

**READING**

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

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

**Part 5**

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

101. We are known for our outstanding -----  
to customer service and the  
unsurpassed quality of our products.  
(A) commitment  
(B) commit  
(C) committed  
(D) committing
102. The board of directors decided to -----  
the prices of our software products  
because of unexpectedly high  
distribution costs.  
(A) increase  
(B) remain  
(C) comment  
(D) construct
103. The regional sales manager has asked  
Mr. Johnson to send ----- the final  
report of the quarterly sales figures by  
the end of the week.  
(A) she  
(B) her  
(C) hers  
(D) herself
104. XTO Energy Inc. has grown from its  
----- in 1986 to one of the nation's  
largest independent oil and gas  
producers.  
(A) cause  
(B) solution  
(C) growth  
(D) inception
105. In November, the unemployment rate fell  
----- 2.3 percent, its lowest level in five  
years.  
(A) to  
(B) at  
(C) in  
(D) on
106. Mr. Graves ----- employed by the same  
company in various capacities since  
1988.  
(A) is  
(B) has  
(C) has been  
(D) could be

107. Dong Chan Lim has directed the ----- for all new employees at the Goldendew Jewelry Company since last year.  
 (A) orientation  
 (B) occupation  
 (C) position  
 (D) assertion
108. The maintenance process of Samsung Motors is ----- monitored by our managers and customers.  
 (A) close  
 (B) closer  
 (C) closely  
 (D) closest
109. Two forms of currently valid identification, including ----- a driver's license or a passport, must be presented.  
 (A) neither  
 (B) whether  
 (C) either  
 (D) both
110. Following are some specific factors that should be considered for a better understanding of the company's financial -----.  
 (A) conditionally  
 (B) condition  
 (C) conditioned  
 (D) conditional
111. The manager has asked Mr. Lim to submit ----- final report on the sales of the new washing machine by April 30.  
 (A) he  
 (B) him  
 (C) his  
 (D) himself
112. The Associated Press interviewed six people who restored power to their homes on -----, two of whom showed the AP how it is done.  
 (A) them  
 (B) their own  
 (C) themselves  
 (D) they
113. ----- the *Asian Times*, each year thousands of people get rich by investing in real estate.  
 (A) Even if  
 (B) According to  
 (C) As though  
 (D) Now that
114. We provide outstanding support and ----- training opportunities for our employees.  
 (A) excellently  
 (B) excellent  
 (C) excels  
 (D) excelled
115. Tony, AFIT's Founder and CEO, said he is pleased with the results of the recent survey ----- customer satisfaction.  
 (A) regard  
 (B) regards  
 (C) regarded  
 (D) regarding
116. Please read and understand the operation manual enclosed ----- you install your machine.  
 (A) prior  
 (B) near  
 (C) before  
 (D) past
117. Most of the customers indicated ----- the instructions for assembling our products are excessively complicated.  
 (A) that  
 (B) what  
 (C) these  
 (D) whose
118. Our ----- consultants make the effort to understand your business completely before recommending an appropriate solution for your needs.  
 (A) conditional  
 (B) requisite  
 (C) secured  
 (D) qualified

119. Our technical support will be ----- available to aid our customers in using the SchoolWeb software.  
 (A) continuous  
 (B) continuity  
 (C) continue  
 (D) continuously
120. Earlier this year, *Automotive News* named Mr. Sato its Person of the Year for his leadership during ----- contract negotiations with automakers.  
 (A) noted  
 (B) delicate  
 (C) talented  
 (D) proficient
121. Tim Casey will be ----- of organizing our events this year with the assistance of his team members.  
 (A) in place  
 (B) management  
 (C) leadership  
 (D) in charge
122. Installation of the maple floor is ----- complete for the Central Hall and second floor galleries.  
 (A) nearly  
 (B) daily  
 (C) busily  
 (D) early
123. At the Calgary Public Library, you should speak quietly ----- avoid disturbing other people near you.  
 (A) in order to  
 (B) even as  
 (C) before  
 (D) otherwise
124. All preparations are in the final phase and as soon as we get permission from CDA, the construction of the new ----- will begin.  
 (A) build  
 (B) builder  
 (C) to build  
 (D) building
125. ----- houses are now more energy efficient than before, overall residential energy use is rising due to the increase in population.  
 (A) Thus  
 (B) Until now  
 (C) Although  
 (D) Or else
126. To keep up with ----- operating costs, Miami-Dade Transit will increase Metrobus and Metrorail fares on May 1.  
 (A) uplifting  
 (B) uprising  
 (C) lifting  
 (D) rising
127. The CEO has requested that the board of directors review the budget proposal for the next year -----.  
 (A) attentive  
 (B) attentions  
 (C) more attentive  
 (D) more attentively
128. A federal report ----- yesterday stated that the nation's overall economy was growing at the slowest pace it has been in more than five years.  
 (A) controlled  
 (B) managed  
 (C) achieved  
 (D) released
129. The Department of Public Safety ----- to a newly renovated facility at 200 Elm Drive, near Baker Rink, at the end of next month.  
 (A) was relocated  
 (B) to relocate  
 (C) will relocate  
 (D) relocated
130. iSoft has seen its share price fall in recent months as a result of ----- problems with its \$6-billion contract to upgrade NHS's systems.  
 (A) ongoing  
 (B) dissolved  
 (C) restrained  
 (D) considerate

