. Aggarwal's group has asked ----- more time to finish the report.

- (A) for
- (B) at
- (C) from
- (D) by

103. Everyone at the concert was ----- by Ms. Vincenzi's outstanding performance.

- (A) impressive
- (B) impressionist
- (C) impressed
- (D) impressing

104. Mr. Woo is ----- looking for ways to make the operation of Eterna Cosmetics more efficient.

- (A) considerably
- (B) countless
- (C) compactly
- (D) continually

105. Ms. Oduya ----- assists with the organization of company conferences.

- (A) often
- (B) early
- (C) less
- (D) far

106. To become certified, employees need to attend the training session next month ----- pass the written exam.

- (A) and
- (B) also
- (C) both
- (D) either

107. Complaints about the telephone service must be ----- to the department manager.

- (A) answered
- (B) questioned
- (C) directed
- (D) informed

108. In the past year, Burger Land has doubled the ----- of its restaurants in Great Britain.

- (A) numerous
- (B) numbered
- (C) numeral
- (D) number

- 109.** The agreement ----- the two corporations will enable both to expand their businesses.
- (A) below
(B) between
(C) around
(D) above
- 110.** Advance ----- is required for the Northwest Regional Hospital Management conference.
- (A) result
(B) registration
(C) respect
(D) regulation
- 111.** Adequate storage space is very important to companies ----- large quantities of materials.
- (A) produced
(B) produces
(C) produce
(D) producing
- 112.** Mr. Ikeda was able to fix the photocopy machine ----- the date he had promised.
- (A) inside
(B) behind
(C) before
(D) within
- 113.** The supervisors decided to delay ----- until they could fill the entire order.
- (A) ship
(B) shipped
(C) shipper
(D) shipment
- 114.** The revised work plan is scheduled to begin ----- and will be in effect for at least three months.
- (A) immediately
(B) lately
(C) closely
(D) extensively
- 115.** The labels can be printed from the computer, ----- Mr. Schneider will have to stamp and mail the envelopes.
- (A) whether
(B) even
(C) despite
(D) but
- 116.** Employees were told that bonuses may be larger this year because of ----- sales volumes.
- (A) perceptive
(B) increased
(C) defended
(D) expressive
- 117.** The author of this guidebook has researched the hotels that he recommends and has also stayed at all of them -----.
- (A) his own
(B) him
(C) himself
(D) his
- 118.** If the cost of raw materials rises, it ----- the price of the finished product.
- (A) will affect
(B) to affect
(C) is affecting
(D) affected
- 119.** Employees who wish to be reimbursed should submit ----- of completed expense vouchers by the fifteenth of each month.
- (A) copies
(B) copied
(C) copying
(D) copier
- 120.** Representatives of Xylotron Manufacturing and Westicott, Inc., will meet to discuss the issues that typically must be addressed in ----- merger.
- (A) most
(B) any
(C) such
(D) these

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- 121.** Unless she is in a meeting and cannot be interrupted, the director would like to ----- when an important client arrives.
- (A) notifying
(B) have notified
(C) notify
(D) be notified
- 122.** Agricomp plans to spend \$50 million to build additional laboratories ----- the next six months.
- (A) over
(B) down
(C) along
(D) about
- 123.** To make sure that the canal is ----- year-round, measures will be taken to raise the water level.
- (A) navigator
(B) navigation
(C) navigate
(D) navigable
- 124.** Passengers are ----- to fill out a customs declaration form before leaving the plane.
- (A) appealed
(B) instructed
(C) remarked
(D) described
- 125.** Our firm's annual revenue is ----- equivalent to that of our larger competitors.
- (A) rougher
(B) roughly
(C) rough
(D) roughness
- 126.** Although the assistant manager will be transferred next week, the personnel office has not yet found a replacement for -----.
- (A) she
(B) herself
(C) her
(D) hers
- 127.** The company's expansion will ----- in the creation of 200 new jobs.
- (A) hand
(B) restore
(C) set
(D) result
- 128.** It is important to turn ----- the engine before performing a safety check of the vehicle.
- (A) against
(B) off
(C) together
(D) with
- 129.** An applicant for this bank loan must have a ----- source of annual income.
- (A) verifiable
(B) various
(C) virtual
(D) vacant
- 130.** The political and economic problems facing the new administration must be addressed -----.
- (A) caution
(B) cautious
(C) cautiously
(D) cautioning

