



Actual Test 01

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. Two years ago, some of the athletes ----- school to pursue a professional career or the Olympics.
(A) leave
(B) left
(C) will leave
(D) was left
102. A road collapse has ----- traffic delays on the main route between Mildura and Merbein.
(A) caused
(B) departed
(C) directed
(D) operated
103. Ms. Kim asks that the marketing team e-mail the final draft to ----- before 5 p.m.
(A) her
(B) she
(C) hers
(D) herself
104. ----- her vacation, Janet traveled to Hong Kong, Taipei, and Shanghai.
(A) Behind
(B) From
(C) Between
(D) During
105. Travel expenses should be ----- no later than 30 calendar days after returning from a business trip.
(A) submit
(B) submits
(C) submitted
(D) submissions
106. Customers must contact the ----- directly for all warranty and repair issues.
(A) manufacturer
(B) manufacturing
(C) manufactures
(D) manufactured



107. Before you can enter the building, you must show ----- your passport and your airline ticket, so have them ready.
 (A) both
 (B) either
 (C) as
 (D) if
108. Our employee ----- program can boost employee morale and decrease employee turnover.
 (A) motivation
 (B) reality
 (C) prevention
 (D) consequence
109. California employers should familiarize ----- with significant labor and employment laws passed by the Legislature in 2000.
 (A) they
 (B) themselves
 (C) theirs
 (D) their
110. Companies ----- send out their free samples with discount coupons to encourage consumers to buy their products.
 (A) nearly
 (B) often
 (C) highly
 (D) ever
111. It is common practice for a firm to seek a ----- advantage in order to maintain its position in the marketplace.
 (A) compete
 (B) competition
 (C) competitive
 (D) competitively
112. Since no more information has been released, the game will probably not come out this year ----- even next year.
 (A) whether
 (B) then
 (C) through
 (D) or
113. The bids must be reviewed by the engineers to make sure all engineering ----- for the project are met.
 (A) specific
 (B) to specify
 (C) specifically
 (D) specifications
114. Library users must remove all ----- belongings when they leave the library for more than a half hour.
 (A) unlimited
 (B) personal
 (C) accurate
 (D) believable
115. The new management recognized the importance of this business decision and ----- reorganized operational procedures.
 (A) prompt
 (B) promptness
 (C) promptly
 (D) prompter
116. Please complete all the questions contained on the claim form and provide a ----- where requested.
 (A) signature
 (B) delivery
 (C) termination
 (D) completion
117. The ----- has always been on ensuring a consistently high level of quality and outstanding service.
 (A) emphasized
 (B) emphatic
 (C) emphasis
 (D) emphasize
118. ----- presenting a valid parking permit, employees cannot park their cars on company property.
 (A) On
 (B) Among
 (C) Without
 (D) Over

108.



118.



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119. Visible from ----- in the city, the tower stands in the very center of the Turpis territory.

- (A) absolutely
- (B) around
- (C) entirely
- (D) anywhere

120. At the current speed of production, Supreme Tech is not able to manufacture ----- products to meet the demands of our purchase orders.

- (A) full
- (B) quick
- (C) enough
- (D) overall

121. People in NY are healthier because they walk a few blocks every day since the roads are ----- crowded with cars and taxis.

- (A) cleanly
- (B) finely
- (C) usually
- (D) exactly

122. Any questions ----- our products or services may be addressed to Ms. Davis.

- (A) related to
- (B) through
- (C) up on
- (D) according to

123. At this point, Northeast suggests that we ----- the start of our road work until gas prices settle down.

- (A) wait
- (B) remain
- (C) expire
- (D) delay

124. Marc Ecko is rumored to be ----- to signing a deal with the licensing firm, Iconix.

- (A) closeness
- (B) closing
- (C) closely
- (D) close

125. One of the duties of library assistants is to shelve books returned ----- borrowers or used by readers within the library.

- (A) by
- (B) about
- (C) at
- (D) before

126. Bananas imported from the Philippines are dominating supermarket shelves ----- due to their attractive appearance.

- (A) reported
- (B) reportedly
- (C) reporting
- (D) reports

127. Mr. Brown gave a bleak view of the Christmas retail sales picture before ----- sales figures a week ago.

- (A) proving
- (B) announcing
- (C) cooperating
- (D) designing

128. Public and private investments are moving ahead rapidly as the country has shown a great ----- to stability and low inflation.