131. Henry Stewart Conference Studies has arranged a special room rate with MEC Hotel and a limited number of rooms have been ----- for attendees on a first come, first served basis.  
(A) reserved  
(B) placed  
(C) collected  
(D) remained
132. Even though we spent millions of dollars on marketing and advertising, sales of our new product have been ----- .  
(A) disappoint  
(B) disappointed  
(C) disappointment  
(D) disappointing
133. A six-member team was sent to restructure the ailing company and they did it remarkably ----- in four years.  
(A) yet  
(B) even  
(C) partly  
(D) well
134. To ----- a disabled-parking permit, you must fill in an application form and send it to your medical practitioner to be completed.  
(A) achieve  
(B) allow  
(C) remind  
(D) obtain
135. All participants will be asked to complete a brief survey ----- the workshops as part of the registration process.  
(A) prior to  
(B) advanced  
(C) previous  
(D) in addition to
136. Minor problems in the design of our new music player could not have been solved without the ----- of our new vice president, Dong Chan Lim.  
(A) contribution  
(B) contributor  
(C) contributed  
(D) contribute
137. The ----- of the presentation should be between 10-15 minutes, and you will also turn in a one-page summary of your presentation.  
(A) instant  
(B) attention  
(C) specification  
(D) length
138. Since office equipment ----- outdated so quickly, many companies are forced to spend a lot of money purchasing new ones.  
(A) become  
(B) becomes  
(C) becoming  
(D) is becoming
139. When not in use, boats should be stored on the owner's property, and during winter months, boats should be ----- secured to the dock.  
(A) originally  
(B) faintly  
(C) properly  
(D) moderately
140. The CSU Career Fair is mutually ----- to both those seeking careers and those recruiting for prospective employees.  
(A) benefit  
(B) benefited  
(C) beneficial  
(D) beneficence

## Part 6

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

**Questions 141-143** refer to the following memo.

TO: All staff  
FROM: Information Technology Department  
SUBJECT: Internet use at work

The Internet is a wonderful resource which is full of information on a variety of subjects.

Media Broadcasting is pleased to be able to offer Internet access to employees. -----, we

141. (A) However  
(B) Therefore  
(C) In fact  
(D) Moreover

must ask that use of the Internet during business hours be restricted to work-related research.

Unlike some companies, Media Broadcasting does not disallow personal use of the Internet entirely. We believe that personal use of the Internet can ----- a person's

142. (A) entitle  
(B) enforce  
(C) enhance  
(D) encompass

knowledge and increase efficiency with work-related searches. As a result, Media Broadcasting allows personal use of our Internet connection ----- non-work hours.

143. (A) while  
(B) during  
(C) barring  
(D) in addition to

Happy surfing!

Please let me know if you have any questions.

Questions 144-146 refer to the following letter.

Dear Ms. Park,

Thank you for ordering a Pinewood dresser kit. Pinewood kits are noted for their easy-to-read instructions and easy assembly.

To ensure that ----- customer is satisfied with their purchase, a Pinewood sales

144. (A) all  
(B) each  
(C) most  
(D) some

representative will be contacting you in the next few days to ask you to complete a survey. The survey will take less than five minutes and will allow us to ----- furniture kits. I hope

145. (A) improve  
(B) return  
(C) repair  
(D) remove

you will be able to speak with our representative when he calls.

For your further inspiration in interior decorating, I ----- our latest catalog of Pinewood

146. (A) enclosed  
(B) will enclose  
(C) have enclosed  
(D) will have enclosed

furniture kits.

Sincerely,

*Samantha Gilmore*

Samantha Gilmore  
Sales Manager

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Questions 147-149 refer to the following information.

### Items Damaged in Shipping

We do our best to ensure that every package that leaves our warehouse is packed ----- to

147. (A) prominently  
(B) shortly  
(C) approximately  
(D) appropriately

avoid damage.

We ship using trustworthy companies like FedEx and UPS. Still, accidents can happen so we'll make it up to you.