131. The music hall is supported largely by ----- donations from local companies.
- (A) tolerant
(B) thorough
(C) generous
(D) capable
132. ----- the new project coordinator, Ms. Carson will be directly accountable to the board of directors.
- (A) As
(B) Since
(C) Which
(D) That
133. Twenty new electrical engineers will ----- the company next month.
- (A) recruit
(B) join
(C) connect
(D) perform
134. Our team of specialists works with clients to develop ----- marketing strategies.
- (A) unavailable
(B) innovative
(C) resolved
(D) convinced
135. Hyun Technology's sales figures were ----- high for each quarter last year.
- (A) uniformed
(B) uniformity
(C) uniform
(D) uniformly
136. The Kolor Corporation cut the retail prices of its computers in a bid to make the line ----- to a wider customer base.
- (A) accessible
(B) accredited
(C) accustomed
(D) accomplished
137. Both the Mitra and the Bhatta chemical companies are in better financial shape than many of ----- competitors.
- (A) theirs
(B) they
(C) their
(D) them
138. The prototypes will be designed with the ----- that will be required for the merchandise sold to the public.
- (A) specified
(B) specific
(C) specify
(D) specifications
139. The publisher's goal is to ----- the daily circulation figure of 80,000 by next year.
- (A) surpass
(B) excel
(C) pressure
(D) instill
140. In Saturday's auction, the property will go to the highest bidder, ----- of the amount offered.
- (A) regarding
(B) regardless
(C) regards
(D) regarded

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PART 6

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

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

To: All Giron Construction employees
Date: May 20
Subject: Announcement

Good morning,

I have some good news to share with all of you. Kouji Sasaki ----- the human resources

141. (A) is going to lead
(B) leads
(C) is leading
(D) had been leading

department as its interim director. Mr. Sasaki has served the mission of our company in many capacities for almost twenty years. Most recently, ----- managed a large project that resulted

142. (A) himself
(B) we
(C) ourselves
(D) he

in the institution of a dynamic employee retention program. -----, employee attrition has

143. (A) In the beginning
(B) As a result
(C) For example
(D) On the other hand

been reduced by 30 percent.

Mr. Sasaki's move to this position takes effect a week from today, and everyone wishes him much success.

Sincerely,

Mariana Giron, president

Questions 144-146 refer to the following article.

Cape Town, 3 January—After 18 years as the proprietor of the Majestic Restaurant, Sarah Botes has announced her intention to ----- on 1 February. Her son, Brian Botes, will become the new

- 144.** (A) expand
(B) construct
(C) drop out
(D) step down

owner of the popular establishment. ----- for its savory and spicy dishes, the Majestic will retain

- 145.** (A) Knowing
(B) Knew
(C) Known
(D) To know

its award-winning chef, Armand Martiz. Ms. Botes confidently noted that her son and Mr. Martiz share a similar vision for the company, including plans to open another restaurant in the Sea Point neighborhood. "My father opened the Majestic more than 40 years ago. I am ----- to see his grandson carrying on the family tradition," said Ms. Botes.

- 146.** (A) pleasant
(B) allowed
(C) proud
(D) hesitant

Questions 147-149 refer to the following review.

There are hundreds of books about starting small companies. -----, only a few stand out as

- 147.** (A) Likewise
(B) However
(C) Therefore
(D) Specifically

being truly comprehensive. One of these is a book by Australian entrepreneur Mark Cartwright.