- (A) assurance
- (B) commitment
- (C) collaboration
- (D) assignment

129. One ----- outcome of the current economic recession is that the growth of merger activity will slow down.

- (A) possibly
- (B) possibility
- (C) possibilities
- (D) possible

130. Most of the companies surveyed ----- their growth to marketing and sales strategies.

- (A) attributes
- (B) attributed
- (C) attributing
- (D) attribution



131. We haven't heard from them yet ----- we sent an email for a quote of their product prices.
 (A) until
 (B) only if
 (C) nevertheless
 (D) even though
132. They can print more quality prints than most ----- printing stores, not to mention faster and better.
 (A) other
 (B) added
 (C) further
 (D) extra
133. We are pleased to announce that the ----- anticipated tablet computer brochure has now been launched on our website.
 (A) most eager
 (B) eagerness
 (C) eagerly
 (D) eager
134. Visitors to the central area are invited to visit Central Ottage, one of the few historic spots in the ----- modern town of Joplin.
 (A) however
 (B) instead
 (C) separately
 (D) otherwise
135. Pay Per Click advertising makes ----- easy to track how your advertising and marketing efforts are going.
 (A) they
 (B) one
 (C) what
 (D) it
136. The contributions made by Dr. Victor Hettigoda to the product development research were ----- by her boss.
 (A) ensured
 (B) realized
 (C) commended
 (D) incorporated
137. The design of the proposed project is one of the criteria the committee will evaluate ----- determining the recipient of the state grant.
 (A) in
 (B) and
 (C) yet
 (D) which
138. The company will ----- all its products from retailers' shelves because of allergy concerns.
 (A) undo
 (B) redeem
 (C) recall
 (D) unveil
139. By the time Mr. Greenfield returns from his business trip, the company's new policy -----.
 (A) was decided
 (B) will be deciding
 (C) had decided
 (D) will have been decided
140. There has been so much ----- in the demand for high-priced luxury cars that a few companies are introducing a wide range of price options.
 (A) invitation
 (B) irrelevance
 (C) fluctuation
 (D) repayment

136.



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Part 6

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

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

PRICING AND ORDERING

Any of our designs can be ----- to your specific needs and tastes and will always

141. (A) presented
(B) provided
(C) specialized
(D) customized

incorporate the timeless and skillful design capabilities of our team. Michael Sean offers a ----- of highly customizable options which are unmatched in the furniture industry today.

142. (A) various
(B) variety
(C) varied
(D) vary

Our mission is to provide you with choice: design, size, materials, finish and delivery method. We can provide such ----- because each piece is individually handcrafted on

143. (A) creativity
(B) productivity
(C) flexibility
(D) punctuality

a made-to-order basis. Once the piece of furniture is approved, it usually takes approximately three to five weeks to build it.

For information on a custom order or to get a quote with your specifications, please contact our toll-free number for assistance or sketch your idea on the "Design Request Form" below and fax it back to us. It's that simple!

141.



Questions 144-146 refer to the following advertisement.

Free workshop at Monica Arts Center

Have you ever imagined creating art out of old or discarded dishes? Now you can! Artist Jonas Mings ----- a colorful folk-art methods using broken dishes, cups, and bowls.

144. (A) to teach
(B) teaches
(C) taught
(D) will be taught

During this two-day workshop, you will learn different techniques for turning seemingly useless household items into beautiful works of art! You will have a chance to create your own masterpiece! This class is offered quarterly. This quarter, the workshop will take place at the Monica Arts Center on two ----- Mondays, starting June 6 from 10:30 A.M. to

145. (A) consecutive
(B) collective
(C) repeated
(D) following

12:30 P.M.

For a detailed class syllabus or to sign up for the class, please visit www.monicaartscenter.org/mosaics. This class is open to adults and children -----, so the

146. (A) along
(B) ahead
(C) alike
(D) around

whole family can participate together.

Hurry up and register now!

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Questions 147-149 refer to the following letter.

Public Meetings on Current Good Manufacturing Practice Regulations

Dear Colleagues:

The Food and Drug Administration invites you to attend a public meeting concerning modernization of the agency's current good manufacturing practice(CGMP) regulations for food meant for human consumption.

In the almost twenty years since the food CGMPs were revised, the food industry has undergone ----- changes, and the agency believes that it is now time to revisit these

147. (A) considerate
(B) considerable
(C) consideration
(D) considering

regulations to determine whether they are ensuring a safe and ----- food supply. The FDA

148. (A) sanitary
(B) preventive
(C) continuous
(D) prevailing

believes that a good first step is to obtain input from the industry and the general public by holding a series of public meetings. To this end, the FDA has recently announced three public meetings in the Federal Register. The meetings ----- at the FDA headquarters from

149. (A) were held
(B) have been held
(C) to hold
(D) will be held

10 a.m. to 11 a.m.