### What to do if your shipment arrives damaged

If any of the items in your shipment are damaged, you need to contact us within 10 days of receiving your package. Click [here](#) to find out ----- to contact Neo Electronics' Customer

148. (A) how  
(B) why  
(C) what  
(D) who

Service team.

### What we'll need from you

We may have to ask you for some details about the damage if we're making a claim against the shipper for the damages. Please have the following information -----:

149. (A) by hand  
(B) handy  
(C) handful  
(D) handiness

- ※ Part number of the parts received damaged
- ※ Model and serial number for the appliance
- ※ Details of the damage to the packaging and to the part

Questions 150-152 refer to the following advertisement.

PAA members are professional audiologists who are well trained and licensed to practice audiology within the Commonwealth of Pennsylvania. You can ----- on us for all of the

150. (A) count  
(B) impose  
(C) operate  
(D) estimate

solutions to your hearing problems.

In our All About Hearing section, we have information about hearing problems and hearing aids and you will be able to locate a PAA audiologist who will be helpful to your hearing problems.

If you ----- to join or renew your PAA membership, you can do it online in the Join

151. (A) have liked  
(B) will like  
(C) should like  
(D) would like

PAA/Renew section.

Join now if you're not a member! Read through the other sections if you or someone you know is ----- about hearing loss.

152. (A) concerning  
(B) concerned  
(C) concernment  
(D) concerns



## 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 e-mail.

From : Tobias Jones, Vice President  
To : Nick Sawyer, Project Manager  
Re : 1102 Tatler Square  
Date : October 10

In accordance with the contractor's requested modifications, we have adjusted the plans for the exterior of the building under construction at 1102 Tatler Square. Listed below are the changes, which are the final version of design plans for the exterior of the property. A meeting is going to be held on November 24th to decide whether any interior modification is needed. You will be informed immediately of the result of that meeting. The deadline for the completed building design is still December 24th.

**Exterior design modifications:**

- ☐ To comply with city building codes, the northern steps leading to the main entrance will be replaced with a ramp for wheelchair use.
- ☐ To further meet accessibility requirements for the disabled, we have come up with the idea of replacing the revolving door at the front entrance with a wider automatic sliding door.

Please let me know by tomorrow if you foresee any problems with these changes.

Tobias Jones

**153.** When can Nick Sawyer expect to be notified of more changes?

- (A) October 10
- (B) October 11
- (C) November 24
- (D) December 24

**154.** What change will be made in order to abide by the law?

- (A) A sliding door will be replaced.
- (B) A ramp will take the place of a staircase.
- (C) The parking lot entrance will be moved.
- (D) An additional back door will be installed.

Questions 155-157 refer to the following notice.

## Finest Dining Mississauga

### Dinner Menu, October 20

All specials are served with a choice of potato, soup, salad bar, dessert, and coffee or tea.

#### Leg of Lamb \$17.95

A traditional English favorite honey & herb-crusted roast leg of lamb with seasonal stuffing served with minted crushed potatoes & peas

#### Neapolitan Lasagna \$14.95

A classic Neapolitan lasagna from the south of Italy; it is not made with meat covered with cheese. Stuffed with mushrooms, eggplant, and artichokes in a savory cream sauce with a trace of rosemary.

#### German Sausage Platter \$14.45

Invented by our chef from Germany; a choice of extraordinary sausages reminiscent of the home country. Served with German potato salad, red cabbage, and sauerkraut.

#### Roast Pork with Knedliky \$18.45

A traditional Czech meal of juicy roast pork served with knedliky (Czech bread dumplings) and gravy; a complimentary side of sauerkraut available upon request.

Note: A 20-percent service charge will be added to your bill for parties of six or more.

155. What would a vegetarian most likely prefer?
- (A) Leg of lamb
  - (B) Lasagna
  - (C) Sausage
  - (D) Roast pork
156. What is special about the sausage platter?
- (A) The recipe was created by the chef.
  - (B) It represents traditional German food.
  - (C) The sausages are stuffed with potatoes.
  - (D) It is decorated with green vegetables.
157. What is mentioned about the Roast Pork with Knedliky?
- (A) Czechs no longer eat this dish.
  - (B) It is a very inexpensive item.
  - (C) Coffee is offered upon request
  - (D) Seven people can get a 20% discount on the dish.

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Questions 158-160 refer to the following memorandum.