Start-Up Essentials from A to Z offers practical advice for the person who has a great idea but who does not ----- have the requisite knowledge or experience to get a company off

- 148.** (A) necessity
(B) necessities
(C) necessary
(D) necessarily

the ground. Cartwright discusses a range of topics, including how to create clear -----

- 149.** (A) lesson
(B) treatment
(C) business
(D) recovery

plans, in a style that is sure to attract investors.

Questions 150-152 refer to the following advertisement.

Galo Marketing Ltd. works primarily with individuals and small companies interested in buying advertising space on the Internet. In addition to ----- clients identify strategies appropriate

150. (A) helping

- (B) help
- (C) being helped
- (D) be helping

to their unique situations, we can provide the technical expertise required to take advantage of the available options. Studies show that online advertising yields ----- results for our advertisers

151. (A) signified

- (B) significance
- (C) significantly
- (D) significant

and is a growing source of revenue for Web site owners.

See why we are number one in Internet advertising. E-mail us today at info@galo.com and receive a free -----.

152. (A) consultation

- (B) tour
- (C) ticket
- (D) invitation

PART 7

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

Questions 153-154 refer to the following notice.

RETIREMENTS

PATRICIA JOHNSON of the publications office is retiring from DANCO after 25 years of service. Come and join us in wishing her a happy retirement at a gathering in her honor on June 29 in room J-410 at 5 P.M. A \$6 donation covers the cost of your refreshments and a gift. Please bring your donation to Anna Hortensen in room P-220 by June 20. For more information, call Anna at extension 7013.

TEST 04

153. Where will the gathering be held?

- (A) In room J-410
- (B) In room P-220
- (C) At Anna Hortensen's home
- (D) In the publications office

154. What should people who wish to attend the gathering do?

- (A) Prepare some food for everyone
- (B) E-mail the publications office
- (C) Give a contribution to Anna Hortensen
- (D) Telephone Patricia Johnson

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Questions 155-157 refer to the following advertisement.

Would you like to be more productive? Do you find that you sometimes have a lot to do but get nothing done? Do you procrastinate? Would you like to be more organized? Are you tired of being rushed or under pressure?

Enroll in the Time Management workshop and learn how to plan and schedule work, how to set goals and overcome procrastination, and how to set priorities and follow through on them.

The workshop will be held on October 26 and run for three hours. Two identical sessions will be offered — one from 1 P.M. to 4 P.M. and the other from 5:30 P.M. to 8:30 P.M. Please choose the one that works best with your schedule. Contact Marcy Halford at extension 425 for more information.

155. What is being advertised?

- (A) A job
- (B) A workshop
- (C) A club
- (D) A computer program

157. How long is each session?

- (A) One hour
- (B) Two hours
- (C) Three hours
- (D) Five hours

156. For whom is the advertisement probably intended?

- (A) People who work quickly
- (B) People with planning experience
- (C) Recently retired people
- (D) Unorganized people

Questions 158-160 refer to the following letter.

World Banking Corporation

Plaza Del Sol 23
Madrid, Spain

7 March

Mario Gonzalez
Calle de los Reyes 7158-160
Madrid, Spain

Dear Mr. Gonzalez:

Thank you for sending us your application for the junior accounting position. Your résumé will initially be evaluated by two senior staff members. If you are selected for an interview, Estela Morales, our personnel officer, will contact you by telephone. At that time we will need to have the names and addresses of three references.

As you requested, enclosed is a copy of our most recent annual report. Thank you for your interest in World Banking Corporation.

Yours sincerely,

Ronald Martinez

Ronald Martinez
Office Manager

Enc.

TEST 04

158. For what position did Mr. Gonzalez apply?

- (A) Records officer
- (B) Junior accountant
- (C) Personnel officer
- (D) Office manager

160. What is being sent with the letter?

- (A) An application form
- (B) An annual report
- (C) A staff directory
- (D) A bank statement

159. Who will contact Mr. Gonzalez for an interview?

- (A) A senior accountant
- (B) A junior staff member
- (C) Ronald Martinez
- (D) Estela Morales

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Questions 161-162 refer to the following newspaper article.