Questions 150-152 refer to the following advertisement.

Security Inc. is the most trusted name in the sales and service of financial equipment and automated teller machines. Offering a degree of personal yet professional service that is unrivaled in the financial industry today, all employees at Security Inc. are ----- to

- 150.** (A) dedicated
(B) used
(C) subject
(D) liable

customer service and your complete satisfaction.

We offer flexibility not found anywhere else in the financial services industry. Security Inc. can assemble a unique financial equipment package across multiple manufacturers' product lines or tailor a financial equipment service program to ----- your specific

- 151.** (A) expect
(B) intend
(C) create
(D) meet

business needs.

We offer the widest array of financial equipment products, services and supplies. This diversity in product and service offerings, combined with our unrivaled knowledge in the sale and service of automated teller machines, provides a ----- edge and real value for

- 152.** (A) competent
(B) competitive
(C) compatible
(D) commensurate

our customers.

151.



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Part 7

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

Questions 153-154 refer to the following advertisement.

Carlo's Pizzeria

Founded in 1983, Carlo's Pizzeria, Restaurant & Caterers is a family operated establishment serving gourmet pizzas, salads, sandwiches, dinners and catered foods in New York and the surrounding areas. With nearly 25 years of satisfying customers in and around the New York area, Carlos, Sal, Sally, Maria, Estel and the entire Carlo's staff pride themselves in serving only the finest selection of Italian cuisine.

Ocean Avenue Branch

1247 Ocean Avenue

Brooklyn, NY 11230

(718) 578-1878 / (718) 578-4798

Hours of operation:

Monday - Thursday: 11 A.M. - 10 P.M.

Friday: 11 A.M. - 11 P.M.

Saturday: 11 A.M. - Midnight

Sunday: CLOSED

Visit our website for our lunch and dinner menus!

153. On what day does the business stay open longer than usual?

- (A) Monday
- (B) Thursday
- (C) Saturday
- (D) Sunday

154. What is indicated about the menu?

- (A) Menu items are different according to day of the week.
- (B) Prices are higher on Saturdays.
- (C) Discounts are available upon request.
- (D) Menu items vary according to the time of day.

Questions 155-156 refer to the following article.

A trio of bands to treat fans at Shamrocks show

Frontman, Mike Furie, says the musicians in his band "Loud Furie" and fellow Syracuse rock bands "The Fergi Project" and "Little Secret" want to help make things right for their fans who bought tickets to see them open for Brian Michaels last week at the Regional Market Block Party.

That show – and shows scheduled on subsequent Thursday nights by "Asia" and "Loverboy" – have been canceled.

The opening bands were given tickets to sell to their fans, Furie explains. So "Loud Furie", "The Fergi Project" and "Little Secret" have scheduled a show together at 4 p.m. Sunday at Shamrocks, 1459 Taft Road, Syracuse. Admission is free for anybody who holds a ticket to the canceled Michaels show, or \$10 for everybody else.

A nice touch: The band will donate the door money to Michaels' favorite charity, the American Diabetes Association. The musicians are calling it the Antidote Show.

Also, for fans of "Asia", western New York promoter Billy Pilo has his own show planned. "Asia" plays at 7 p.m. on Saturday at the Main Street Armory, 78 Main St., Rochester. Admission is free to the show as long as you bring a canned or dry food donation for Rochester food banks.

155. What event is described in the article?

- (A) A makeup concert for a canceled show
- (B) A program at a recital
- (C) A show by a band called Asia
- (D) A charity drive to support sick children

156. According to the article, what do the two shows share in common?

- (A) Performers will be invited from around the world.
- (B) Proceeds will be used to support a good cause.
- (C) Participants will be asked to donate food.
- (D) They will give out prizes to raffle winners.

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Questions 157-158 refer to the following article.

Jersey Weekly
March 28

Robert Schwartz, director of Parking and Transportation Services, has announced his decision to retire from Hudson University. His last day will be June 13, 2011.

Under Mr. Schwartz's leadership, the university's parking and transportation operations have improved significantly over the past 10 years. Mr. Schwartz was instrumental in the introduction of the New Terrytown Shuttle to help reduce the number of cars on the New Terrytown/Piscataway campuses and in the university's preparations for the Route 18 construction and road widening projects. Mr. Schwartz previously served as the assistant director for parking and transportation and worked in various capacities in the housing division.