TO : Office Staff  
FROM : Carlos Domingo, Manager  
DATE : July 21, 2009  
SUBJECT : Recycling Program

In an effort to reduce the amount of paper in our offices, we have implemented a cost-saving, paper reduction program as follows:

- Provide clearly-labeled recycling bins near copiers, shipping and receiving areas, and in employee eating areas to collect white paper, mixed paper, newspaper, magazines, cardboard as well as non-paper products (glass, aluminum, plastic, etc).
- Use the blank sides of unneeded single-sided copies for inter-office use. (This does not include materials intended for clients or members of other organizations.)
- Do not use the copy machine for personal items.
- Departments should carefully assess their needs before ordering bulk print copies of information materials, like annual reports or brochures. In many cases, hundreds of unused copies end up in storage rooms clogging up storage space. So in case of bulk copies on non-recycled paper, please list your name, the reason for use, and the approximate number of sheets used on the "Paper Allocation List" that is now posted in the copy room.

We have come up with these guidelines because paper takes up a large part of the expenses for our firm. With everyone's cooperation, we hope that we will be able to achieve a reduction in the amount of money spent on paper products.

158. What may still be printed on non-recycled paper?

- (A) A letter to another firm
- (B) A document for a colleague
- (C) A note to Mr. Domingo
- (D) A memo regarding an upcoming office party

159. What is NOT mentioned about the copier?

- (A) There will be a garbage can next to it.
- (B) It can be used for any purpose.
- (C) The manager suggested using the back side of used paper.
- (D) In some cases, writing a list is requested.

160. Why have the new rules been implemented?

- (A) The manager has interest in environmental issues.
- (B) The company wants to cut costs.
- (C) Employees have been careless with important documents.
- (D) The price of new paper has gone up.

Questions 161-162 refer to the following advertisement.

Dalousie Chairs are practical, yet sophisticated. Sitting on a Dalousie can be a life-changing experience. While sitting on our Dalousie chair, you will be able to work productively, efficiently and safely as well as avoid any feeling of fatigue or discomfort.

We are happy to announce our new line of Dalousie Natural Chairs. Designed by a team of internationally-recognized designers, these chairs are ergonomic, and affordable.

At Dalousie, not only are we pursuing your comfort at Dalousie as our top priority, but we also highly value the environment. We support sustainable development by contracting exclusively with producers of wood, including oak, cedar and cypress, harvested in line with and certified by the Forest Stewardship Council. We are also proud to announce a novel sustainability initiative that is an industry first. The fibrous plants, such as bamboo and kenaf, are used in the making of our chairs.

Come experience the joy of sitting in a Dalousie Natural Chair. If you want to find yourself in a perfect comfort zone, give us a try.

We have our products ready for you to test today. See our homepage for the location of the Dalousie dealer nearest you, or call us toll-free for a catalog at 1-800-692-9535.

161. Which of the following is a feature of the new product?

- (A) It can be purchased by upper-middle class people.
- (B) The company spent a lot of money to develop the product.
- (C) It was designed by a group of famous designers.
- (D) The chair has many built-in special functions.

162. To test the chair, what should you do first?

- (A) Stop by a dealer nearest to you
- (B) Consult a catalog about the new products
- (C) Email to schedule a consultation with a dealer
- (D) Use the Internet to find a dealer

Questions 163-165 refer to the following article.

In much of East Asia, where poverty and undernourishment still persisted just twenty-five years ago, the incredible economic success of recent years has brought unprecedented luxury and comfort. However, a wave of obesity has come along with the increased urbanization and adoption of more sedentary "Western" lifestyles, replacing the lean local diets and the once active lifestyles of the previously agriculturally-based populations. Health officials are issuing dire warnings of ailments and diseases that often accompany excessive weight gain. Cardiovascular disease, once believed to be rare in this population, is fast becoming one of the region's leading causes of death.

A more shocking fact is that Asian children have the fastest growing rate of obesity. The childhood obesity rate is becoming particularly widespread in China, topping 10% last year. Perhaps there is some cultural association with the problem – as excess weight is viewed as a sign of status and wealth, parents are perhaps likely to pamper their chubby children and prize them as symbols of their new affluence.

More shocking fact is that Asian children are 13 times more likely to have Type 2 diabetes than white children. With childhood obesity already an epidemic in Asia, there has also been a big increase in the number of children with Type 2 diabetes, reaching around 1 million – just under 70% of the world's total. Health officials predict that this number is likely to double by 2025 if this condition continues.

163. What is mentioned about East Asia ?
- (A) Western industries are threatening agricultural areas.
  - (B) Changes in diet and lifestyle are threatening health.
  - (C) Viral diseases are spreading among children
  - (D) Chinese children hardly eat fast food.
164. What is mentioned as a cause of obesity in China?
- (A) Undernourishment
  - (B) Active lifestyles
  - (C) A culture that equates obesity with success
  - (D) Cardiovascular disease

165. What do officials expect for the future?
- (A) The Chinese will be proud of Western lifestyles.
  - (B) No person will be concerned about obesity.
  - (C) Fewer white children will be diagnosed with diabetes.
  - (D) The number of diabetic kids will increase twofold.