Clarkson Company, the noted English maker of fine china, is seeking to expand its presence in the United States, and it has put the grandson of the company's founder in charge of its North American operations. Peter Clarkson, 28, was appointed chief executive officer of Clarkson USA at the beginning of April. Mr. Clarkson has been in the United States for the past year, learning about the company's operations there. Before joining his family's business, Mr. Clarkson studied French and Chinese, traveled extensively in Southeast Asia, and was a marketing trainee at Durley & Co. Ltd., a London-based chemical company.

161. What does Clarkson Company hope to do?

- (A) Increase its business in the United States
- (B) Expand operations in Southeast Asia
- (C) Move its headquarters to the United States
- (D) Merge with Durley & Co. Ltd.

162. Why did Peter Clarkson go to the United States?

- (A) To study English
- (B) To learn about Clarkson USA
- (C) To train marketing staff
- (D) To work for a chemical company

Questions 163-165 refer to the following announcement.

Attention Clients of Doyle, Inc.

While waiting for its permanent headquarters to be completed, architectural and engineering firm Doyle, Inc., will be moving its offices just down the street as of September 1. The move from 1102 Main Street to 813 Main Street will be temporary (until the completion of the firm's new permanent headquarters at the Odessa Business Center). We would like to assure you that business will continue as usual and none of our current projects will be delayed as a result of this move. Please note, however, that our involvement with the university's architectural intern program will be postponed this summer and will not resume until next year.

163. What is being announced?

- (A) The relocation of a company
- (B) The opening of a university
- (C) The closing of a firm
- (D) The merger of two organizations

165. What will be delayed?

- (A) The construction of a business center
- (B) The completion of architectural plans
- (C) A company's participation in a program
- (D) A company's annual meeting

164. Where are the offices of Doyle, Inc., currently located?

- (A) At the local university
- (B) At 813 Main Street
- (C) At the Odessa Business Center
- (D) At 1102 Main Street

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Questions 166-167 refer to the following letter.

Dear Traveler:

Independent Travel News offers you a completely unbiased source of expert travel guidance. Our monthly nonprofit magazine brings you information that can make your trips more enjoyable and allow you to spend less. Because it is written by travel experts and published independently without promotional advertising, you can be sure the information is reliable, unbiased, and trustworthy. Each month you will have access to time-and money-saving tips on traveling as well as lists of locations around the world that you shouldn't miss — the inside facts known by professionals in the travel industry.

Please accept this first issue with our compliments. If you decide to subscribe, we will also send you a free copy of the book *See Europe Today*, published by Gaia Journey Press (cover price £15.00). Just send us your name and address with a cheque for your payment of £45.00 for a year's subscription to *Independent Travel News*.

Sincerely,

Jane Gillroy

Circulation Manager

166. What does *Independent Travel News* offer its readers?

- (A) Advice on international travel destinations
- (B) Guidance on running a travel agency
- (C) Information about jobs in the travel industry
- (D) Currency-exchange calculation tables

167. What must a person do to receive the free book?

- (A) Pay for a subscription
- (B) Visit a local travel agency
- (C) Write to the book's publishers
- (D) Buy a plane ticket to Europe

Questions 168-171 refer to the following article.

The fast-growing chain of Greenley electronics stores has recently instituted new training for its sales staff. The program, called Staff Training Scheme, or STS, is based on an open-learning principle in which trainees set their own pace and make extensive use of workbooks, videos, and in-store training.

Several workbooks—there are seven in all—are given to each trainee. The books cover in a very straightforward manner every aspect of sales work, from daily operations, knowledge of products, and sales techniques to security and basic store management. In addition, the books contain a number of question-and-answer assessment sections that, when reviewed by a trainer, clearly identify any weaknesses in the trainee's preparation.

After successfully completing the course, Greenley staff will qualify to take examinations for the nationally recognized Certificate in Sales, Level 1. STS was introduced in 47 of the Greenley stores in October. Eventually, similar schemes will be designed for supervisory and management staff.