Mr. Schwartz has done a great job establishing positive working relationships with students, deans, administrators, staff, and local communities. His leadership, loyalty to Hudson University, and tireless energy will be missed.

157. What is the purpose of the article?

- (A) To promote a new company
- (B) To announce a retirement
- (C) To advertise a job opening
- (D) To discuss a newly hired employee

158. What was Mr. Schwartz's prior position?

- (A) University spokesperson
- (B) Chief executive officer
- (C) Director
- (D) Assistant director

Questions 159 -161 refer to the following notice.

Following up its successful Sushi Workshop in July, the Japan-America Society of Greater Long Island presents sushi chef Maksui from Kenichi for an advanced sushi workshop on Sunday, October 25th at the Tri-fold Clubhouse (410 Guadalupe St.) from 1:30 p.m. to 3:30 p.m. This workshop will allow attendees of the previous workshop to build on their sushi-making skills.

This is not a free event. The cost for current JGA members is \$35. If you're a non-member, the cost is \$40 (Please bring exact change in cash). Although the cost includes all the ingredients necessary to make sushi, you will need to bring your own knife and a towel or cloth of some sort.

Please note that registration is required in order to attend this class. Space is limited. Send a registration request to jga-events@jga.org by Thursday, October 22. 48 hours' notice is required in order to cancel.

159. What is the main purpose of the notice?
- (A) To inform readers of a useful website
 - (B) To describe the Japan-America Society of Greater Long Island
 - (C) To teach people how to write poetry
 - (D) To announce an upcoming workshop
160. What information is NOT given in the notice?
- (A) The workshop instructor's name
 - (B) Late registration instructions
 - (C) Cancellation instructions
 - (D) Things to bring to the workshop
161. According to the notice, who is the workshop tailored to?
- (A) Intermediate sushi chefs
 - (B) Beginner sushi chefs
 - (C) New JGA members
 - (D) All JGA members

Questions 162-164 refer to the following notice.

The Cooper Museum

Members enjoy unlimited free entry all year long to the Cooper Museum's exciting special exhibition, which opens on June 19, and the world-renowned permanent collection galleries. Other benefits include preview receptions, gallery talks and tours, family programs, and hands-on art workshops for adults and children. For more information on Membership levels and benefits, including discounts for older adults, educators, and artists, or to purchase a membership by phone, call the Membership Department at (718) 501-6326 or e-mail membership@coopermuseum.org.

View a printable version of the Member Events Chart for 2010-2011.

Individuals: \$55 (fully tax-deductible)

Enjoy preview receptions, discounts, and much more!

Family and Friends: \$85 (fully tax-deductible)

Receive discounts on educational offerings for adults and children!

Contributors: \$150 (\$135 tax-deductible)

Receive reciprocal privileges to 31 art museums and free tickets to *Art Facts* and *Meet the Museum*.

162. What will happen as of June 19?
- (A) The cost of admission to the museum will increase.
 - (B) The museum will hold weekly gallery talks.
 - (C) A new membership discount program will be introduced.
 - (D) A new attraction will open.
163. What is NOT mentioned as a reason to call the Membership Department?
- (A) Get membership level information
 - (B) Purchase family programs
 - (C) Purchase memberships
 - (D) Price reductions for seniors
164. Which privilege is extended to Friends and Family members of the museum?
- (A) Discounts on educational family events
 - (B) Preview receptions and discounts
 - (C) Discounts at the museum restaurant
 - (D) Free tickets to *Art Facts*

Questions 165-169 refer to the following letter.

Apex PC Inc.
12 Garter's Way
Erving, TX 75782

To Whom It May Concern,

I am writing today to thank you for an excellent customer service experience. I recently started a new job as the administrative director for a nonprofit agency that, like most organizations and businesses, cannot function without a computer. This morning when I arrived at work, my Apex Dimension 5000 would not boot up properly. After exhausting my own fairly extensive knowledge about how to get a misbehaving computer to work properly, and consulting my agency's tech department in vain, I called Apex PC Technical Support.

Gary, the tech support professional who answered my call, spent two hours on the phone with me, walking me through processes ranging from diagnostics to rebooting in various command prompt modes. Gary was wonderful to work with. I was delighted to be on the phone with someone whose knowledge, respect, and sense of humor (particularly important, in my opinion, when dealing with potential computer disasters) made this ordeal much less challenging.