Questions 166-169 refer to the following memorandum.



From : Ben Francis, Mailroom Supervisor  
To : All employees  
Date : February 20  
Re : Office Supply Returns

As we well recognize that there are many complaints about the recently introduced return policy, we are reinstating our former policy regarding office supply returns. As of March 5, returns will no longer need to be handed to the accounting department as this process caused much unnecessary paperwork. Instead, office supply returns will be accepted at the mailroom as previously done. Attach a return form with the name of the store the item was purchased from, the total cost of the merchandise purchased, the date purchased, and the reason for the return, and bring them to the mailroom. Return forms are available at the mailroom. The mailroom is located on the fourth floor in room 455. If you have any questions, contact Ben Francis, Mailroom Supervisor, telephone: 738-9221, e-mail: bfrancis@hostworks.com.

Thank you,  
Ben Francis

166. What is the subject of this memo?  
(A) How to return office supplies  
(B) How to purchase office supplies  
(C) Relocation of the mailroom  
(D) Ben Francis' promotion
167. Where should the staff return office supplies on March 6?  
(A) The office supply room  
(B) The purchasing department  
(C) The mailroom  
(D) The accounting department
168. Which of the following information must be included on the return form?  
(A) The method of payment  
(B) The department account number  
(C) The price of the supplies  
(D) The reason for the purchase
169. How can employees who have a question contact Ben Francis?  
(A) Stop by room 455  
(B) Fax at 738-9221  
(C) Online  
(D) By inter-office mail

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Questions 170-173 refer to the following letter.

Ms. Chloe Renault  
23 Financial Complex  
Montreal, QC J8H 6D7  
Canada



September 5  
Mr. Luke Potomac

Via Andrea del Verrocchio  
Florence 338-7373  
Italy

Dear Mr. Potomac,

On behalf of my colleagues, I would like to express my gratitude in your hosting myself and three other representatives at your restaurant in Florence last week. Due to the fact that my company produces high-end cutlery for restaurants such as yours, I was curious to see how the cutlery was meeting your customers' expectations.

Our marketing representative, Gino Vetriano, whom you know quite well, had told me that we would have a wonderful time in Florence, but I must say that you exceeded our expectations. My colleagues and I enjoyed the tour of the city, and especially our shopping experience at Ponte Vecchio. Since this was our first time to Italy, we were stunned by the beauty of the country, and of Florence itself.

We look forward to continuing this business relationship with you and encourage you and your colleagues to stop by our office in Montreal the next time you have the opportunity to do so.

Sincerely,

*Chloe Renault*

Chloe Renault

170. When did Ms. Renault take the trip?  
(A) In the middle of August  
(B) At the end of August  
(C) In the middle of September  
(D) At the end of September
171. What is inferred about Gino Vetriano?  
(A) He gave Ms. Renault a tour.  
(B) He works in Montreal.  
(C) He is not acquainted with Florence.  
(D) Ms. Renault visited Italy with Gino Vetriano.
172. For what does Ms. Renault thank Mr. Potomac?  
(A) A sample product  
(B) Cooperation on a project  
(C) Flight tickets to Montreal  
(D) A day of sightseeing
173. What does Ms. Renault invite Mr. Potomac to do?  
(A) Hold a business meeting in Paris  
(B) Check out her company's pamphlet  
(C) Come to visit her in Montreal  
(D) Purchase additional cutlery from her



Questions 174-176 refer to the following article.

The idea of artificial intelligence (known as AI) has long been thought of as the creation of human imagination. People regard AI as a robot in science-fiction movies because they have had no definitive demonstration of its intelligence. The fact is, AI has made many advances that are hidden from the general public and is about to expand our views of intelligence.

Research into AI started just after the second World War. In 1947, a British mathematician named Alan Turing came up with the idea to study AI through computer programs and not by merely building machines. From then on, many scientists have worked on the subject by programming computers. Turing wrote articles in 1950 that explained how to decide whether a machine is intelligent or not. He described that if a machine was able to trick people into thinking it was human, it must be intelligent.

The idea that robot cannot be intelligent is now beginning to fade away. In the past, robots have not been able to handle complex work. But computers, nowadays, can deal with difficult objects as well as learn. AI is becoming more technically advanced and will take our world to another level. However, it could pose a threat if we use it in the wrong way. We should be optimistic yet cautious about a future with AI.

174. Why didn't people acknowledge AI?

- (A) They have had no use for it.
- (B) They believed computers are impossible to use.
- (C) They hadn't seen convincing evidence of it.
- (D) They had seen it make many advances in technology.