168. What is the article mainly about?

- (A) A hiring procedure
- (B) A learning program
- (C) A national examination
- (D) A new school

169. For whom is the current version of STS designed?

- (A) Supervisors
- (B) Security personnel
- (C) Store managers
- (D) Sales staff

170. According to the article, what is a characteristic of the open-learning principle?

- (A) Trainees help each other.
- (B) Trainees study every evening.
- (C) Trainees write product descriptions.
- (D) Trainees work at their own speed.

171. What are NOT mentioned as part of STS?

- (A) Videos
- (B) Interviews
- (C) Individual assessments
- (D) Workbooks

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Questions 172-175 refer to the following document.

 Park Place Hotel

Your Name: Claudia Kohn
Company: Silberstein International
Job Title: Vice President, International Marketing
Address: Marktplatz 23
Hamburg, Germany
Phone Number: 49 40 71742
Date of Stay: February 11-13 Room Number 206

Please Check: Main purpose of visit:

Pleasure Business Convention/Group Meeting

Guest Room and General:	Excellent	Good	Fair	Poor
Cleanliness of Your Room	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decor of Your Room	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfort of Your Room	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Attitude of Our Personnel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: Insufficient sound insulation between rooms

Restaurant and Lounge:	Excellent	Good	Fair	Poor
Restaurant and Lounge Decor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Menu Selection	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Food	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: An unusually wide selection of fish dishes

Would you stay with us again: Yes No

Would you like to receive information about our:

Group Rates: Special Holiday Rates: Meeting and Convention Services:

Please leave this card at the front desk. Thank you!

172. Who is Ms. Kohn?

- (A) A restaurant server
- (B) A restaurant manager
- (C) An interior designer
- (D) A corporate executive

173. Why did Ms. Kohn stay at the hotel?

- (A) She was on vacation.
- (B) She was attending a conference.
- (C) She was on a business trip.
- (D) She was conducting research.

174. What criticism did Ms. Kohn have of her room?

- (A) It was not very clean.
- (B) It was not quiet enough.
- (C) The room decorations were not attractive.
- (D) The bed was not firm enough.

175. What did Ms. Kohn praise most highly?

- (A) The appearance of the lounge
- (B) The attitude of the hotel staff
- (C) The choice of dishes offered
- (D) The quality of the food

Questions 176-180 refer to the following letter.

Villax Properties
650 Merrivale Rd. • Albuquerque, NM 87112

June 2

Yelena Dubnikova
18 Milton Avenue, Apt. 5
Albuquerque, NM 87111

Dear Ms. Dubnikova,

I am writing to inform you that Villax Properties will assume responsibility for the San Paulo apartment complex on June 15. Our company has been in operation for ten years, and we currently manage fifteen properties in the Albuquerque area. We hope to make this transition as convenient as possible. Therefore, I am providing some important information to assist you with this change.

Please note that your current lease and payment information has been transferred to us from Lindner Management. All conditions of your lease will remain in effect until your lease expiration date. Rental fees will not increase as a result of this transition but may increase if you choose to renew your lease.

All future rental payments should be mailed to our central office at the Merrivale Road address. The enclosed rental payment stubs should be included with each corresponding monthly payment. You may also drop the payment off to the rental office in your apartment complex, open Mondays—Wednesdays, 9 A.M.—6 P.M.

Maintenance request forms will no longer be provided. For general maintenance requests, please call our messaging service at 505-555-0195. Please leave your name, apartment number, and description of the services needed. All maintenance requests will be handled within 72 hours. If there is an emergency maintenance request, please call our on-site maintenance supervisor, Theo Shanahan, at 505-555-0181 for an immediate response.

I have included a tenant information card with this letter as well as a self-addressed stamped envelope. Please complete the card and mail it back to me, using the envelope provided. This will ensure we have your updated information on file.

On behalf of Villax Properties, I look forward to providing you with quality management services and hope that you will continue to feel at home in your apartment. Please contact our central office at 505-555-0180 or sanpaulo@villaxmgmt.com with any comments or questions.