Although your automated answering system is frustrating – I got many “I’m sorry, I don’t understand” responses although I speak quite clear and articulate English, and I got cut off at one point – I very much appreciate the excellent customer service your human staff members give. As a result of the help I got today, I elected to extend our Gold Service Contract so that if I have such a problem again, I will have access to your staff.

Again, thank you.

Sincerely,

Mark Matthews

165. What is the main purpose of this letter?
- (A) To offer an award to an Apex employee
 - (B) To praise an employee of the company
 - (C) To report a problem related to a purchased product
 - (D) To order an item that is backordered
166. Why was Mr. Matthews having a problem?
- (A) He could not get in contact with an Apex employee.
 - (B) He could not understand what the automated system was saying.
 - (C) He could not extend the Gold Service Contract plan.
 - (D) He could not get his computer to start properly.
167. What did Mr. Matthews do before calling Apex?
- (A) He tried to change his computer.
 - (B) He contacted his supervisor about the problem.
 - (C) He asked his company's computer division for help.
 - (D) He contacted someone in his office about the company service plan.
168. What action was NOT taken by Gary?
- (A) He solved the problem through the automated system first.
 - (B) He ran diagnostics step by step with Mr. Matthews.
 - (C) He rebooted the computer in different modes.
 - (D) He used humor so the long call is not boring.
169. The word 'exhausting' in paragraph 1, line 5 is closest in meaning to
- (A) tiring
 - (B) failing
 - (C) making use of
 - (D) fatiguing

Questions 170-172 refer to the following memo.



To: All employees of TWDB

From: Joseph Green

Re: Survey Results

Date: April 19

Customer Survey

In an initiative to determine the effectiveness of TWDB's programs and services, our agency regularly conducts surveys to measure customer satisfaction and rate TWDB's performance in service delivery.

You can make a difference by taking the time to complete a survey online. Results are analyzed, especially the comments section, to identify possible process improvements or areas in the agency which need increased education or marketing efforts. Program areas use the information to review and implement any necessary program/process changes that will benefit customers or save money. Previous survey results have led to significant improvements to TWDB's programs.

The Tennessee Water Development Board intends to use this information to improve its products and service delivery and to increase customer education and awareness regarding agency products and services.

Survey Results : 2010 Customer Survey

The most frequently cited suggestions for improvement included:

Increasing personal contact with customers

- Increasing interdepartmental and interagency cooperation
- Further improving the agency's websites
- Improving the scope and accuracy of information provided
- Increasing funding opportunities.

Results: In summary, customers rated TWDB highly, with 94.8% of all respondents giving the agency an excellent (52.8%) or good (42.0%) rating. Furthermore, the specific departments evaluated consistently received satisfaction ratings of at least 96%. A detailed report of the results will be posted on the company website in two weeks.

170. What is the main purpose of the survey?
- (A) To help an organization decide which agencies to use
 - (B) To improve service efficiency
 - (C) To assess how many new clients the agency gained last year
 - (D) To determine client satisfaction and agency performance
171. What is likely to happen next month at TWDB?
- (A) TWDB will make a presentation on the state of the department.
 - (B) Employees can see more survey results.
 - (C) Suggestions for changes will be implemented.
 - (D) Additional employees will be hired to improve customer satisfaction.
172. Which of the following is NOT a suggestion made by customers?
- (A) Increasing personal communication with customers
 - (B) Increasing cooperation with other agencies
 - (C) Making the company webpage better
 - (D) Quicker responses to client emails

Questions 173-176 refer to the following letter.

Accent Property Management:

Please read this notice carefully, as it contains very important information about road work that is scheduled to be performed in your community, which may result in vehicles being towed or damaged if left in restricted areas during scheduled work periods. Any improperly parked vehicles will be towed at your expense.

San Jose Hills is excited to announce the scheduling of the asphalt repair and seal coating project for the community, which consists of the following locations:

Alison Creek Road

Glenfield Circle

Manor Hill Road

On Tuesday and Wednesday, April 20 & 21, 2011, we will be repairing streets in various locations throughout the community. Please refer to the map included with this notice, asphalt repair areas are the orange highlighted circles. United Paving will be lacing barricades beginning at 6:30 a.m. and work will begin at 7:00 a.m. and continue throughout the day. The barricades will remain in place until the weather allows for adequate curing of the material, which may take up to 24 hours.