176. What is NOT mentioned about AI?

- (A) People are starting to consider the intelligence of machines today.
- (B) It is not necessary to be careful about AI.
- (C) Alan Turing laid the foundation of AI.
- (D) It could be misused.

175. Who is Alan Turing?

- (A) A movie director
- (B) A mechanical expert
- (C) A specialist in mathematics
- (D) A statistician

Questions 177-180 refer to the following article.

## A Godsend for Ice Cream and Water Bottle Companies!

Ice cream manufacturers in Britain have realized profits during the unusually hot summer. In the first seven months of this year, the ice cream sector reported 3 percent growth over the same period last year. "The weather really worked for the industry and last week we sold 3.4 million tubs of ice cream, easily one of our best weeks ever," said an executive director of Britain's Ice Cream Makers' Union.

Mineral water manufacturers are similarly surprised at the bonanza they have enjoyed from the heat wave. With 26 million bottles sold last week alone, a rise of 80 percent over the same week last year, companies selling bottled water reported the biggest sales increase in the history of the industry. Johnny Peterson, a marketing manager of Volt Soft Drinks, said, "We have also recorded unprecedented August sales, the highest ever bottled water sales for one week."

The ice cream and mineral water manufacturers have not yet counted their profits, but summer heat waves are always a godsend for these industries. On the other hand, these manufacturers must continue to meet consumer demand. There is a lot of pressure on the factory workers, who have to work overtime to keep up with the orders.

177. Who is Johnny Peterson?  
(A) A sales manager  
(B) A marketing manager  
(C) An executive director  
(D) A factory worker
178. What is indicated about ice cream?  
(A) Its sales have increased by 80% this year.  
(B) Ice cream makers credit the weather as the cause of increased profits.  
(C) English people prefer it to mineral water in the summer.  
(D) Ice cream manufacturers launched many new products this year.
179. The word "unprecedented" in paragraph 2, line 5, is closest in meaning to  
(A) expected  
(B) premature  
(C) untypical  
(D) exceeded
180. What can be inferred from the article?  
(A) Factory workers do not get paid for overtime.  
(B) Sales of summer-season products are not affected by the weather.  
(C) The demand for bottled water is high.  
(D) The heat wave proves strong enough to boost the overall economy.

**Questions 181-185** refer to the following two e-mails.

FROM: Matt Hale  
TO: Rachel Saffer  
SUBJECT: Travel Arrangements

Hi, Rachel,

I would like to express my appreciation for your kind attention to my visit to your headquarters in Denver next month.

I received the itinerary and it looks good. I am glad that you will be meeting me at the airport, for I know very little about the city since this will be my first visit to Denver, although I have traveled several times through the Colorado.

The hotel reservation that you have made is satisfactory, but I am concerned that the hotel is a long way from your office. If possible, could you arrange to make a reservation at another hotel, preferably one within the walking distance of your office?

After my business is done, I will have some free time and would like to see some of the sights of the city. Please arrange for me a tour of the city for the early afternoon. It is also my wish to do some shopping while I am in Denver, as the holiday season is fast approaching.

Sincerely,

Matt Hale

FROM: Rachel Saffer  
TO: Matt Hale  
SUBJECT: Travel Arrangements

Dear Matt Hale,

In regard to the hotel arrangements while you are visiting this place from the 14th through the 17th, I believe that the hotel we have booked for you, although not within walking distance of our Lakewood office, is the best option because our office is located fairly far from the city center. I will arrange to have a car and driver at your disposal so that you can come and go to our office as you please.

I have talked with a local travel agency and found that there are three half-day tours to choose from: one to Garden of the Gods, one to Rocky Mountains and one to Hot Springs. There is no rush to make a booking for any of these tours, so feel free to decide which one you would like to go on when you get here. Furthermore, one of our

employees, Kristin Naden, will be assigned to act as your assistant while you are here and she will be glad to help with your shopping.

All of our employees are looking forward to your visit and learning from your presentation. If there is anything else that you need, feel free to let us know.

Sincerely,

Rachel Saffer

181. How many times has Mr. Hale visited Denver before?  
(A) Several  
(B) Never  
(C) A couple  
(D) Only one
182. When does Mr. Hale want to take a tour around the city?  
(A) Upon arriving in Denver  
(B) On the afternoon on May 17th  
(C) On the last day of the visit  
(D) During his private time
183. How will Mr. Hale likely get from the hotel to the office?  
(A) He will walk.  
(B) He will use public transportation.  
(C) He will be driven.  
(D) He will take the train.
184. Who is available to accompany Mr. Hale?  
(A) A travel agent  
(B) A chauffeur  
(C) Rachel Saffer  
(D) Kristin Naden
185. What will Mr. Hale do in Denver?  
(A) He will deliver a speech to some people.  
(B) He is going to meet with customers.  
(C) He will take a vacation there.  
(D) He will do fieldwork for his speech.