Sincerely,
Ken Fulmer
Ken Fulmer
President

Enclosures

176. What is the purpose of the letter?

- (A) To give details of a change in management
- (B) To describe the lease renewal process
- (C) To advertise a new apartment complex
- (D) To explain an increase in rental fees

177. The word "assume" in paragraph 1, line 1, is closest in meaning to

- (A) suppose
- (B) take over
- (C) discuss
- (D) make up

178. Who is Yelena Dubnikova?

- (A) A maintenance worker
- (B) A resident of the San Paulo apartment complex
- (C) The manager of a rental office
- (D) The president of Lindner Management

179. What is NOT enclosed with the letter?

- (A) A self-addressed stamped envelope
- (B) A booklet of pay stubs for rental payments
- (C) A card for updating information
- (D) A copy of the current lease agreement

180. What is indicated about Villax Properties?

- (A) It has kept the previous maintenance system.
- (B) It has recently changed its name.
- (C) It is based in Albuquerque.
- (D) It is increasing Ms. Dubnikova's current rental fees.

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

Archer Hill Lumber

Back by popular demand is Archer Hill Lumber's **Beginning Woodworking Class**. Learn the basics of measuring, sanding, cutting, and assembling. Each participant will complete a functional birdhouse that can be taken home and painted. Class size is limited to 10 people. Ages 16 and up only.

Date: 9 May

Time: 9:00 A.M. to noon

Location: Archer Hill Lumber in workroom #2

Cost: £49 (wood pieces, 1 jar of glue, 1 box of screws, 1 box of nails, and decorative hardware).

Participants must supply their own tools:

- 1 screwdriver
- 1 rubber-head hammer
- 1 circular saw
- 1 tape measure

If you do not have tools, we offer a beginner's kit with the above tools for £40. The kit comes equipped with a standard-sized tool belt.

Register in the store or online at www.ahlumber.co.uk.

E-mail

To: Angela Webb <a Webb@trilbylink.co.uk>
From: Polly Hobbs <p Hobbs@ahlumber.co.uk>
Date: 30 April
Subject: Your registration

Thank you for your e-mail. We did indeed receive your two online registrations for the Beginning Woodworking Class on 9 May.

In regard to your question about the tool kit for your son, you can purchase one at the store on the day of the class. I will make sure we put one aside for you. The cost is £40.

We are looking forward to seeing you and your son on 9 May.

Yours truly,
Polly Hobbs

- 181.** What is indicated about the class?
- (A) It will take place in an outdoor area.
 - (B) It has been offered previously.
 - (C) It is taught by experienced bird-watchers.
 - (D) It will be offered at two different times.
- 182.** What is offered to those who purchase a tool kit?
- (A) A free class
 - (B) A discount on wood
 - (C) A tool belt
 - (D) An extra hammer
- 183.** What is NOT included in the price of the class?
- (A) Pieces of wood
 - (B) A screwdriver
 - (C) A jar of glue
 - (D) Nails
- 184.** Why did Ms. Hobbs write to Ms. Webb?
- (A) To inform her of the cost of a class
 - (B) To explain how to make a purchase
 - (C) To remind her to bring supplies to class
 - (D) To recommend a specific brand of tools
- 185.** What is implied about Ms. Webb's son?
- (A) He has his own tools.
 - (B) He is an experienced woodworker.
 - (C) He has registered with a group of friends.
 - (D) He is at least sixteen years old.

Questions 186-190 refer to the following instructions and response card.

McMorris Products Company

Instructions for Taste Testers

Thank you for participating in a McMorris tasting session! Taste testers help our Research and Development team expand and improve our product line by informing us about consumer preferences. The results of these tests are the single most important factor in determining each year's new product line. By giving us your honest opinion of the products you taste, you help us bring the best possible product to our consumers.

In this tasting session, you will be given small samples of different products. You will taste each sample only once; you do not have to eat the entire sample. After tasting each sample, fill out the corresponding response card. On the response card, there is a set of statements about the product. Next to each statement, assign a number from 1 to 5 based on how much you agree with the statement, with lower numbers signifying agreement. For example, if you strongly agree with the statement, enter 1; if you strongly disagree with the statement, enter 5. If you are undecided, enter 3.