Thank you for your cooperation in this matter. We understand this is an inconvenience for everyone; however it is necessary. Once completed, the new street surface will greatly enhance the appearance of the community and extend the life of the asphalt streets. Should you have any questions regarding the work to be performed, please contact Accent Property Management.

Sincerely,

Chris Wages

Facilities Manager

905-581-4796 Ext 202 or chris@accentpm.com

173. For whom is the letter most likely intended?
- (A) Residents of San Jose Hills
 - (B) Workers at Accent Property Management
 - (C) Drivers on Manor Hill Road
 - (D) The road construction crew
174. By what date is the work expected to finish?
- (A) April 24
 - (B) March 26
 - (C) April 21
 - (D) April 20
175. What is indicated on the letter?
- (A) San Jose Hills is being remodeled.
 - (B) Construction Crews will work overnight.
 - (C) Glenfield Circle will be expanded.
 - (D) The second day is reserved for curing.
176. Which is NOT stated as a possible penalty for improperly parked vehicles?
- (A) The owner will be fined.
 - (B) The car may be towed.
 - (C) The car may be damaged from the construction.
 - (D) The owner will have to pay for any towing charges.

Questions 177-180 refer to the following news article.

If you're looking to treat someone – or yourself – with natural and organic body care products, look no farther than Ranch Bernard.

Located in the Bernardo Winery village shops, Natures Perfect Scents offers products that relax you while awakening the senses with aromatherapy-based lotions, soaps, oils, bath products and more.

Everything in the store is natural, with no plastics, dyes or artificial ingredients – ideal for those with allergies or those inclined to use chemical-free products. In addition, the store also features post- and prenatal products, including naturally made children's toys.

"It's for anybody who's looking for natural and organic products," said Bianca Smith, a Ranch Bernard resident and Mt. Bernardo High School alumnus who opened the store last December. "A lot of people are leaning toward good quality natural and organic products."

Nearly all products are from small businesses across California, Ms. Smith added. There's an organic line of lotions, body oils and scrubs from the Napa Valley company NV Organics. In addition to personal care products, the store features products for babies and their mothers, in line with Ms. Smith's business Pregnatique, a baby health and wellness boutique. Ms. Smith, who also assists new mothers as a birth and post-birth counselor, offers products for babies and infants by companies such as Bébé and Moby Wrap.

177. What is indicated about Natures Perfect Scents?

- (A) It only carries baby products.
- (B) It only makes organic personal care products intended for babies.
- (C) Its products are available only through the website.
- (D) It carries organic products in addition to baby products.

178. The word 'inclined' in paragraph 3, line 2, is closest in meaning to

- (A) leaning
- (B) tilted
- (C) unlikely
- (D) willing

179. What is suggested about Natures Perfect Scents products?

- (A) They are very popular with men.
- (B) They are mostly made outside the country.
- (C) They are only made with natural ingredients.
- (D) They are cheaper than most non-organic products.

180. What is NOT stated about Bianca Smith?

- (A) She attended a nearby high school.
- (B) She has lived in Ranch Bernard all her life.
- (C) She opened her store last year.
- (D) She also sells naturally made toys for children.

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

Virgo America Names New VP of Marketing

Virgo America has named Portia Gales as its new vice president of marketing. In her new role, Gales will be in charge of shaping the Virgo America brand as it launches into new markets nationwide. The startup airline, which was launched in August in Chicago, is working to serve up to 10 cities through 2011, including New York, Washington, and Los Angeles. It plans to increase its service to 30 cities over the next five years, the company said.

Gales has worked in the public relations department since Virgo's launch. She takes over the VP position in January, the company said. She replaces Spence Kramdon, who left the post last year, a company spokesperson said.

The low-fare carrier uses a host of amenities designed to distinguish itself from other airlines. It offers mood-lit cabins, an in-flight entertainment system with movies, TV and online chat rooms in a First Class section with massage chairs.

To: Portia Gales
From: Adam Levitt
Date: January 10
Subject: Congratulations

Dear Portia,

Congratulations again on your promotion. You are very deserving of this opportunity and I know you will be an invaluable asset to Virgo America. Since you left, Mr. Raleigh has asked me to join the marketing team. I have not given him an answer yet, but I have every intention of accepting the position. I have wanted to be a member of the marketing team ever since I joined this firm 3 years ago as your assistant. Now that you are the new VP of marketing, my mind is set. Thank you very much for your glowing recommendation.

I look forward to working with you in the near future.