Questions 186-190 refer to the following e-mail and letter.

From: Meghan Pine  
To: Noel Saunders  
Subject: Job opening  
Date: November 30  
Attachment: Meghan\_1.doc

Dear Mr. Saunders:

I am applying for the position of Senior Project Manager for Wallington Associates as advertised in the November 28 issue of *The Financial Review*. As my attached resume shows, I have an extensive background in banking, the investing sector, and finance management.

When I worked for Citadel Banking, I was in charge of multiple clients, advising them on appropriate investment paths including loan management. I started out with handling small loans and worked my way up to seven- and eight-figure loans for many blue-chip companies. During my time there, my team never had a single loan go into default.

At Maple Life I managed investment portfolios for many companies. Although I worked independent of any team support, I did have to meet with and guide representatives from various companies throughout the investment process.

At my last job I worked as part of a team that does consulting for major government and private-sector firms. I took the lead on many projects and brought quite a few new clients to the company.

I am available for an interview at any time. I thank you in advance, and look forward to hearing from you.

Sincerely,

Meghan Pine

\* References available upon request

HAILCORP  
1239 Park Avenue South  
New York City, NY 10003  
(212) 555-3938

Noel Saunders, Vice President  
Wallington Associates  
345 Fillmore Financial Plaza  
San Francisco, CA 94102

Dear Mr. Saunders:

Meghan Pine was employed as consultant at Hailcorp for two years. She left the company after much success to further her education.

During her tenure with Hailcorp, Ms. Pine worked on teams that handled consulting for various federal and state companies, and many private-sector firms. She was instrumental in landing many lucrative contracts for Hailcorp. Ms. Pine also showed exemplary leadership skills whenever she had to fill in as a team leader. She is a great communicator, and she has unparalleled interpersonal skills.

I recommend Ms. Pine for any management or supervisor position. Please call if you would like any specific details regarding her time here. Ask for Judith Seams, her team leader.

Sincerely,

*Nigel Cummings*  
Nigel Cummings  
Project Manager

186. What did Ms. Pine attach to her e-mail?  
(A) A recommendation  
(B) Cover letter  
(C) A job application  
(D) A work history
187. Of Ms. Pine's previous jobs, how many required her to work with a team?  
(A) Zero  
(B) One  
(C) Two  
(D) Three
188. Which company deals with the government?  
(A) Maple Life  
(B) Hailcorp  
(C) Citadel Banking  
(D) Wallington Associates
189. Why did Ms. Pine leave her last job?  
(A) To go back to school  
(B) To find a better job  
(C) To work for a former client  
(D) To start her own company
190. What skill does Mr. Cummings say Ms. Pine has?  
(A) She can manage budgets effectively.  
(B) She is good at speaking to people.  
(C) She can manage several tasks simultaneously.  
(D) She is a quick learner.

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

## Recall Notice

As of March 5, all customers who purchased Xenix laptops (models Xenix LTPC-54 and LTPC-650) are asked to exchange their purchases as soon as possible. Xenix has issued a recall order for these models owing to faulty hard drives. These hard drives have shown signs of overheating and a tendency to lose data. Recent user complaints have led Xenix to issue a recall for all laptops in the 54 and 650 model series.

All consumers who have purchased Xenix laptops that are NOT the LTPC-54 or LTPC-650 models may have defective batteries that overheat. If you have a laptop with a Xenix laptop battery XAC-40V, please bring in your battery and exchange it for a replacement. You may choose from a Xenix-brand battery or a Xenix-approved third-party battery (Razor, GHUN, or Krimzon batteries are all approved). Choosing the latter option will not void your laptop's warranty unless you choose a non-approved third-party product.

For more information, please go to [www.xenix.com/products/recall\\_faqs](http://www.xenix.com/products/recall_faqs).

From: Robert Kebert <robkebert@xenix.net>  
To: Shanti Ganguly <shanty@xenix.net>  
Subject: Recalls  
Date: March 7

I know you've been busy dealing with the public relations side of this recall, but I have some important updates for you. The problem with the hard drives overheating has been confirmed to occur only in the LTPC-54 model. To date, any data loss on the LTPC-650 model has been due to user error. As such, Xenix will only replace laptops for customers who bought the LTPC-54. Customers who purchased the LTPC-65D may have their hard drive replaced for free, but we will not replace the entire laptop itself.

As for the batteries, I would like you to update the list of approved third-party manufacturers. Please add RadioTime to the list and remove Razor from it. It turns out that Razor's batteries are not completely compatible with our brand of laptops. Also, we need to keep stressing that the problem with the XAC-40V battery is not overheating, as initially reported, but its inability to hold a charge for more than one hour.