It usually takes about 5 minutes to taste each sample and fill out each response card, but feel free to take more time if you need to; it is important that you do not rush through the test. Also, be sure to drink water from the bottles provided before you taste a new sample; this will help clear your palate so that you can taste each sample independently. If you have questions at any time, do not hesitate to ask the facilitator. The entire session normally lasts about an hour.

Product Sample 9

Participant: Please fill out the response form according to the instructions.

The product has a visually appealing color.	1
The product has a visually appealing texture.	1
The product has the right amount of sweetness.	2
The product has the right amount of saltiness.	1
The product has a pleasing texture when eaten.	2
The product is pleasantly moist.	1
The product would be better if served hot.	1
The product would be better if served cold.	5

- 186.** What is suggested about McMorris Products Company?
- (A) It relies on television advertisements to attract consumers.
 - (B) It is one of the largest food manufacturers in the nation.
 - (C) It introduces new products to the market every year.
 - (D) It is planning to expand its research division.
- 187.** In the instructions, the word “takes” in paragraph 3, line 1, is closest in meaning to
- (A) follows
 - (B) requires
 - (C) determines
 - (D) lengthens
- 188.** What are participants asked to do?
- (A) Proceed as quickly as possible
 - (B) Wear comfortable clothing
 - (C) Fill out an online form
 - (D) Drink water regularly

- 189.** What most likely is true about product sample 9?
- (A) It does not contain salt.
 - (B) It is not yet available for purchase.
 - (C) It was made available twice to participants.
 - (D) It had a bitter taste.
- 190.** What aspect of the product did the participant strongly disagree with?
- (A) The product will be too expensive.
 - (B) The product is a good color.
 - (C) The product is too moist.
 - (D) The product should be served cold.

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Questions 191-195 refer to the following information and article.

Smart Life Center Business Plan

Executive Summary

(October 17)—Various studies have shown that people over the age of 55 have a strong desire to remain physically active. Therefore, the goal of the Smart Life Center (SLC) will be to provide low-cost fitness services to individuals age 55 and older. Business analysts consulted by the SLC's owners have estimated that this market, which thus far has remained largely untapped, could generate

one million dollars or more in profits for the SLC within the next five years.

The SLC will have state-of-the-art fitness equipment and will offer group exercise classes, personalized training programs, and counseling on modifying one's eating habits. It will also offer courses in preparing healthful foods and have a cafeteria that serves nutritious meals.

WHETSTONE (June 6)—The city of Whetstone has a new business: the Smart Life Center (SLC) opened its doors to the public last Friday. The SLC, whose target group is people age 55 and older, offers a variety of physical exercise programs, including swimming, stretching, and aerobics as well as individualized training programs. The center also has dietitians on staff who conduct health consultations. Membership is available on a monthly, quarterly, or annual basis.

Owners Margaret and Ronaldo Lopez are well-known within the Whetstone community. Over the last fifteen years, both worked as practitioners in the field of age-management medicine at the Whetstone University Medical Center. Additionally,

both were board members of the National Council of Medical Specialists.

In addition to investing their savings in the business venture, the couple received a grant from the Institute for Midlife Health Care (IMHC). The institute decided to award the grant following a presentation by the SLC's owners, during which the SLC's business plan was outlined. The owners had much praise for the IMHC. "We are grateful for the assistance received from the institute and are excited to be able to use our knowledge to help people improve their health and fitness levels," Ms. Lopez said.

The Smart Life Center is located at 944 Grandville Avenue, and its owners are the newest members of the Whetstone Chamber of Commerce.

191. What kind of business is the SLC?

- (A) A fitness facility
- (B) A doctor's office
- (C) An investment firm
- (D) A medical research group

192. What is indicated about Mr. and Mrs.

Lopez?

- (A) They invested one million dollars in their business.
- (B) They followed advice they received from business consultants.
- (C) They moved to Whetstone fifteen years ago.
- (D) They attended the same university.