Sincerely,
Adam Levitt

181. Why was the article written?
- (A) To announce the hiring of a new executive
 - (B) To publicize the results of a company expansion
 - (C) To announce the retirement of a company executive
 - (D) To inform readers of an up and coming airline
182. Where are the offices of Virgo America located?
- (A) Chicago
 - (B) New York
 - (C) Washington
 - (D) Los Angeles
183. In the article, the word 'post' in paragraph 2, line 3 is the closet in meaning to
- (A) company
 - (B) airline
 - (C) position
 - (D) chair
184. What did Ms. Gales do for Mr. Levitt?
- (A) Gave him professional advice
 - (B) Taught him about marketing
 - (C) Inspired him to join the marketing team
 - (D) Gave him an excellent reference
185. What is implied about Mr. Levitt?
- (A) He is not good at his job.
 - (B) He currently resides in Chicago.
 - (C) He previously worked in the public relations department.
 - (D) He has always wanted to work under Ms. Gales.

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

From: Terry Vargas(tvargas@ums.edu)
To: Allan Risi(arisi@ums.edu)
Date: March 18
Subject: Faculty Institute

Dear Professor Risi,

You are cordially invited to attend this year's Faculty Institute, to be held on Thursday, May 18 at the University College facilities on the University of Maryland at Auburn campus. Last year's Faculty Institute opened by considering a number of quality "elements" for teaching with technology. We broadly surveyed examples of how faculty, educational services, and technology support staff are addressing each of these standards, in addition to methods of surveying students to receive feedback. This year we will add to these elements to expand the scope of our faculty members.

University College will provide travel support for faculty attending the 2011 Faculty Institute as part of our commitment to assure quality distance education. If you will be traveling from UMPI, UMFk, or UMM, this includes hotel accommodation for the evening of May 17 in addition to the mileage reimbursement provided for faculty from all UMS campuses. As always, we encourage carpooling. Please RSVP along with any guests you plan to bring by April 2.

I hope you will be able to join us!
Terry

From: Allan Risi(arisi@ums.edu)
To: Terry Vargas(tvargas@ums.edu)
Date: March 19
Subject: RE: Faculty Institute

Dear Professor Vargas,

Thank you for your personal invitation. I couldn't have had a more enjoyable time at last year's Faculty Institute which you and your staff organized. I especially enjoyed the lectures on promoting a supportive learning environment and instituting authentic and meaningful learning activities via the Internet. My wife claimed the decorations to the Grand Hall were marvelous, the food superb, and the company second to none.

We look forward to this year's event as well.

Allan

186. Why was the first e-mail written?
- (A) To request information about a school program
 - (B) To describe the details of a charitable dinner
 - (C) To extend an invitation to a faculty event
 - (D) To thank someone for an official invitation
187. What is suggested about Mr. Vargas?
- (A) He often gives lectures to professors.
 - (B) He works at the Auburn campus.
 - (C) He is a close friend of Mr. Risi.
 - (D) He is one of the event organizers.
188. What does Mr. Vargas expect Mr. Risi to do?
- (A) Indicate whether he will attend the event
 - (B) Confirm the number of guests
 - (C) Be one of the speakers at the dinner
 - (D) Lead a carpool
189. What does Mr. Risi communicate to Mr. Vargas?
- (A) Notification that the Grand Hall can be reserved for private functions
 - (B) Congratulations on winning an important contract
 - (C) Notification that he will be attending with one additional guest
 - (D) Congratulations on last year's victory
190. What aspect of last year's Faculty Institute does Ms. Risi NOT mention in his e-mail?
- (A) Appreciation of Mr. Vargas's invitation
 - (B) Ways of encouraging learning activities using the Internet
 - (C) Methods of receiving feedback from students
 - (D) How to promote a supportive learning environment

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

Schedule for Stanley Erwin, VP of Pharmax Group

DATE	EVENT	LOCATION
May 10	Leave New York for scheduled meetings	
May 11	Meeting with representatives of Medic Pharmaceuticals to evaluate the satisfaction of Pharmax's new high blood pressure medication	Paris, France
May 12	Meet with representatives of the French department of health to complete deal for triglycine distribution in France	Paris, France
May 14-16	Pharmax Executive Conference Topic: Toward Greater Health Care in Germany	Berlin, Germany
May 18-20	Pharmax Executive Conference Topic: Biotechnology Advancements in the 21st Century	L.A., U.S.A
May 23	Presentation meeting with executives of Astrazinc about recent changes in Pharmax's diabetes treatment and care	Miami, U.S.A
May 25	Return to New York	

To: Stanley Erwin<serwin@pharmax.com>
 From: Prestige Hotel<management@prestigehotel.com>
 Date: April 3
 Subject: Hotel confirmation

Dear Mr. Erwin,

Thank you for your inquiry at our hotel. This e-mail is to confirm your stay at the Prestige Hotel, from May 17 through May 21. Your confirmation number is 2742. You can check in from 4:00 P.M. on the day of your arrival, with the checkout time being noon on the day of your departure. However, a late checkout is available upon request.