I've already had a meeting with Bernard Tubayan, and he will take care of alerting retailers. I would appreciate it if you could update the FAQs section on the web so that it reflects these updates.

Thanks.

Robert

191. What made Xenix issue a recall?  
(A) Criticism from a trade journal  
(B) A Government order  
(C) Negative customer feedback  
(D) Complaints from retailers
192. What is the probable cause of the problem with the LTPC-54?  
(A) Human error  
(B) Overheating hard drive  
(C) Battery malfunction  
(D) Software incompatibility
193. What company's batteries are NOT approved for use in Xenix laptops?  
(A) Razor  
(B) GHUN  
(C) Krimzon  
(D) RadioTime
194. What was the problem with the Xenix-made batteries?  
(A) They would overheat.  
(B) They would cause data loss.  
(C) They could not hold a charge very long.  
(D) They were not compatible with most models.
195. What is Shanti Ganguly in charge of?  
(A) Alerting retailers about the changes to the company's laptops  
(B) Handling customer feedback  
(C) Repairing faulty hard drives  
(D) Updating the company's online content



## Home Fixit to Add Environmental Sticker

By Bruce Hartigan

Home Fixit, the nation's second largest retailer, announced it will be following Four Mart, the nation's largest retailer, by joining the green movement.

Home Fixit said that starting next week they would affix a sticker to all products that promote energy conservation, are made from recyclable waste, or have been deemed to have a minimal impact on the environment, particularly in the areas of clean air and water. This system for identifying such products could see as many as 7,000 environmentally friendly products labeled in this manner over the next three years. These products will be identifiable by their Home Fixit Eco Friend stickers.

"Although most of these products are more expensive than regular products," Vivian Lacey, president for environmental innovation at the retailer, says, "Customers have been clamoring for these products." As concerns over pollution and climate change are raised, consumers are worried about how their shopping habits impact the environment.

Home Fixit plans to devote more shelf space to environmentally friendly products in the future. Suppliers that support the Eco Friend line will also be given preferential treatment at Home Fixit's stores as long as they produce Eco Friend goods at the same prices as conventional merchandise.

"People want to contribute to a clean environment, but they don't know how," says Ms. Lacey. "We are giving them an opportunity to do this as they shop."

From: Tobias Foucan<tfoucan@valusave.com>

To: Ivana Dench<idench@valusave.com>

Subject: Green Products for ValuSave

Date: May 9

Attachment: Productfile.doc

In the past, I know we have been reluctant to classify certain products as "green," or "environmentally friendly", because of lackluster sales, but I think the time has come where we could successfully market such products at ValuSave. Already larger retailers like Home Fixit and Four Mart have introduced entire lines of environmentally friendly goods that consumers are eager to purchase. I realize that our purchasing power is not as great as those of larger retailers, but there are ways in which we could also introduce such lines without affecting our profit margin.

We should start by looking at what products we already offer that are environmentally friendly. For example, natural insect killers and fluorescent light bulbs. Already sales of these products far outpace those that would not be classified as eco-friendly. Promoting their low impact on the environment would only attract more customers.

I've drawn up a list of existing products that could qualify for an eco-friendly label. While some of them do cost more than other similar products, we could do more to promote them by using in-store displays or by offering coupon discounts for certain items. A survey conducted about customers at our Tucson branch showed that they are interested in trying eco-friendly products. If we can get them to purchase these products just one time, I'm sure we will have hooked them for life.

Sincerely,

Tobias Foucan  
Sales Manager

196. What is the article mainly about?  
(A) A classification system for products  
(B) Home Fixit's profit projections  
(C) Climate change and pollution  
(D) Customer concerns
197. What is NOT mentioned in the article?  
(A) Something special is stuck on the side of the product from Home Fixit.  
(B) Home Fixit begins the conservation campaign.  
(C) Goods with a sticker is more reasonable price than others.  
(D) Four Mart is one of the largest retailers.
198. What problem does Tobias Foucan mention?  
(A) Customers have complained about eco-friendly products.  
(B) ValuSave does not have as much money as Four Mart.  
(C) There are no eco-friendly products at ValuSave stores.  
(D) Sales of the new product line were lower than expected.
199. In the e-mail, the word "outpace" in paragraph 2, line 3, is closest in meaning to  
(A) surpass  
(B) associate  
(C) combine  
(D) allow
200. What does Tobias Foucan want to do?  
(A) Copy everything Home Fixit is doing  
(B) Conduct a customer satisfaction survey  
(C) Make a list of eco-friendly products  
(D) Sell eco-friendly products at a reduced price