193. What is NOT stated as being available at the SLC?

- (A) A tennis court
- (B) Individual training programs
- (C) A swimming pool
- (D) Cooking classes

194. What is indicated about the SLC?

- (A) It offers in-home services to customers.
- (B) It aims to serve customers of all ages.
- (C) It has opened a second facility in Whetstone.
- (D) It offers multiple membership options.

195. To whom was the SLC's business plan presented?

- (A) The Whetstone University Medical Center
- (B) The National Council of Medical Specialists
- (C) The Institute for Midlife Health Care
- (D) The Whetstone Chamber of Commerce

GO ON TO THE NEXT PAGE

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

E-Mail Message

To:	Anjali Manahan <amanahan@coltfinancial.com>
From:	Mitchell Wiltsey <wiltsey@emcc.edu>
Date:	February 10
Subject:	Meeting Follow-Up

Dear Ms. Manahan,

Thank you for meeting with me to discuss mentoring opportunities for Colt Financial employees at East Meadow Community College (EMCC). Below are the key points of our discussion.

The goal of the mentoring program is to create better employment and promotion opportunities for students of EMCC; specifically, the focus will be on career counseling, simulated interviews, and résumé writing. The program starts on Monday, September 1, and will be held on the EMCC campus.

Colt Financial employees wishing to become mentors will need to complete an application form. Additionally, they must have a minimum of five years of experience in business management, finance, or accounting. Those with less experience will be interviewed by me over the telephone. Mentoring days and times are Mondays through Fridays, 6:00 P.M.-9:00 P.M. Mentors must be available for at least two hours a week.

As a token of our appreciation, we will mention Colt Financial in our advertisements. In closing, if you have any questions, please contact me at wiltsey@emcc.edu or at 555-0152.

Sincerely,

Mitchell Wiltsey

East Meadow Community College

Business Mentor Application Form

Name: Joo-Eun Kwan Address: 87 Cherry Road, Philadelphia, PA 19101
Phone number: 610-555-0135 E-mail Address: jkwan@coltfinancial.com

Most recent relevant work experience:
Company: Colt Financial Position: Accounting Clerk
Address: 100 State Road, Philadelphia, PA 19093

How many **total** years of experience do you have in business management, accounting, or finance? Specify which field: 7 years, Accounting

Have you ever been a mentor in a business program before? No

Monday: 6 P.M.-8 P.M. Tuesday: Not available Wednesday: Not available
Thursday: Not available Friday: 6 P.M. -8 P.M.

When would you be available to start? Monday, September 8

Please list two references and their contact information.

• Eileen Schwartz, current supervisor, 215-555-0119 ext. 52
• Ted Klein, accounting manager, 215-555-0119 ext. 70

- 196.** What is the purpose of the e-mail?
- (A) To invite Ms. Manahan to attend an event
 - (B) To summarize the results of a meeting
 - (C) To request an interview for a position at Colt Financial
 - (D) To announce the opening of a community center
- 197.** What is a stated feature of the mentoring program?
- (A) Developing résumés
 - (B) Evaluating employees
 - (C) Managing time
 - (D) Leading discussions
- 198.** Why will Colt Financial be referred to in EMCC's advertising?
- (A) Colt Financial will donate funds to an EMCC program.
 - (B) Colt Financial will encourage its staff to sign up to help students.
 - (C) Colt Financial will make its facility available for a college event.
 - (D) Colt Financial will offer positions to graduates of EMCC's business program.
- 199.** What is indicated about Ms. Kwan?
- (A) She must schedule a telephone interview.
 - (B) She has previous experience as a mentor.
 - (C) She will be unavailable at the start of the program.
 - (D) She will be on the EMCC campus on Wednesdays.
- 200.** Who most likely is Ms. Schwartz?
- (A) A former EMCC student
 - (B) Ms. Manahan's career mentor
 - (C) A Colt Financial employee
 - (D) Mr. Wiltsey's supervisor

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.