When checking in, you will receive a room key card and a guest pass to the exercise facilities including our expansive indoor pool. Your room includes wireless Internet, fax, and printer, as per your request.

I've also included two printable coupons. The first is for a complimentary breakfast at any of our fine restaurants; the second is for a discount for our in-house daily car rentals.

We look forward to having you as our guest.

Thank you.

Prestige Hotel management

191. In what industry does Mr. Erwin probably work?
(A) Hospital management
(B) Technology
(C) Pharmaceuticals
(D) Diabetes research
192. What will Mr. Erwin do in Paris?
(A) Assess the effectiveness of new products
(B) Meet with new clients
(C) Observe a symposium on new drugs
(D) Develop a new diabetes treatment
193. Where is the Prestige hotel located?
(A) In Paris
(B) In Berlin
(C) In New York
(D) In Los Angeles
194. What is NOT mentioned as a feature of the Prestige Hotel?
(A) Car rental service
(B) Exercise facilities
(C) Indoor pool
(D) Conference room
195. In the e-mail, the word 'in-house' in paragraph 3, line 2 is closest meaning to
(A) home
(B) cheap
(C) internal
(D) outside

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

Academia Scholastic

A young, growing business services/training company seeks a sales manager. Primary responsibility is overseeing a sales team of more than 10 people to increase productivity, efficiency, and overall sales. We have classes all over the country and the sales manager will need to make sure that those classes get filled among other things.

Qualifications:

- 2-3 years' experience as a sales manager a MINIMUM
- Existing contacts in the construction and utility and energy efficiency industries would be ideal
- Sales force or other sales experience required (Those without this experience need not apply)
- Experience in working in a stressful, fast-paced environment

Responsibilities:

- Creating sales materials for use by sales staff
- Managing a sales team
- Reporting to senior management
- Training new employees
- Hiring new salespeople
- Building and managing an outside sales force

To: Aaron Plabo<aplabol@academiascholastic.com>

From: Ashley Park<apark@intellearning.com>

Subject: Sales Manager

Hello Aaron:

I hope things are good with you and my former boss. I am now a human resources recruiter at Intel Learning. My work at Intel Learning is interesting. The company culture is a lot like the culture at Academia Scholastic.

I noticed your ad for a sales manager at classifiedjobs.com. We have a young intern here named Brie Claudia who will be completing her internship with us at the end of next month. I would love to be able to hire her full time, but Intel Learning currently has no openings due to budget cuts. Ms. Claudia has taken on increasing responsibilities since her arrival at Intel Learning, and she has become a reliable and trustworthy manager. I'd really like to see her find work at a company that utilizes her diverse skills.

I truly believe Ms. Claudia meets all the qualifications for the position you advertised. Let me know if you are interested in interviewing her and I will have her forward her resume.

Best regards,
Ashley Park

196. What is indicated about the position advertised?
- (A) It is an opportunity for part-time employment.
 - (B) It is advertised on the company's website.
 - (C) It is in a highly competitive field.
 - (D) It is posted on a job listing website.
197. What is the purpose of the e-mail?
- (A) To recommend a qualified candidate
 - (B) To apply for the listed job
 - (C) To request an updated resume
 - (D) To ask for more information pertaining to the job
198. According to the e-mail, where did Mr. Plabo and Ms. Park work together?
- (A) Intel Learning
 - (B) Academia Scholastic
 - (C) Classifiedjobs.com
 - (D) In a classroom setting
199. What is true about Ms. Claudia?
- (A) She has had her responsibilities increased at Academia Scholastic.
 - (B) She has contacted Ashley Park.
 - (C) She is dissatisfied with her current job.
 - (D) She has more than two to three years of experience as a sales manager.
200. Why will Intel Learning NOT offer Ms. Claudia a job?
- (A) Ms. Claudia does not meet all the required qualifications.
 - (B) Intel Learning has recently experienced budget restrictions.
 - (C) Ms. Claudia is unable to work as an intern.
 - (D) Intel Learning rarely promotes from outside the company.